DRGR FACT SHEET:
Flags

Background

Beginning with DRGR Release 7.13, the system scans and flags items in a manner similar to the activity flagging functionality available in IDIS Online. DRGR flags cover a wider range of items, conditions, and criteria and can apply to projects, activities, Action Plans, QPRs, and Grants. Items are flagged in DRGR because they may be considered "At-Risk" or because they fail to meet HUD-specified compliance criteria.
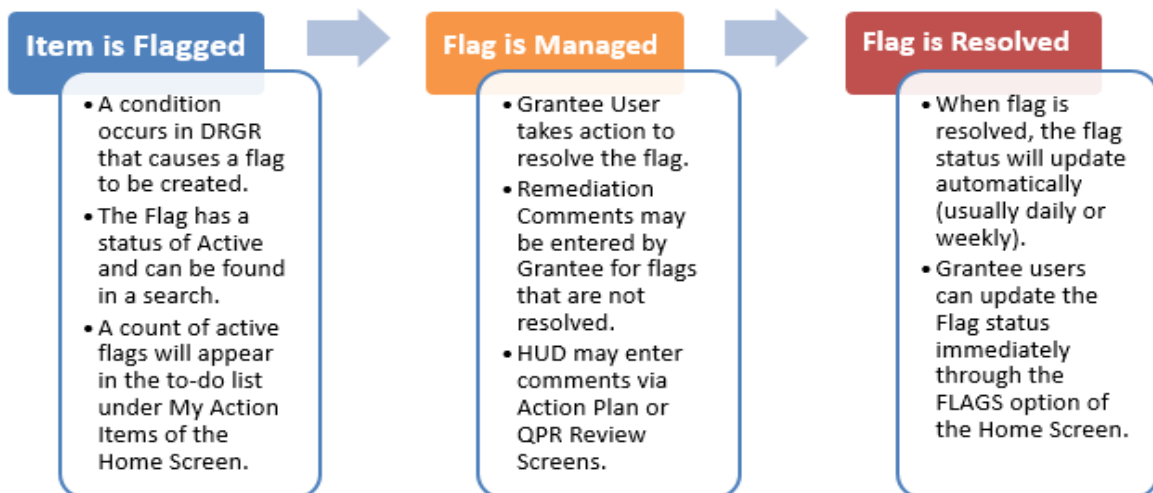
DRGR Flags:

- Are configurable* (HUD can add/edit/remove flags at any time without a DRGR release.)

- Are automatically generated by DRGR on a schedule defined by HUD (e.g., daily, weekly, etc.).

- Are managed by grantees on the Home Screen. (HUD users can only view flags on the Home screen.)

- Will remain until a grantee resolves the condition that caused the flag to be generated. (Flags cannot be deleted by grantee users or CPD Representatives.)

- Should be resolved or remediated by the grantee during Action Plan or QPR submission. (This step is recommended, but not required.)

- Are viewable by HUD and grantees on the Action Plan and QPR screens. (See additional information in the Action Plan and QPR Fact Sheets.)

*Approximately a dozen flags will be added to DRGR in June 2017. HUD will communicate the rollout of new/updated flags and guidance on how to resolve each flag as they are added to the system.

Flag Work Flow

The following figure depicts the basic work flow of DRGR flags:

Item is Flagged
- A condition occurs in DRGR that causes a flag to be created.
- The Flag has a status of Active and can be found in a search.
- A count of active flags will appear in the to-do list under My Action Items of the Home Screen.

Flag is Managed
- Grantee User takes action to resolve the flag.
- Remediation Comments may be entered by Grantee for flags that are not resolved.
- HUD may enter comments via Action Plan or QPR Review Screens.

Flag is Resolved
- When flag is resolved, the flag status will update automatically (usually daily or weekly).
- Grantee users can update the Flag status immediately through the FLAGS option of the Home Screen.

Grantee and HUD User Responsibilities

The following table summarizes the actions grantee and HUD users can take for flags. These actions are further detailed (sequentially) in the following sections.

Grantee Users	HUD Users

Home Screen
 	
• Searching and Viewing Flags
 	
• Managing Flags
 	
    o Resolving "Active" Flags
 	
    o Updating Flag status
 	
    o Remediating "Active" Flags
 	
Action Plan and QPR Review Screens
 	
• Reviewing "Active" Flags
	Home Screen
	
	• Searching and Viewing Flags
	
	Action Plan and QPR Review Screens
	
	• Reviewing "Active" Flags
	
	• Comment on "Active" Flags

Grantee users are responsible for managing active flags, and should, at minimum, review and resolve or remediate active flags by the time an amended Action Plan or QPR is submitted to HUD for review. Active flags will not prevent grantee users from submitting Action Plans and QPR s, creating/approving vouchers, or performing any other functions in the system. Active flags, however, may be an indication of concerns and may result in separate action by HUD (e.g. rejection of Action Plan or QPR until resolved).

HUD users (CPD Representatives) should review active flags during the Action Plan and QPR review process and determine if the active flags (with or without remediation comments) warrant the rejection of the Action Plan and QPR. Active flags will not prevent HUD users from "approving" Action Plans and QPRs or performing any other functions in the system. HUD users have the option of entering comments for flagged activities during the Action Plan and QPR review process.

Searching and Viewing Flags

Grantees and HUD users can access Flags from the Home Screen. Clicking on the link will load the Manage Flagged Items screen and a search function will be displayed. Grantees will be able to edit flags from this link. HUD users can only view flags from this link.

As shown in the following screenshot, users can search for Flags using **Basic** Search or **Advanced** Search parameters.

Basic Search

The **Basic** search allows a user to search for all flags by clicking "Search." A user may also narrow the flag search results by selecting options from the drop-down menus for each of the criterion shown in the following screenshot and table:

BASIC SEARCH CRITERIA	FUNCTIONS
Flag Status	Filters by Active, Completed, or Acknowledged flags. Active flags are displayed by default.
Flag Types	Filters by 'At-Risk' or 'Compliance' flags.
Flag Levels	Filters for flags at the 'Grant' or 'Activity' levels.
Flag Categories	Filters for flags in either 'Action Plan' or 'QPR' modules.
Flag Sub-Categories	Filters by subcategories of flags. HUD will communicate the rollout of new/updated flags and guidance on how to resolve them. The subcategories may be added/modified as new flags are rolled out. An example of a subcategory is "DRAWDOWN".
Flag Criteria	Filters by criteria of flags. As part of rollout of new/update of flags, new flag criteria may be added or existing criteria may be updated. An example of a flag criteria is "NO DRAW FOR 1 YEAR" to identify activities where the grantee has not initiated a draw for 1 year but there are funds remaining to be drawn on these activities.
Remediation Comments	Filters by flags that have had remediation comments entered. Choose "YES" for flags with remediation comments and "NO" for flags with no remediation comments.
Grant	Users may enter a grant number to search for flags related to a specific grant.

Advanced Search

Grantee users and HUD users may also perform an advanced search by clicking the "Advanced Search" link in the lower right portion of the Basic search screen to reveal additional search criteria. After clicking "Advanced Search" DRGR displays the screen below with additional search criteria.

The following descriptions correspond to the options available using the Advanced Search function.

ADVANCED SEARCH CRITERIA	FUNCTIONS
Program	Filters for NSP, DR CDBG, TA, RIP, NA, CB, or PFS grants.
Appropriation Code	Users may enter an appropriation code for grants that are related to specific appropriations.
Grant Status	Filters for Active, Closed, Closed with PI Active, Dormant, or Ready to Close. By default, only Active Grants are displayed.
Project	Users may enter the Project number to search by Project.
Grantee Activity #	Users may enter the Activity number to search by Activity.
QPR Date	Users may enter a date range for QPR periods using the format mm/dd/yyyy to search for flags applicable to a specific period.
Flag Completion Date	Users may enter a date range using the format mm/dd/yyyy to search for flags with completion dates in the specified range.
Flag Initiation Date	Users may enter a date range using the format mm/dd/yyyy to search for flags with initiation dates in the specified range.

Managing Flags

Resolving versus Remediating

The ultimate purpose of flags is to provide grantee and HUD users with information related to compliance, reporting accuracy and completeness, issues with timeliness, and other useful information. Ideally, grantee users can resolve flags, rather than remediate, at the time of Action Plan or QPR submission.

- **Resolve:** Using the information in the flag, the grantee navigates to the appropriate DRGR screen (often the Edit Action Plan or QPR Activity screens) to resolve the flag (i.e. make it go away).

- **Remediate:** If a grantee cannot resolve a flag, then the grantee can enter a brief comment as to why the flag could not be resolved and a proposed timeline for resolution.

Resolving Active Flags

To resolve an active flag, search for and select an active flag, then click Edit.

After clicking on "EDIT," the following screen will load. Click on Edit Activity, and DRGR will navigate the user to the appropriate edit Activity screen so that the flag can be resolved.

Updating Flag Status

DRGR Flags may have one of three statuses:

- **Active**: As noted above, flags are configured with conditions or criteria that, when met, cause an item to be flagged. These flags have a Flag Status of Active.

- **Completed**: When the condition that caused the flag is resolved, then the Flag Status changes to Completed. For example, an active flag for an activity with an Underway environmental review status in DRGR will be changed to the Flag Status of Completed after the environmental review status is marked as Completed in the Action Plan.

- **Acknowledged**: A third Flag Status of Acknowledged is only applicable for QPR based flags. An active flag is automatically changed to Acknowledged when the QPR is approved.

Flag Statuses are updated by the system when a resolution action has been taken. The flag status is updated based on a flag schedule that could be daily, weekly, or once per month depending on the flag category.

If a grantee user resolves a flag and wants to confirm the flag was resolved before the system runs the automated update cycle, then the grantee user can also search for the flag that has been resolved, select it, and then click on the "UPDATE SELECTED FLAGS" button at the bottom of the search results screen to update the Flag Status. See screenshot below.

Adding Grantee Remediation Comments

After a grantee user searches for flags, the user may also enter Remediation Comments by editing one flag at a time, or users may copy a comment to multiple flags simultaneously. (Note that HUD users can add flag comments from within the Review Action Plan and Review QPR screens as described below.)

To enter Remediation Comments, the grantee user searches for flags and selects the flag(s) to which Remediation Comments will be applied by clicking the box(es) next to the flag(s) and clicking "EDIT."   Clicking multiple boxes displays the next page that allows the user to comment on multiple flags on the same page. The screen shot below shows a search for flags and highlights the "EDIT" button.

After clicking on "EDIT," DRGR displays a screen on which comments may be entered in a narrative box. If multiple flags were selected, then narrative boxes will be displayed for each flag. Grantee users can choose to copy a

comment to all flags shown on the Edit screen by clicking "COPY COMMENT." After completing all narrative comments, scroll to the bottom of the screen and click "SAVE."

Reviewing Active Flags and Comments

Grantee Users

Grantee users can review the active flags and remediation comments that their CPD Representative will see during their review by clicking on Review Tools in the Action Plan or QPR Module (see Action Plan and QPR Fact Sheets for more detail). This should help grantees doublecheck that all resolved flags have been cleared and all other active flags have accurate remediation comments.

HUD Users

HUD users add comments to flagged activities in the Action Plan or QPR module. Active flags are displayed on the Review Action Plan Screen and Review QPR Screen.   By clicking "SEARCH" all flags for the chosen grant are displayed as shown in the screen shot below. Users can also choose from the available filters described above prior to clicking "SEARCH" to narrow the results. Users can comment on flags by selecting the flag and clicking on "EDIT ACTIVITY COMMENTS" at the bottom of the screen. As with Grantee user comments, the screen allows the HUD user to comment on one or multiple flags.

Search results are displayed here after clicking "SEARCH."

After selecting flags to edit, click the "EDIT ACTIVITY COMMENTS" link.

After clicking on "EDIT ACTIVITY COMMENTS" the subsequent screen allows the HUD user the option of entering Reviewer Comments. Any grantee user comments are also displayed in the Remediation Comments box. Click "SAVE COMMENTS" or "SAVE AND RETURN TO PREVIOUS PAGE."

Reviewer Comments are entered here.

Save and cancel options are here.