DRGR- Managing Flags and Using Reviewing Tools
Thursday, November 9, 2017
2:00-4:00pm EST

Jennifer: …if there are questions at any time throughout our session today. We are also going to be doing a live demonstration today which will be a little bit of a different thing than we usually do here on the webinar. We are looking forward to bringing that to you also. Joining us today from HUD is Jerry Santana with the Neighborhood Stabilization Program Team. I believe we may also have Don Waswick and Mary Lee Hanson on the line, Tyler Bridges from the Disaster Recovery and Special Issues Team and also Ryan Flannery. All right. With that I am going to turn it over to Tyler so we can get started on our presentation. Tyler, it is all yours. Sandy, is Tyler muted? Can you double check? Okay, I think we are good.

Tyler Bridges: Can you hear me?

Jennifer: Yes. We can hear you now, great.

Tyler Bridges: Okay, thanks everybody. Today we are going to be talking primarily about flags and a little bit about checklists. These are part of the new review tools of release 7.13 back in May '17. Then we are going to show you some resources. The big focus today is the live demonstration. I am going to go through these slides relatively quickly, but not at too fast of a pace. We will take questions. Then we will move onto the live demonstration. You are not going to see any screen shots in this first set of slides.

Okay, as I said DRGR release 7.13 was released in May of 2017. It included this new feature called Review Tools. It was meant to aid grantees and CP reps with grant management and oversight, compliance width requirements, and also a big focus here on data accuracy and completeness. These represent the kind of three primary purposes of the flag tools.

The DRGR release included four primary components that make up the entire review tools. It is the new home screen. The action items lists are kind of like a to-do list. The action plan compare version feature allows you to compare your current action plan to the previous action plan and it identifies the changes between the two. Then of course flags and enhanced review checklists are what we are going to talk about today. There are a bunch of resources online in a general webinar that we did this summer about release 713 if you are interested in the other two components of the review tools, the home screen, and the compare changes.

DRGR flags – what are these things? DRGR scans and flags items similar to IDIS. For all of you out there who are familiar with the IDIS flagging system, we are going to be doing a lot of compare and contrast to how DRGR flags work versus IDIS flags. This is in order for you to completely understand the purpose and the functionality of the DRGR flags and how they are and are not like IDIS. DRGR flags cover a wide range of items, conditions, and criteria. Those are those three that I mentioned previously. Is the activity "at risk"? Is there certain compliance criterion or missing performance measures, et cetera? These apply or can apply to projects, activities, action plans, QPRs, or grants. With almost anything in the system we can create a flag in order to help with the three main criteria.

Why would a DRGR flag be generated? If a project or funding delays are apparent or concerns exist, then a flag can be created to notify both you and your CPD rep that maybe there is an area of concern here that should be worked out ahead of time. This is to avoid any future problems or avoid things we do not want.

The second is maybe HUD specified compliance criteria is not met. For example, although you may have met a national objective that is not being reflected accurately in DRGR, a flag will help you troubleshoot that. Then finally is basically data cleanup. This is missing performance measures such as you selected a housing activity, but you have not selected the tenure or the number of housing units, whether they are single family or multi family. This is basic data cleanup flags that will help you get into compliance.

Now I am going to talk about what flags are and what flags are not. First we are going to start with what flags are. Flags are meant to help grantees and CPD reps. First and foremost they are meant to help everybody. They are meant to be resolved rather than remediated. Most of these flags can be resolved almost right away. They are meant to be very simple flags. Receiving a flag should not cause you a great deal of alarm. It should be oh hey look; this says I need to fix something. I am going to go and fix it. We will talk about when it is appropriate to resolve rather than remediate a flag.

Flags are required to be resolved in a timely manner. We will talk about what timely is. Definitely it is by close out. When you go to close out your grant, you should not have active flags. We will also talk about how that plays into NSP closeouts which I know are a big topic of discussions amongst NSP grantees.

Flags are configurable. HUD can add, edit, or remove flags at any time without a release. That means that for example the release was in May. We added our first set of flags which were ten in August. We can continue to add flags at any time. We always add flags in batches. You will not just get one here and one there. We will always notify you that the flags are coming in and also send guidance out with those new flags. In addition, we can edit them at any time. If an existing flag is not working as designed or if we need to carve out a special exception for a particular appropriation, we can do that kind of on the fly. It makes these flags meaningful and helpful for each particular situation.

Finally DRGR flags are automatically generated on a predefined schedule. The flags are almost typically updating on a weekly basis. That is just to not overwhelm the system. We will be showing you a means by which you can update flags on demand. If you are trying to clear out your flags, you can click a button and it will update your flags so you do not have to wait through that weekly cycle. Ryan, feel free to interrupt me at any time if you want to embellish.

What DRGR flags are not? DRGR flags are not required to be resolved in order to submit or approve an action plan, a QPR, or a voucher. If you have active flags, they will never prevent you from submitting your action plan, submitting your QPR, or submitting a voucher and receiving funds from treasury. Likewise for CPD reps, even if there are active flags it will not prevent you from approving an action plan or approving a QPR or approving an over-threshold voucher for example. Again these are advisory flags. We will get into the "should" on the next slide. They are not preventing regular business processes from occurring.

In addition, DRGR flags are not required to be remediated. If you are unable to resolve a flag, which means clear the condition, that does not mean that they have to enter a comment for that flag in order to submit your action plan or QPR? It is recommended and we will talk about that, but it is not necessarily required like it is in the IDIS system for example.

Okay, these are DRGR flags. When it comes to grantees, DRGR flags should be resolved or remediated at minimum with each action plan or QPR submission. Again these are typically on a weekly basis. Flags are going to be popping up all the time. I should not say all the time, but they can depending on your individual circumstance. The expectation is not that you constantly each week go in, check these flags, and troubleshoot them. You should be aware of them and you should be looking at them. Some flags are more serious than others. But at minimum we are asking that before you submit your action plan or your QPR, you take a look at your flags, resolve as many of them as you can. To the extent that the flag is serious enough that it warrants some level of communication to your CPD rep, you will want to go ahead and enter a remediation comment.

Likewise for CPD reps, DRGR flags should be reviewed at minimum with each action plan and QRP review. Again CPD reps are not expected to every day or every week go look at every grantee's flag and see what is going on. Again you may want to look at more serious flags or timeliness flags in a timely basis. At minimum, we are asking that you just take a look at active flags during your action plan and QPR review. Make a determination of whether or not any particular flag should be resolved or can be resolved prior to your approval of the action plan or QPR, or if the remediation comment is sufficient. That is kind of at your discretion.

Okay, this is DRGR and IDIS flag differences. Down the left here we have ______ [00:10:19] criteria. Then we have the IDIS and the DRGR requirement.

First is the basic work flow. In IDIS, when a flag is generated typically it needs to be remediated and then resolved. The flag is generated, grantee enters, remediation comments, and enter the deadline to complete that flag. That is called a remediation plan. That gets submitted to the CPD rep and they approve or reject. That goes back and forth until a remediation plan is approved. That flags is kind of set to the side. I think it goes down to the bottom. Then it will reappear if the deadline was not met, or it will disappear if the criteria that triggered the flag have been resolved.

In DRGR it is completely different. In DRGR a flag will pop up. You should be able to resolve it almost right away. They should be relatively simple. If you cannot resolve it, then you have the option to enter a remediation comment. The basic workflow in IDIS is you remediate it and then you resolve it. In DRGR you should be able to resolve it almost right away without any remediation process necessary. This is although you have the option to enter a comment if you want or if your CPD rep requests it.

For remediation comments including deadlines that are required in IDIS, you have to submit a remediation plan for every plan that is triggered. In DRGR, remediation comments are recommended. In IDIS, the CPD rep must approve each remediation plan. In DRGR, that does not exist at all. The big difference between IDIS and DRGR is we have quarterly performance reports. The CPD rep is already regularly checking in with their grantees on performance. There was no need to create an additional level of approval and kind of side stepping the already regular process.

Flags must be addressed in a timely manner. That is correct for both IDIS and DRGR. IDIS you set a deadline that is approved by your CPD rep. In DRGR we are asking for you to take a look at them with action plan and QPR submission. For flags that cannot be resolved at the time of action plan or QPR submission depending on the severity of the flag, you and your HUD rep will want to work out what is an appropriate timeline. I will give you an example there. If an activity has not seen any draws for more than two years, it is not likely going to be acceptable that that flag remains active for an additional two years. There is probably some concern there. You and your CPD rep will want to work out why there has been a two-year delay and what is a reasonable amount of time to get the activity to completion.

Flags require a release to add, edit, or remove. In IDIS that is true. There is a finite set of flags in the IDIS system. That is because most of them are tied to particular regs and statutes. They are kind of written into law and they are known. In DRGR the flags are much more flexible. Yes, we have criteria base flags. But we also have these data cleanup flags. We can add them at any time, which means that you will probably see them being added to the system more or less on a quarterly basis or as quickly as we can get them in.

Finally DRGR versus IDIS includes flags for at risk, general compliance, and data cleanup. Again, like I said, IDIS has primarily compliance based flags from the statutes and regulations. In DRGR we have a variety of flags ranging from at risk to general compliance to data cleanup. Those are all tagged appropriately or identified in the DRGR system. Again when you are trying to determine the level of severity of a flag, you may look at whether or not it is an at risk flag, a compliance flag, or a data cleanup flag.

Okay, this is the DRGR basic flag workflow. There are kind of three steps here. Starting at the left, the item is flagged. A condition occurs in DRGR that causes the flag to be created. This is the condition that generated the flag in the first place. The flag will be introduced into DRGR with the status of active. It can be found from the home screen via a search. I am going to show you guys that on the next slide. Then Jennifer will demonstrate it live.

A count of active flags will also appear in the to-do list under "My Action Items" on the home screen. Basically for grantees, a flag gets generated automatically by the system. From the home screen you will have two locations where you can see that a flag has occurred. One is in your to-do list. It will show up there and you will get a count of active flags. Then if you want more detail on that flag, you can go to the flag link on the home screen and that will bring up your managed flag system. Step one is you have a flag. What is going on? What do we do?

Step two is the flag is managed. The grantee user takes action to resolve the flag. First and foremost, like we said previously, the idea is that you will be actually resolving the flag rather than entering a remediation comment, coming up with a game plan, et cetera. You resolve the flag. If you cannot resolve the flag, then you have the option to enter remediation comments for those flags that are not resolved. Again this is all from the home screen. Then HUD may enter comments via the action plan or GPR review screen if they wish related to that flag that is active and remediated but not necessarily resolved.

Then finally the flag is resolved. When a flag is resolved, the flag status will update automatically on that weekly basis. Again if you want to be a good grantee like I know you all are and you are trying to clear your active flags during action plan and QPR submission, when you do not want to wait a week to see if this plan actually worked you can actually click a button that says update flag. It will kind of run the condition of that flag again. If you met the criteria, the flag will go from active to completed. Voila you have done your job. It gets flagged. You manage it and you finally resolve it. That is the work flow.

This is DRGR flag access. Again Jennifer is going to show you this during her demo for the grantees. I have the follow up webinar with the HUD users. The grantees access flags almost exclusively from the home screen. That is where all of your management takes place. From the home screen, that is where you search and view your flags. That is where you manage your flags. Whether or not you are resolving it and updating that flag status to show that you solved it, or if you are entering any remediation comments in order to address flags that you are not going to be able to resolve prior to actual QPR submission.

If you want to see what your HUD rep is going to see, then during action plan and QPR submission you can go to your review tools. You can review the active flags. You can also see the remediation comments. When HUD gets your action plan or QPR, they are going to be able to see the same screen you will see. It will list your active flags. It will list whether or not you entered any remediation comments. This is a great QAQC feature to ensure that what you think you have accomplished – you think you have cleared these flags out. I am going to check one more time. What does that screen look like before I actually click submit?

Then for HUD users it is the complete opposite. On the home screen, they can only view and search flags. They cannot do anything else there. Their real action is during the action plan and QPR review process. That is where they can. Like I said they can see that screen where they can review all your active flags. They can see if you have entered any comments. Then if they wish, they can also enter a response to those comments from their review screen.

This is current flag guidance. There are ten flags that are currently in the system. We have created this guidance, which is at this link here. You will see I really encourage everybody – grantees and CPD reps alike – to take a look at this. I am just going to walk through this first example here. Starting from the left, it identifies the flags. The first flag is the activity end date passed that activity is not completed. It is saying that is the flag. What do I do?

Then it says which program does this apply to? It is either disaster or NSP. In this case it is NSP. This does apply to NSP. Flag level – is it at the grant level, is it at the action plan level, or is it at the activity level? At this case the flag is the activity end date passed. That is at the activity level.

Then is the condition. What is causing this flag to occur? It says here the activity with an activity status of underway has a projected activity end date that had passed. What this is saying is if an activity is currently underway and the projected end date is later than today, a flag has been generated as a result. It is that simple. You have a few options here. The first is you edit the projected activity end date to reflect the new date the activity is expected to be completed. If you do choose that route, you also need to enter action plan submission comments to explain the reason for the project delay. Then your CPD rep can review that with you.

Or if it is just a DRGR reporting error, the activity is fully drawn. You completed it six months ago but you never got around to clicking complete. Then maybe all you need to do is change the activity status to complete. That is the grantee action. Those are the ways that you would resolve this flag. Then finally is the HUD action. You would want to review whatever action was taken and also review the reason for delay if necessary. Then of course you always want to be working with your grantee to ensure the timely expenditure of funds. Each one of these flags has a purpose and it has specific conditions that rigger the flag. Here we do our best to provide the recommended actions for not only the grantee but the HUD rep depending on the potential scenarios that are causing this flag to exist. Please take a look at that.

I think there are just a couple more slides here before we get to the question and A, and then the live demo. There are three reports currently in the grantee user reports. It is also available for office users. You should use these to track and troubleshoot your active flags. Micro strategy is a really powerful tool. We highly recommend it. The three different reports are admin report O6A, O6B, and O6C. They are differentiated based off the flag level. Most of the flags that we currently have in the system are activity level. Some of them are grant level. For example there are those when it comes to caps. Some of them are QPR level. I think that is if your QPR has not been submitted on time. Take a look at these. They will provide all the criteria and the activities that are causing the flags. They will tell you what is going on. It will give you the flag status so you can print this out or do whatever you need to do to kind of check these flags off and get them cleared out.

Okay, that is the end of the flag discussion. I only have two slides on review checklist. I am going to get through this and then we will open it up for questions.

This is review checklist. Review checklist now contains auto computed answers. Grantees are probably not too familiar with review checklists. But CPD reps have review checklists for action plans, QPRs and grant closeouts. We have checklists in the system that help us walk through the process and make sure that action plans, QPRs, and closeouts are being properly reviewed in accordance with the requirements.

Just like the flags, these are configurable. We can change these at any time in order to reflect new requirements or to correct additional requirements. Primarily the key takeaway here is the system is now answering these questions for us. If the question can be data driven, meaning the system can calculate the information for us, then that questions can be answered for us as well. What is cool about this is that grantees can see these checklists as well. For grantees, you will actually be able to see the same review checklist that HUD will use. For all of the questions that are auto answered, you will be able to see whether you got a positive or negative response there. You will actually have an opportunity to correct that error or deficiency in real time and see that question go from no to yes. If you go to submit your action plan and you open up the checklist, you do not have to edit it. There is nothing you can do there. You see oh hey, this question is saying that I am not meeting the requirement. I really am. If I just go in and change this one thing then I will be fine. You can actually go in, change that item in your action plan, go back to the checklist, and then the system will show you that you have in fact satisfied that requirement.

The idea here is just like flags, you will review the checklist. Before you submit it to your HUD rep, you will have the opportunity to see what they are going to see and be proactive about correcting those things. Or at least you can have an explanation for why it is the way it is.

Just to kind of go through the bullets here, you can access these checklists from the review tools. You should use it as a quality check prior to your action plan and QPR submission. You can view the auto generated answers and correct them in real time prior to action plan and QPR submission. Once HUD receives them and goes to the planner QPR, they will be able to access these from their review screens. They should certainly use them during action plan and QPR reviews. They cannot change the auto generated answers, but they do have the ability to enter comments on them.

Okay, quickly I just want to go through some resources. I cannot emphasize this enough. There are excellent resources available on the HUD exchange. They are all up to date I can guarantee you because I am personally responsible for getting them up there. Go to the HUD exchange. Please go to look at these resources. The user manual provides step by step instructions with screen shots. It is really beneficial. It is updated for this release. Chapter two I think is the home screen. Then you can also take a look at chapter I think four and six for action plan and QPR in order to look at different things for action plans, review tools, flags, et cetera.

We also have the fact sheet. Click there. That is where you will get that table I showed with the ten different flags. Also there are just various fact sheets for every release including all of the review tools.

Finally if you have any questions about flags, please submit them to Ask a Question. They are our first line of defense. They have all been trained on this. They are all very familiar with all of the aspects here. We need it to go through the AAQ because we need to track grantees' concerns, ideas, and common problems so that we can make sure that we are making these easy for you. We are making sure that they are working for you.

Okay, with that I will turn it over to questions which I believe should have been submitted in writing. Jennifer?

Jennifer: Yeah, thank you. We have one question submitted so far in writing. The question asks will the flag report admin O6 reflect whether a remediation comment has been made. Additionally, can the name of the activities be included in the admin O6 report? Currently it is only the activity numbers.

Tyler Bridges: Thank you for that. If we can make a note, I actually was just on another call and I had gotten the same question on whether or not remediation comments can be added to that report. It sounds like that is something folks want. I will definitely look into getting that added to the report. What was the question about activity number versus name? I am sorry.

Jennifer: I guess the report only lists the activity number. They would like to also see the name on the report. Sometimes the name is more descriptive than just the number.

Tyler Bridges: I see, yes. I will go ahead activity names to the report as well.

Jennifer: Okay, that is great. See you guys, you just have to ask. Okay, there is a new question. Can HUD develop a report in the reports module that contains all of our flags so that we do not have to drill through multiple pages?

Tyler Bridges: I want that as well. I think there was a reason why they were split up in the first place, but I have asked our programmers to put it all into one report. We have been really busy with the upcoming release, so that is on our to-do list to get just one flag report. At minimum we will get the first two requests put into the system. Then we will also work on getting that flag report consolidated.

Jennifer: Okay, thank you. There is another question. How will this work for NDR programs since we had to create shells of activities to accomplish certain items like outcome measures?

Tyler Bridges: We have already begun to get feedback about the flags and how they are not necessarily working for a particular appropriation. NDR is a great example. Essentially the flag that is troubling NDR is they created activities for what is called outcome values. They have no budget. They are only meant to report accomplishments. The flag is saying you have no accomplishments. What we are going to do is this is an example of why the flags are great. We can configure them and we can edit them on the fly without a release. We can tailor them to appropriation. That flag we created based off of existing programmatic requirements for both NSP and NDR. But because of this unique circumstance for NDR, we will be able to edit that flag and essentially say if an activity has a zero budget then ignore this flag. There is no national objective that needs to be met on an activity that does not expend federal funds. We will be carving that out.

In addition, Sandy has a similar issue where they have multiple rounds of funding and accomplishments are not necessarily reported in each activity. We are looking at a way. This applies in NSP as well. You may have, for example, created an acquisition, a rehab, and a disposition activity. You may have created more than one activity that was essentially meeting the same national objective. In that case you have the empty activities. They are not empty. You will have funds strong, but no accomplishments. We are looking at creating the ability to utilize the associate activities feature where the flag will look at the accomplishments of all of the associated activities. If there are accomplishments entered, then it will resolve itself on that flag.

Jennifer: I love that. That is fantastic. Yes, that is very good. Okay, this is the next question. When I do a search for a flag that returns more than ten items, it only shows the first page and loses search criteria in subsequent pages. How do I make it keep the search criteria?

Tyler Bridges: I love these questions. You guys are all using these features, I can tell. That is a defect. We are going to correct it in the next release. The next release is coming out in I think two weeks. It will be available on November 20. That is when you will see that fix. You will be able to actually scroll through those normally or as it should function. In the meantime, the only thing I can offer is to use the reports in order to identify the flags that may have issues. Then you can use that search tool in order to navigate through the system. You will just want to enter the activity number for example in search criteria so that you can actually get to that activity.

Jennifer: That is great. Thank you. Another question asks, is it true that if you are still making updates to an activity even if complete it should not be marked complete until all edits are completed?

Tyler Bridges: The system will not allow you or it should not allow you to make any edits to an activity that is marked complete. Once an activity is complete, it is supposed to more or less freeze you from making any additional changes. If anybody is not experiencing that, please submit that to the AAQ. I would confirm the question. The answer is yes. It is true that if an activity is marked complete, you cannot make any changes to that activity. If you do need to make changes, you can switch it back to underway, make the changes that you need to do, and then switch it back to complete.

Jennifer: That is great. Thank you. This is the next question. One of our DR grants has a flag that says incorrectly that we are exceeding the planning cap. Can that value be checked?

Tyler Bridges: That is a good question. That grantee – please go ahead and email me directly. I would like to. We can do anything with these flags. We can take a flag and carve out a single grantee, a single grant, a single appropriation, and a single program. We can really do anything we want. If you are having trouble with a flag, actually I should be consistent here. Email them to the DRGR AAQ so that we can appropriately address it. If you have a flag and it is incorrect, we need to know right away. We do not want you to be burdened with incorrect flags. We do not want you to feel stressed or frustrated. We do not want to burden you and your CPD rep with something that is our problem or something that we need to fix. If you can funnel those through the AAQ, I know all of them personally. They will communicate with me right away. We will do our best to get that corrected for you.

Jennifer: Thank you. Okay, someone asks I have a grantee with 177 flags. Are we required to go back and address flags related to older QPRs?

Tyler Bridges: That is an excellent question. The system is designed so that QPR based flags only apply to the current QPR. Just like its long-standing guidance, if something is wrong with the previous QPR we do not open up old QPRs. We just correct them in the current QPR. The flags are designed in the same way. When a QPR goes from submitted to reviewed and approved, any active flags associated with that QPR essentially go away. We convert them to something called acknowledged. This basically says wipe out the active flags. Ignore them if you will. Then the system will create an entirely new set of flags only if the conditions were not met.

For example, if a previous activity had a flag that said expenditures exceed drawdowns by more than 10% that is a problem in most cases. If the CPD rep and the grantees saw that flag and did nothing about it, the system will close that flag. Then in the next QPR that will remain a problem until the grantee either draws more funds or reduces the expenditures.

I guess in essence, what I am trying to say is that instead of having the system create 177 QPR flags every single quarter. We basically just close out all previous QPR flags and then create a fresh set of QPR flags that need to be addressed. The idea here is I know that we are all getting used to these flags. The idea is once these flags are kind of up and running and we get through this initial, whoa there are a lot of flags; you are not going to be getting many more. You will know that you are going to get a flag, so you are going to avoid that. Or you are going to be reviewing your flags before action plan and QPR submission. You are going to be cognizant of the fact that you do not want these to really pile up. You know how to address them. I hope that answers the question.

Jennifer: I think that is helpful. Thanks. Someone says that they have 256 flags, but their flag report is only showing 50 flags.

Tyler Bridges: That could be because there are three different flag reports. There is the activity, the grant, and the QPR report. Again we previously discussed trying to get those all into one report. Another thing may be that the report page by access, if you have more than one grant – let us say you have NSP one and three for example. The page by may be filtering by this one particular grant, whereas in your search screen you are doing a blank search and it is just showing you all of your flags. Take a look at all three reports and see if it is filtering by just that grant. If it still looks like it is not showing all of your flags, please submit that to the AAQ so we can take a look and make sure that those reports are working properly.

Jennifer: That is great. Another question says activities that are expected to generate program income have to generate has to remain open so the funds can be receded against them. Is there a way to identify these activities so they do not continue to generate flags? I am actually wondering if this is related to the activity end date. Maybe they just need to fix that, but maybe you have some other thoughts too.

Tyler Bridges: Yeah, thank you for the question. I would. There would be kind of different responses based off of the flag that you are getting. I can think of a couple. The activity end date might be one. It could be fully drawn and no accomplishments. I would need to know more information. I think it is a great question. If you have the opportunity to provide more clarification as we go through this that would be great. Otherwise submit it through the AAQ. Another thing too I should say on why we want these questions to go through the AAQ is we will eventually start to see common questions come through. We will release an FAQ of sorts to make sure that grantees are getting answers to the most common questions. I do not know Jennifer if you have something to add from an NSP perspective that maybe I am missing.

Jennifer: No, I think that makes sense. More information on this one would definitely help. If you do have more detail on what type of flag this is, what is causing the flag, and what message you are getting and you want to send that in; we can try to answer your question a little more specifically. Okay, I think that is it. Let me see here. I will double check. Oh, there is one more.

Tyler Bridges: I have not given Ryan a chance. I want to do this question. Then see if Ryan has anything he would like to add before we move onto you Jennifer.

Jennifer: Sure yes. This question is another question about flag reports. They are saying that two of their flag reports returned no data. I think you kind of gave us a good summary of how you manage the reports unless there is something else you want to say.

Tyler Bridges: Essentially if you are getting a no data return, then you will want to look at what the report criteria is showing versus what the application or DRGR is showing. It is just to make sure that the reports are doing a one for one match. In addition, let us say that DRGR is saying that you have 50 flags and they are all activity based flags. Then yeah, two of the three reports will return no data because you do not have any flags for grant and QPR for example.

Jennifer: Yeah. Okay, the next question says can multiple flags appear for a single issue. For example, if a flag is issued for no drawdowns in 180 days and no action is taken, will the same flag appear again and again until the issue is resolved?

Tyler Bridges: No flag will duplicate itself. A flag will exist until it is resolved. If the flag has not been drawn for 180 days, that flag will just stay there until a drawdown takes place or the activity is completed. You will not get two flags that say it has been 360 days, so now you have two 180 day flags. That will not happen. The only two flags that are related to the drawdowns over time are there is a flag that says you have not drawn in 180 days. Then I think there is another one that says you have not drawn in 720 days. I think it is meant to be two quarters and then two years. Yeah, there should never be an instance where you are getting two flags for the same purpose.

Jennifer: Thank you. Someone asks I am in the process of reviewing the action plan and QPR. I have a QPR in progress from last year. It was three QPRs ago. Do I have to review the old QPR? Do I need to review the action plan first before I review any QPRs?

Tyler Bridges: Does this come from a HUD user?

Jennifer: I think this is – I am not sure.

Tyler Bridges: They are saying review. This is unrelated to flags, but I will answer the question. QPRs need to be submitted, reviewed, and approved in order. Not only that, but an action plan should be in reviewed and approved status during your QPR review. This comes with a lot of issues. When QPRs are not submitted, reviewed, and approved in a timely manner or on time during the windows that they are supposed to be; when you get these QPRs stacked up, you start to get QPRs that are based on the most current reviewed and approved action plan. That means that QPR from a year ago is going to be looking at the action plan you approved yesterday. That is not going to reflect what happened back then. You have to stay on top of these because of the nuances of the system and how it works.

The QPRs are really fluid. They are meant to capture points in time to the best of the system's ability. If we get too far off then we get these data inaccuracies. That is something that goes between the CP rep and the grantee in terms of timeliness of reporting requirements and all of that. When it comes to DRGR, when you get into situations like this, you need to review and approve the QPRs in order starting with the earliest one. Then you come to the most current one. If any flags are being triggered, they should likely be corrected in the current QPR.

Jennifer: That is great, okay. That was a HUD user by the way. Someone asks who can help with questions about the flag specific to my program?

Tyler Bridges: Okay. I would recommend that any user that needs help with flags should contact the DRGR AAQ. The AAQ is tasked with answering questions technical in nature. They will not be able to help with policy related questions per se or what should or should you not do versus how you are supposed to do this. But we can get your HUD rep involved and be able to help you. There are also NSP office hours. There are a lot of different resources out there that Jennifer can probably describe better than I on what any NSP grantee can do to get help in any aspect of their program. This is including DRGR. For disaster grantees, you will want to work with the DRGR AAQ and your CPD rep. Real quick Jennifer, I want to make sure we have enough time to get to the live demo and also have follow up questions there. I think we have about a 40 minute. I am sorry. Ryan, are you on? I am not sure if he was able to join us.

Ryan: I am.

Tyler Bridges: Okay. I want to pause here and give Ryan, the Assistant Director of the Disaster Recovery and Special Issues Division and DRGR extraordinaire, an opportunity to address you guys.

Ryan: Thanks Tyler. Just really quick, that was a great job. You were really explaining the flags very clearly. Hopefully it is beneficial to all the users out there. I just want to take a minute to thank you all for joining us. We have a pretty good attendance here. For those of you who were on our last webinar for flags, we had our release. I am very excited about flags, about the checklists, and about really what they will be able to do within the system and then what we will be able to use them to do. Tyler hit this point a few times. But the fact that grantees and HUD reps can see these flags is, to me in terms of reporting and keeping on top of data, I think a real huge benefit. If everything is working perfectly and in a perfect world, HUD reps should never be seeing something that the system is auto-calculating or displaying as an auto or data driven flag. Your grantees should be seeing those before and correcting them.

I do again want to reiterate that the system is not perfect. We really do rely on feedback from you all – both grantees and HUD users – to be able to provide us with that feedback. Submit to the AAQ so we can do our QA and QC on our end to make sure that things are working smoothly. Again with that, thank you. I am here. I can help answer questions. Tyler you are doing an excellent job. I am staying pretty quiet for the most part.

Tyler Bridges: All right. Thank you so much Ryan. Jennifer, at this time I am going to go ahead and pass it over to you so we can actually show grantees what the heck we are talking about.

Jennifer: That is perfect, okay. As Tyler was doing that, there was a question. What is this AAQ thing you keep talking about? Just to clarify as we are switching over to the demo, the AAQ is the "Ask a Question". You can find that on the HUD resource exchange under the "Get Assistance" page of the exchange. There are a number of AAQ pools including one specifically for DRGR, one specifically for NSP, and one specifically for lots of things. You can go ahead and submit a question through the AAQ. You will get a response from an expert within a couple of days.

Yeah, with that we are going to go over and do this live demonstration. It is something a little different than we usually do here on the webinars. But we thought that this would be a really great opportunity to show you how these work in real life. We will show you what cool features we have here now in DRGR. Sandy, can you see the login screen for DRGR? I just want to make sure that it is displaying properly. Or Tyler? Anybody?

Sandy: Yes I can.

Tyler Bridges: I can see it, yes.

Jennifer: That is perfect, okay. I am going to show you one little trick first that is cool for all DRGR users no matter what you are using the system to do. That is to set your browser to compatibility view. The first thing you should always know about DRGR is that you always want to be using Internet Explorer. You never want to use Chrome, Firefox, or that new Edge browser that I do not even know what it really does. People get tricked into using that fairly often lately. You want to make sure you are using Internet Explorer.

DRGR actually works best in an older version of Explorer. What we recommend that you do before you even log in is set your browser to compatibility view mode. You do that by going to your upper right hand corner of your browser. You are going to see a little house, a star, and something that looks like a gear all the way up here in the right hand corner. If you click on that little gear, you are going to see in that dropdown an option for compatibility view settings. You are going to click on that.

You can also access compatibility view settings through your Tools menu. If you go to your Tools menu on your toolbar, you will find compatibility view settings there as well. When you click on that, you are going to get this popup box. At the top it is going to say "HUD.gov". You just click add and it moves to the bottom box. Then you close. It is that simple to set your browser to compatibility view. That is going to save you a lot of headaches on lots of functions that you try to do within the system. We definitely recommend that you start there when you go to log in to DRGR.

Okay, with that I am going to log in. I am going to show you all some really cool things about the new tools. The first thing you are going to see once we are in the system, here we are, is that on your first page as we talked about, you are going to land here in the home screen. In the home screen you have some new features including news here on the left side. Then also your action items are on the right side. Any active flags you have will always be listed here on the left side of your home screen. It is never going to be a mystery to you that you have flags. You are always going to have this notice here right when you log into DRGR.

The first thing I am going to do is show you where the review tools function is located in the action plan and in the QPR. Then I will do a demonstration of how you can use the checklist and managing flags features. If you wat to find your review tools in the action plan, we are going to click on action plan at the top menu bar. That takes us into our action plan module. I go to open a grant. I go to my status column and I click on the status of the grant I would like to open. I click on original in progress. That opens my action plan for that grant. Once the action plan opens, you are going to see on your left hand menu bar a list of functions that you can use within the action plan. In that very top box you have your review tools link right there at the bottom of that very top box in the left hand bar.

Over here on the left I am going to click review tools. When I click review tools, it is actually going to open a new window. It opens this popup window. On this popup window you have all of your review tool functions here that summarize information for you such as your grant number, any comments that you have provided in your submission, and any HUD review comments that HUD has made. Then if HUD has attached any supporting documents related to their review, those would be shown here as well. As you can see, there are not any comments here. But if there were, this is where you would find them.

We also have the display changes link. This is that link that is going to show you the difference between this current version of the QPR and then the previous version. I am sorry, it is the action plan. Why do I keep saying that? Let me backtrack. We are in the action plan module. The action plan module has this display changes feature. It is not in the QPR. The display changes is to compare your current action plan to your previously approved action plan. That is not the way QPRs work. You are just going to submit a new QPR each period. For the display changes, you can only use this in the action plan module. You would click on this link here under display changes. You would get that view where it compares your current action plan to your previous action plan.

I am not going to do that here because this is actually a test environment and a training environment. We do not have an old action plan setup. But if you are interested in learning more about the display changes features, you can look at those fact sheets that Tyler mentioned a bit ago. They are a really good resource for understanding how the display changes work.

The other thing we have here is our review checklist. If you want to look at the checklist, we are going to do this in more detail in a minute. Right now I just want to walk you through where you find things. This is your review checklist link here. Then you have your flag summary. As you can see here, these are your flags for this particular grant. You can see just some very basic summary information for this flag. Now in order to manage this flag, we are going to do that over in the home screen. We are going to do that in just a minute once I get through showing you where to find all these different things. Again this is your review tools page. This is giving you all the summary information about your checklist, your flags, and then your display changes here for the action plan.

Now I am also going to show you where you can find these review tools in the QPR. As Tyler explained, these review tools are available both in the action plan and in the QPR. How you find them is very similar. In the QPR, you are going to go into your QPR by clicking on the add edit link at the end of the row for whichever grant you would like to enter. Then when you click on this, you are going to get to a list of all of your QPRs for the current and previous quarters. For any QPR that is actually in approved status or submitted status, you are going to have a review tools link right out here next to the edit link. But for one that is an edit status, you actually want to enter the QPR itself. Then again on the left hand menu you are going to see that review tools link. Just like the action plan, you are going to get inside the QPR and you are going to find the link on the left hand menu.

Then very similarly or it is exactly the same as the action plan. When you click on that review tools link, it creates a new window and it shows you the same sorts of summary information related to your submission comments and your HUD review comments. You have your review checklist link there. This review checklist of course will be specific to QPR issues. Then you have your QPR flag summary as well. Of course you do not see a display changes link here because that is an action plan feature. Then we will go ahead and close that.

With that, now you know how you reach your review tools. You know how you can see a summary of all of this information. You know how you can actually access the checklist. Let us do the checklist for the action plan. I am going to go into the action plan again. I am going to show you how this works on one of these grants here by clicking on the action plan status to open that grant. Then I am going to go over to review tools on the left hand menu. My review tools opened.

For this one I am going to work on my checklist. Here I am. I have been doing some edits to my action plan. Now I want to make sure that it is in really good shape before I submit it to my HUD rep. When I submit it to my HUD rep, they are going to be using this checklist to make sure that I have done all the things I need to do with my action plan. It is better to be proactive and clear any concerns before I make my submission.

I click on the review checklist. Again this opens in a new tab on your browser. When this opens, you are going to see that we have a number of icons here at the very top of this checklist. It is right up here at the top. Now these different icons again help you understand the nature of these questions. In short, you really want to be looking for any question that has a yellow triangle next to it with an exclamation point. Those are your warning questions. Those are things that you know you have to deal with preferably before you submit your action plan. When HUD uses this checklist to review your action plan, they are not seeing any warning signs. You want to clear any warning signs.

In addition to that, these other icons help you to understand how these answers were generated. If an answer is pre-calculated by the system, you are going to see this sort of blue box here. If it was manually inputted by your HUD rep, you are going to see the little hand. Any questions that were pre-calculated and that have this orange circle, you will be able to see what supporting data went into that pre-calculated answer. Then finally any question with a star is a mandatory question that the HUD reps will have to answer.

We are just going to take a look at our checklist here and see if we have any of these little yellow triangles so we can clear those concerns. We are going to scroll through. Oh, look at that. I do have a yellow triangle here for this question. This question says does this submission contain a narrative describing how the distribution and use of the funds will meet the requirements of the law? We are going to go back and look at our narratives and our action plans. We know in our action plan, we should have a narrative for distribution and use of the funds. We are sure that we had completed that. But we had better double check.

Here we are back on our action plan. I just clicked back into my DRGR tab. I am going to scroll down. In fact I do not have a narrative for distribution and use of the funds. It is all blank. This is actually something that has happened to me with a couple grantees. They thought that they had completed all this. It just turned out that they had accidentally pasted that information into the wrong narrative box. To fix that, I am just going to take it out of that box and put it into this one. Of course you would fix it in whatever way makes sense. In this case this grantee just happened to paste the information into the wrong box. We fix that. We go ahead and we save it.

Once we save it we are going to be able to go back into that action plan. We will click on our review tools again. Open our checklist nice and fresh this time to see if that is still a problem on our checklist or if that was enough to resolve the issue. We are going to be looking for any of those little yellow triangles again. It sometimes takes a second to load. Okay, we are going to look for yellow triangles. That yellow triangle had been next to question two. As you can see, that little yellow triangle is no longer there. This is an auto-calculated question. We know that by that little blue box there. Because we went ahead and saved that change that we made based on this review that we had done before, when we open this checklist again the system auto-calculated all these questions nice and fresh for us. It found that we had fixed our problem, so that little yellow triangle goes away.

Tyler Bridges: This obviously impresses me every single time.

Jennifer: I know. Is it not great? I love it. It is so helpful. This is really a way to get you guys more tools, but help you manage your submissions. This is going to save you a lot of time because it is going to minimize the back and forth with your HUD reps. They would see the same thing when they used their checklist. Now they would have to come back to you and say can you please fix this. Then you have to fix it and resubmit it. This checklist is great. It is giving you information right up front that you need to provide the most quality submission that you can to your HUD reps. Then as you fix these things, in real time you can refresh and see that they have been resolved. I think that these tools are just such a gift really. That is the checklist.

The checklist again works the same in the QPR. Of course the QPR will have QPR specific questions there. You will open it exactly the same way. The icons work the same. It will refresh the same as you clear the concerns. All right. With that, Tyler is there anything that you want to say about checklist before I move on to the flags?

Tyler Bridges: I will say that we have not configured these checklists for any appropriations yet. We really want to obviously because they are really cool and I just love them. We have been really bogged down with getting some flags into the system and then also working on this current release. It is our goal to get. Right now the standard checklists are in the system. HUD reps still have all of the tools they need to review as they normally would. Grantees should be able to see those checklists. But as far as configuring these questions to answer themselves, that is something that we are currently working on. This is just kind of a head's up. It is ready to go. We just have to start doing them. We have to literally configure these one by one. Hats off to Cathy for that. Just kind of stay tuned. We will send out notices when we get there.

Jennifer: That is great. Thank you. To manage our flags, as I said you can see the summary of your flags by using that review tools function. If you want to actually manage the flags, you are going to go over to your home screen. I am going to click on home screen at the top of the menu bar. On the left hand side you are going to see a link for flags. I am going to click on that flags link on the left hand side of your home screen. When it opens, you are going to see your search criteria. With this search criterion, you can change between active, completed, or acknowledged flags. You can choose to search just for QPR or action plan flags. You can even expand your search criteria to include things that make it even more specific like activity numbers, grant status, flag dates, and things like that. There are lots of ways to refine your search. I am just going to go ahead and click search to see all my active flags. It will take a second to load.

When it loads, we are going to see that we have all of our active flags here. We have nine of them. We saw that on our home screen. It told us that we have nine active flags. I am going to show you what you can do to actually remediate the flag first rather than resolve it. Now let us say that we had a series of flags that all had the same issue. We were not quite ready to resolve the issue that is causing the flag for whatever reason, but we know that we need to get our QPR submitted. We are up against the QPR submission deadline. We do not have time to resolve it all or maybe we do not have all the information that we need right now to resolve them. We want to remediate them. We want to provide HUD with as much information as we can about what we are doing with these flags. We know they exist. What are we going to do about them?

You can actually choose multiple flags at one time with these little checkboxes here in the very first column. Just check them off. Then click edit at the bottom of the screen. When you click edit, it is going to add all of the flags that you selected with those checkboxes. As you can see here, I have those three flags all laid out for me giving me all the different components of information about this flag. Now if I want to include a remediation comment, I am just going to say something simple like this flag will be resolved next quarter. Of course you want to say a little more here about why you cannot resolve it today. For sake of time, I will just leave that comment pretty short.

Then I click copy comment to all activities on the page. When I click that box to copy the comment, when I scroll down I now see that comment under every flag that I had chosen to add to this page. This is a way to save you some time if you are needing to add a remediation comment that is applicable to more than one flag. It is really helpful. Again you want your remediation comments to be as thorough and complete as you can so that your HUD rep understands why this flag has not been resolved yet.

With that, I am going to go back to my previous page. I am going to show you how to resolve a flag. For this one I am actually going to use an action plan flag. Okay, we will work on this very first flag here. It is this action plan flag. You can either click this box here and choose edit, or you can just click on the activity number and then it opens the flag. Here I am in this flag. I love this about this feature. I am in this flag. I know I want to resolve it. This flag here is about environmental status. We can see that based on the flag criteria.

Apparently the environmental status probably has not been completed in the system. That is why we have this flag. We know it is environmental status. To fix the environmental status, we do that in our action plan. We would have to go to the activity within the action plan and change the environmental review status within that activity. What is great about this flag function and what I love so much is that all I have to do is click edit activity right here from the flag screen. Presto, there I am right in the activity that I need to manage. I think that is a beautiful thing. Otherwise you would have to pop over to the action plan, drill down to your activity, and then keep bouncing around between modules. This takes you right to where you need to go.

You can see right here at the bottom of this edit activity page that we have our environmental assessment box. Indeed it has not been completed, so I am going to say that this environmental assessment was complete. Of course you want to be sure that that is true. If it is underway, you can say that. I am going to continue to the next screen. Then I am going to save the activity. Like magic it is going to pop me right back into flags. Is that not great? I think this was a beautiful thing.

Okay, here I am back in flags. As you can see, I am here back in flags. This flag status is still marked active because it has not been updated yet. I am going to save and return to the previous page. I am going to show you how I can update the flag status manually. As Tyler mentioned, all the flag statuses will be updated on a schedule that HUD creates. But you can actually update your flag status manually as you resolve them.

I am going to click on that flag that I was just working on. Just select it from the first column, scroll to the bottom, and click update selected flags. Once I do that I am going to be able to show you here that the status of the flag is going to change from active to completed. If I scrolled across, you actually have to move down a bit on your browser. But you have a bar that you can scroll across. If I scroll across, the flag status column is the second to last column. Now you can see that that flag status is marked completed. I did that by manually updating the flag status using that update selected flags button.

Okay, I think that is great. All this works I think really smoothly. If you go back to your home screen, you are now going to see that I have eight active flags. Originally I had nine. I resolved one. I have marked it complete using the update flag feature, and now I have eight flags.

Tyler, do you have anything else you want to add about flags?

Tyler Bridges: I just think that this stuff is really awesome. We all put a lot of work into this to make it as easy as possible for you guys. Again, we do not want to frustrate you. We want to give you tools that help you do things that you do have to do prior to closeout. These things do have to be done. Why not start to take a look at them now? Why not have the system tell you what is wrong and give you the tools to fix it? We welcome your feedback. We really want you to tell us how this can be better and that all can be funneled to the AAQ. Ryan, do you have anything else to add?

Ryan: No, there is nothing else on my end. Again just thank both you and Jennifer for the presentation. I think it was very helpful. Please do reach out, folks. Please let us know. We are always striving to make the system work better. I think we are really heading in that direction. Thanks again.

Jennifer: Absolutely.

Tyler Bridges: It looks like we can begin to wrap up.

Jennifer: Yeah, we have a couple questions here. We have a little bit of time. Let me see. Someone asks is there a way to change the flag status back from completed?

Tyler Bridges: Why would anyone want to do that? These flags are based off of conditions or criteria in the system. If you want a flag to go back to a problem that needs a solution, you can just undo whatever you did. Basically I am being silly. The flags are only going to generate if the flag criteria is met. A particular flag once it is completed is done. But if that condition is, let us say for example the flag is expenditures – exceeds drawdowns. Actually let us use an action plan example. Let us say that it says no draws in 120 days. I think that is one, right? It is 180 days.

Jennifer: It is 180.

Tyler Bridges: Yeah. You go in, yeah. If you actually go in and create a draw, then that flag is going to go away. But if 180 days elapse again without a draw, then it is going to reappear. You cannot really undo that flag. It is the same thing when I was going to give the QPR example. If your expenditures exceed draws so you draw enough such that that no longer is the case, then you go in and enter an additional round of expenditures that now exceeds drawdowns again. That flag is going to reappear. To answer your question, you cannot go backwards. But you certainly can create a condition where the flag is going to say this is a problem again so you have a new flag.

Jennifer: Okay, thank you. Somebody asks once a flag is corrected on the activity screen, will the action plan status change to submitted for review?

Tyler Bridges: I am sorry. Please can you repeat that again?

Jennifer: Once a flag is corrected on the activity screen, will the action plan status change to submit for review?

Tyler Bridges: Okay no. You can only edit activities if they are in your queue. This means they are modified, resubmit when ready, or reviewed and approved. If an action plan is in submitted awaiting review status, then you are not able to edit your action plan. Doing anything with flags will never. The only way to get an action plan into submitted status is by clicking the submit button.

Jennifer: Thank you. Somebody was saying that their display changes are not readable. The words and sentences seem to be a bit jumbled. Do you have any tips for that person?

Tyler Bridges: Yeah. The compare changes feature is really cool in that it does show you something has changed. Prior to this feature, when a HUD rep would get an action plan they would get a list of changes from their grantee. They would get what looks like a complete document. They would have to on good faith look at what the grantee said they changed and go through it. They just say yes, that is in fact what did happen. The compare changes feature, although not exactly what we wanted, we hope to make it even better in the future.

It does show you something happened right here. The grantee did or did not say that happened. Likewise, a lot of grantees will accidentally make a change that kicks their action plan into modified status and not remember or even realize that it happened. You can use the compare changes feature to go in and actually see now I do remember. I did change that budget by $5 in order to cover that drawdown or whatever it might be. It is meant as a supplement. It is not perfect. We hope to make it better. That is a generic answer to your question. If you want more specific help on what you are experiencing, please submit that to the DRGR AAQ.

Ryan: This is just to add to that. As Tyler mentioned, it is not perfect. We would of course like to improve it. I think also after having used it quite a bit myself, it kind of just takes some time to get used to. What it is really doing at least from what I have seen is not so much jumbling words. This is meaning a word is still the same word that is typed in. It is filling in spaces with characters that just do not belong like question marks and other weird characters. Once you get used to those things, then you can parse out. You can really pull out what was changed and what was done. This can be a really useful tool.

Again if there is something beyond that like actual words that are being mixed up, letters in a word, or words in a sentence that are being mixed up or garbled; please let us know. I think that would mean that there is something wrong with it. But if there are just some odd characters, then again just give it a little bit of time. Keep trying to use it. I think you will get the hang of it. I know I have and I think others have as well. I think it can be a really useful tool.

Jennifer: Thank you. With that I think we have taken all our questions. I just want to remind folks of these resources here. You have the HUD exchange. On the

HUD exchange you can submit your "ask a question". There are of course troves of information about DRGR at the HUD exchange on the DRGR page. This is including the user manual, fact sheets, additional tools listed there as well, and things that we did not talk about today. There are just lots of good things. You also want to know that if you want more information on flags and the criteria that trigger flags, there are fact sheets on flags specifically. You can go to those fact sheets and get more information about the criteria that is going to be triggering these flags.

On the HUD resource exchange, you can also like I said submit your "ask a questions". If you do use the "ask a question" feature, you will get faster results if you include some screen shots. This allows the expert who receives your question to troubleshoot immediately instead of trying to get back with you in order to get those screenshots, get on the screen share, or something like that. That is just a little tip about using the AAQ. Always try to send a screen shot of any error message or strange thing that you are encountering.

For MSP grantees, we have mentioned at least one or two times here the DRGR office hours. The DRGR office hours are for NSP grantees specifically who are working towards closeout. If you are working towards closeout and you are trying to reconcile your DRGR data and you are having some trouble, you can speak with your HUD rep. Your HUD rep will talk with headquarters to get you set up with some DRGR office hours. The office hours give you three to five hours of technical assistance with a DRGR expert. In most cases you can get that assistance the very same week that you requested. It is a really valuable resource for NSP grantees who are working towards closing their grants.

Tyler, I think you had a little announcement that wanted to make for any HUD reps who might be listening in right now.

Tyler Bridges: Yeah. We are holding a similar session for CPD reps directly after this. If any CPD reps are on the line now, you will need to log out of this WebEx and log into the Skype link that I sent for that webinar. That will begin in five minutes.

Jennifer: Okay, that is great. Finally I just want to invite everyone to please take a look at the survey that is going to pop up at the end of this webinar. Once we conclude the webinar officially here, you are going to get a survey link. Your responses to those survey questions are always helpful to us in improving our webinars for the future. There are some text boxes there where you can include narrative responses. We love them. They are very much more enlightening often than just the checkbox questions. I just want to let you know that if you have any policy or programmatic questions that you want to ask, that is not the best place for it. You really want to use the AAQ to submit those kinds of questions in order to get answers.

In addition to that, I wanted to remind everybody that on this coming Tuesday, November 14, we are going to be having another NSP webinar. That webinar is going to focus on long-term rental compliance for NSP grantees. That webinar is the first in a series of webinars that are going to be designed to provide programmatic guided tours for NSP grantees who particularly those who are trying to close out their grants but have hit obstacles along the way. Again that webinar is on Tuesday the 14, two to four Eastern time on long-term rental compliance. We are going to be having lots more webinars to come. There is probably about one every four weeks or so. Keep an eye out for that. If you have not signed up for any of the mailing lists for DRGR, NSP, or disaster recovery; you can do that on the HUD exchange as well.

With that I want to thank you all for joining us. Thanks to HUD for giving us this training opportunity. Also thank you all for joining us. Ryan wanted to just give a little plug about the release. Yes, Tyler mentioned the new release that is going to be coming out. Tyler, do you want to just give one little shout out again about the release for DRGR?

Tyler Bridges: Yeah. There is going to be a new release coming out on November 20. It contains some new features. I think the biggest new feature is CPD reps located in headquarters will be able to track monitoring the technical assistance visits just like grantees. In addition, there will be a new SF425 capability. We will have a new HEROES capability where you can actually link activities to environmental reviews. We are changing the way the emails go out. We are making them configurable so that way we can address any email related issues on the fly instead of requiring a release. What else am I missing, Ryan? I know it is chock full of goodies.

Ryan: Yeah. I think a lot of them are smaller fixes and things that most folks will not see. The totals will be displaying the overall grant level calculations and those should be accurate now. It is the overall benefit test and the QPR. That is a pretty big one. I think you hit the main ones.

Tyler Bridges: Stay tuned for all of that. We are working on fact sheets as we always do. Those will come out. We will try to time it with the release. Those will get up on the exchange. Yeah, there are minor fixes to the flags as we discuss. You will get a notification of that. It is not as major as this release we have discussed, but it definitely has some really awesome things in it. Stay tuned.

Jennifer: That is great. Thank you. That will wrap up. Thanks everyone for joining. Again add yourselves to the different listservs that are available on the exchange. That will give you information about upcoming webinars. We will look forward to seeing you there. Thanks everyone.

Ryan: Thank you.

Tyler Bridges: Thank you all.