



## Chapter 1: Get Started

<b>A. Background</b> .....	<b>1</b>
<b>B. Overview</b> .....	<b>1</b>
B1. Organization of User Manual .....	1
B2. Key Programs, Chapter Applicability, and Terms .....	5



## A. Background

The Disaster Recovery Grant Reporting (DRGR) System (DRGR or System) is a web-based system used to automate the management of program requirements and voucher payments issued by the Department of Housing and Urban Development (HUD). The System was initially created for HUD’s Community Development Block Grant - Disaster Recovery (CDBG-DR) awards, but is now available for many other HUD programs, including those administered through both grants and cooperative agreements. See [Section B2](#) for a list of programs managed in the DRGR System.

The System improves efficiency and data transparency by reducing the time between submission of program requirements and HUD approval of the submission. The System also offers a variety of reporting capabilities.

The DRGR System is available 24 hours a day and seven days a week. System maintenance occurs after advance notice is provided to all users.

## B. Overview




This DRGR System User Manual is a technical guide for users to navigate the System and properly utilize the different components of the System. This User Manual is for both Grantee and HUD users of the DRGR System (collectively referred to as DRGR users). This Manual is not intended to address program-specific regulations or individual program business processes.

Additional technical resources related to the DRGR System are available online at <https://www.hudexchange.info/DRGR>.













### B1. Organization of User Manual

The content of this User Manual is organized by chapters. Each chapter describes the technical aspects of the DRGR System. A summary of the chapters is provided in the table below.












Summary of DRGR User Manual Chapters and Applicable DRGR Modules

DRGR Module	User Manual Chapter
 N/A	<b>Chapter 1: Get Started</b> Provides an overview of the User Manual and the technical aspects of the DRGR System.
 N/A	<b>Chapter 2: Access and Navigate the System</b> Provides procedures to login, logout, and navigate the DRGR System.
 Home	<b>Chapter 3: Home Page and Resources</b> Provides procedures to navigate the DRGR Home page, My Action Items, and My Announcements.












DRGR Module	User Manual Chapter
 <b>Manage My Grants</b>	<b>Chapter 4: Grants and Grantees</b> Provides procedures to add and view Grants and Grantees.
 <b>Administration</b>	<b>Chapter 5: User Management and Certification</b> Provides procedures to associate DRGR users to grants, (re)certify users, request new users, and manage existing user accounts, including user role management.
 <b>Administration</b>	<b>Chapter 6: Responsible Organizations</b> Provides procedures to add and edit Responsible Organizations and Subordinate Organizations.
 <b>My Profile</b>	<b>Chapter 7: My Profile</b> Provides procedures to manage your DRGR user account and subscriptions.
 <b>Administration</b>	<b>Chapter 8: Technical Assistance Labor Categories</b> Provides procedures to create, submit, and approve TA Personnel and Rates.
 <b>Manage My Grants</b>	<b>Chapter 9: Technical Assistance Requests and Assignments</b> Provides procedures to review, edit, and manage technical assistance requests and assignments
 <b>Manage My Grants</b>	<b>Chapter 10: Action Plan – Overview</b> Provides procedures to add and edit Action Plans.
 <b>Manage My Grants</b>	<b>Chapter 11: Public Action Plan</b> Provides instruction on editing and submitting Public Action Plans. (Review program guidelines to determine applicability.)
 <b>Manage My Grants</b>	<b>Chapter 12: Projects</b> Provides procedures to add and edit Action Plan Projects.
 <b>Manage My Grants</b>	<b>Chapter 13: Programs</b> Provides procedures to add and edit Action Plan Programs.
 <b>Manage My Grants</b>	<b>Chapter 14: Activities</b> Provides procedures to add and edit Action Plan Activities.
 <b>Manage My Grants</b>	<b>Chapter 15: Action Plan – Review Tools</b>



DRGR Module	User Manual Chapter
	Provides information on how to access the Action Plan Review Tools and its various features.
 Manage My Grants	<b>Chapter 16: Action Plan – Submission/Approval</b> Provides procedures to submit, review, and approve the Action Plan.
 Manage My Grants	<b>Chapter 17: Technical Assistance (TA) Work Plan</b> Provides procedures to add, edit, and submit TA Work Plans.
 Manage My Grants	<b>Chapter 18: HUD Technical Assistance (TA) Work Plan Approval</b> Provides procedures to review and approve TA Work Plans.
 Manage My Grants	<b>Chapter 19: Performance Report – Overview</b> Provides an overview of the Performance Report and its relationship with the Action Plan. This Chapter also provides procedures to add and edit performance reports.
 Manage My Grants	<b>Chapter 20: Performance Report – Addresses</b> Provides procedures to add and edit Addresses.
 Manage My Grants	<b>Chapter 21: Performance Report – Review Tools</b> Provides information on how to access the Performance Report Review Tools and its various features.
 Manage My Grants	<b>Chapter 22: Performance Report – Submission/Approval</b> Provides procedures for Grantees to submit and HUD users to approve performance reports.
 Manage My Financials	<b>Chapter 23: Financial – Overview and Roles</b> Provides an overview of the Financial Module and procedures to navigate financial functions within the DRGR System.
 Manage My Financials	<b>Chapter 24: Financial – Obligations and Vouchers</b> Provides procedures to obligate funds to an activity and create, approve, and revise vouchers.
 Manage My Financials	<b>Chapter 25: Financial – Program Income</b> Provides procedures to add and edit Program Income Accounts and Receipts.
 Manage My Financials	<b>Chapter 26: Financial – Activity Blocks and Returned Funds</b>





DRGR Module	User Manual Chapter
	Provides procedures to block activities from drawdown and return funds to U.S. Treasury.
	<b>Chapter 27 RESERVED.</b>
 <b>Manage My Financials</b>	<b>Chapter 28: Financial – HUD Voucher Approval</b> Provides procedures to approve Over Threshold Vouchers and TA Invoices.
 <b>Manage My Financials</b>	<b>Chapter 29: Financial – Voucher Supporting Documentation</b> Provides procedures to add, edit, and submit supporting documents for Voucher Line Items.
	<b>Chapter 30: RESERVED</b>
 <b>Manage My Grants</b>	<b>Chapter 31: Closeout</b> Provides procedures to closeout a grant.
 <b>Manage My Compliance</b>	<b>Chapter 32: Compliance – Flags</b> Provides procedures to remediate and resolve DRGR Flags.
 <b>Manage My Compliance</b>	<b>Chapter 33: Compliance – Monitoring/Audit/Technical Assistance Events</b> Provides procedures to add and edit Monitoring, Technical Assistance (TA), and Audit Events.
 <b>Administration</b>	<b>Chapter 34: Data Uploads</b> Provides procedures to upload data in-lieu of entering data manually on DRGR System pages.
 <b>Data Analytics</b>	<b>Chapter 35: Reports</b> Provides procedures to access, customize, and download MicroStrategy Reports.
 <b>Data Analytics</b>	<b>Chapter 36: Public Data Portal</b> Provides procedures to access reports on the DRGR Public Data Portal.
 <b>N/A</b>	<b>Chapter 37: HUD Admin and Superuser</b> Provides procedures to manage the DRGR System and user accounts at HUD Headquarters.



Throughout this Manual, callout boxes with the word “Note” or “Tip” written in the header highlight important information about using the System.

This Manual also has callout boxes that include “Program Process Recommendations.” These captions highlight functionality within the System that is used differently depending on the HUD program.

Examples of these types of callout boxes are below:

CALL OUT BOX TYPE	EXAMPLE
Tips and Notes	
Program Process Recommendations	

## B2. Key Programs, Chapter Applicability, and Terms

The following table provides a list of CPD programs that utilize the DRGR System.

### Key Programs

Acronym	Program
CDBG-DR	Community Development Block Grant – Disaster Recovery
NSP	Neighborhood Stabilization Program
PFS	HUD Pay for Success
RCB	Rural Capacity Building for Community Development and Affordable Housing Program
RHP	Recovery Housing Program



Section 4	Capacity Building for Affordable Housing and Community Development Program (also known as Section 4 of the HUD Demonstration Act of 1993)
SHOP	Self-Help Homeownership Program
TA	Community Compass Technical Assistance
VHRMP	Veterans Housing Rehabilitation and Modification Pilot Program

The remainder of this page is intentionally left blank.



The following table outlines which DRGR Manual chapters are applicable to each program.

Applicability of Chapters to Key Programs

	GRANTEES					HUD	
	DR CDBG	NSP	TA	SHOP/VHRMP	RCB/Section 4	TA	Non-TA
Chapter 1: Get Started	✓	✓	✓	✓	✓	✓	✓
Chapter 2: Access and Navigate the System	✓	✓	✓	✓	✓	✓	✓
Chapter 3: Home Page and Resources	✓	✓	✓	✓	✓	✓	✓
Chapter 4: Grants and Grantees	✓	✓	✓	✓	✓	✓	✓
Chapter 5: User Management and Certifications	✓	✓	✓	✓	✓	✓	✓
Chapter 6: Responsible Organizations	✓	✓	✓	✓	✓	✓	✓
Chapter 7: My Profile	✓	✓	✓	✓	✓	✓	✓
Chapter 8: Technical Assistance (TA) Labor Categories			✓			✓	
Chapter 9: Technical Assistance (TA) Requests and Assignments			✓			✓	
Chapter 10: Action Plan Overview	✓	✓	✓	✓	✓	✓	✓
Chapter 11: Public Action Plan	✓						✓
Chapter 12: Projects	✓	✓	✓	✓	✓	✓	✓
Chapter 13: Grantee Programs	✓						
Chapter 14: Activities	✓	✓	✓	✓	✓	✓	✓
Chapter 15: Action Plan Review Tools						✓	✓
Chapter 16: Action Plan Submission and Approval	✓	✓	✓	✓	✓	✓	✓
Chapter 17: Technical Assistance Work Plans			✓				
Chapter 18: Technical Assistance Work Plans – HUD Review						✓	
Chapter 19: Performance Report Overview	✓	✓	✓	✓	✓	✓	✓
Chapter 20: Add Addresses	✓	✓	✓	✓	✓	✓	✓





Chapter 1: Get Started

Chapter 21: Performance Report Review Tools						✓	✓
Chapter 22: Performance Report – Submission and Approval	✓	✓	✓	✓	✓		
Chapter 23: Financial Overview and Roles	✓	✓	✓	✓	✓	✓	✓
Chapter 24: Financial Obligations and Vouchers	✓	✓	✓	✓	✓	✓	✓
Chapter 25: Program Income	✓	✓	✓	✓	✓	✓	✓
Chapter 26: Return Funds to Line of Credit	✓	✓	✓	✓	✓	✓	✓
Chapter 27: RESERVED							
Chapter 28: Financial – HUD Voucher Approval	✓	✓	✓	✓	✓	✓	✓
Chapter 29: Voucher Supporting Documents	✓	✓	✓	✓	✓	✓	✓
Chapter 30: RESERVED							
Chapter 31: Closeout	✓	✓	✓	✓	✓	✓	✓
Chapter 32: Flags	✓	✓	✓	✓	✓	✓	✓
Chapter 33: Monitoring/Audit/Technical Assistance Events	✓	✓					✓
Chapter 34: Data Uploads	✓	✓	✓	✓	✓	✓	✓
Chapter 35: Reports	✓	✓	✓	✓	✓	✓	✓

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The following “Key Terms” table provides a list of terms and acronyms used throughout the DRGR User Manual.

**Key Terms**

Acronym / Term	Definition
Action Plan	A comprehensive description of projects, including activities, accomplishments, sources of funds, and users of funding.
Activity	A specific project addressing a need, which is performed and reported by the Grantee.
Collection	Funds returned by a Grantee due to overpayment of some kind.
CPD	Community Planning and Development
CM	Configuration Management
DBA	Database Administrator
FEMA	Federal Emergency Management Agency
Field Office	HUD Field Office staff members are responsible for reviewing and approving the Action Plan and QPRs and providing Technical Assistance to Grantees.
Firewall	Safety feature implemented to protect internal networks connected to the Internet. The firewall restricts outside user’s access of internal network resources.
GUI	Graphical User Interface: A generic name for any human computer interface that substitutes graphic menus, activated by keyboard/mouse, for characters (i.e. MS Windows desktop manager).
GMP	The DRGR module for HUD to document oversight and monitoring events. The GMP module is not covered in this Manual.
Grants Management Portal (GM Portal)	A single login page available for all users of CPD grant management systems to navigate between the systems quickly. The login page is accessed at <a href="https://cpd.hud.gov/gmportal/">https://cpd.hud.gov/gmportal/</a> .
Grant	A financial award issued by HUD to carry out an approved project or activity. References to “Grant” include cooperative funding agreements.
Grantee	A classification used in DRGR to identify a non-HUD entity.
HTML	Hypertext Markup Language
HUD	U.S. Department of Housing and Urban Development



Acronym / Term	Definition
HTTP	Hypertext Transfer Protocol: The communication protocol utilized for communication between the Web Server and the Browser.
ISP	Internet Service Provider: A vendor who provides direct access to the Internet, email, and FTP.
LAN	Local Area Network: A short distance data communications network (typically within a building or campus) used to link computers and peripheral devices (such as printers, CD-ROMs, and modems) under some form of standard control.
Line of Credit Control System (LOCCS)	HUD’s primary grant disbursement system, handling disbursements for the majority of HUD programs.
Monitoring/TA	DRGR functions for Grantees to document oversight and monitoring events.
Obligation	An action in DRGR’s Manage My Financials module to evidence incurred costs and allow funding of such commitments through the creation of vouchers.
Payment	A disbursement of funds to the Grantee to carry out an approved project or activity.
POC	Points of Contact
QPR	Quarterly Performance Report: A report from the Grantee submitted on a quarterly basis, which depicts the progress toward activities . (Note: Performance reports may have different submission cycles other than quarterly depending on the appropriation and life cycle of the grant. Generally, these reports are called Performance Reports.)
Performance Review	Review of the performance report submitted by the Grantee and conducted by Disaster Recovery Management at HUD.
SMTP	Simple Mail Transfer Protocol
SQA	Software Quality Assurance
SA	System Administrator
TA	Technical Assistance (DRGR functions used by TA Providers). Grantees see “Monitoring/TA” in this list of terms.
TA Provider	A type of Grantee in DRGR. TA Providers use the TA functions in DRGR; these functions are not used by other Grantee types.



Acronym / Term	Definition
TCP/IP	Transmission Control Protocol/Internet Protocol: Two popular protocols that provide communication across interconnected networks between computers with diverse hardware architectures and various operating systems.
UITP	Unit and Integration Test Plan
WAN	Wide Area Network: A data network typically extending a LAN (local area network) outside the building, over telephone common carrier lines to link to other LANs in remote buildings in possibly remote cities. The WAN uses common-carrier lines. The jump between a LAN and a WAN is made through a bridge/router.
TA Work Plan	A plan to implement technical assistance. The TA Work Plan in DRGR is used only by users associated with TA Providers.
Voucher	A request for payment. The Voucher in the DRGR System replaces the Standard Form (SF) 270 and (SF) 271.
Workstation	A personal computer connected to the LAN.