

Chapter 32: Flags | Manage My Compliance Module

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Chapter 32: Flags | Manage My Compliance Module

This Chapter provides information on the purpose and function of managing flags in the **Manage My Compliance** module. It explains how to access and manage the compliance flags.

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. Flags are meant to be quality control tools that alert users to items in DRGR that should be addressed. Items that may be flagged in DRGR include projects, activities, performance measures, Action Plans, Performance Reports, Workplans, and Grants. Items may be flagged as 'At-Risk' or because they fail to meet certain compliance criteria. The criteria used to flag items in DRGR are configurable by HUD within the DRGR System. HUD can fine-tune criteria, implement new criteria, and enable or disable certain flagging criteria. HUD can add, edit, or remove flags at any time without a DRGR release. HUD will notify users when changes are made and new flags are added.

Flags are generated and checked on a schedule set by HUD, and they will remain in an Active status until a Grantee resolves the condition that caused the flag to be generated. Flags cannot be deleted by Grantee Users or CPD Representatives. They can be resolved and changed to a Completed status, or they can be remediated with comments. Flags should be managed pursuant to the workflow that follows.

DRGR Flag Workflow

•A condition occurs in Grantee User takes When the flag is action to manage DRGR that causes a resolved, the flag flag to be created. the flag. status will update according to the •The flag has a status Remediation schedule set by HUD of Active and can be comments may be (usually daily or entered by Grantee found in a search. weekly). for flags that are not A count of active resolved to provide • Grantee Users can flags appears in the HUD with updates. update the flag to-do list under My status manually after HUD may enter Action Items on the comments via the resolving flag issues Home page. by using the Manage Action Plan and Flags function in the performance report Manage My review functions. Compliance module. Active flags may also acknowledged by Grantee Users if the flag is configured appropriately.

Grantee Users can review active flags and remediation comments that HUD Users will see during their review by clicking on "Review Tools" in the Action Plan or Performance Report. (See Chapter 15 for Action Plan Review Tools and Chapter 21 for Performance Report Review Tools.) Using Review Tools helps Grantee Users doublecheck that all resolved flags have been cleared into inactive status and all other active flags have accurate remediation comments. HUD Users also can add comments to flags.



Although HUD encourages Grantees to review, manage, and resolve flags for quality control purposes, resolving all flags prior to Action Plan and Performance Report submission is not an overall requirement of the DRGR System and will not prevent submission of the Action Plan or Performance Report for HUD review. Grantees, however, will not be able to close out their Grant until all flags are resolved.

Grantee Users

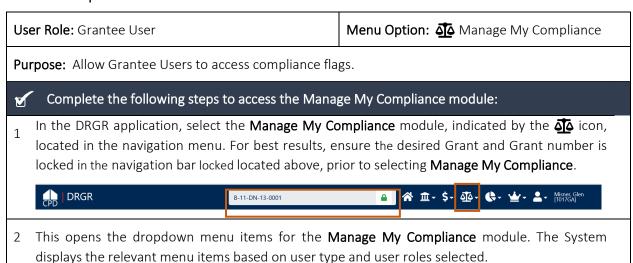
Feature	Subsection	Location
Q Search Flags	В	Search for flags.
Q Search Flags	C1	Resolve active flags.
Q Search Flags	C2	Remediate flags.
Q Search Flags	C3	Acknowledge active flags.

HUD Users

Feature	Subsection	Location
Q Search Flags	В	Search for flags.

A. Manage My Compliance Module Access

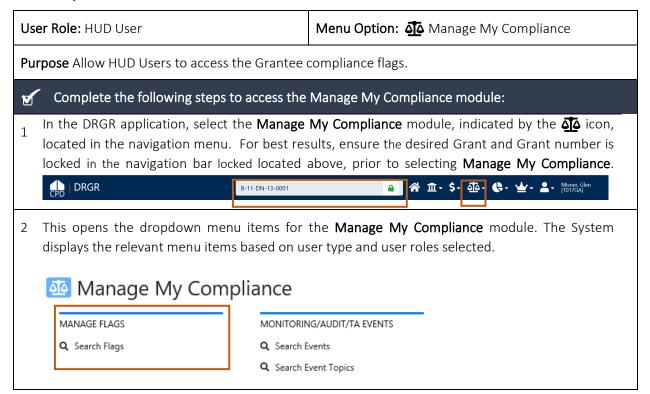
A1. Grantee | User Access





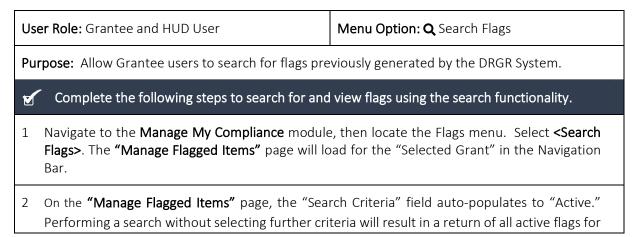


A2. HUD | User Access



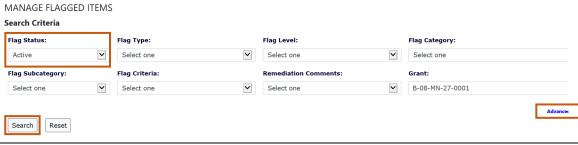
B. Grantee and HUD | Grantee and HUD Search for Flags

The steps below allow a user to search for flags for a selected Grant.

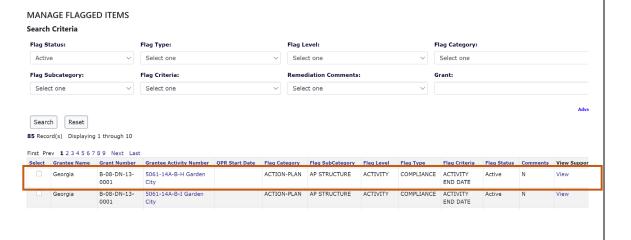




the selected Grant. If desired, choose from the dropdown to search for different flag statuses and enter any additional information to refine the search. Select the blue **<Advanced Search>** link to open a dropdown of additional search constraints. For a description of all search criteria, see the "Search Criteria Description" chart at the end of this section. Select **<Search>** to retrieve search results.



Selecting **<Search>** refreshes the page and populates a table below with results. Search results are displayed with 10 per page in a table. The table headings are selectable to better sort the results. Choosing them repeatedly will switch between and ascending and descending sort for the selected row. Navigate between pages via the page number links and **<Next>** or **<Last>** links at the bottom of the page.



4 To view the flag and the conditions that caused the flag to be generated, select the check box next to the desired flag or flags and select **<Edit>** at the bottom of the page. Alternatively, select the blue hyperlinked activity number. The **"Edit Remediation Comments"** page will load.

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Search Function Descriptions

In order to more quickly locate specific flags, and especially when there are many results, it may be easier to narrow a flag search using the search constraints at the top of the page. A list of the basic and advanced search constraints and their functions follows.

TIP! Advanced constraints can be particularly helpful for HUD users who are searching through a wider universe of flags across many Grantees.

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', 'Compliance' or 'Notification' flags.
Flag Levels	Filters for flags at the 'Grant' or 'Activity' levels.
Flag Categories	Filters for flags in either the 'Action Plan' or 'Performance Report.'
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. This field will be pre-populated with the currently locked Grant.
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.



Basic Search Criteria	Functions
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.

C. Grantee | Resolve and Remediate Active Flags

Grantee Users should attempt to resolve flags, rather than remediate, prior to Action Plan or Performance Report submission. Resolving flags typically involves correcting the condition in the DRGR System that caused the flag to be created. In contrast, remediating the flag is entering a comment explaining why a flag cannot be resolved. The charts below titled "Resolve versus Remediate Flags" and "Flag Status" provide additional detail on how to address flags and the changes in status as flags are addressed.

TIP! Consult the "DRGR Flags Quick Guide" on the HUD Exchange for a comprehensive list of DRGR flags and resolution recommendations.

Resolve versus Remediate Flags

RESOLVE	REMEDIATE
Using the information in the flag, the Grantee	If a Grantee cannot resolve a flag, then the Grantee
navigates to the appropriate DRGR screen (often	can enter a brief comment explaining why the flag
the Edit Action Plan, Drawdown, or QPR Activity	could not be resolved and a proposed timeline for
screens) to resolve the flag.	resolution.

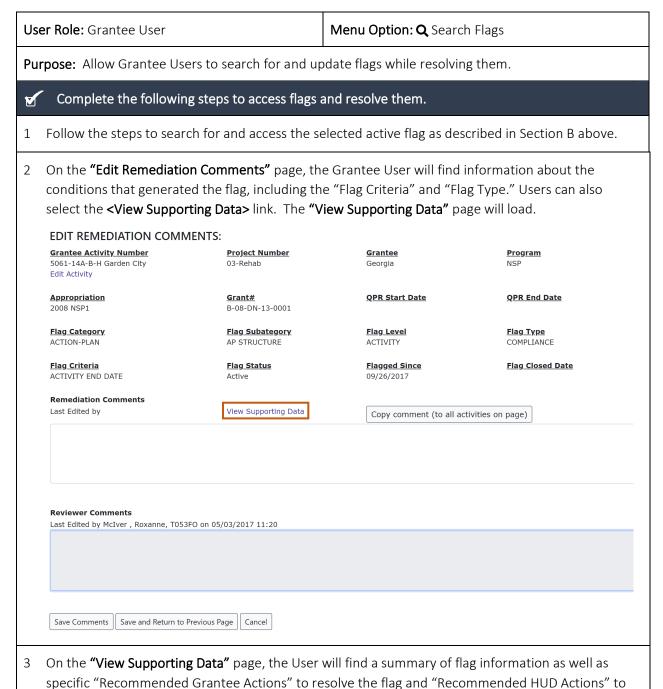
Flag Statuses

ACTIVE	COMPLETED	ACKNOWLEDGED
Flags are configured with	When the condition that	Flag Status of Acknowledged is
conditions or criteria that, when	caused the flag is resolved,	used when Grantee Users cannot
met, cause an item to be flagged.	then the Flag Status changes to	resolve a flag for a legitimate
These flags have a Flag Status of	Completed. For example, an	reason. Acknowledgement flags
Active. An Active flag means the	Active flag for an activity with	are configured by program. When
condition that caused the flag to	an Underway environmental	a flag is set up to allow
be applied still exists in the	review status in DRGR will be	acknowledgement, Grantee Users
System or the System has not	changed to the Flag Status of	can select the "Acknowledge"
updated. Users can manually	Completed after the	checkbox on the "Edit
update flag status after resolving	environmental review status is	Remediation" page to
conditions as described below in	marked as Completed in the	acknowledge an "Active" flag. The
Section C1, Step 5.	Action Plan.	flag status changes from "Active"
		to "Acknowledged".



C1. Resolve Active Flags

This Section describes how to access flags to resolve them using the functions in the **Manage My Compliance** module. Resolving flags will require the Grantee User to take actions in other modules of DRGR depending on the condition that caused the flag. The "DRGR Flags Quick Guide" on the HUD Exchange provides a comprehensive list of DRGR flags and resolution recommendations throughout the modules.



assist the Grantee. Select <Close> to close the window and return to the "Edit Remediation

Comments" page.

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VIEW SUPPORTING DATA Grantee Name: Georgia Grant Number: B-08-DN-13-0001 Activity Number: 5061-14A-B-H Garden City Flag Criteria: ACTIVITY END DATE COMPLIANCE Flag Type: Programs: Flag level: CDBG-R, NSP, TA Activity Flag Condition: Activity with Activity Status of Underway has a Projected Activity End Date that has passed. **Recommended Grantee Actions** 1. Edit Projected Activity End Date to reflect new date the activity is expected to be completed; and 2. Enter Action Plan Submission Comments to explain reason for the delay; Or 3. Change the Activity Status to Complete, if appropriat Recommended HUD Actions 1. Review action taken and reasons for delay. 2. Work with grantee to ensure timely expenditure of funds. Supporting Data Grant Number Activity Number Activity Status Georgia B-08-DN-13-0001 5061-14A-B-H Garden City 2009-04-01 00:00:00.0 2014-03-05 00:00:00.0 Under Way Close

4 After reviewing the recommendations to resolve the flags, the Grantee User should complete the steps for resolution in the appropriate module.

If the flag relates to an Action Plan condition, the Grantee User can quickly access the activity by selecting **<Edit>** on the **"Edit Remediation Comments"** page. The System will direct the User to the **"Edit Activity"** page for that Activity where edits can be made. After the User saves the activity edits, the DRGR System will automatically return the User to the **"Edit Remediation Comments"** page. Select **<Save and Return to Previous Page>** to return to search results.

TIP! A Common Flag Example:

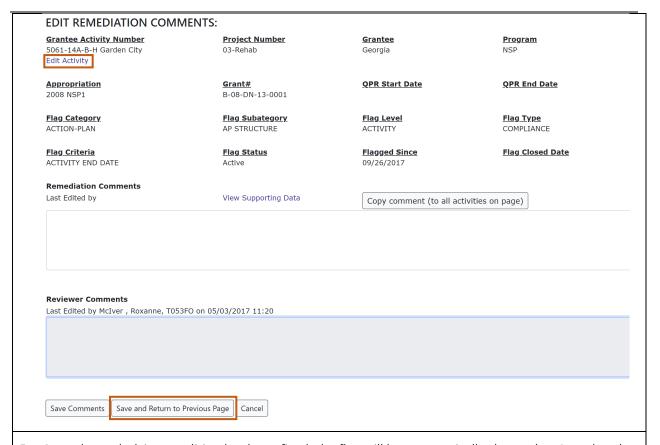
Flag: "Activity end date has passed but activity not completed"

Resolution Options: Change the activity status to "Completed", if appropriate.
Alternatively, the activity end date can be changed

The DRGR Flags Quick Guide includes resolution recommendations for all flags.

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Once the underlying condition has been fixed, the flag will be automatically changed to Completed on the next scheduled run of the flag conditions.

Alternatively, the user can have the System immediately check to see if the flag is resolved by selecting that flag's check box next to the selected flag in the search results on the left-hand side of the "Manage Flagged Items" page. Select <Update Selected Flags> at the bottom of the page. This will cause the page to refresh, and any selected flags that have had their underlying causes resolved will have their "Flag Status" change from "Active" to "Completed."





C2. Remediate Active Flags

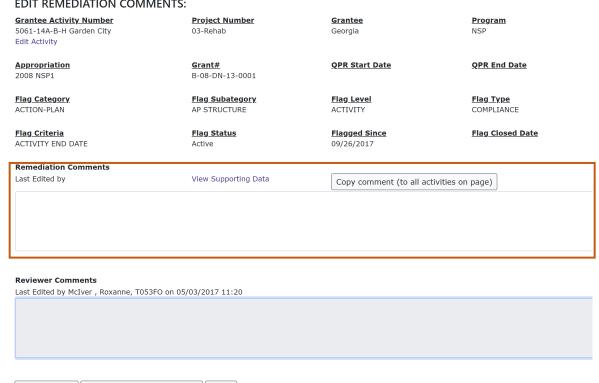
Grantee Users should, at a minimum, review and remediate active flags they cannot resolve by the time an amended Action Plan or Performance Report is submitted to HUD for review. Grantees remediate flags by entering a comment to explain why the flag cannot be resolved.

Menu Item: Q Search Flags User Role: Grantee User Purpose: Allow Grantee Users to search for and update flags while remediating them.

Complete the following steps to access and remediate flags:

- Follow the steps to search for and access the selected active flags as described in Section B above. More than one flag can be selected for remediation. When selecting more than one flag from the search results, the "Edit Remediation Comments" page will display all selected flags.
- 2 On the "Edit Remediation Comments" page it displays all flags that were selected from the search results. Comments can be entered into the "Remediation Comments" text box individually on a flag by flag basis, or a user can copy the same comment to all the selected flags by selecting **<Copy** comment (to all activities on page)>.

EDIT REMEDIATION COMMENTS:



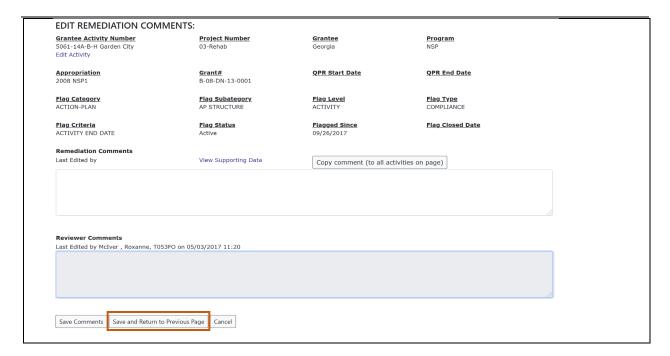
After completing all comments, select <Save and Return to Previous Page> to return to search results.

Save and Return to Previous Page

Cancel

Save Comments

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C3. Acknowledge Active Flags

If the flags are configured as such, Grantee Users should be able to acknowledge flags when they are unable to resolve the condition that generated the flag.

User Role: Grantee User

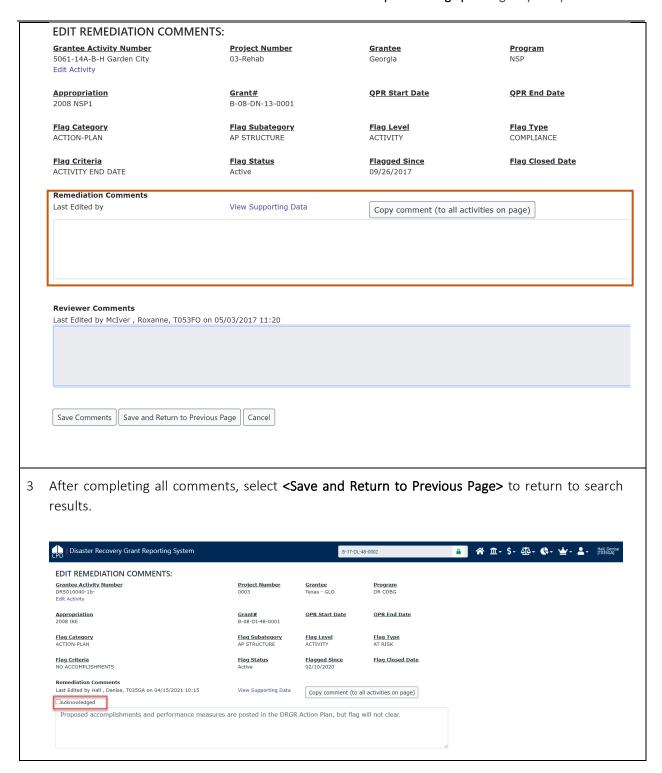
Menu Option: Q Search Flags

Purpose: Allow Grantee Users to search for and acknowledge flags while remediating them.

Complete the following steps to access and remediate flags:

- 1 Follow the steps to search for and access the selected active flags as described in Section B above. More than one flag can be selected for remediation. When selecting more than one flag from the search results, the "Edit Remediation Comments" page will display all selected flags.
- On the "Edit Remediation Comments" page it displays all flags that were selected from the search results. There is an "Acknowledge" checkbox for the grantee users to be able to acknowledge a flag. When the user selects this checkbox, the flag status changes from "Active" to "Acknowledged". Only "Active" flags can be acknowledged.

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