Disaster Recovery Grant Reporting System Training for NSP Users

Release 7.10



Session Rules

Ask lots of questions

Set all cell phones to silent or vibrate.

 Raise your hand if you are having computer problems or fall behind. We are here to help!

Today's Agenda

- Quick overview of yesterday's material
- Items to be covered:
 - Drawdown Module
 - Admin TA Module
 - Reports Module
 - Telling Your NSP Story via DRGR
 - Common Issues & Troubleshooting
- Q&A Session

The Basics: DRGR Modules



Admin

Assign and certify users; add and track TA and Monitoring Events



Action Plans

Identify activities to be funded by organization, activity type, and project.



Drawdowns

Obligate funds for draws; create, approve, edit vouchers; receipt program income



QPRs

Summarize drawdowns, expenditures, obligations, and achievements for the quarter



Reports

Look at financial, reporting, and user account information in an easy-to-read and exportable format

QPR Review

Purpose

- Report progress for quarter and cumulative basis by:
 - Identifying <u>accomplishments</u> once a national objective has been met
 - Pulling <u>financial</u> data as entered in the Drawdown Module
 - Detail, in <u>narrative</u> format, progress of the grant as a whole and per activity

HUD FO role

- Approval or rejection of the QPR in a timely manner
- Provide and share comments with grantees (if desired)

DRGR Navigation Rules

- Navigate using DRGR Links, rather than your browser's.
- Never use your browser's BACK button.
- LOGOUT using the Logout link in Utilities don't just close the window.
- Save early, save often! System times-out after 20 minutes.
- If you want to copy/paste text into DRGR, do so from Notepad or a file in .txt format.

Drawdown Module

Obligating Funds
Program Income
Create Vouchers
Approve Vouchers
Voucher Corrections

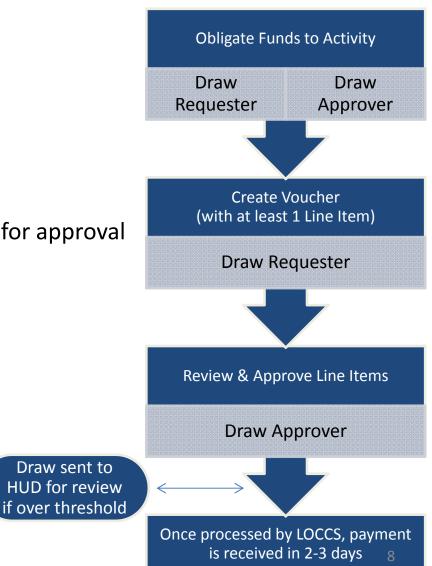


Action Plans Drawdown Admin **QPR** Reports Grants

> Draw sent to **HUD** for review

Drawdown Module Overview

- **Drawdown Process**
 - Obligate Funds
 - Create Draw Voucher
 - Approve Draw Voucher
 - Over Threshold?
 - Yes Send additional info to HUD for approval
 - No wire transfer in 2-3 days
- **Additional Functions**
 - Draw Corrections
 - Revise
 - Reject
 - Cancel
 - Program Income



Action Plans Drawdown QPR Reports Grants

Drawdown Module Overview: Field Office Actions

Admin

 Give policy recommendations on when/how to obligate funds.

Get help from CFO if grantee has missing Tax
 ID (TIN) or Bank Routing Information in LOCCS.

Take action on draws over the threshold.

Obligate Funds

- All funds Obligated at Activity Level
 - Obligated funds include both Program Funds and Program Income
- Must meet NSP definition of Obligation
 - Examples include: opening escrow for acquisition, or approving a rehabilitation budget. Clarify with CPD Rep, as needed.
- Must have Request or Approve Drawdown role

Obligate Funds

 Necessary Roles: Request Drawdown or Approve Drawdown



Obligate Funds

Make sure you are searching under the correct grant #

Search for Activities to Obligate

Search Criteria
Grant Number:

B-08-DI-17-0001

Search Reset

Grantee Activity Number:

Responsible Organization:

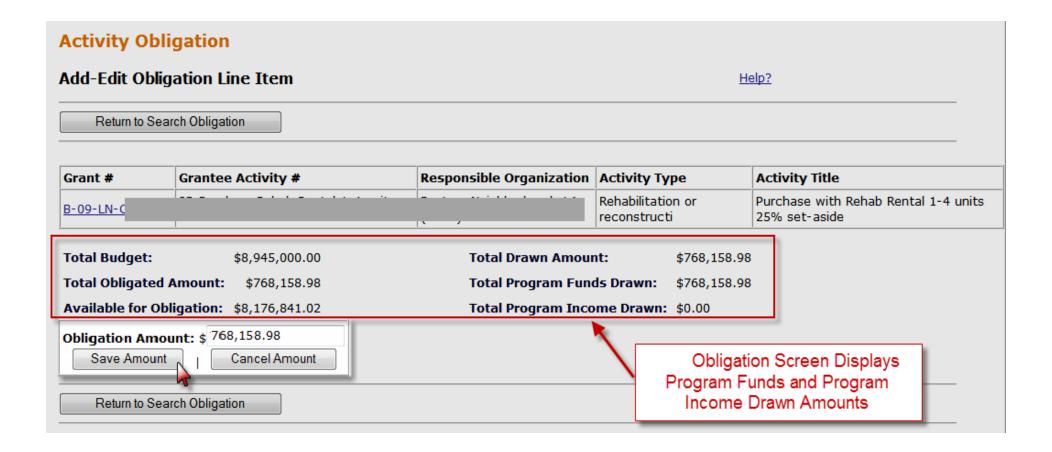
Results Page 4 of 33 (321 activities found)

Activity Obligation

Grant #	Grantee Activity #	Responsible Organization	Activity Type	Activity Title	Action
B-08-DI-17-0001	1800700021 08-357015 1000	City of Grafton	Administration e.g., general m	Grafton Dredging Admin	<u>Maintain</u>
B-08-DI-17-0001	1800800601 08-358005 0100	City of Grafton	Acquisition of residential rea	Grafton Buyout Res Acquisition LMI	<u>Maintain</u>
B-08-DI-17-0001	1800800602 08-358005 0102	City of Grafton	Acquisition of residential rea	Grafton Buyout Res Acquisition URG	<u>Maintain</u>
B-08-DI-17-0001	1800800603 08-358005 0200	City of Grafton	Clearance and demolition	Grafton Buyout Demo-Clearance LMI	Maintain
B-08-DI-17-0001	1800800604 08-358005 0202	City of Grafton	Clearance and demolition	Grafton Buyout Demo-Clearance URG	Maintain
B-08-DI-17-0001	1800800605 08-358005 0302	City of Grafton	Acquisition of non-residential	Grafton Buyout Non-Res Acquisition URG	Maintain
B-08-DI-17-0001	1800800606 08-358005 0800	City of Grafton	Relocation payments and assist	Grafton Buyout Relocation LMI	Maintain
B-08-DI-17-0001	1800800607 08-358005 0802	City of Grafton	Relocation payments and assist	Grafton Buyout Relocation URG	<u>Maintain</u>
B-08-DI-17-0001	1800800608 08-358005 1000	City of Grafton	Administration e.g., general m	Grafton Buyout Admin	Maintain
B-08-DI-17-0001	1800300009 08-353005 0600	City of Harvey	Construction/reconstruction of	167th Street Improvements	<u>Maintain</u>

[Previous 10 Results] 1 2 3 4 5 6 7 8 [Next 10 Results]

Obligate Funds



Obligate Funds: Drawdown Math Rules



Obligation amounts must be less than or equal to the **Total Activity Budget** and greater than or equal to the **Total Drawn Amount** (can't decrease the obligation amount to less than the amount that has already been drawn down)

Activity Budget \geq Obligation \geq Total Activity Drawn Amount (PF+PI) $\$1,000,000 \geq \$500,000 \geq \$200,000$

Grantees must enter BOTH Program Income as part of the Total Activity Budgets and Activity Obligations

Program Income (PI)

- If a Grantee anticipates receiving Program Income:
 - Activity budgets and obligations must include estimated program income.
 - PI transactions are recorded using "PI Receipts" and PI Vouchers.
 - Ensures compliance with requirements for spending PI before program funds are drawn.
 - Program Income Accounts allows grantees to "wall off" organizations that a grantee allows to retain PI, and not return to the grantee, for their own uses.
 - Grantees can designate Revolving Loan Funds (RLF) at the Project level.

Program Income: Prior to 7.3

- PI used to be entered into the QPR
- PI recorded prior to 7.3 was converted into receipts based on the QPR and Activity in which it was entered.
- Activity Budgets and Obligations may have been automatically increased if PI was previously receipted through those activities.
- By using the Search/Edit Receipt function, grantees can modify previously recorded PI to be associated with another Activity*.
 - (*Activity's budget might first need to be increased)

PI DRGR Functionality

Budgets: Add estimated PI at the grant level as a distinct line

item. Add estimated PI as a component of the

Project/Activity Budget.

Draws: To draw funds, DRGR requires all Program Income

received in each RLF or PI account to be used before

Program Funds. Similar rules apply to activities

outside RLF and PI accounts (termed "General"

Account" for PI)

PI Account: Add and Edit/Search Program Income Accounts to

identify activities with the organization they fund that

are allowed to retain PI for their own uses.

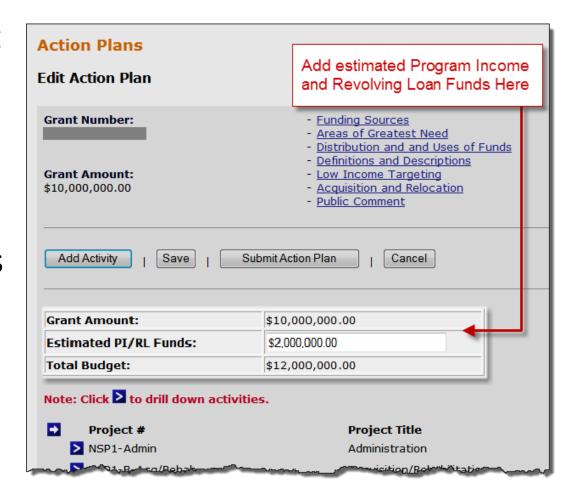
PI Receipt: Create and Edit/Search Program Income Receipts to

identify each PI transaction rather than recording

amounts quarterly as in the past.

PI: Budgets at the Grant Level

Estimate the amount of Program Income the grant will receive over the grant. Reevaluate regularly to ensure enough funds to accommodate project and activity budgets.



PI: Budgets for Project/Activity

- Total Project and Activity budgets must include program funds and estimated program income.
- Re-evaluate regularly to ensure enough funds to accommodate project and activity budgets.
- Math Rules:

Project/Activity Budget = Program Funds + Estimated PI

Total Budget (Grant Funds + Estimated PI/RL Funds) ≥
Sum of Total Project Budgets ≥
Sum of Total Activity Budgets (per Project)

PI Categories

PI will now be categorized as:

- General Account: Pool of all PI receipted that is not in any individual RLF or PI Account(s).
- *PI Account(s)*: Separate accounts created by grantee to identify Activities under their funding agreements with their organizations that allow these organizations to RETAIN and use PI on their own Activities. In effect, *PI Accounts allow users to "wall off" PI receipts for specific Responsible Organizations.*
- Revolving Loan Fund(s): Projects to identify activities of a single Activity type where loan repayments are used to fund new loans

General Account

All PI received on any unassigned Activity must be disbursed before PF on any unassigned Activity

PI Account

All PI received in an any
Activity in each PI Account
must be disbursed before PF
in the PI Account

RLF Project

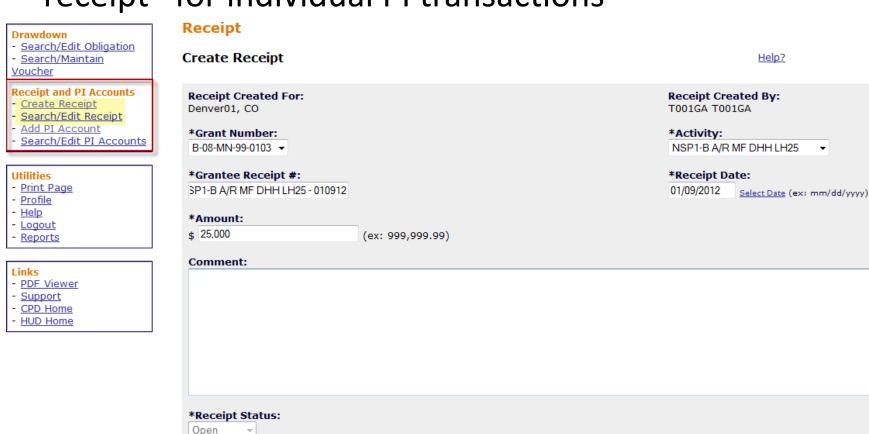
All PI received in an any
Activity in each RLF project
must be disbursed before PF
in the RLF Project

PI Receipts

Save Receipt

Cancel

PI received is recorded in the Drawdown Module as a "receipt" for individual PI transactions

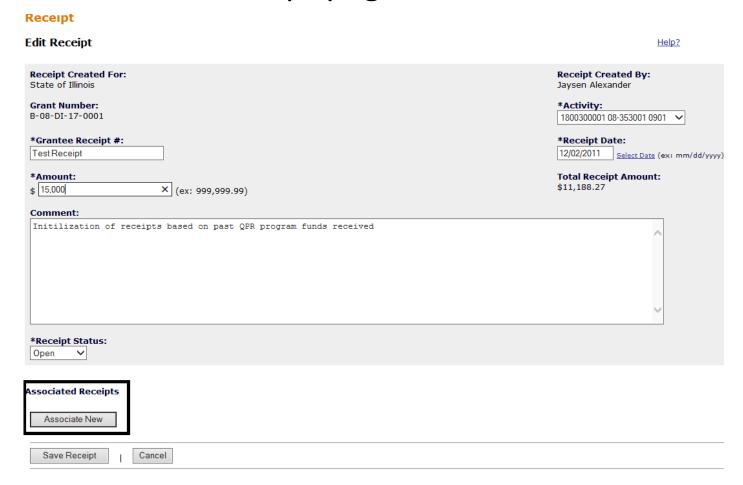


Associate PI Receipts

- Grantees can also associate two or more receipts for tracking purposes
- Typically used when one PI receipt is split among two or more activities in separate PI Accounts
- Example: Subrecipient is allowed to retain all but 10% of PI generated:
 - Receipt 90% against the activity that generated the PI
 - Receipt 10% against the administration activity
 - "Associate" the two receipts to establish the relationship

Associate PI Receipts

 Receipts can be "associated" in the Drawdown Module, Edit Receipt page.



Associate PI Receipts

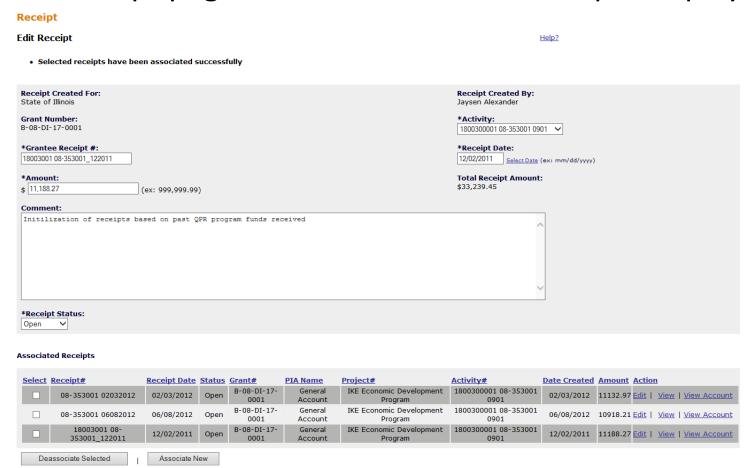
 Selecting the "Associate New" button directs users to the search/select receipt page:

Receipt **Associate Receipts** Receipt #: 18003001 08-353001 122011 10 Record(s) Displaying 1 through 10 First Prev 1 Next Last Select Receipt# Receipt Date Status Grant# **PIA Name** Project# Activity# Date Created Amount B-08-DI-17-General IKE Economic Development 1800300001 08-353001 08-353001 02032012 02/03/2012 02/03/2012 11132.97 Edit | View | View Account 0001 Account Program 0901 1800300001 08-353001 B-08-DI-17-General IKE Economic Development **✓** 08-353001 06082012 06/08/2012 0001 Account Program 0901 1800300001 08-353001 B-08-DI-17-General IKE Economic Development **✓** 08-353001 07172012 07/17/2012 07/17/2012 140563.26 Edit | View | View Account Account Program B-08-DI-17-IKE Economic Development 1800300001 08-353001 General 08353001 005 12/15/2011 Open 12/15/2011 11212.71 Edit | View | View Account 0001 Account Program 0901 B-08-DI-17-General IKE Economic Development 1800300012 08-353007 08353007 02182014 02/18/2014 02/18/2014 1100 Edit | View | View Account 0001 Account Program 0600 1800300001 08-353001 B-08-DI-17-General IKE Economic Development 1800300001 08-353001 02/15/2012 02/15/2012 11111.11 Edit | View | View Account 021512 0001 Account 0901 1800300001 08-353001 B-08-DI-17-IKE Economic Development 1800300001 08-353001 General 04/02/2012 04/02/2012 Edit | View | View Account 04022012 0001 Account Program 0901 B-08-DI-17-18003001 08-General IKE Economic Development 1800300001 08-353001 03/31/2011 Open 12/02/2011 8333.33 Edit | View | View Account 353001 032011 0001 Account Program 0901 18003001 08-B-08-DI-17-General IKE Economic Development 1800300001 08-353001 06/30/2011 12/02/2011 15648.15 Edit | View | View Account 353001_062011 Account 0901 B-08-DI-17-18003001 08-General IKE Economic Development 1800300001 08-353001 09/30/2011 Open 12/02/2011 33928.76 Edit | View | View Account 353001_092011 Account Program Search Again



Associate PI Receipts

 Selecting "Save Association" directs users back to the Edit Receipt page with the associated receipts displayed:



Admin Action Plans Drawdown QPR Reports Grants

PI Accounts: Set-Up

- Established by Responsible Organization with, typically, all of the Activities associated with that Responsible Org. in their own PI Account.
- Program Income generated by an Activity in this account can only be used for itself or other Activities in that same account.
- Any Activities not assigned to a PI Account will remain in a General PI Account.

Program Income Accounts: Set-up

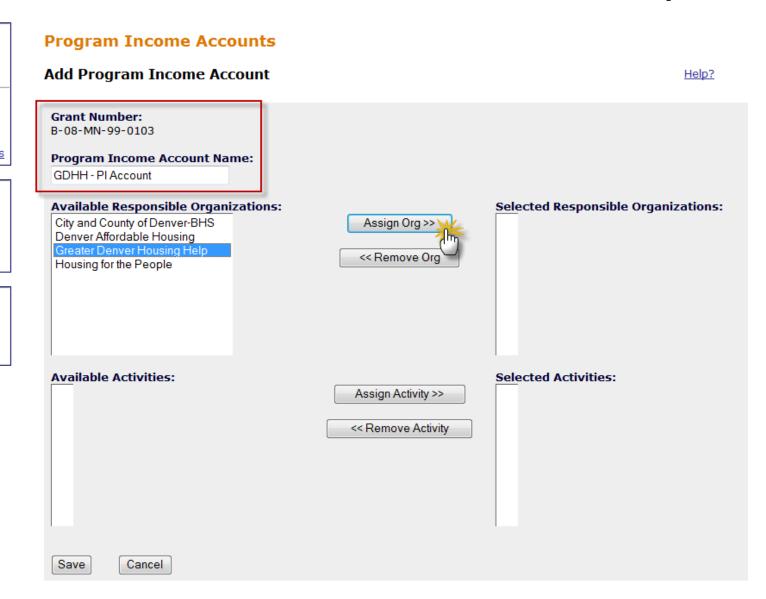
Drawdown - Search/Edit Obligation - Search/Maintain Voucher Receipt and PI Accounts - Create Receipt - Search/Edit Receipt - Add PI Account - Search/Edit PI Accounts

Utilities

- Print Page
- Profile
- Help
- Logout
- Reports

Links

- PDF Viewer
- Support
- CPD Home
- HUD Home

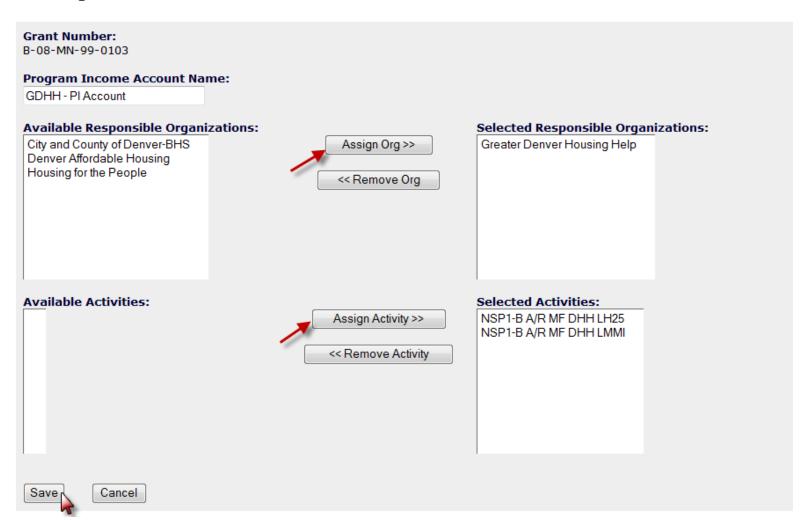


Program Income Accounts: Set UP

Program Income Accounts

Add Program Income Account

Help?



Program Income Accounts: Search/Edit

Drawdown

- Search/Edit Obligation
- Create Voucher
- <u>Search/Maintain</u> Voucher

Receipt and PI Accounts

- Create Receipt
- Search/Edit Receipt
- Add PI Account
- Search/Edit PI Accounts

Utilities

- Print Page
- Profile
- Help
- Logout
- Reports

Links

- PDF Viewer
- Support
- CPD Home
- HUD Home

Program Income Accounts

Search for Program Income Accounts

Search Criteria

Grant Number:

B-08-MN-99-0103 ▼

Program Income Account:

Grantee Activity Number:

Search | Reset

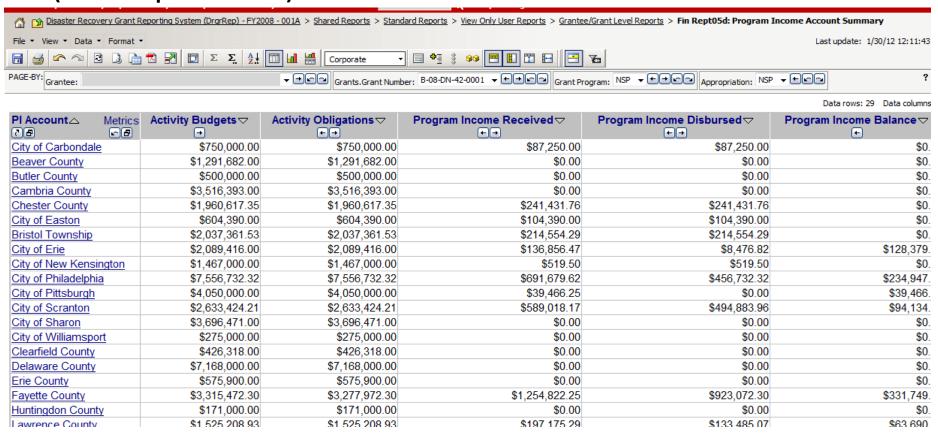
Results Page 1 of 1 (6 Program Income Accounts found)

<u>Grant Number</u>	Program Income Account	Grantee Activity Number	Action
B-08-MN-99-0103	City of Denver - PI Account	NSP1-E-Redev't MF City LMMI	Edit View
B-08-MN-99-0103	City of Denver - PI Account	NSP1-Admin	Edit View
B-08-MN-99-0103	City of Denver - PI Account	NSP1-C LB SF City	Edit View
B-08-MN-99-0103	DAH - PI Account	NSP1-B A/R SF DAH LH25	Edit View
B-08-MN-99-0103	GDHH - PI Account	NSP1-B A/R MF DHH LMMI	Edit View
B-08-MN-99-0103	GDHH - PI Account	NSP1-B A/R MF DHH LH25	Edit View

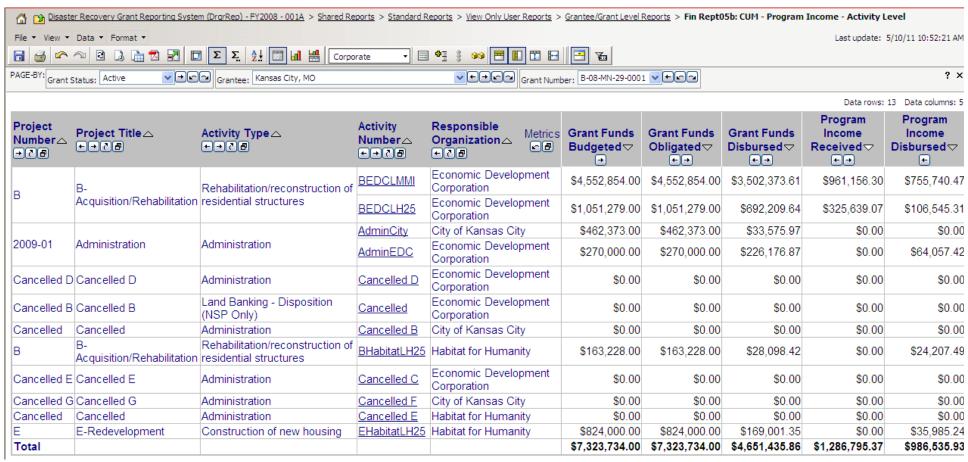
Hel

Program Income Accounts: Review

This is an example of a grantee that has set up PI Accounts according to their responsible organizations. (Fin Report 05d)



Program Income Review (FinRept05b)



Case Study 11, 12 & 13

- 11. Obligate Funds
- 12. Create a Program Income Account & Estimate PI Budgets
- 13. Create a PI Receipt

<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Review

Program Income Review

- Budgets and obligations must include estimated PI.
- Complies with requirement to spend PI before drawing program funds.
- Grantees can set up PI Accounts to allow their organizations to retain PI.
- PI is recorded in Drawdown module.
- Revolving Loan Funds (RLF) can be created at the Project Level.

Create/Approve Vouchers

Funds Drawn at Activity Level.

Two Step Process for a Grantee:

Step 1: Create the Voucher

- Must have Draw Request Role
- Determine Program Funds v. Program Income Funds
- Select Activities, amounts, and enter comments

Step 2: Approve Voucher

- Must have Draw Approval Role to approve
- Approve / Reject entire voucher
- Approve / Reject on line-item basis
- Provide comments for approval or rejection

Create/Approve Vouchers: Roles

	View a Voucher Line Item	Approve/Reject a Voucher Line Item	Revise a Voucher Line Item	Cancel Voucher Line Item	Revoke Approval of a Voucher Line Item
ALL	X				
Draw Requester	X		X	X	
Draw Approve	X	X			X

Create/Approve Vouchers: Daily Draw Thresholds

- Normally = \$5 million daily per VOUCHER
- If threshold exceeded, status = Approved Pending HQ
- Grantee must e-mail supporting info to HUD Rep
 - sufficient detail that the draw request was reviewed and approved in accordance with grantee procedures: should include support documentation with two grantee staff signatures/initials.
- HUD Review (by HUD HQ users with Draw Approval rights)
 - CPD Representatives must consult with HHQ prior to taking any action on a voucher.
 - Rely on HHQ for Guidance

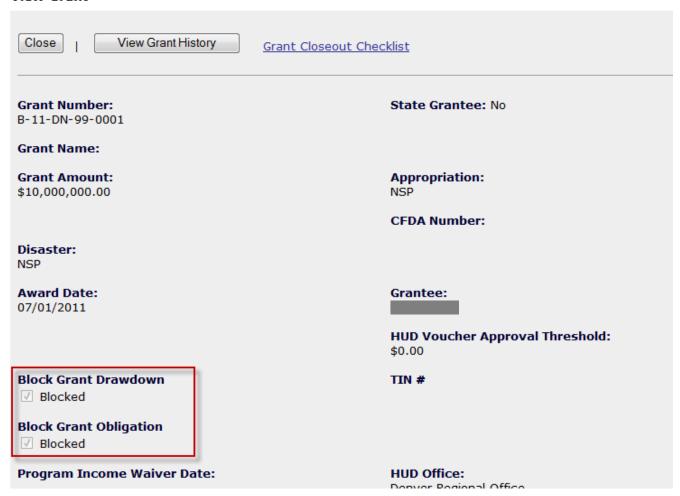
Create/Approve Vouchers: Block Draws

- Draws can be blocked
 - at the <u>Grant</u>, <u>Project</u> and <u>Activity</u> level by HUD (see next slides) or
 - at the Activity level by the Grantee Admin
- Communicate with FO if draw is blocked by HUD
- Check for Restricted Balance projects

Blocked Draws – Grant Level

Grants

View Grant



Blocked Draws – Project/Activity Level



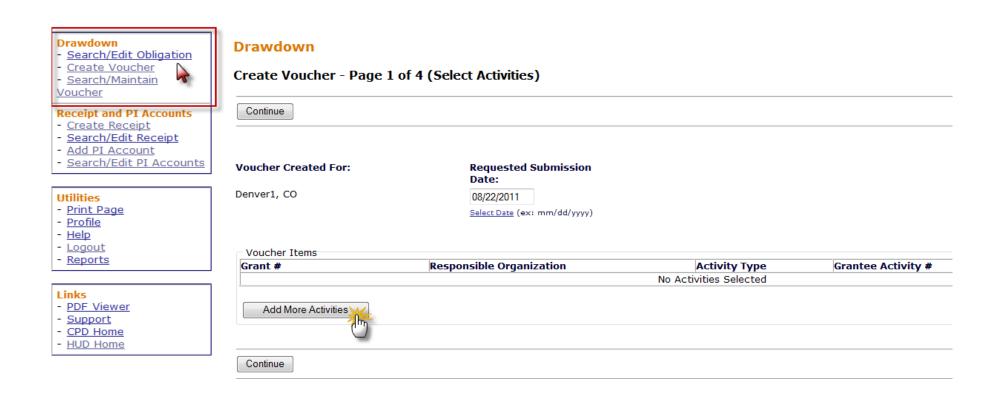
Create Voucher

Build the voucher in four steps:

- 1. Select Activities
 - 1a. Search for Activities
 - 1b. Select Fund Type (PF or PI)
- 2. Enter Drawdown Amount per line items
- 3. Confirm Voucher
- 4. Verify voucher is confirmed

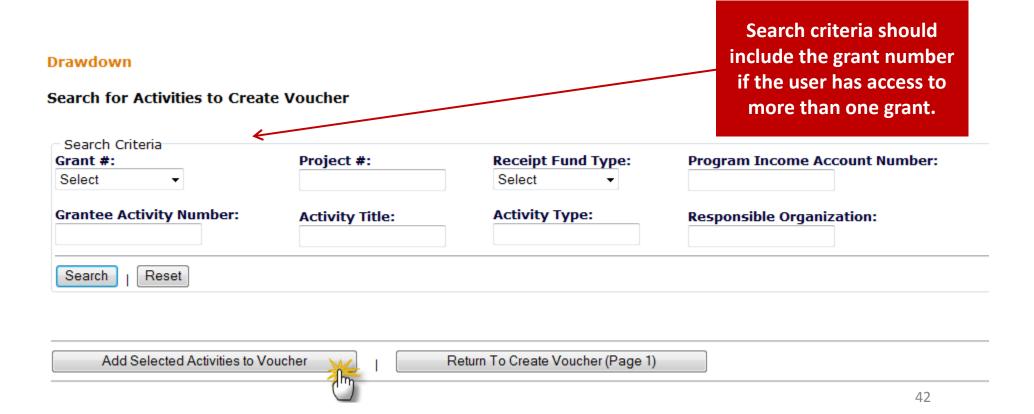
Step 1: Select Activities

Necessary Role: Request Drawdown



Step 1a: Search for Activities

 Search by Grant number, Activity Type, or just select Search to view all possible Activities



Step 1b: Select Fund Type

arch for Activitie	es to Create V	oucher				Help?		
Search Criteria rant #: 8-08-MN-99-0103 •		Project #:	Receipt Fund Select	Type: ▼	Program Incom	me Account	Number:	
rantee Activity N	umber:	Activity Title:	Activity Type	:	Responsible O	rganization:		
Search Reset							lect act	
sults Page 1 of 1	(7 activities f	ound)				inclu	ıde in tl	ne vou
Grant #	Responsible Organization	Activity Type	Project #	Grantee Activity #	Activity Title	Program Income Account #	Select Program Funds	Select Receipt Funds
B-08-MN-99-0103	City and County of Denver-BHS	Administration	NSP1- Admin	NSP1- Admin	Admin	City of Denver - PI Account	×	
B-08-MN-99-0103	City and County of Denver-BHS	Construction of new housing	NSP1-E- Red't	NSP1-E- Redev't MF City LMMI	Redevelopment MultiFamily LMMI	City of Denver - PI Account	X	X
B-08-MN-99-0103	City and County of Denver-BHS	Land Banking - Acquisition (NSP Only)	NSP1-C- LB	NSP1-C LB SF City	Land Banking Single-Family LMMI	City of Denver - PI Account		X
B-08-MN-99-0103	Denver Affordable Housing	Rehabilitation/reconstruction of residential structures	n NSP1-B- Acq/Rehab	NSP1-B A/R SF DAH LH25	Acq/Rehab Single-Family LH25	DAH - PI Account		X
3-08-MN-99-0103	Greater Denver Housing Help	Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab	NSP1-B A/R MF DHH LH25	Acq/Rehab Multifamily LH25	GDHH - PI Account	×	
3-08-MN-99-0103	Greater Denver Housing Help	Rehabilitation/reconstruction of residential structures	n NSP1-B- Acq/Rehab	NSP1-B A/R MF DHH LMMI	Acq/Rehab Multifamily LMMI	GDHH - PI Account	X	X
3-08-MN-99-0103	Housing for the People	Rehabilitation/reconstruction	n NSP1-B- Acq/Rehab	NSP1-B A/R SF HP LH25	Acq/Rehab Single-Family LH25	GENERAL ACCOUNT		X

Step 2: Enter Drawdown Amount per line items

Drawdown

Create Voucher - Page 1 of 4 (Select Activities)

Continue

Voucher Created For:

Denver01, CO

Date:

Denver01, CO

Date:

Denver04 (ex: mm/dd/yyyy)

Grant #	Responsible Organization	Activity Type	Project #	Grantee Activity #	Title	Fund Type	Program Income Account	Select to Remove
B-08-MN-99-0103	City and County of Denver-BHS	Administration	NSP1- Admin	NSP1- Admin	Admin	PROGRAM FUND	City of Denver - PI Account	
B-08-MN-99-0103	Denver Affordable Housing	Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab	1 '	Acq/Rehab Single- Family LH25	PROGRAM FUND	DAH - PI Account	
B-08-MN-99-0103	Greater Denver Housing Help	Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab	NSP1-B A/R MF DHH LH25	Acq/Rehab Multifamily LH25	PROGRAM FUND	GDHH - PI Account	
B-08-MN-99-0103	Denver Affordable Housing	Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab	1 '	Acq/Rehab Single- Family LH25	PROGRAM INCOME	DAH - PI Account	
B-08-MN-99-0103	Greater Denver Housing Help	Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab	NSP1-B A/R MF DHH LH25	Acq/Rehab Multifamily LH25	PROGRAM INCOME	GDHH - PI Account	



Action Plans Drawdown Admin **QPR Reports Grants**

Step 2 (cont.)

Drawdown

Create Voucher - Page 2 of 4 (Submit)

Help?

Return To Create Voucher (Page 1) Submit Voucher Cancel Voucher

Voucher #: **Requested Submission**

Date:

01/10/2012 169889

Created by: **Voucher Created For:** Denver01, CO

T001GR T001GR

All Program Income Available is being used before Program Funds

Voucher Items								$\overline{}$		
	Responsible Organization	Activity Type	Project #	Grantee Activity #	Activity Title	Fund Type	Program Income Account	Available Amount	<u>Drawdown</u> <u>Amount</u>	Status
	City and County of Denver-BHS	Administration	NSP1- Admin	NSP1- Admin	1		City of Denver - PI Account	\$1,000,000.00	\$ 10000	
		Rehabilitation/reconstruction of residential structures	Acq/Rehab	A/R SF DAH			DAH - PI Account	\$400,000.00	\$ 25000	
		Rehabilitation/reconstruction of residential structures	Acq/Rehab	A/R SF DAH		PROGRAM INCOME	1	\$100,000.00	\$ 100000	
B-08-MN-99-0103	Greater Denver	Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab		Acq/Rehab Multifamily		GDHH - PI	\$2,975,000.00	\$ 10000	

Create Voucher: PF Draw Math Rules



PROGRAM FUNDS

DRGR requires all PI Received in each RLF or PI account to be used before grants funds. Similar rules will apply to Activities outside RLF and PI accounts (General Account)

Total Available Activity Amount =

Obligated Amount

- (Activity Total Drawn Amt. (PI+PF) +Activity Draw Pending (PI+PF)
- Balance PI Available of Program Income (General/RLF/PI Account) + Pending PI Draws (General/RLF/PI Account).

Create Voucher: Pl Draw Math Rules



PI FUNDS

PI draws are subtracted from the Total Activity Budget.

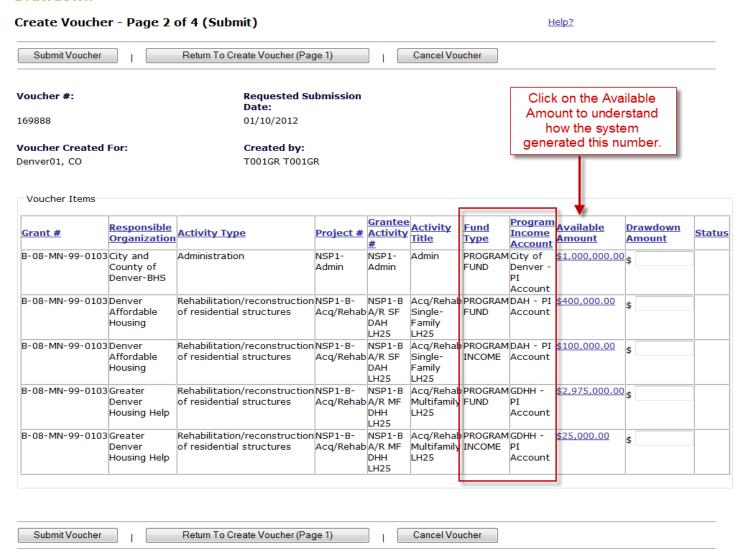
Available Activity Amount =

Sum of All PI Received for in General/RLF/PI Account

-Drawn PI (for in General/RLF/PI Acct) + Pending PI Draws (in General/RLF/PI Acct)

Available Amount: Draw Calculation

Drawdown



Available Amount: Draw Calculation

Drawdown

PI Available is calculated at the RLF and PI Account Level

across activities

Create Voucher - Calculated Available Amounts

Help?

Go Back To Create Voucher (Page 2)

Voucher #: Requested Submission

Date:

169888 01/10/2012

Voucher Created For: Created by:
Denver01, CO T001GR T001GR

Grant #: Responsible Organization: Project: Program Income Account:

B-08-MN-99-0103 Greater Denver Housing Help NSP1-B-Acq/Rehab GDHH - PI Account

Grantee Activity #:NSP1-B A/R MF DHH LH25

Activity Title:

Activity Title:

Fund Type:

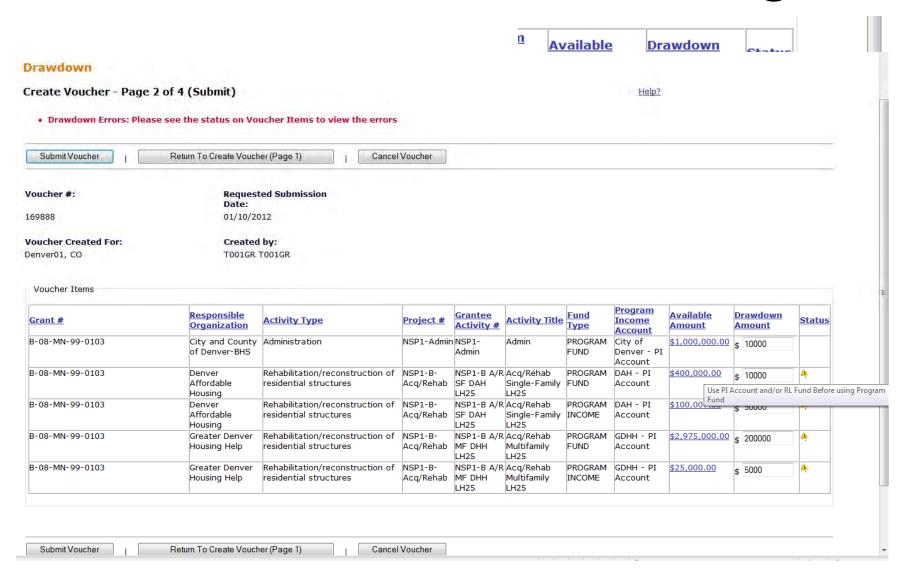
Acq/Rehab Multifamily LH25

PROGRAM FUND

Program Funds
Available is calculated
within the activity
based on total
budgets, draws and PI
availability

Program Income Account	Program Income - PI Account Level	Program Funds - Activity Level	Program Income - Activity Level	All Funds - Activity Level
A - Budgeted				\$3,500,000.00
B - Obligated				\$3,000,000.00
C - Receipts	\$25,000.00		\$25,000.00	
D - Drawn	\$0.00	\$0.00	\$0.00	\$0.00
E - Available	\$25,000.00	\$2,975,000.00	\$25,000.00	\$3,000,000.00

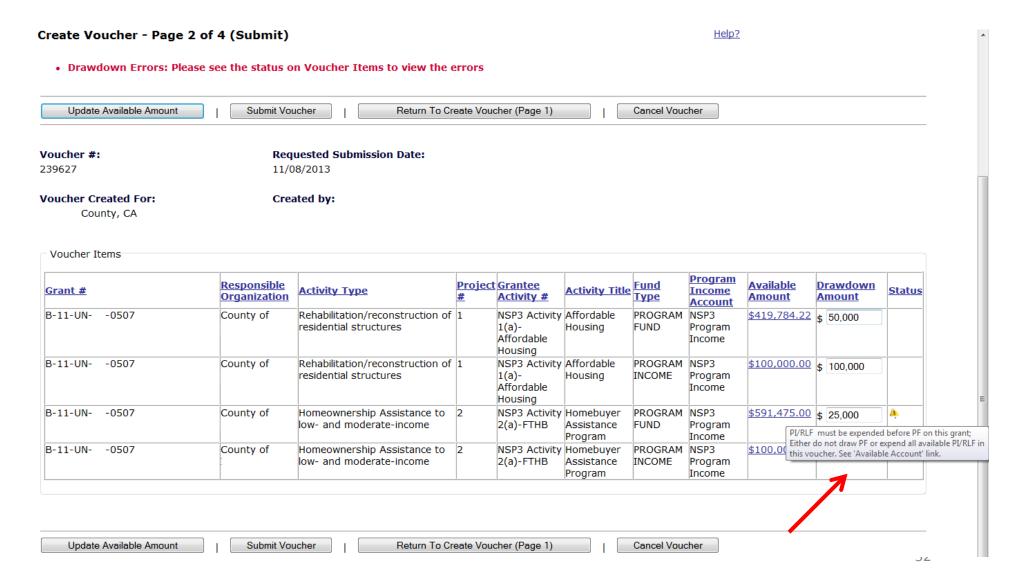
Available Amount: Error Message



Recalculate Available Balance

- Recalculate Available Balance on Voucher screen based on amounts entered to draw
- Fix error messages when attempting to draw PI and PF across multiple activities within the same PI account (and General Account)
- Draw available PF for multiple activities on the same voucher once PI is drawn

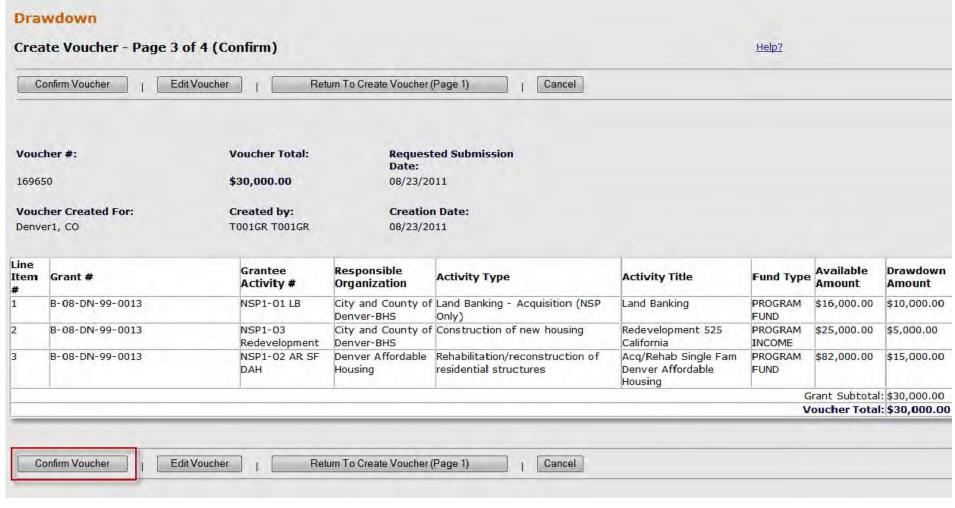
Recalculate Available Balance



Recalculate Available Balance

Update Available Amount	Submit Vou	ucher Return To Cr	eate Vou	cher (Page 1)		Cancel Vou	cher			
Voucher #: 239627		uested Submission Date: 08/2013								
Voucher Created For: County, CA	Crea	ated by:								
Voucher Items									1	
Grant #	Responsible Organization	Activity Type	Project #	Grantee Activity #	Activity Title	Fund Type	Program Income Account	<u>Available</u> <u>Amount</u>	<u>Drawdown</u> Amount	Status
B-11-UN0507	County of	Rehabilitation/reconstruction of residential structures	1	NSP3 Activity 1(a)- Affordable Housing	Affordable Housing	PROGRAM FUND	NSP3 Program Income	\$50,000.00	\$ 50,000	
B-11-UN0507	County of	Rehabilitation/reconstruction of residential structures	1	NSP3 Activity 1(a)- Affordable Housing	Affordable Housing	PROGRAM INCOME	NSP3 Program Income	\$0.00	\$ 100,000	
B-11-UN0507	County of	Homeownership Assistance to low- and moderate-income	2	NSP3 Activity 2(a)-FTHB	Homebuyer Assistance Program	PROGRAM FUND	NSP3 Program Income	\$591,475.00	\$ 25,000	
B-11-UN0507	County of	Homeownership Assistance to low- and moderate-income	2	NSP3 Activity 2(a)-FTHB	Homebuyer Assistance Program	PROGRAM INCOME	NSP3 Program Income	\$0.00	\$	

Step 3: Confirm Voucher



Step 4: Confirm Voucher-Printing

Drawdown



Line Item #		Responsible Organization		Project #	Grantee Activity #	Activity Title	Tyne	Program Income Account	Available Amount	Drawdown Amount
1	B-08-MN-99-0103	City and County of Denver-BHS	Administration	NSP1- Admin	NSP1- Admin			City of Denver - PI Account	\$990,000.00	\$10,000.00
2	B-08-MN-99-0103		Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab	NSP1-B A/R SF DAH LH25	P		DAH - PI Account	\$375,000.00	\$25,000.00
3	B-08-MN-99-0103		Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab	NSP1-B A/R SF DAH LH25	Acq/Rehab Single- Family LH25		DAH - PI Account	\$0.00	\$100,000.00
4	B-08-MN-99-0103		Rehabilitation/reconstruction of residential structures	NSP1-B- Acq/Rehab	NSP1-B A/R MF DHH LH25	Acq/Rehab Multifamily LH25	FUND	GDHH - PI Account	\$2,965,000.00	\$10,000.00
5	B-08-MN-99-0103		Rehabilitation/reconstruction of residential structures	Acq/Rehab	NSP1-B A/R MF DHH LH25	Acq/Rehab Multifamily LH25	INCOME	GDHH - PI Account	\$0.00	\$25,000.00
									Grant Subtotal:	-
								,	Voucher Total:	\$170,000.00

Voucher Comments:

Voucher Comment Field

Step 4: Verify Voucher is Confirmed.

DRGR Voucher Report

 Voucher Number:
 Voucher Created For:
 Created by:
 Creation Date:
 Print Date:

 169890
 Denver01, CO
 T001GR T001GR
 01/11/2012
 01/11/2012

Line Item #	Grant#	Grantee Activity #	Activity Type	Responsible Organization	Activity Title	Fund Type	Drawdown Amount	Line Item Status	Submission Date	Payment Code	Paid Date
1	B-08-MN-99-0103	NSP1-Admin	Administration	City and County of Denver-BHS	Admin	PROGRAM FUND	\$ 10,000.00	Open	01/11/2012		
2	B-08-MN-99-0103	NSP1-B A/R SF DAH LH25	Rehabilitation/recons truction of residential structures	Denver Affordable Housing	Acq/Rehab Single- Family LH25	PROGRAM FUND	\$ 25,000.00	Open	01/11/2012		
3	B-08-MN-99-0103	NSP1-B A/R SF DAH LH25	Rehabilitation/recons truction of residential structures	Denver Affordable Housing	Acq/Rehab Single- Family LH25	PROGRAM INCOME	\$ 100,000.00	Open	01/11/2012		Ā
4	B-08-MN-99-0103	NSP1-B A/R MF DHH LH25	Rehabilitation/recons truction of residential structures	I-region Henver	Acq/Rehab Multifamily LH25	PROGRAM FUND	\$ 10,000.00	Open	01/11/2012		



Program Income: Common Issues

- 1. Accounting for a Revolving Loan Fund (RLF)
- 2. Adding a PI Account vs. RLF

Admin

- 3. How does the grantee identify activities with the organizations they fund that are allowed to retain their program income?
- 4. PI previously entered under the wrong Activity
- 5. Error message when attempting to drawdown PI

1. PI: Common Issues

> Accounting for a Revolving Loan Fund.

Solution: Grantees will be able to identify Revolving Loan Funds (RLF) using the PROJECT screen. Each RLF will allow users to identify activities where receipts will be recorded and PI will be disbursed under the RLF. RLF projects can only include activities with a single activity type.

2. PI: Common Issues

Adding a PI Account vs. RLF

Solution: Grantees should set up a PI Account in situations where the program income for just one Responsible Organization needs to be "walled off" from the other activities.

Grantees should set up an RLF if more than one Responsible Organization will be assigned, and if the account meets HUD's definition of a NSP RLF.

3. PI: Common Issues

Admin

A grantee has five organizations for their grant. Of that, two of the organizations are allowed to retain their PI and three have to return their PI to the grantee. How does the grantee identify activities with the organizations they fund that are allowed to retain their program income?

Solution: Grantees are able to create PI accounts that allow them to identify activities and by Responsible Organization. Through these accounts, organizations can retain and use program income on their activities if allowed. Each PI account will allow users to identify activities where receipts will be recorded and program income will be disbursed. The grantee can also receipt PI received in a General Account to be used for other purposes.

4. PI: Common Issues

➤ If a grantee receipted PI against the wrong activity (either in the QPR prior to 7.3 or in the "Create Receipt" screens), they may have difficulties creating a voucher for program income.

Solutions:

- Edit the RECEIPTS in the drawdown module by a user with draw rights
- Create RLFs and/or PI Account(s), if necessary
- Increase/Decrease Projects and Activity budgets as needed

5. PI: Common Issues

Error message when attempting to drawdown PI.

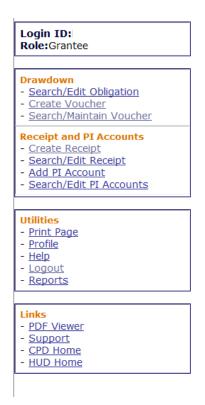
Solution: If a grantee has already drawn all of the estimated PI/RL funding (from Edit Action Plan screen), a grantee must increase the estimated amount. Then, they must increase the Project Budget and Activity Budget associated with the PI received.

To drawdown those funds, a grantee will also need to increase the obligated amount of the Activity.

Data Upload: Voucher & Obligation

- Upload data to add/edit Activity Obligations
- Upload data to Create a Voucher:
 - For multiple activities
 - Among different grants and
 - Using different fund types (PF and PI)

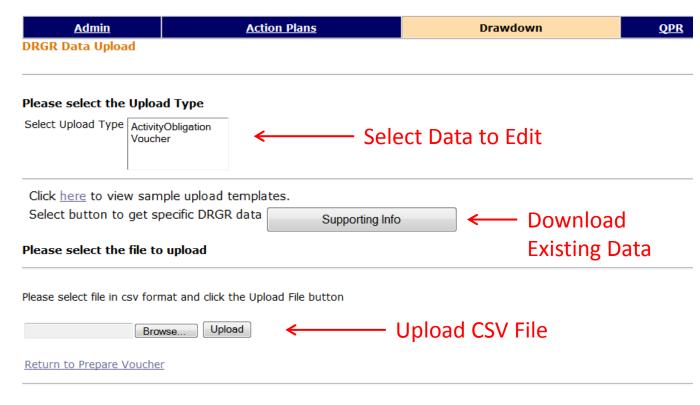
Data Upload: Voucher & Obligation





Data Upload: Voucher & Obligation





Drawdown: Additional Functions

- Approve Voucher
- View Voucher Line Item
- Voucher Corrections
 - Cancel
 - Revoke
 - Revise

NEXT STEP: Approve Voucher

After the Voucher has been created and 'submitted'

1. Find the voucher

- All users can Search for Voucher
- Search by Status

2. Approve Voucher

- Must have Draw Approval role to approve
- Approve / Reject entire voucher
- Approve / Reject on line item basis
- Provide comments for approval or rejection

Approve Voucher

Drawdown

oucher #:	Grant #:	Line Item Status:
	B-08-MN-99-0103 ▼	Select
Earliest Creation Date:	Grantee Activity #:	Fund Type:
Select Date		Select ▼
Transaction Type:		
Select ▼		

Results Page 1 of 1 (5 voucher line items found)

resource r age		(5 vouciioi								
Voucher #	<u>Line</u> <u>Item #</u>	Creation Date	Grant #	Grantee Activity #	Responsible Organization	<u>Fund</u> <u>Type</u>	Transaction Type	<u>Drawdown</u> <u>Amount</u>	<u>Line</u> <u>Item</u> <u>Status</u>	Action
169890	1	01/11/2012	B-08- MN-99- 0103	NSP1-Admin	City and County of Denver-BHS	PROGRAM FUND	Payment	\$10,000.00	Open	<u>Maintain</u>
169890	2	01/11/2012	B-08- MN-99- 0103	NSP1-B A/R SF DAH LH25	Denver Affordable Housing	PROGRAM FUND	Payment	\$25,000.00	Open	<u>Maintain</u>
169890	3	01/11/2012	B-08- MN-99- 0103	NSP1-B A/R SF DAH LH25	Denver Affordable Housing	PROGRAM INCOME	Payment	\$100,000.00	Open	<u>Maintain</u>
169890	4	01/11/2012	B-08- MN-99- 0103	NSP1-B A/R MF DHH LH25	Greater Denver Housing Help	PROGRAM FUND	Payment	\$10,000.00	Open	<u>Maintain</u>
169890	5	01/11/2012	B-08- MN-99- 0103	NSP1-B A/R MF DHH LH25	Greater Denver Housing Help	PROGRAM INCOME	Payment	\$25,000.00	Open	<u>Maintain</u>

Approve Voucher Line Items

Necessary Role: Approve Drawdown

Drawdo	own										
Maintai	n Vot	ıcher						He	lp?		
Re	eturn to	Search Voucher		Oownload PDF							
Vouche 169890	r#:					eated By: 01GR					
Vouche Denver0			prove al ems at o			eation Date /11/2012	e:			Approve, F View per	
Select (All)	Line Item	Grant #	Grantee Activity #	Responsible Organization	Activity Type	Activity Title	Fund Type	Drawdown Amount	Line Item Status	Submission Date	Action
V	1	B-08-MN-99-0103	NSP1- Admin	City and County of Denver-BHS	Administration	Admin	PROGRAM FUND	\$10,000.00	Open	01/11/2012 \$ (mm/dd/yyyy)	Approve Reject View
V	2	B-08-MN-99-0103	NSP1-B A/R SF DAH LH25	Denver Affordable Housing	Rehabilitation/reconstruction of residential structures	Acq/Rehab Single- Family LH25	PROGRAM FUND	\$25,000.00	Open	01/11/2012 (mm/dd/yyyy)	Approve Reject View
V	3	B-08-MN-99-0103	NSP1-B A/R SF DAH LH25	Denver Affordable Housing	Rehabilitation/reconstruction of residential structures	Acq/Rehab Single- Family LH25	PROGRAM INCOME	\$100,000.00	Open	01/11/2012 (mm/dd/yyyy)	Approve Reject View
V	4	B-08-MN-99-0103	NSP1-B A/R MF DHH LH25	Greater Denver Housing Help	Rehabilitation/reconstruction of residential structures	Acq/Rehab Multifamily LH25	PROGRAM FUND	\$10,000.00	Open	01/11/2012 (mm/dd/yyyy)	Approve Reject View
\checkmark	5	B-08-MN-99-0103	NSP1-B A/R MF DHH LH25	Greater Denver Housing Help	Rehabilitation/reconstruction of residential structures	Acq/Rehab Multifamily LH25	PROGRAM INCOME	\$25,000.00	Open	01/11/2012 (mm/dd/yyyy)	Approve Reject View
						Voucher O	pen Total:	\$170,000.00			
Grante	e App	rover Comments:									
								·			
		elected Rej	ect Selecte	d Sub	mission Date						
										*	60
Re	eturn to	Search Voucher									69

View a Voucher Line Item

Drawdown

Return to Search Voucher	Return to Maintain Voucher		
Voucher Created For: Denver01, CO	Voucher # / Line Item #: 169890/2	Grant #: B-08-MN-99-0103	Transaction Type: Payment
	Created By: T001GR		
	Creation Date: 01/11/2012		
DRGR Information DRGR Status:	Rejected	LOCCS Confirmation Info Confirm Batch #:	ormation
Batch #: Batch Date: LOCCS Control #: LOCCS Status: LOCCS Pay Code Description	Blank n:	Confirm Batch Date: Confirmation Code: Pay Method: Payment Date:	
LOCCS Update Batch Updated By: T001GA		Schedule #: Reschedule: Effective Date:	

Grant #	Grantee Activity #	Responsible Organization	Activity Type	Activity Title	Fund Type	Drawdown Amount	Line Item Status	Submission Date
B-08-MN-99-0103	NSP1-B A/R SF DAH LH25	Denver Affordable Housing	Rehabilitation/reconstruction of residential structures	Acq/Rehab Single- Family LH25	PROGRAM FUND	\$25,000.00	Rejected	2012-01-11

Revision Reason History:

Revision Comment History:

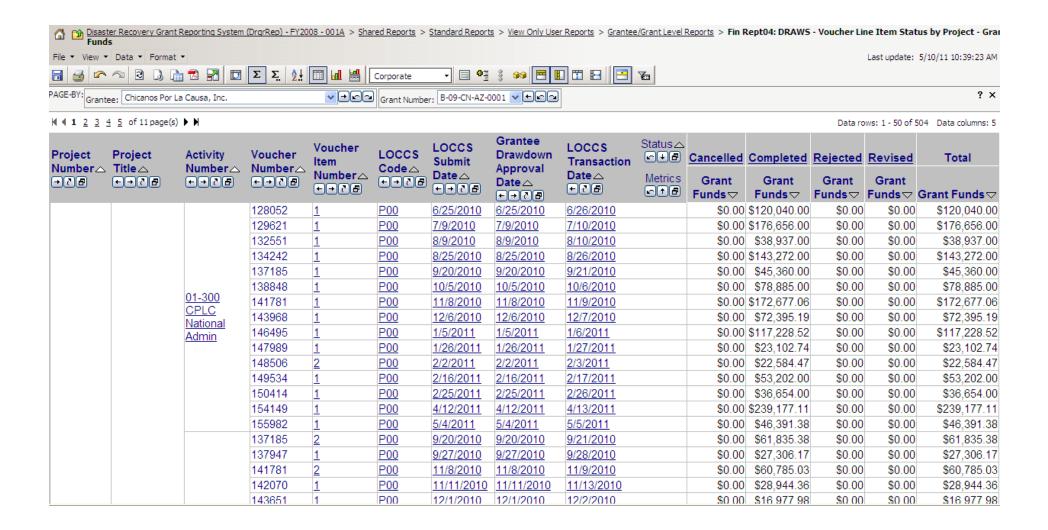
Grantee Approver (T001GA - T001GA T001GA) Comments: (None)

HQ Approver Comments: (None)

Return to Search Voucher

Return to Maintain Voucher

View a Voucher Line Item (FinRept04)

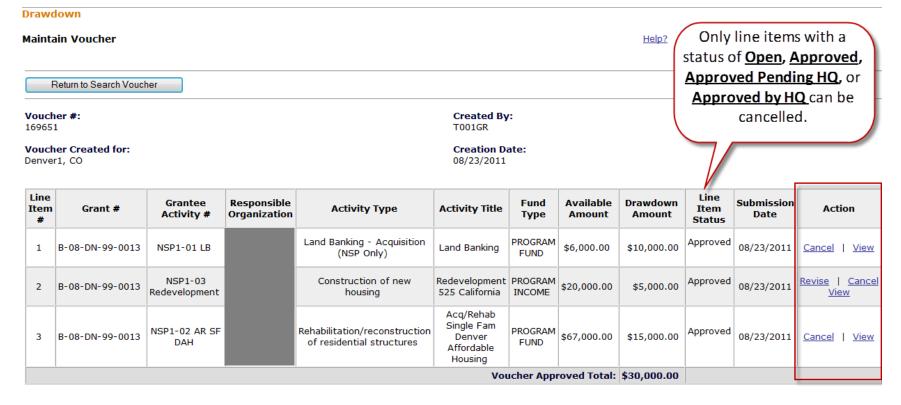


Voucher Corrections

- Corrected on a line item basis
- Users can make multiple line item corrections at one time
- Voucher Status will determine which function to use. Three options:
 - Revoke Approval
 - Cancelling a Voucher Line Item
 - Revising A Voucher Line Item

Voucher Corrections: Cancel Voucher Line Items

Necessary Role: Request Drawdown



Return to Search Voucher

Admin Action Plans Drawdown QPR Reports Grants

Voucher Corrections: Revising A Voucher

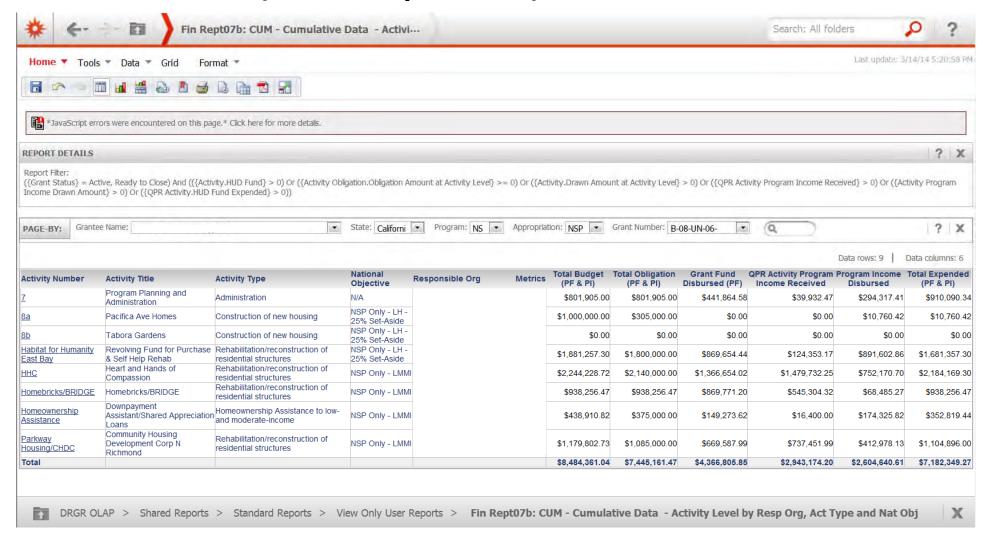
- Grantee may need to revise an original voucher for numerous reasons:
 - Original costs incurred are not for the correct Activity
 - Error in accounting and costs need to be moved to another Activity
 - HUD deemed costs ineligible
- Grantee has two options:
 - Revise original voucher in DRGR AND off set next draw
 - Wire funds back to LOCCS
 - This option is used sparingly. Contact your CPD rep before wiring funds back. And, once a the wired funds is processed by HUD's CFO staff (out of Ft. Worth), there will show a negative draw on the grant and the grantee must assign the negative draw to the desired Activity.
 - When funds are returned to DRGR through wires or offsetting draws, users can now categorize these as collections and recaptures when assigning funds to new activities through the revisions.

<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Voucher Corrections: Revising A Voucher Line Item

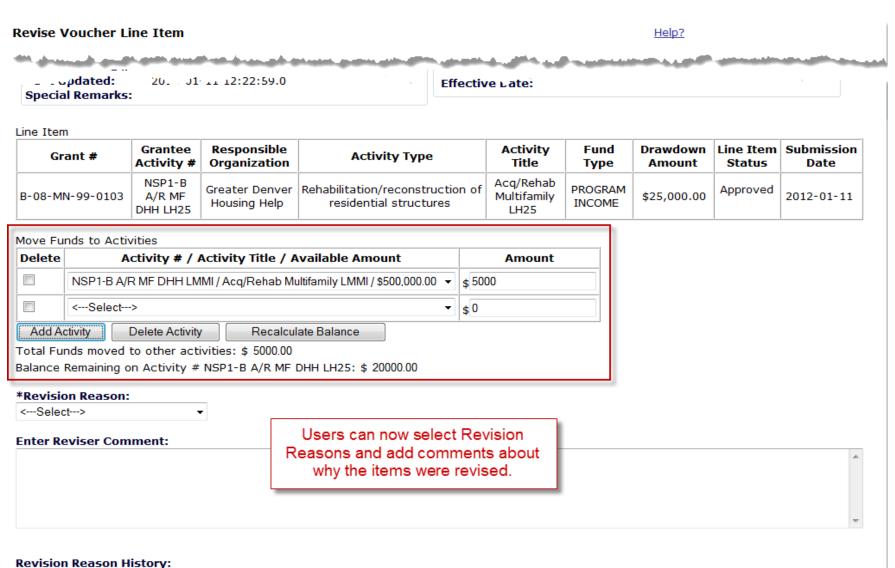
- Roles
 - To revise: Draw Requester
 - To approve the revisions: Draw Approver
- Conditions
 - Both activities funded from same grant
 - Both activities have the status 'Underway'
 - Destination activity has sufficient balance (budget and obligation)
 - Neither activity is blocked.
- Total amount of voucher does not change: only the amount charged to each activity changes

Voucher Corrections: Verifying sufficient balance (Fin Rept07b)

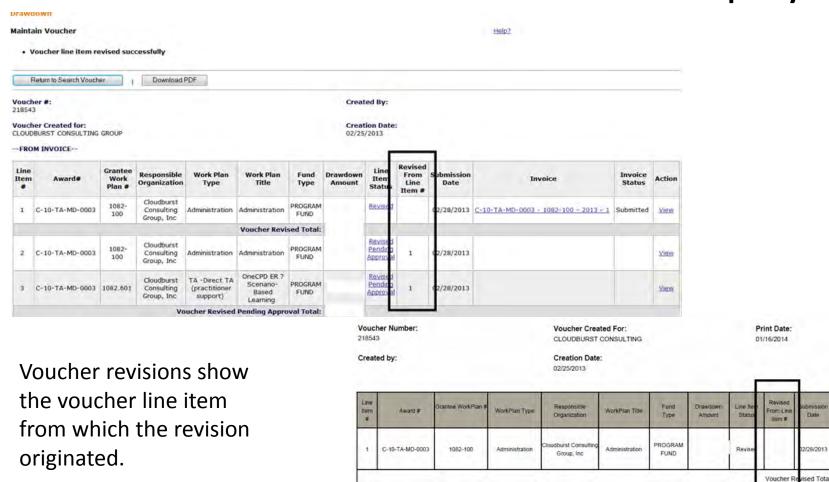


<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Voucher Corrections



Voucher Corrections: Line Items Displayed



C-10-TA-MD-0003

C-10-TA-MD-0003

1082-100

1082.601

Administration

TA -Direct TA

03/01/2013

03/01/2013

03/01/2013

78

2/28/2013

Voucher Revised Pending Approval Total

P00

PROGRAM

FUND

PROGRAM

FUND

Scenario-Baser

Learning

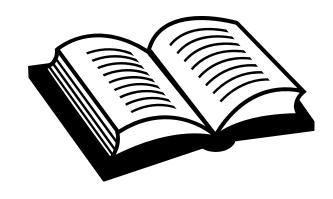
dburst Cons

Group, Inc.

udburst Consult

Group, Inc.

Case Study 14, 15 & 16



- 14. Create a Voucher
- 15. Approve a Voucher
- 16. Revise a Voucher

<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Admin **Action Plans** Drawdown **QPR** Reports Grants

Voucher Process Review

VOUCHER CREATOR

VOUCHER APPROVER

- 1.1) ACTIVITY OBLIGATION--Search Activity
- 1.2) Maintain



Can be updated by **Creator or Approver**

- 1.1) ACTIVITY OBLIGATION--Search Activity
- 1.2) Maintain



- Create Voucher

A: Select/Add Activities (Pg.1)

B: Submit Voucher (Pg.2)

C: Confirm Voucher (P.3)

D: Success Message (P.4)

NEW VOUCHERS



- 2.1) Select DRAWDOWN
 - -Search Voucher
- 2.2) Maintain Voucher
- 2.3) **Approve**/Approve Selected



-Search Voucher

- 1.2) Maintain Voucher
- 1.3) **Approve/**Approve Selected

FXISTING VOUCHERS



- 2.1) Select DRAWDOWN
 - -Search Voucher
- 2.2) Maintain Voucher
- 2.3) **Approve/**Approve Selected 80

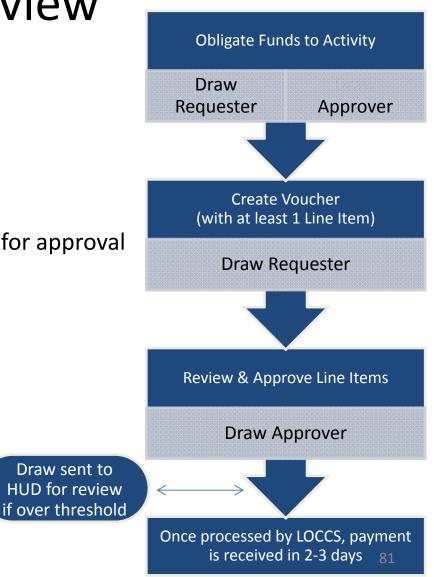
Review

Drawdown Module Review

- **Drawdown Process**
 - Obligate Funds
 - Create Draw Voucher
 - Approve Draw Voucher
 - Over Threshold?
 - Yes Send additional info to HUD for approval

Draw sent to

- No wire transfer in 2-3 days
- Additional Functions
 - Draw Corrections
 - Revise
 - Reject
 - Cancel
 - Program Income



Admin Module

Monitoring, Audit and Technical Assistance

- Demonstrate oversight efforts
- Adding/Editing Events
- Adding/Editing Event Topics
- Public View



Admin Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Admin Module Overview

Purpose

- Control user access to grants (via Grantee Admin user)
- Helps grantees keep track of their oversight activities (optional)
 - Document monitoring, audit, and technical assistance activities
 - Record findings, concerns
- Keeps HUD informed of grantee monitoring and TA actions (optional)

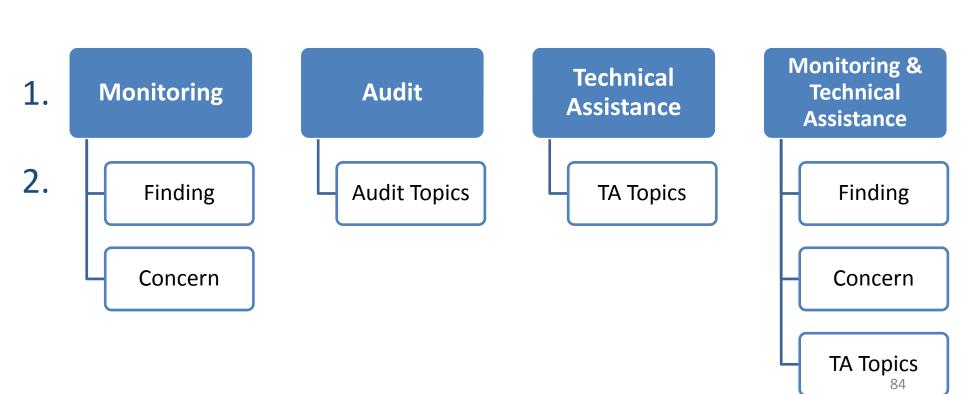
HUD FO role:

- Can review grantee's activities
- NOT for HUD staff to report on HUD's monitoring activities

Monitoring/Audit/TA Flow Chart

Two Basic Levels:

- 1. Events (4 different types of Events to chose from)
- 2. Findings, Concerns and/or Topics



Categories: Program Requirement

- Drop down menu of Program Requirement Category codes are unique to each appropriation.
- Example includes NSP category code options:

Program Requirement Category.Code △ ← → ♂母	Program Requirement Category.Name△
CONSTRUCT	Construction Management
ELIG ACTIV	Eligible Activity
ELIG USE	Eligible Uses and Activities
ENVIR	Environmental
FHEO	Fair Housing & Equal Opportunity
FINMGMT	Financial Management
LABOR	Davis Bacon Wage Requirements
LH25	LH25 at 50% for NSP
LMMI	NSP Low-Mod-Middle-Income
NSP FINMGT	NSP Financial Management
NSP OBLIG	NSP Obligations
NSP PA	NSP Program Administration
NSP PD	NSP Program Design
PROJFIN	Project Financing

Admin Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

1st Level: Add/Edit Event

- What: Event Type
 - Monitoring
 - Audit
 - Technical Assistance
 - Monitoring/Technical Assistance
- Funding Type: Grant #
- Who: Responsible Org
- Where: Onsite or Remote
- When: Start, End, and Report Date
- Result:
 - Finding or Concern
 - TA or Audit Topic

1st Level: Add/Edit Event

Admin

Save

Cancel

Add/Edit Monitoring/Audit/TA Event

Monitoring/Audit/TA has been saved

As of Release 7.3, grants are selected at the Event Level.

Originator: T001GA T001GA		
*Reference Number: 2011-SF		
*Event Type:	ical Assistance Monitoring/Technical Assistance	
*Organization Reviewed/Assisted : Select Greater Denver Housing Help		
*Event Conducted: On-Site Remote		
*Grants:		
B-08-MN-99-0106 B-08-MN-99-0105 B-08-MN-99-0104	E	Event Type colects
B-08-MN-99-0103 B-08-MN-99-0102		Event Type selecte
*Program Requirement Categories:		corresponds with
CONSTRUCT ELIG ACTIV		the sub category
ELIGUSE ENVIR		options activated
FHEO	*	below (Finding,
*Start Date: 01/02/2012 <u>Select Date</u> (ex: mm/d	d/yyyy)	Concern, Topic)
End Date: Select Date (ex: mm/dd/y	ууу)	concern, topic)
Report/Letter Date: Select Date (ex: mm/dd/yyyy)	
Event Description:		
	▼	
Event Topics:		
Select Monitoring Type Id	Status Response/Deadline Date	Action
Delete Selected Add Finding Ad	d Concern Add Audit Topic Add TA Topic	

Admin Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

2nd Level: Add/Edit Finding

- Finding ID & Title
- Description of Finding, including regulatory citation
- Activities
- Program Requirement
- Corrective Action
- Amount Requested
- Amount Recovered
- Status: Open or Closed
- Follow Up Action

2nd Level: Add/Edit Finding

Admin Add/Edit Finding *Indicates required fields Originator: T001GA T001GA Reference Number: 2011-SF Organization Reviewed/Assisted: *Program Requirement Category: LH25 *Activities: Activity # Select Grant # None Delete Selected Select Activities 3

2nd Level: Add/Edit Finding

*Finding Id: 001				
Finding Title: Allowable Co	st			
*Corrective Action Type:	Reimburse	▼		
Description of Finding, inc	luding Regulatory Citation:			
Not Allowable		^		
		*		
Corrective Action:				
Reimburse		^		
		_		
Amount Requested: \$ 250)			
_				
Amount Recovered: \$				
To this closed Finding subject to future varifications (Vos. (No.				
Is this closed Finding subject to future verification: ○ Yes ◎ No				
*Response Deadline Date	: 10/01/2011 <u>Select Date</u>			
*Status: Open Close	d *Closed Date:	Select Date		
Follow Up:				
i ollow op.		_		
		₹		



Admin Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

2nd Level: Findings - Corrective Action

- No Action Required
- Corrective Actions
 - Reprogram Funds
 - Reimburse
 - Change Payment
 - End/Alter
 - Future Grant
 - Other

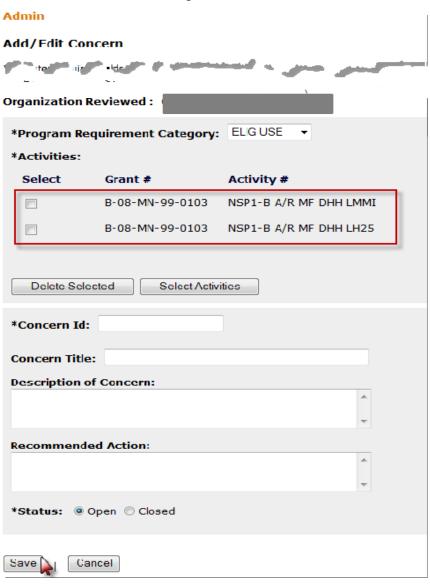
- Sanctions
 - Hearing
 - Reduce/Suspend/ Deobligate Funds
 - Reduce future grant
 - Terminate grant
 - Other

Admin Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

2nd Level: Add/Edit Concern

- ID & Title
- Activities
- Program Requirement
- Description
- Recommended Action
- Status: Open or Closed

2nd Level: Add/Edit Concern

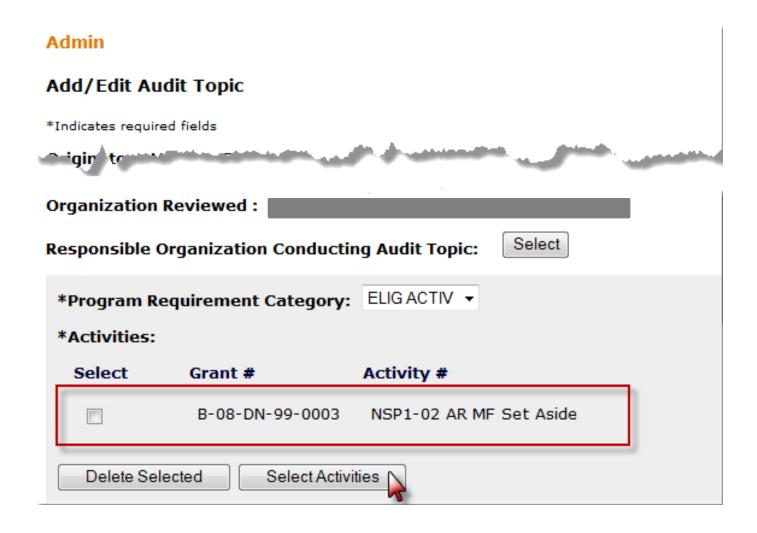


Admin Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

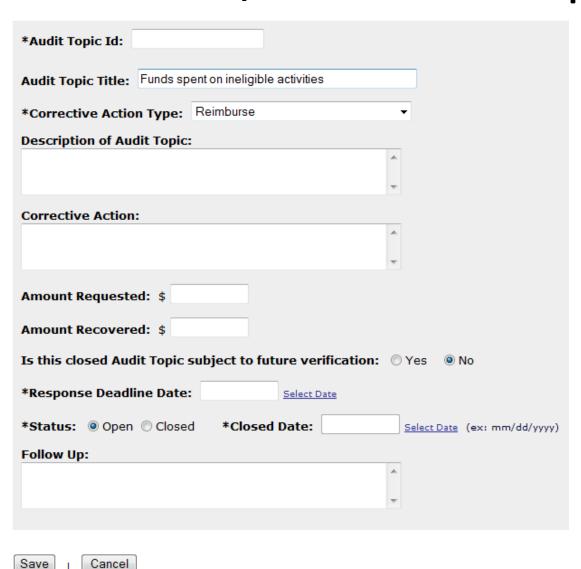
2nd Level: Add/Edit Audit Topic

- Audit Topic ID & Title
- Description of Audit, including regulatory citation
- Activities
- Program Requirement Category
- Corrective Action
- Amount Requested
- Amount Recovered
- Status: Open or Closed
- Follow Up Action

2nd Level: Add/Edit Audit Topic



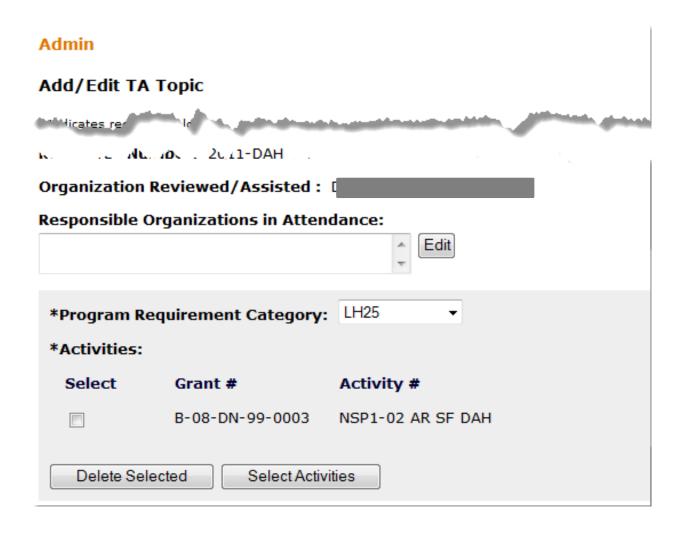
2nd Level: Add/Edit Audit Topic



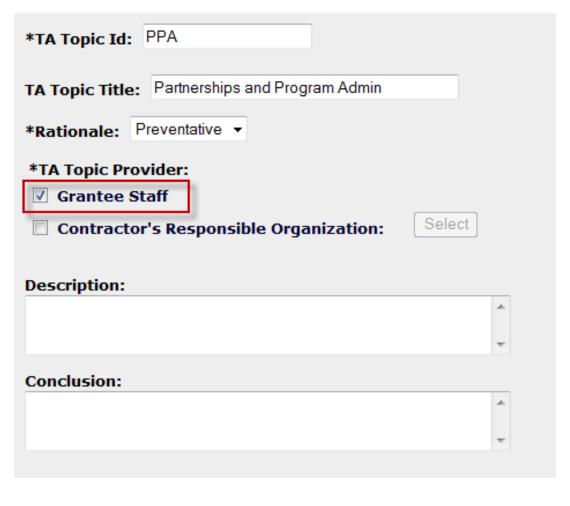
2nd Level: Add/Edit TA Topic

- TA Topic ID & Title
- Description of TA, including regulatory citation
- Activities
- Include additional Organizations Assisted
- Program Requirement Category
- Rationale
- TA Topic Provider
- Conclusion

2nd Level: Add/Edit TA Topic



2nd Level: Add/Edit TA Topic





Search Events

Admin

Search Event Topics Help?

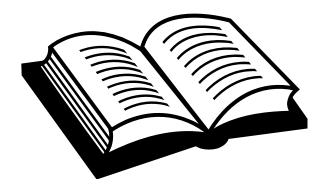
Search Criteria		
Reference Number:	Finding Concern TA Topic Audit Topic	Responsible Organization:
Grant Number:	Grantee Activity Number:	Program Requirement Category:
ID:		
Monitoring/TA Start Date:	From: Select Date (ex: mm/dd/yyyy)	To: Select Date (ex: mm/dd/yyyy)
Monitoring/TA Report/Letter Date:	From: Select Date (ex: mm/dd/yyyy)	To: Select Date (ex: mm/dd/yyyy)
Event Status: Select Option ▼	Finding Response/Deadline Date: Select Date (ex: mm/dd/yyyy)	Finding Close Date: Select Date (ex: mm/dd/yyyy)
Search Reset		

Public View: Summary (QPR)

Monitoring, Audits, and Technical Assistance This Report Period To Date Monitoring Visits 4 12 Audit Visits 2 5 Technical Assistance Visits 3 9 Monitoring/Technical Assistance Visits 1 2 Report/Letter Issued 6 14

Case Study 17

Monitoring, Audit, and Technical Assistance



Admin Action Plans Drawdown QPR Reports Grants

Review

Admin Module Review

- Module helps grantees demonstrate and detail oversight efforts
- Tracks grantees, not HUD's, oversight efforts
- Not a monitoring system only captures summary data.
- Only summary info available on QPR; more detail available in Admin module

DRGR Reports

The Optional Module
Standard Reports
Modifying/Saving Reports
Public Reports



<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Reports

Purpose:

 Reports provide a relatively quick and easy way of accessing the most up-to-date information in DRGR related to user accounts, obligations and drawdowns, report status, etc.

• HUD FO:

- Examine financial information and user account info
- Determine AP/QPR review status.

Grantee:

- Examine financial information and user account info
- Determine AP/QPR status.

Which reports you can access will vary based on the type of account you have. It is a purely OPTIONAL module.

Accessing Reports

1.



2.



Shared Reports

Run reports and share reports with others.

3.



Public Reports

Owner: Administrator Modified: 5/4/12 12:00:12 PM Available reports: n/a

OR



Standard Reports

Owner: Administrator Modified: 5/18/12 11:31:13 AM Contains custom defined reports

4.



OR



HUD Field Office User Reports

Owner: Administrator Modified: 5/18/12 6:05:47 PM **Admin**

Public vs. Standard Reports

- Public Report: Interactive charts and graphs showing progress by grants, activity category or grantee projects. Contain any shared reports that can be accessed by all users.
- Standard Reports: Data files like spreadsheets used for tracking and quality control often containing data at the activity level. More commonly used by grantees.

Standard Reports

- Administrative Reports
 - User information
 - Action Plan/QPR status
- Financial Reports
 - Budgets
 - Disbursements
 - Cumulative financial data
- Performance Reports
 - Beneficiary measures
- NSP Closeout Reports





<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Standard Reports: Admin

Admin Rept01a: GRANT - DRGR Grant Status and CPD Contact

This report shows grant status, including drawdown and obligation blocks. It also includes CPD contact for each grant. If info needs to be updated, please send to DRGR Help@hud.gov

Admin Rept02b: ACTPLN - Activity Status with Start and End Dates

Performance data in this report is aggregated measure types so the numbers are not meaningful in themselves. It is only include as an indicator of whether accomplishments were entered or not.

Admin Rept03b: QPR - Exec Summary Progress Narrative

This report shows the overall progress narrative at the grant level by QPR

Admin Rept04a: USERS - Grantee DRGR Users Account Status

This is a master list of all grantee DRGR user accounts.

Admin Rept04b: USERS - Grantee DRGR Users with System Role and Certification Status

This report shows system role and recertification status for grantee users. Grantee admin users must be recertified by CPD representatives and other grantee users are certified by grantee admir users. Recertifications are required every 6 months.

Admin Rept05a: ADMIN - Responsible Organization List

This report is a master list of responsible organizations and associated data by grantee.

Admin Rept05c: ADMIN- Oversight Events - Topic Level

This is a fully prompted report that can be used as a template for building other reports.

Admin Rept02a: ACTPLN - Grant and DRGR Action Plan Review Status

This report shows whether grant is blocked from drawdowns as well as the date of the last DRGR AP approval and the current status of the DRGR AP.

Admin Rept03a: QPR - Report Status

This report will only show the status of QPRs that have been added by grant. Grantees must add each QPR as they are due.

Admin Rept04a: USERS - Grantee DRGR Users Account Status

This is a master list of all Grantee DRGR user accounts.

Admin Rept04b: USERS - Grantee Users with System Role and Certification Status

This report shows system role and recertification status for grantee users. Grantee Admin users must be recertified by CPD representatives and other grantee users are certified by grantee admin users. Recertifications are required every six months.

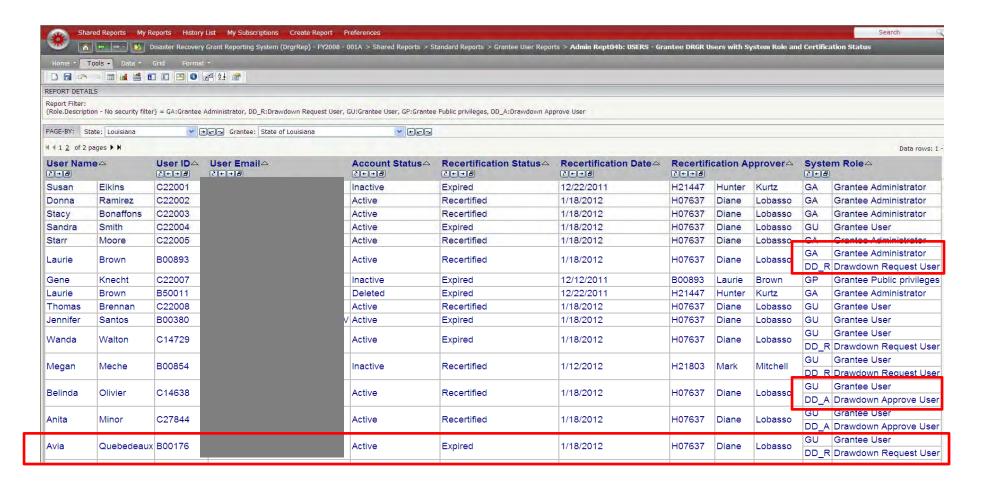
Admin Rept04c: USERS - Grantee DRGR Users Access by Grant

This report will only show users assigned to grants by grantee system administrators. This step must be done when new grantee user accounts or grants are added to DRGR.

Admin Rept05b: ADMIN- Oversight Events - Event Level

This is a fully prompted report that can be used as a template for building other reports.

Standard Reports (Admin Rept04b)



<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Standard Reports: Financial (Fin.1)

Fin Rept01a: ACTPLN- Grant Budgets by National Objective - Activity Level

This report can be used to create a master list of activities for each grant.

Fin Rept01c: DRAWS- Budget and Disbursements by National Objective - Grant Level

This is a summary report at the grant level. It will only show amounts budgeted and disbursed from activities entered into DRGR.

Fin Rept02b: DRAWS- Voucher Status by Line Item - Program Income

This report shows the status and approval dates for each voucher line item using program income by project, activity, and responsible organization.

Fin Rept03: DRAWS - Voucher Status by Line Item - Grant Funds

This is a report showing the status and action dates of voucher line items (note: draws before Jan.1, 2009 are simulated from QPRs). SORTED BY VOUCHER AND VOUCHER ITEM #

Fin Rept05a: CUM - Program Income - Grant Level

This is a report showing data at the grant level program income disbursements recorded in the drawdown module and program income received across all QPRs (regardless of QPR status)

Fin Rept01b: ACTPLN - DRGR Grant Activity Budgets by Project

This report shows activities and their budgets by project. NOTE: Since this is an activity level report, project budgets will repeat on each activity row within the project.

Fin Rept02a: DRAWS- Voucher Status by Line Item and QPR Begin Date-Grant Funds

This report shows the status, approval dates, and LOCCS submit date for each voucher line item using GRANT FUNDS by project, activity, and responsible organization. The report now includes a dropdown for QPR BEGIN DATE and GRANT PROGRAM.

Fin Rept02c: Voucher Revision Report - Grant Funds

This report shows the amount of funds distributed across activities on REVISED voucher line items for activities with grant funds. It includes creation and approval users/dates.

Fin Rept04: DRAWS - Voucher Line Item Status by Project - Grant Funds

This is a report showing the status and action dates of voucher line items (note: draws before Jan.1, 2009 are simulated from QPRs) SORTED BY PROJECT and ACTIVITY #

Fin Rept05b: CUM - Program Income - Activity Level

This report shows data at the activity-level: a) grant funds budgeted, b) grant fund obligations and approved grant and program income disbursements recorded in the drawdown module and c) program income received across all QPRs

<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Standard Reports: Financial (Fin. 2)

Fin Rept05c: Receipts by Project and Activity

This report shows Receipts in the Drawdown module recorded for Program Income and RLFs. (Note: Receipts before Dec.3, 2011 are simulated PI Received amounts recorded in QPRs from before that date)

Fin Rept06: CUM - Fin Data - Grant Level

This report shows grant-level financial data entered or calculated by quarter. It includes grant funds and program income. Grant obligations entered from Jan 09 are updated amounts rather than incremental.

Fin Rept07a: CUM - Grant Funds Financial Summ – Activity Level by Project

This is a report showing data at the project level from the latest DRGR Action Plan and across all QPRs (regardless of QPR status) SORTED BY STATE, GRANT # and PROJECT #.

Fin Rept07c: QPR - Fin Data by Activity and Quarter

This report shows activity-level financial data entered or calculated by quarter. This can be used to troubleshoot data entry errors across quarters. Report updated to include project # and title. QPRs only show if financial activity during quarter.

Fin Rept08b: CUM - Grant Funds Financial Summ - Activity Level by Project

This is a report showing data at the activity level from the latest DRGR Action Plan and across all QPRs (regardless of QPR status) SORTED BY PROJECT AND ACTIVITY #

Fin Rept09b: QPR - Fin Data by Activity and Quarter

This report shows activity-level financial data entered or calculated by quarter. This can be used to troubleshoot data entry errors across quarters. Obligations entered from Jan 09 are updated amounts rather than incremental.

Fin Rept05d: Program Income Account Summary

This report shows the sum of activity budgets, obligations, program income received, and program income disbursed within each PI account. It does not include any activities not assigned to a PI account.

Fin Rept06b: CUM - NSP Financial Summ - Grant Level - LH25

This report shows a grant-level snapshot of financial activity for activities benefiting households below 50% AMI

Fin Rept07b: CUM - Cumulative Data - Activity Level by Resp Org, Act Type and Nat Obj

This report shows activity-level financial data entered or calculated by quarter. This can be used to troubleshoot data entry errors across quarters. Obligations entered from Jan 09 are updated amounts rather than incremental.

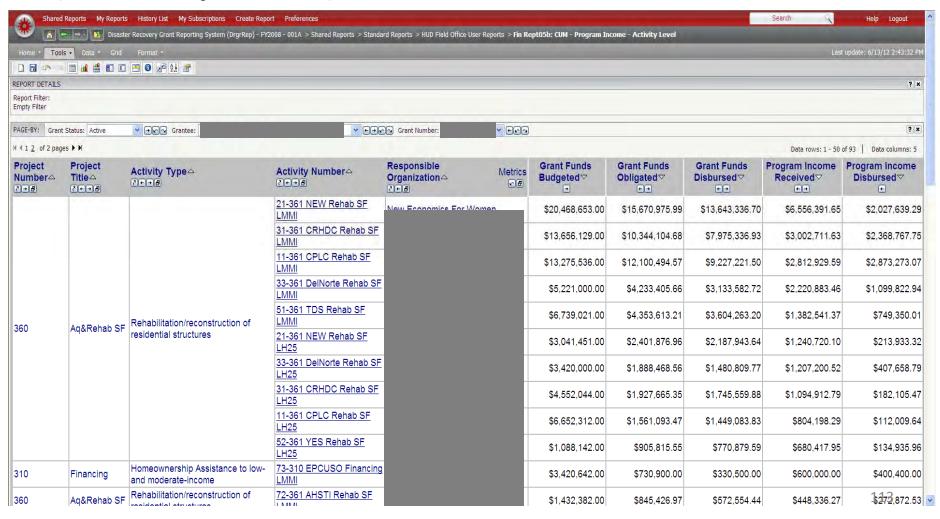
Fin Rept08a: CUM - Grant Funds Budget and Cumulative Data - Activity Level by Resp Org, Act Type and Nat Obj

This is a report showing data at the activity level from the latest DRGR Action Plan and across all QPRs (regardless of QPR status) W/ RESP ORG, ACT TYPE AND NAT OBJ

Fin Rept09a: QPR - Fin Data by Quarter - Grant Level

This report shows grant-level financial data entered or calculated by quarter. Obligations entered since Jan 09 are updated amounts rather than incremental.

Standard Reports: Financial (Fin Rept05b)



<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Standard Reports: Performance (Perf)

Perf Rept01: CUM - Projected vs Cum Totals for Performance Measure Sorted by Activity Number

This reports shows data from the latest DRGR Action Plan and all QPRs (regardless of QPR status) Note: Do not add performance measures across activity types

Perf Rept02b: CUM - Actual Accomplishments by Quarter HH and HU Only

This reports shows data from the latest DRGR Action Plan and all QPRs (regardless of QPR status) Note: Do not add performance measures across activity types

Perf Rept02d: QPR - Actual Accomplishments by Quarter HH and HU Only This reports shows household and housing unit data from each QPR (regardless of QPR status) and can be used to troubleshoot data entry problems. Note: Do not add performance measures across activity types

Perf Rept04a: ACTPLN - Beneficiary and Hsg Measure Types Selected - Activity Level

This report shows the types of beneficiary measures selected for an activity: Direct vs. Area; Census vs. Survey; Households vs. Persons; Housing Units; SF and/or MF

Perf Rept05: ACTPLN - Area Benefit Census Method - Low Mod Calculations and CTBGs - Activity Level

If an activity has been designated as area benefit- census method, this report shows the summary calculation and a list of the census counties, places, tracts and block groups for each activity.

Perf Rept09: ACTPLN - DREF Activity Budgets and Descriptions

This report shows activities under Ike only grants which have performance measures entered for DREF

Perf Rept02a: CUM - Projected vs Cum Totals for Performance Measure Sorted by Resp Org and Activity Type

This reports shows data from the latest DRGR Action Plan and all QPRs (regardless of QPR status) Note: Do not add performance measures across activity types

Perf Rept02c: QPR - Actual Accomplishments by Quarter

This reports shows data from each QPRs (regardless of QPR status) and can be used to troubleshoot data entry problems. Note: Do not add performance measures across activity types

Perf Rept03: QPR - Addresses by Activity and Responsible Organization

This report is intended to show addresses across activities and QPRs. Each QPR normally only shows addresses entered in that report.

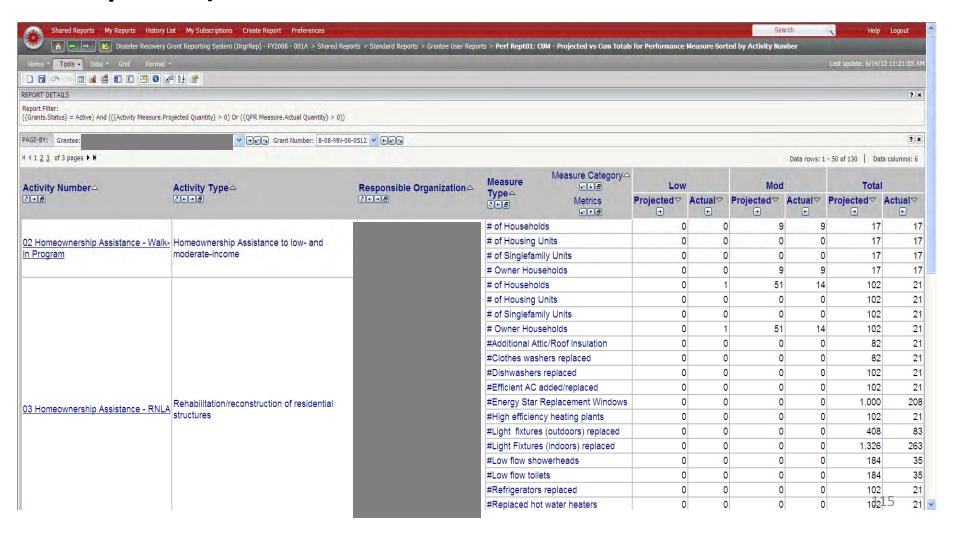
Perf Rept04b: ACTNPLN - Area Benefit Type Selected- Census vs Survey - Activity Level

If Area Benefit is selected as the Benefit Type, this report lists activities by whether CENSUS data has been manually selected in DRGR or summary data has been entered using the SURVEY method

Perf Rept06: QPR - Direct Benefit Activities - Beneficiary Statistics by Household Type

For direct benefit activities, this report shows the distribution of households and/or persons by race/ethnicity and Hispanic status

Standard Reports: Performance (Perf Rept01)



<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Modifying Reports

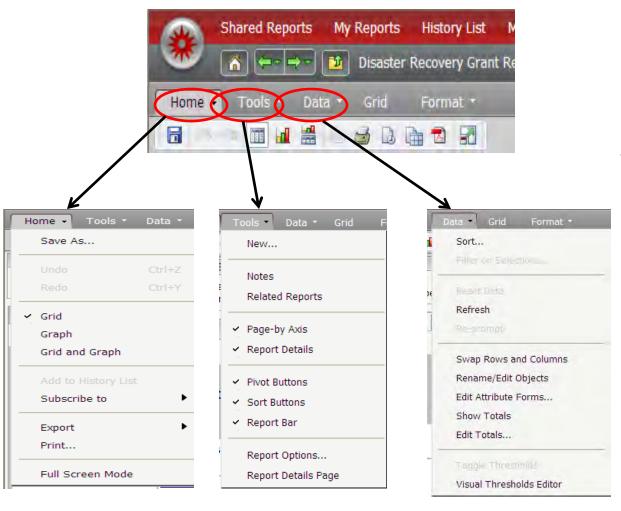
Common modifications users perform include:

- Move and Sort Columns
- Grouping Columns
- Filtering Data

There are three ways to modify reports:

- 1. Use the drop-down menus and associated tool bars
- 2. Drag objects
- 3. Right click over the object for different options

Modifying Reports



The different tabs show different icons (see next slide). The Home/ Tools/ and Data tabs also have drop-down menus. The Grid/ Format tabs have icons only.

Modifying Reports

When you select one of the tabs the toolbar will change. Several icons are consistent across some or all tabs, while others are unique to that tab.

The first four icons (Save As, Grid display, Graph display and Grid and Graph display) are the same for each tab. Explore the other options at your office. The modifications will not be permanent.

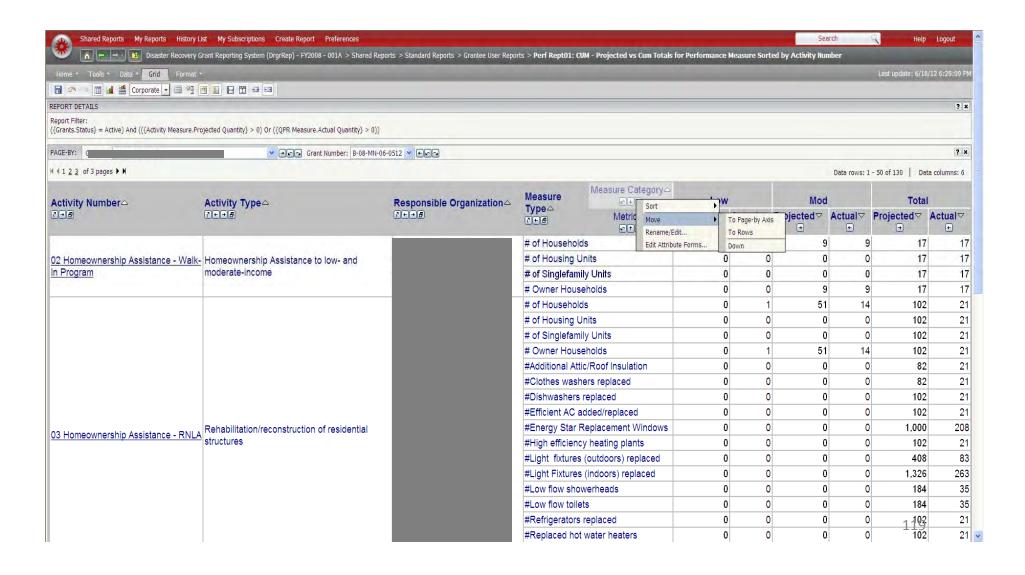




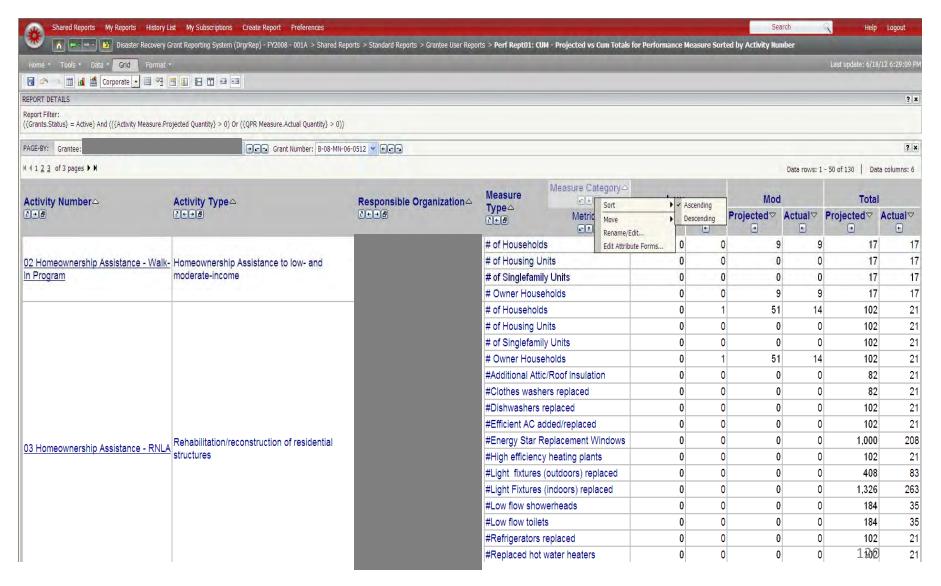




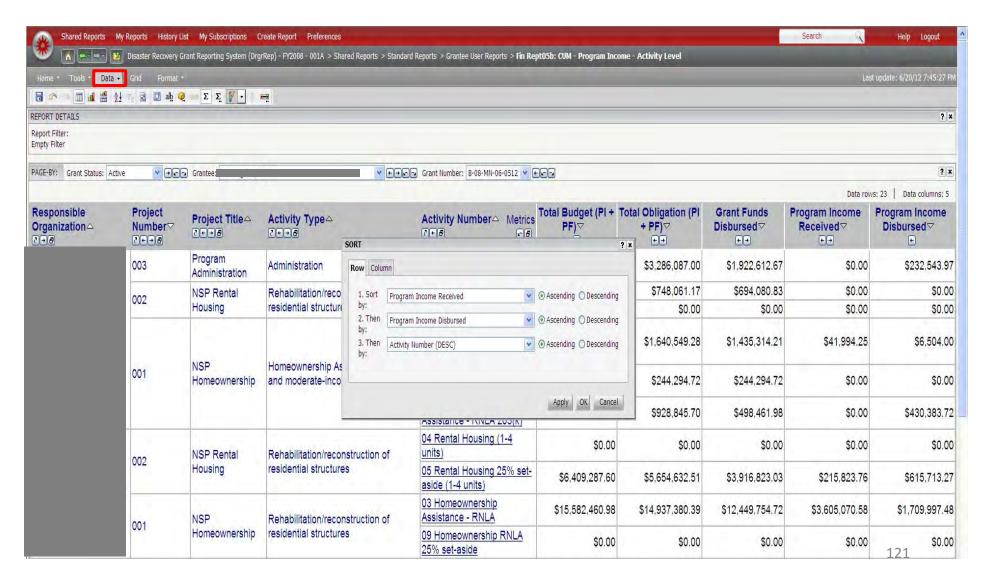
Modifying Reports: Moving Columns



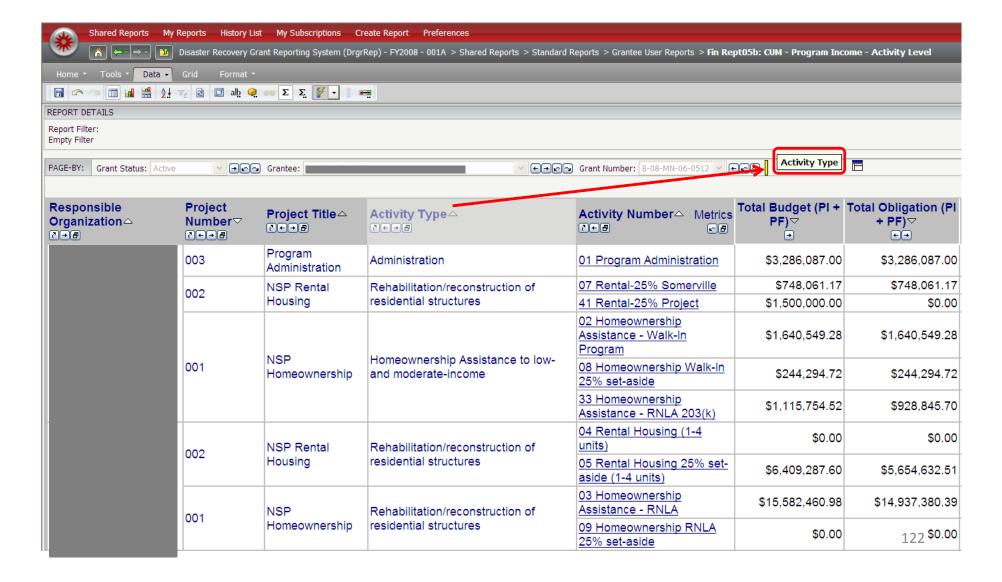
Modifying Reports: Sorting Columns



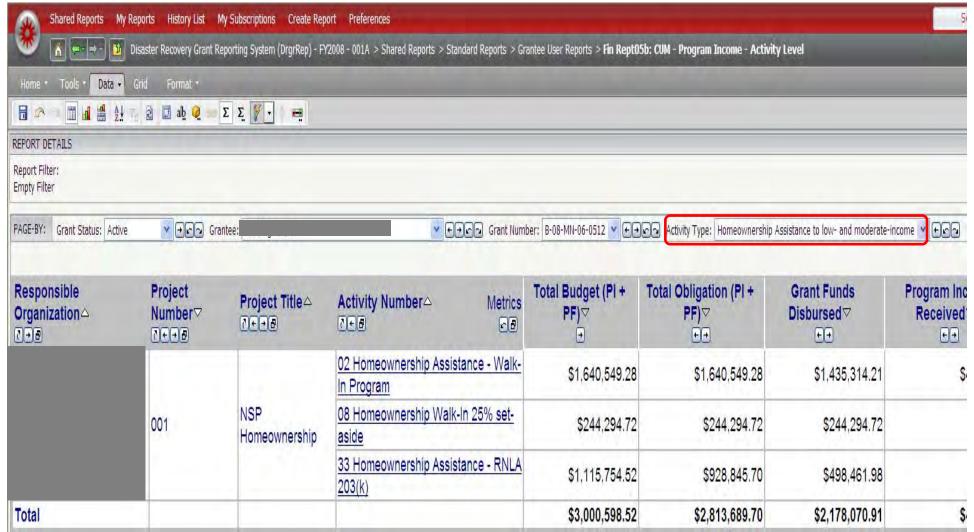
Modifying Reports: Sorting Columns



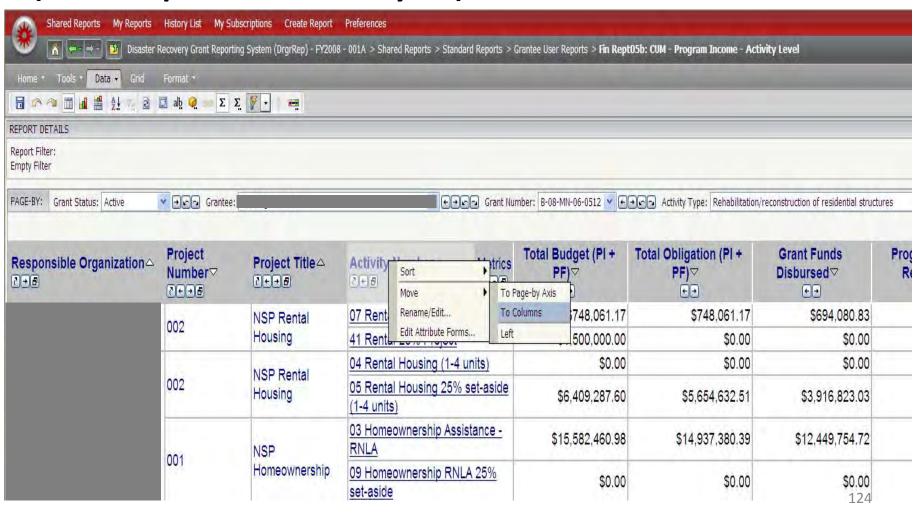
Modifying Reports: Creating a Filter



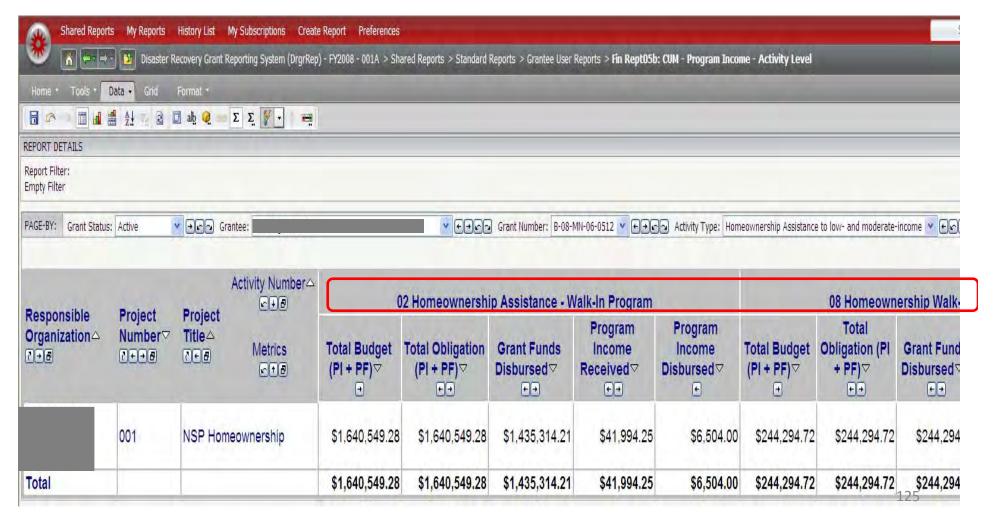
Modifying Reports: Creating a Filter



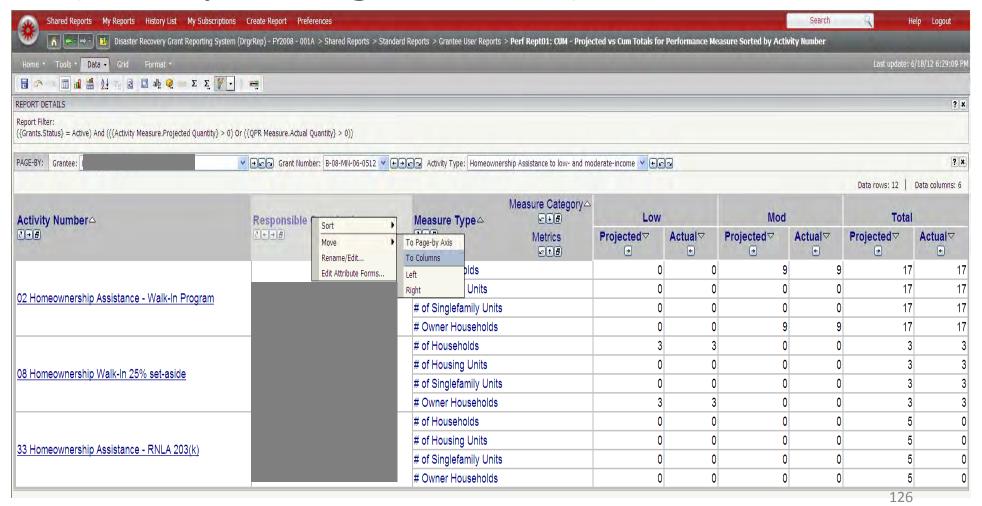
Modifying Reports: Grouping Columns (Example: Activity #)



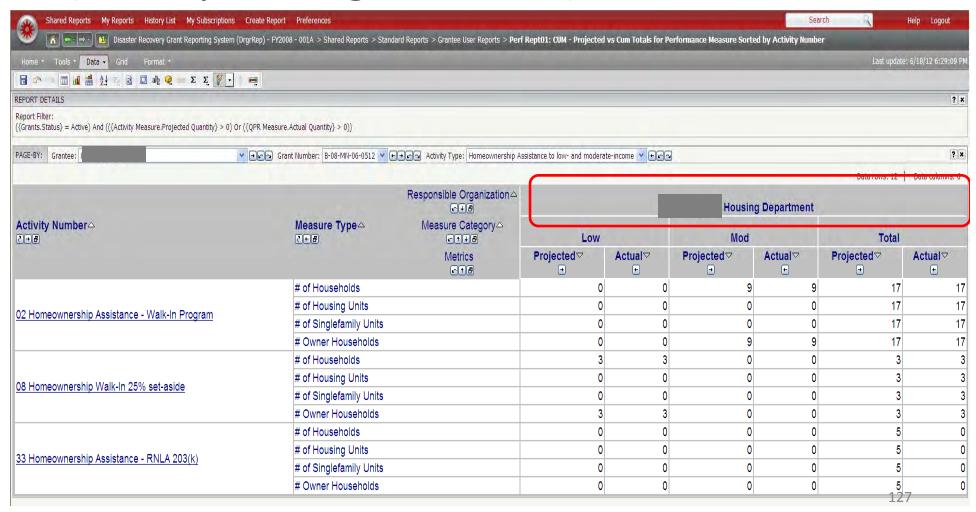
Modifying Reports: Grouping Columns (Example: Activity #)



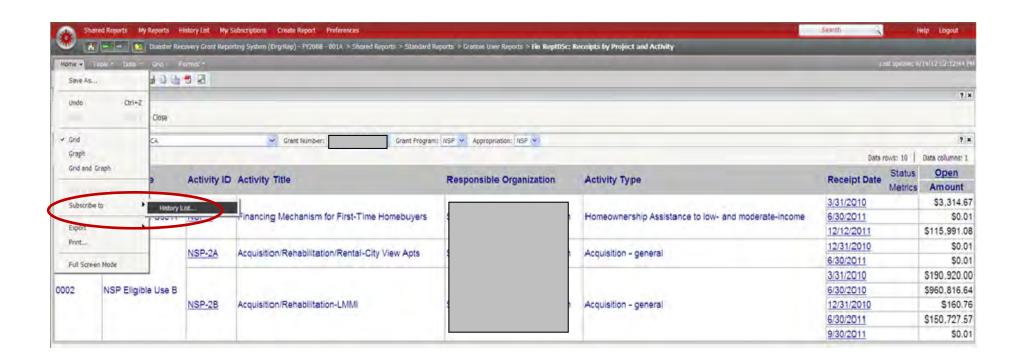
Modifying Reports: Grouping Columns (Example: Organization)



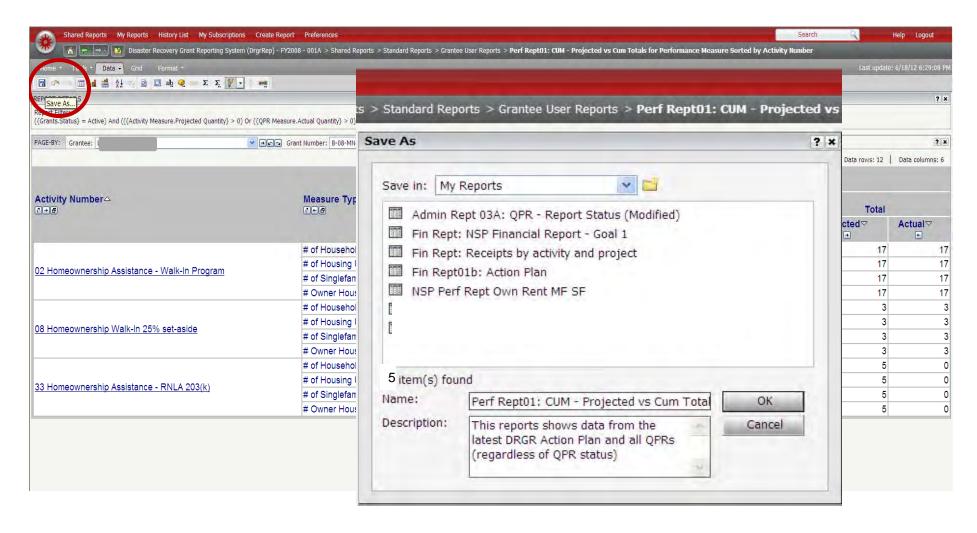
Modifying Reports: Grouping Columns (Example: Organization)



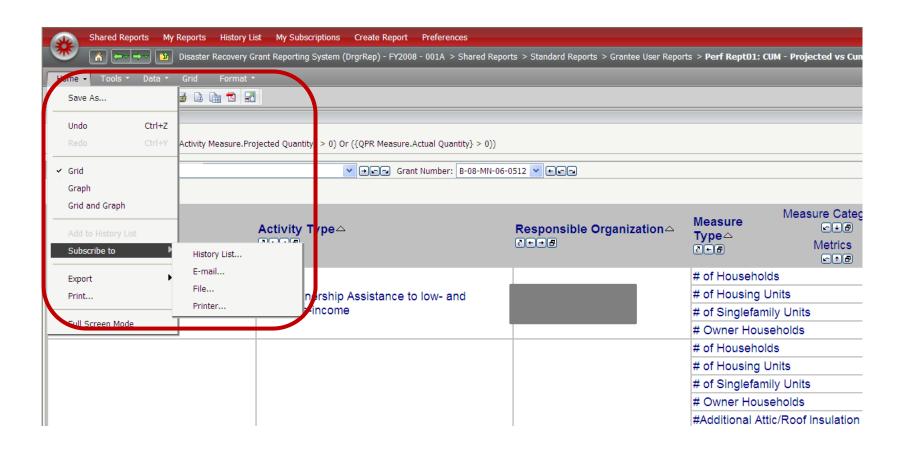
Saving Reports: History List



Saving Reports: 'My Reports'



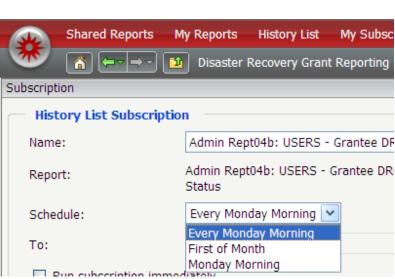
Saving Reports: History List



Subscribing to Reports

- Click on link under repor title
- Select ADD SUBSCRIPTION (to History List, Email, File or Print)

3. Specify frequency for the report



Admin Rept04b: USERS - Grantee DRGR Users with System Role and Certification Status Owner: Administrator Modified: 5/18/12 11:00:18 AM This report shows system role and recertification status for granteeusers. Grantee Admin users must be recertified by CPD representatives and other grantee users are certified by grantee admin users. Recertifications are required every six months. Subscriptions Export PDF **History List Subscription Name** You do not have any history list subscriptions Add history list subscription Email **Subscription Name** You do not have any email subscriptions Add email subscription **File Subscription Name** My Subsc You do not have any file subscriptions Add file subscription Print **Subscription Name** You do not have any print subscriptions Add print subscription

Exporting Reports

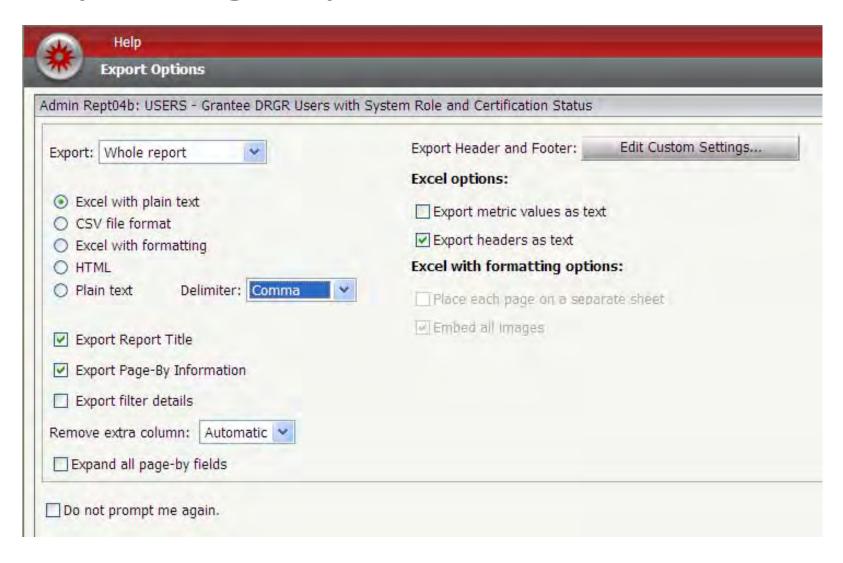
- When to Export
 - When selecting the report (only access to one grant)



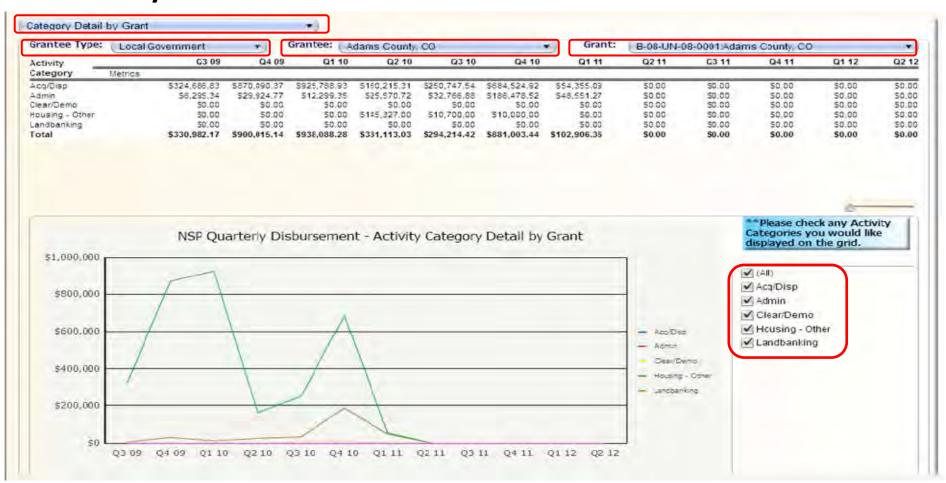
After modifying the report



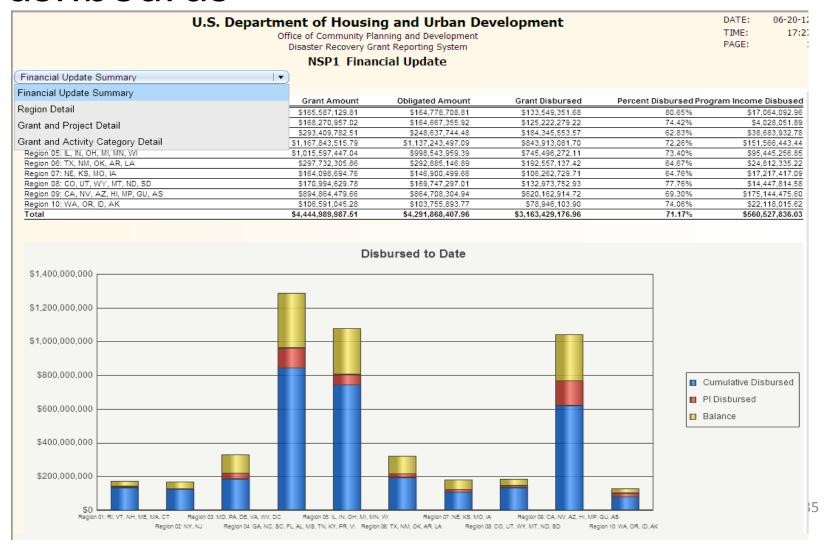
Exporting Reports to Excel



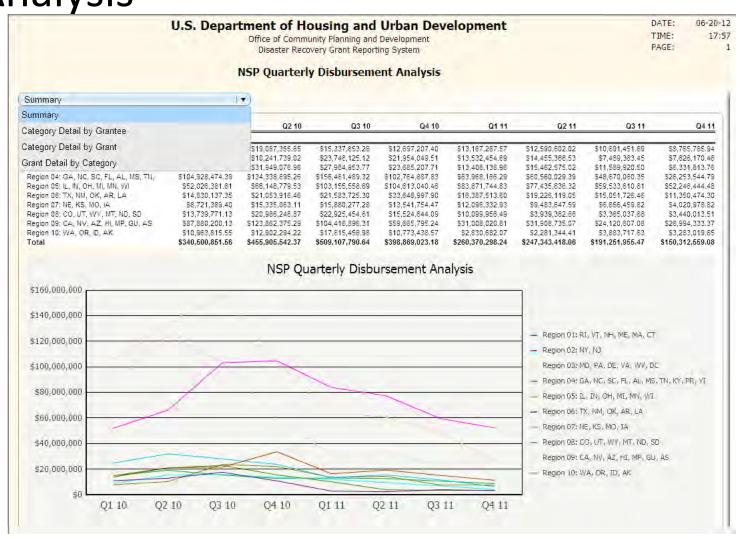
Public Reports: Quarterly Disbursements Analysis



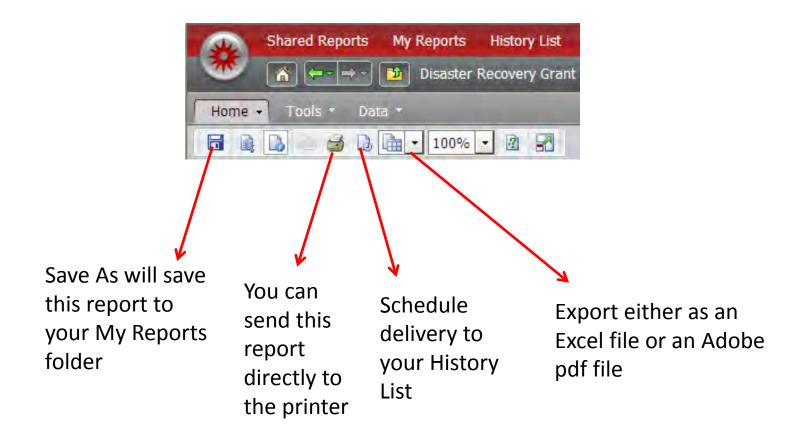
Public Reports: Financial Update Dashboards



Public Reports: Quarterly Disbursements Analysis

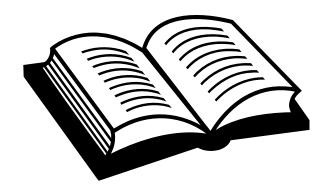


Public Reports: How to Save



Case Study 18

Pull and Modify Reports



<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Review

Reports Review

Do you know...

```
...how to access reports?
```

...how to modify reports?

...how to export reports?

...the difference between Shared Reports and My Reports?

The Basics: DRGR Modules



Admin

Assign and certify users; add and track TA and Monitoring Events



Action Plans

Identify activities to be funded by organization, activity type, and project.



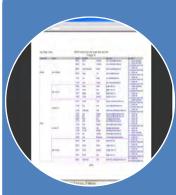
Drawdowns

Obligate funds for draws; create, approve, edit vouchers; receipt program income



QPRs

Summarize drawdowns, expenditures, obligations, and achievements for the quarter



Reports

Look at financial, reporting, and user account information in an easy-to-read and exportable format

Admin <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Telling Your NSP Story

Action Plan Checklist QPR Checklist



Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Action Plan Checklist

Admin

- Purpose: QC to make sure DRGR setup is adequate to track required information.
 Restructuring later is much more difficult after vouchers are processed.
- FO plays a key role: Approval process per each modification. If changed, grantee summary of changes can help expedite review.
- Usually reviewed in Print View format with additional reports pulled.
- Only reviewed if the AP status is: "Submitted Await for Review."



Action Plan Checklist

- Suitable # of Users and <u>User Roles</u>
- DRGR Action Plan consistent with Published Action Plan/Amendment

Drawdown

- Project Budgets in DRGR Match Program
 Groupings in Published Plan/Amendment
- Program Income in Published Plan/Amendment Included in DRGR
- Budget Caps/Goals: Admin, LH25 requirement

<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Action Plan Checklist

- Activity <u>Programmatic Data</u>
 - Activities are broken out by national objective, responsible organization, multifamily complex *, or activity type
 - Check for too few or too many activities
 - Are area and direct benefit classifications correct?
 - Are proposed accomplishments and beneficiaries sufficient for Nat Obj and Activity Type?
 - Are the location descriptions in the designated NSP3 target areas?

Approving/Rejecting Action Plans

Grant Number:

- Areas of Greatest Need

B-08-MN-99-0104

- Distribution and and Uses of Funds

Grantee Name:

Definitions and Descriptions
 Low Income Targeting

Denver01, CO

- Acquisition and Relocation

- Public Comment

Grant Amount: \$10,000,000.00

View Disaster Damage
 View Recovery Needs

- View Action Plan History

Estimated PI/RL Funds:

\$2,000,000.00

Total Budget:

\$12,000,000.00

Project #	Project Title	Grantee Activity #	Activity Title
9999	Restricted Balance	No activities in this project	
NSP1-Admin	Administration	NSP1-Admin	Administration
NSP1-B-Acq/Rehab	B-Acq/Rehab	NSP1-B A/R MF DHH LH25	Acq-Rehab Multi-Family LH25
		NSP1-B A/R MF DHH LH25 929 Connecticut	Acq/Rehab Multi-Family LH25
		NSP1-B A/R SF DAH LH25	Acq/Rehab Single-Family LH25
		NSP1-B A/R SF HP LH25	Acq/Rehab Single-Family LH25
NSP1-C-LB	C-Land Bank	NSP1-C LB SF City	Land Bank City LMMI
NSP1-E-Red't	E-Redevelopment	NSP1-E Redev't MF City LMMI	Redevelopment City LMMI

Status:

Submitted - Await for Review

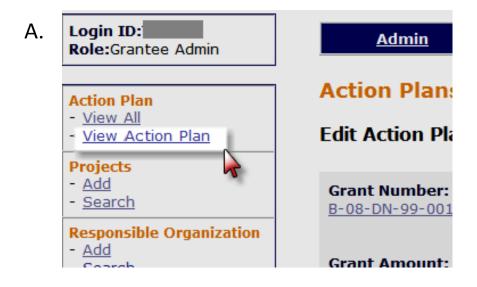
Save Review

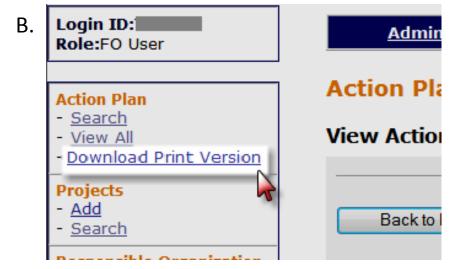
Cancel

Public Information: Action Plan



- There are two options to view a grantee's Action Plan. The first is through DRGR and requires two steps,
 - A. Search for Action Plan then select "View Action Plan"
 - B. For PDF select "Download Print Version"





QPR Checklist



- Purpose: Provides a record of issue areas and approvals of the QPRs
- FO Role
 - Approval or rejection of the QPR in a timely manner
 - Share comments with grantees (if desired)
- Usually reviewed in Print View format
- Only reviewed if the QPR status is: "Submitted Await for Review."
- Four Sections of the Review
 - A. Overall Progress Review
 - B. Activity Progress Review
 - C. NSP Specific Review Items
 - D. Further Guidance



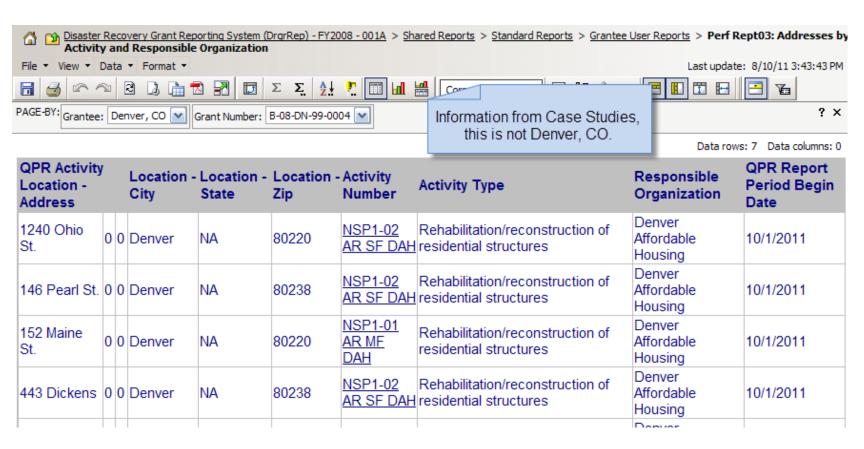
QPR Checklist: Overall Progress

- Is the Overall Progress Narrative sufficient to explain the progress or lack of progress of this grant?
- Does it, when combined with the grant-level financial data, provide enough information to determine if sufficient progress is being made?
 - Statutory Timelines
 - NSP1: Expend amount equal to or greater than allocation within 4 yrs
 - NSP2 and NSP3:
 - Expend at least 50 percent of allocated funds within 2 years
 - Expend 100 percent within 3 years of such date.
- Program income funds:
 - Is it recorded in the QPR on the proper activity? Is it being drawndown?
 - If there is a growing balance of program income received relative to program income drawndown, is there a reason for this in activity descriptions and/or progress narratives?

QPR Checklist: Activity Progress

- Performance measures are entered <u>after</u> an end-use has been met.
 - There may be a lag between quarters when funds are drawn for an activity to when performance measures are entered.
 - Grantees must estimate performance measures in the Action Plan before they can report on them in the QPR.
- Additional review items:
 - Addresses entered have not been previously reported.
 - 25% Set-Aside metrics are properly identified in the LH25 activities.
 - For activities that do not appear in the QPR, is their enough information over time to indicate the reason for the lack of demonstrated progress?

QPR Checklist: Activity Progress (PerfReport03: Addresses)



QPR Checklist: Activity Progress

Program funds:

- Are the draws on track to meet NSP deadline?
- Does the sum of the project budgets = grant amount?
- Are drawdowns and expenditures reasonably close?
- Are the administration budget and obligations at or under 10% of the total grant amount?
- Is the Expenditure line item ≥ Drawdown line item?

^{*}Remember: Program Fund Drawdown + PI Drawdown = Total Draws

QPR Checklist: Activity Progress (FinRept 7b)



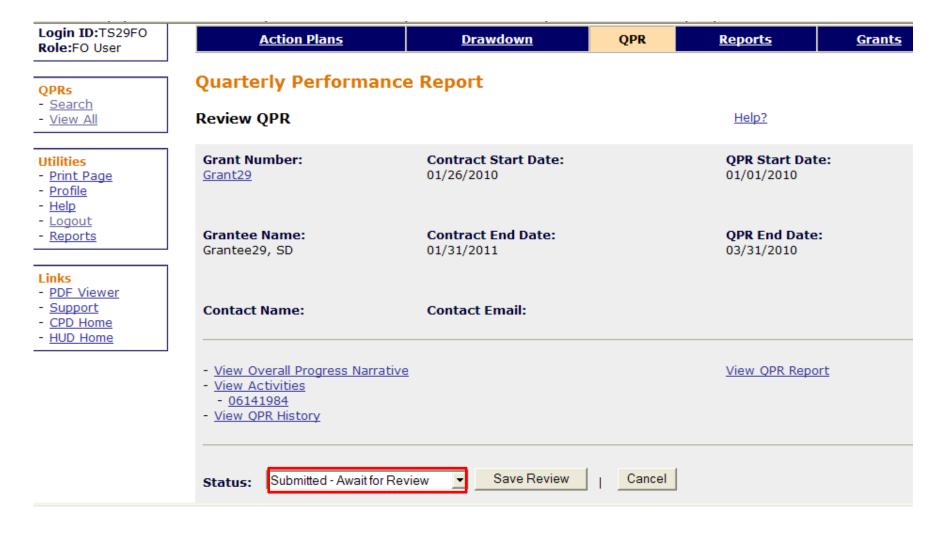
Approving/Rejecting the QPR



QPR Checklist: Late QPRs

- First late QPR:
 - Send an email to the grantee noting the late submission and the next QPR date.
- Second consecutive late QPR:
 - Make a finding of noncompliance and send a letter.
 - Corrective action should include a warning that fund access might be limited if future reports are late.
- Third consecutive late QPR:
 - Contact Headquarters CPD for guidance.

Approving/Rejecting the QPR



Common Issues & Troubleshooting

Pop Quiz Common Problem Areas



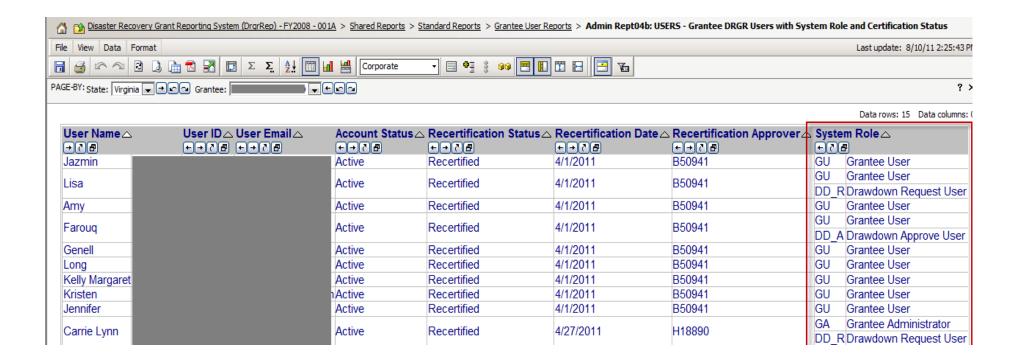
Common Issues

- 1. Administrative Issues
- 2. Moving Budgets and Draws
- 3. Accomplishments

1. Administrative

- Problems:
 - Access to the system:
 - Getting locked out of the system
 - Access to Reports
 - User Roles and Certification Status
- How to know if you have this problem:
 - Error message when attempting to log on to DRGR or, in particular, activating the Reports Module.
- How to solve it:
 - If timed-out message or cannot access the Reports module, wait for at least 30 minutes. If still locked-out, email <u>DRGR Help@hud.gov</u> and coordinate with your field office.
 - If locked-out of the system, check with the Grantee Administrator to verify you are Active and Certified on each grant you need access to (if you are a Grant Administrator, check with your CPD Rep).
 - A quick way to check the status is to pull AdminReport 04b. If you need to change your user role, then submit to your CPD Rep the change along with your B# or C#.

1. Administrative



2. Moving Budgets and Draws

- Common Problems
 - Q1. How does a user revise a voucher line item?
 - Q2. How does a grantee get credit for funds spent on LH25 that were originally budgeted for LMMI?

2. Moving Budgets and Draws

How to solve it:

Admin

Q1: In order to revise a voucher it must first be in a status of Open (not approved) or Completed (paid by Treasury).

- If the voucher line item is Open, the user with the Draw Approver role will reject the amount allowing the Draw Requester to resubmit with correct funding.
- If the voucher has been completed, the Voucher Creator will modify the voucher per line item and move the funding to another Activity under the same grant (assuming budget and obligation amounts are enough for the modification). The modifications need to be approved by the user with the Approver Role.

3. Moving Budgets and Draws (Q2)

How to solve it:

- Q2: If an activity was originally projected for LMMI, but ended up going towards LH25 and you would like to receive credit for this there are two options;
 - 1. If the entire amount that has been invoiced and budgeted for the activity can be changed to LH25, simply change the status on the first page of Add Activity (changes to Action Plan will trigger a resubmission of Action Plan for approval).
 - 2. The second option may require moving the invoiced and funding amounts to an existing or completely new activity. For this, follow the directions outlined for question 1 and utilize the Reports module to build out what you would like to move before changing information in DRGR. Keep in mind that all Accomplishments will need to be moved as well.

3. Accomplishments

- Common Potential Problems:
 - Q1: A Grantee does not see owner v renter or SF v MF (when reporting the actual measures in the QPR or when pulling reports)
 - Q2: Cumulative households, or housing units, appears to be over projected (as seen in the QPR or per reports pulled)
 - Q3: I continue to receive error messages when entering data in the QPR for a Direct Benefit Activity.

Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

3. Accomplishments

How to solve it:

Admin

- Q1: A Grantee does not see owner v renter or SF v MF (when reporting the actual measures in the QPR or when pulling reports)
 - Grantee did not complete required elements in the Action Plan and must enter all beneficiary data in the Action Plan for every applicable Activity (make a note in QPR)
- Q2: Cumulative households, or housing units, appears to be over projected (as seen in the QPR or per reports pulled)
 - Grantee may have entered total units completed to date in each quarter, rather than entering only the additional/incremental units completed that quarter.
 Grantee may need to manually correct data by entering negative numbers in certain data fields in the next QPR.

Action Plans <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

3. Accomplishments

How to solve it:

Admin

Q3: I continue to receive error messages when entering data in the QPR for a Direct Benefit Activity.

- When a grantee modifies certain accomplishment data fields in the Action Plan (for example, modifying the household field so that the Activity is serving owners where it was previously reported as serving renters), there may be an error in reporting in that quarter's QPR if there is already data entered in prior quarters.
- DRGR automatically checks totals across categories and subcategories and will identify discrepancies. To rectify the error messages and complete prior-period corrections, a grantee must first identify the cumulative totals entered in prior QPRs and then determine the category(ies) and subcategory(ies) to be updated.

Who do I to talk to if...

- ...I need a password reset or the DRGR system is down?
 - HITS Help Desk @ 1-888-297-8689 option 9.

TIP: Be ready to provide your user ID and PIN to the Help Desk staff. Please keep track of the service desk ticket # they provide you.

- ...I need a session reset from error message MULTIPLE SESSIONS and/or other user account access issues?
 - E-mail: <u>DRGR Help@hud.gov</u>
- ...I am a grantee and am missing information in LOCCS (TIN or Bank Routing Information).
 - Your HUD CPD Representatives!

Who can I find answers to...

- General DRGR How To questions
 - HUD Exchange Frequently Asked Questions (FAQ): https://www.hudexchange.info/resource/134/drgr-knowledgebase-faqs/
 - DRGR FAQs (see next slide)
- ...I have more than a quick question or our DRGR team needs some one-on-one technical assistance?
 - DRGR Ask-A-Question at:
 https://www.hudexchange.info/get-assistance/my-question/

TIP: Include screenshots along with a description of actions you are trying to complete in DRGR along with specifics such as grant and activity numbers

Additional Resources: FAQ Function

Login ID:T007GA Role:Grantee Admin

Admin

- Associate User to Grants
- Certify Grantee Users
- View Subordinate Grantees
- Edit Subordinate Grantees
- Upload Batch Data
- Upload User Requests
- Request New User
- Manage Existing Users

Monitoring/Audit/TA

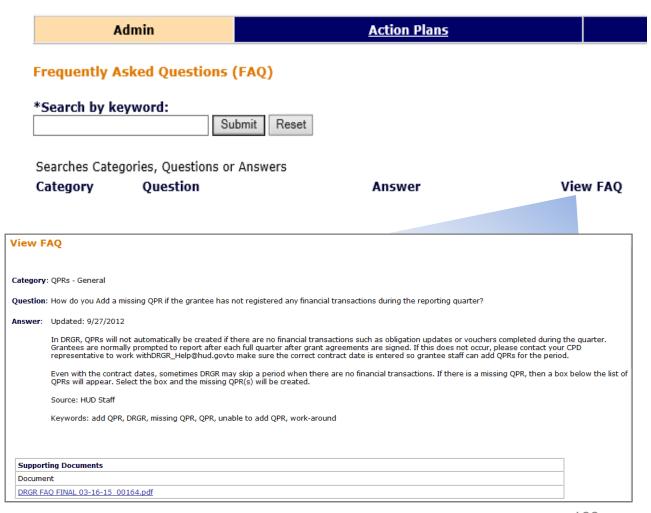
- Add Monitoring/Audit/TA
- View All Monitoring/Audit/TA
- Search Monitoring/Audit/TA
- Search Event Topics

Utilities

- Print Page
- Profile
- Subscriptions
- Help

- FAQ

- Logout
- Reports



Where can I find...

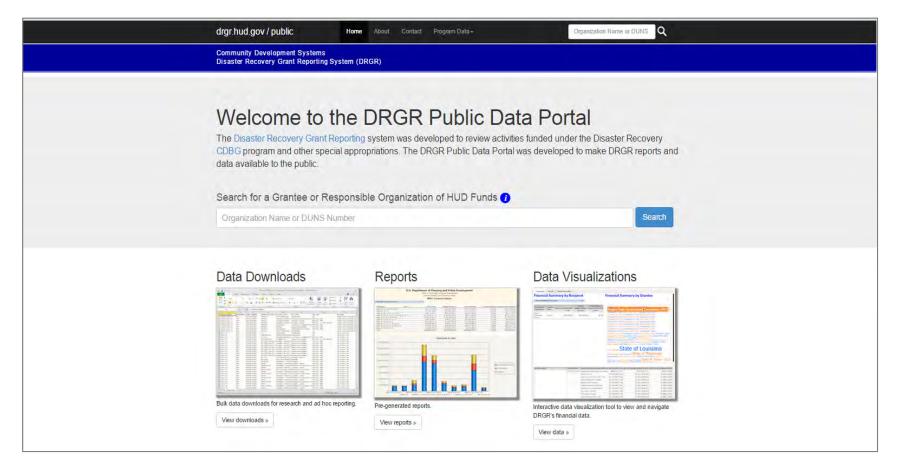
- DRGR Training materials, information on system updates and other news?
 - HUD Exchange:

https://www.hudexchange.info/drgr

- DRGR information that is available to the public?
 - DRGR Public Data Portal:

https://drgr.hud.gov/public

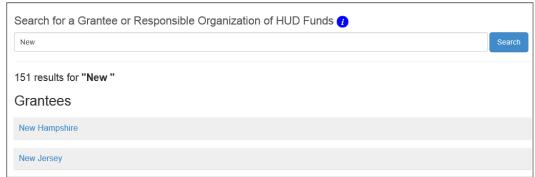
DRGR Public

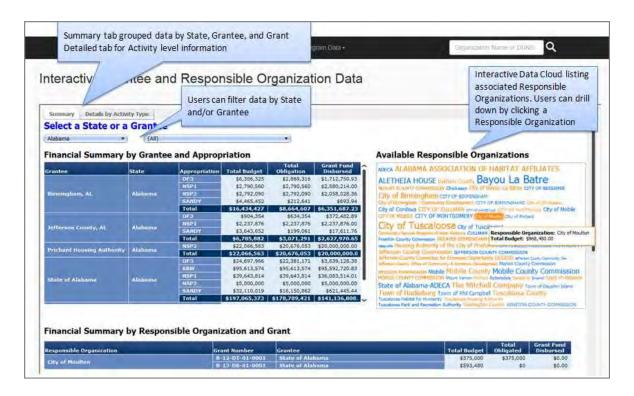


https://drgr.hud.gov/public

DRGR Public







Question & Answers

Thanks for attending – please feel free to share any feedback you have with us!