Disaster Recovery Grant Reporting System Training for NSP Users Release 7.3



Session Rules

Ask lots of questions

Set all cell phones to silent or vibrate.

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

Training Objectives

- Train NSP grantees on how to use the DRGR system for NSP reporting.
- Walk through DRGR screens with grantees so they can better understand the basic steps.
- Help prevent common problems with the DRGR system.
- Show grantees how to tell their story to HUD.

This is not an NSP policy training. When it comes to discussions of policy, we'll lean on the experience of the HUD staff in the room.

Training Schedule

DAY 1

- Overview of the System
- Detailed Review of DRGR modules (Action Plans & QPR) and processes

DAY 2

- Review of Day 1 Material
- Detailed Review of DRGR modules (Admin, Drawdown, Reports) and processes
- How to tell your NSP story in DRGR
- Common Issues/Troubleshooting

NSP & DRGR

- Disaster Recovery Grant Reporting DRGR system was developed specifically for disaster recovery grantees.
- NSP is NOT a disaster recovery program, but it was critical for HUD to act quickly.
- DRGR is relatively easy to update to adapt to changes in NSP
- DRGR had basic components needed by NSP
- DRGR can customize key components quickly and easily
 - Activity Types (i.e. Adding Land Banking as a new eligible activity for HUD)
 - National objectives (i.e. LH25)
 - Narrative fields
 - Performance Measures for grantees by appropriation

NSP & DRGR: Updates

Updates included in recent Release 7.3

- 1. Receipts, Revolving Loan Funds, and Program Income Accounts
- 2. Voucher Improvements
- 3. Audit Trail, User Account Management, and User Certifications
- 4. Miscellaneous Grantee Functions

The Basics: DRGR Modules



Admin

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



Action Plans

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



Drawdowns

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



QPRs

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



Reports

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

Telling Your Story

- DRGR is <u>THE</u> place to tell your story to:
 - Your CPD Representative
 - HUD Headquarters
 - Your Citizens
 - The wider public
 - Organizations and the media who request information on the program's progress

Getting Started

Grantee Access to DRGR
DRGR Roles
Testing out the System
DRGR Navigation



Access to DRGR

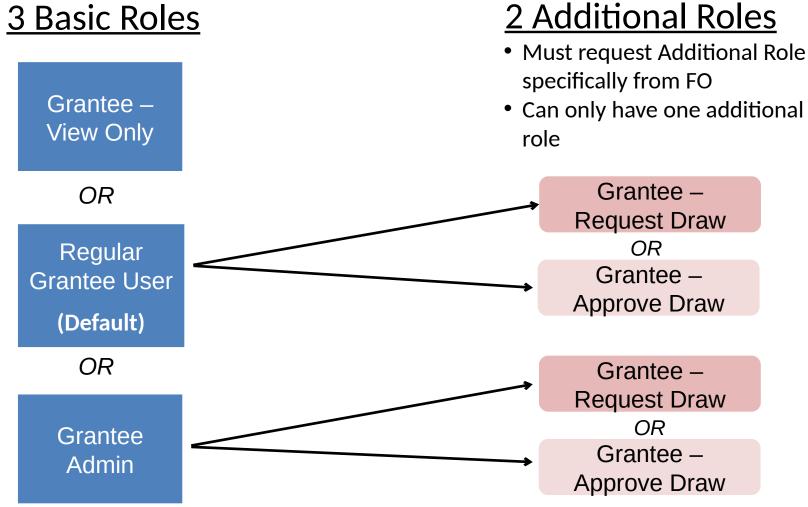


Directions located on DRGR Log In page

http://portal.hud.gov/hudportal/HUD?src=/
program offices/comm planning/communitydevelopment/programs/drsi/drgrs

- Send request to CPD Field Office
- FO staff reviews and forwards to <u>DRGR_Help@hud.gov</u>
- Default grantee role: Regular User
- Must specifically request additional roles:
 - Grantee DRGR Administrator
 - Request Drawdowns
 - Approve Drawdowns
 - View Only

DRGR Roles: Grantee



DRGR Roles: Grantee



	Basic Roles			Additional Roles		
	Regular Grantee	Grantee Admin	View Only	Request Draw	Approve Draw	
Certify Regular Grantee Users		x				
Assign Users to Grants		x				
View Action Plans	х	x	х	х	х	
Edit/Submit Action Plans	х	х		х	х	
Update Obligations				х	х	
Create Draws				х		
Approve Draws					х	
View Receipts	х	х	х	х	х	
Create/Edit Receipts				х	х	
View Program Income Accounts	х	х	х	х	х	
Create/Edit Program Income Accounts				х	х	
Block Activities from Draws		х				
View QPRs	х	х	х	х	х	
Edit/Submit QPRs	х	х		х	х	
View Microstrategy Reports	х	х	х	х	х	

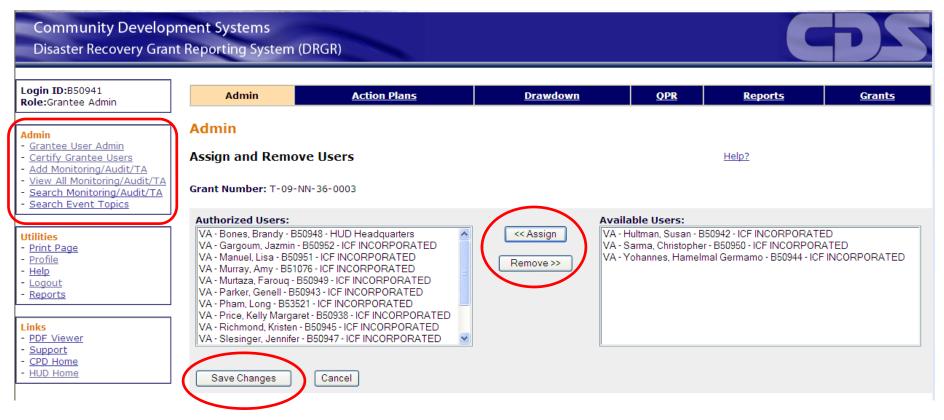
Under Release 7.3, grantee users can be associated with multiple grantees with different roles for each.

DRGR Roles: Grantee Administrator

- Assigning Users to a Grant
 - Accessible from the Grantee Admin Page
 - Only accessible to Grantee Administrators
 - When to Use It:
 - New User
 - Remove a User
 - New Grant
- Drawdown module functionality
 - Block draws from being processed internally
- (Re)Certifying Grantees (will discuss in 4 slides)

DRGR Roles: Grantee Administrator

Assigning Users to a Grant

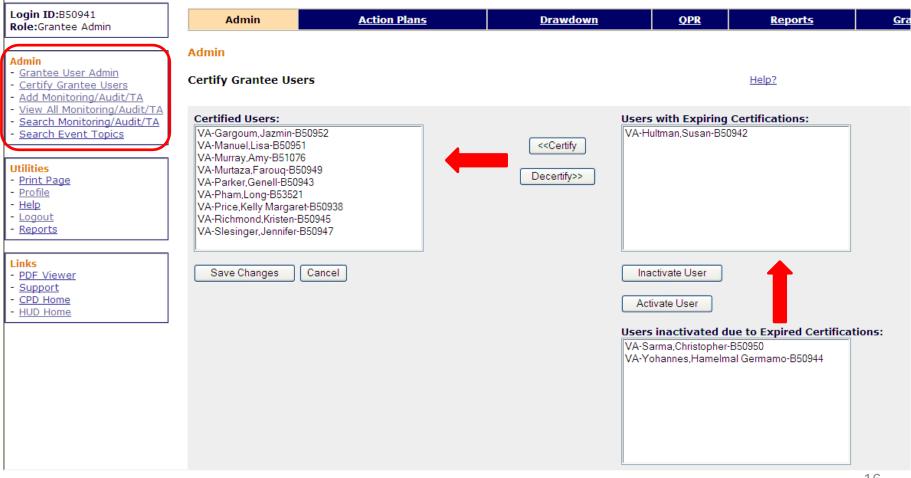


Hierarchy of User Certification

HUD FO Managers can certify grantee admins if CPD Reps are unavailable.

CPD rep will certify the identity of the authorized grantee contact & the grantee contact will be contacted by email to certify their DRGR grantee system administrators.

Grantee Administrator Role: Certifying Grantee Users



Multiple User Profiles: Grantee

- As of Release 7.3, grantee users can be associated with multiple grantees.
- For each grantee account a user has access to, they may have unique DRGR roles.
- Each grantee account must:
 - Gain access by HUD per account (request access via CPD Rep who sends request to <u>DRGR_Help@hud.gov</u> and include all relevant information such as full name of user, grantee name of the request, contact information, B# or C#, user role for the grantee you are requesting access to, and five digits for a PIN #), and
 - Assigned to individual grants by each grantee admin users.
 - (Re) certified by each grantee admin users, and



DRGR Roles: HUD

Basic roles are:

- Regular HUD User
- HHQ Admin
- HUD View Only

Additional Roles:

- HUD Approve Draw
- CPD Rep Assigned to a Grant
- CPD Field Manager (for User Certification)

DRGR Roles: HUD

	Basic	Roles	Additional Roles			
	Regular HUD User	HUD – View Only	HUD Field Manager	HUD Contact Assigned to Grant	HUD Approve Draw	
Certify Grantee Admin Users			Х	Х		
Certify HUD Field Office Users			Х			
View Action Plans	х	х	Х	х	х	
Review Action Plans	х		Х	x	х	
Search/View Vouchers	х	х	Х	x	х	
Approve Vouchers over Threshold					х	
Block Activities from Drawdowns				х		
View Receipts	х	х	х	x	х	
View Program Income Accounts	х	х	Х	x	х	
View QPRs	x	х	Х	Х	Х	
Approve QPRs	x		Х	×	х	
View Microstrategy Reports	х	х	х	Х	Х	

Under Release 7.3, HUD users can be associated with multiple field offices.

Multiple User Profiles: HUD Staff

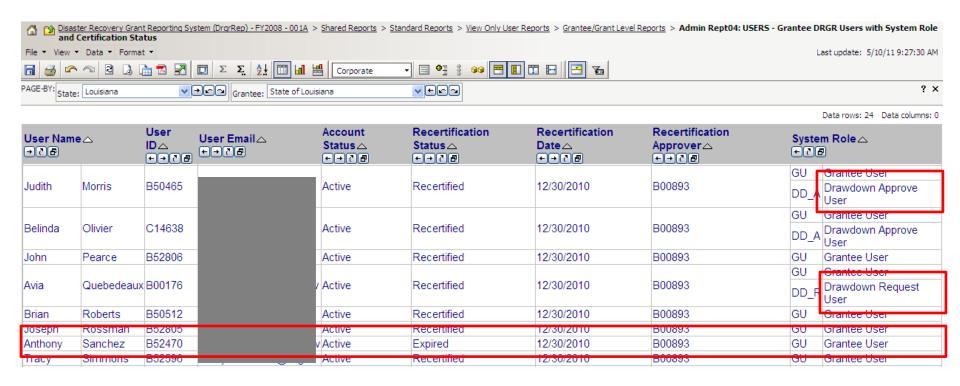
- As of Release 7.3, HUD users may be associated with multiple field offices
- Each FO account must gain access per account (request access via the Rep's Supervisor who sends request to <u>DRGR Help@hud.gov</u> and include all relevant information such as full name of user, grantee name of the request, contact information, H#, Field Office for which you are requesting access,

Assigning Users to a Grant

3 Helpful Reports:

- Admin Rept04a: USERS Grantee DRGR Users Account Status
- Admin Rept04b: USERS Grantee DRGR Users with System Role and Certification Status
- Admin Rept04c: USERS Grantee DRGR Users Access by Grant

Troubleshooting: System Roles in DRGR (Admin Rept04b)



DRGR Navigation Rules

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

Review

Getting Started Review

- DRGR Roles
- Getting Access
- Grantee Administrator
 - Must assign users to grants
 - Must re-certify users every six months

Action Plan Module

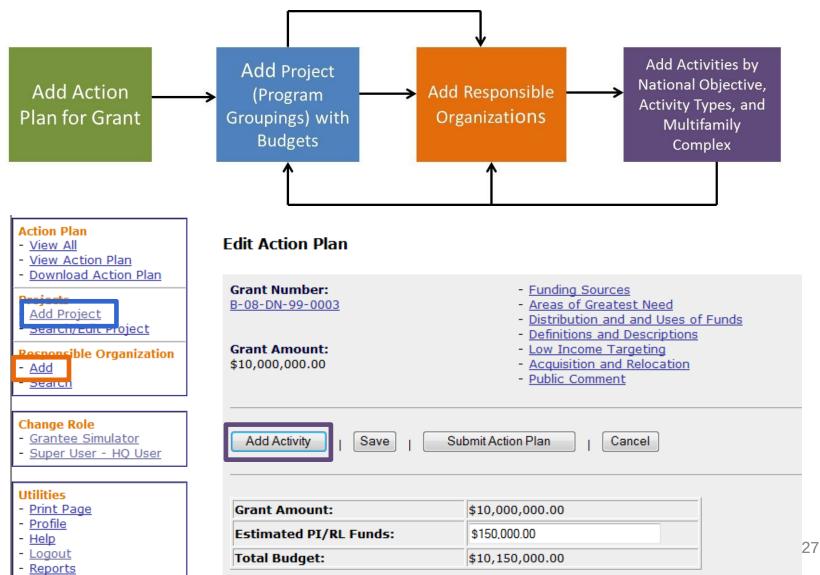
Adding the Action Plan
Adding Projects
Adding Responsible Organizations
Adding Activities
Submitting the Action Plan



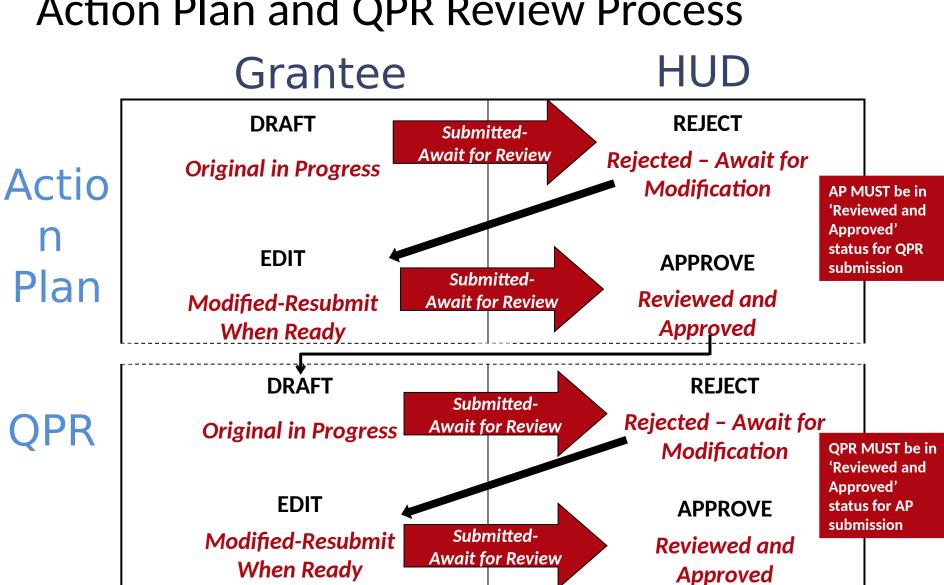
Action Plan

- Purpose
 - Creates foundation and structure for reporting accurately
 - Helps grantees identify the data required to set up budgets and performance goals
- Key Actions to an Action Plan
 - Add the Action Plan
 - Confirm Grant Number
 - Add the Overall Narrative data
 - Add and edit information on 'projects'
 - Add and edit information on 'activities'
 - Responsible Organizations
 - Narratives & Key Features (i.e. National Objective)
 - Budgets
 - Performance Measures
 - Submit to HUD for Review and Approval

Action Plan: Key Steps



Action Plan and QPR Review Process



Cannot edit Action Plan if ...

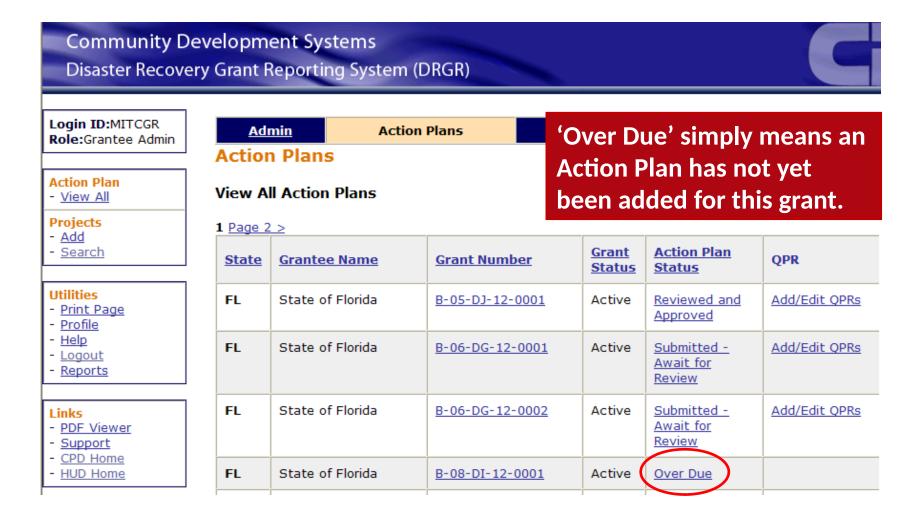
- Action Plan has status of 'Submitted Await for Review'
- QPR has status of 'Submitted Await for Review'
- Grantee is not assigned to the grant
- Grant is not active

User has View Only

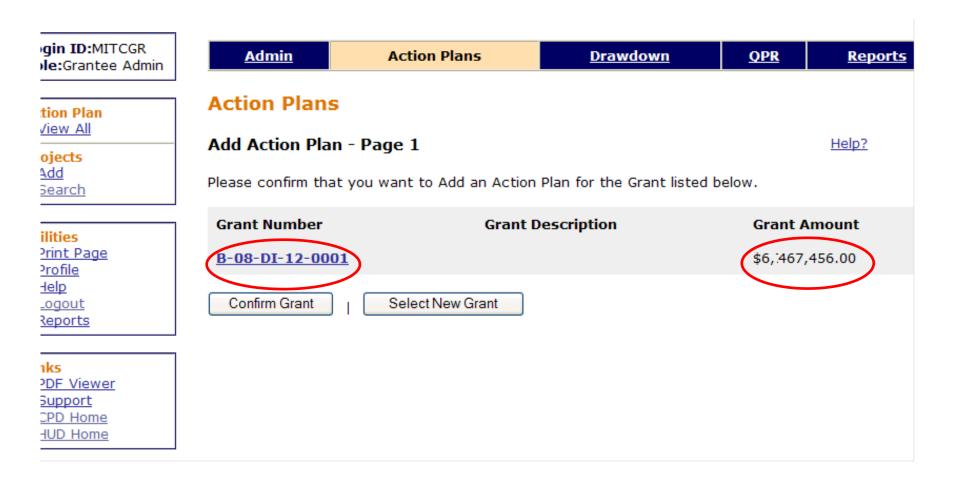
Action Plan status examples

Adn	min Action Plans	<u>Drawdown</u>	<u>OPR</u>	<u>Reports</u>	<u>G</u>	<u>Grantee</u>	<u>Grants</u>
Action Plans							
<u>State</u>	<u>Grantee Name</u>	<u>Grant Number</u>		<u>Grant</u> <u>Status</u>	Action Plan	<u>Status</u> QI	PR
						<u> </u>	
ND	Cass County, ND	B-97-NU-38-0001		Close	Submitted -	Await Vie	ew QPRs
					for Review		
IN	Evansville, IN	B-08-MN-18-0003		Active	Rejected - /		ew QPRs
					Modification	1	
GA	Fulton County, GA	B-08-UN-13-0004		Active	Modified - R		ew QPRs
					When Ready	¥	
FL	West Palm Beach, FL	B-08-MN-12-0030		Active	Reviewed ar	nd Vie	ew QPRs
					Approved		

Adding an AP to a Grant



Adding an AP to a Grant

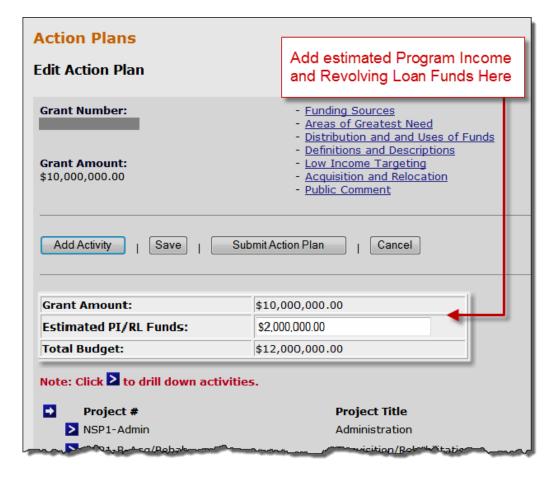


Adding an Action Plan: 'Overall Narrative' data

- Narrative information at the grant level directly corresponds to the NSP Substantial Amendment
- Example of NSP1 sections:
 - Area of Greatest Need
 - Distribution and Use of Funds
 - Definitions and Descriptions
 - Low Income Targeting
 - Acquisition and Relocation
 - Public Comment
- Not all sections were established when NSP1 DRGR Action Plans were originally submitted, grantee must enter the information now.

Adding an AP: Grant Budget

- Enter Estimated
 PI/RLF Funds to
 establish the Total
 Budget.
- May be updated periodically as grantee re-estimates the program income to be received.
- This is the only time the user will enter Program Income separate from Program Funds in a budget.



Since Project and Activity Budgets must now include PI, the Estimated PI/RLF at the grant level must have enough \$ to accommodate these increased amounts

Adding 'Projects'

- DRGR is a two-tier hierarchy system
 - Projects
 - Activities

- To enter data:
 - Enter Projects first
 - Enter Activities second since they must be assigned to projects.

Activity 1.B

Project 2

Activity 2.A

Adding 'Projects'

- PROJECTS should be NSP eligible uses:
 - Financing Mechanisms (Eligible Use A)
 - Acquisition / Rehabilitation (Eligible Use B)
 - Land Bank (Eligible Use C)
 - Demolition (Eligible Use D)
 - Redevelopment (Eligible Use E)
 - Administration

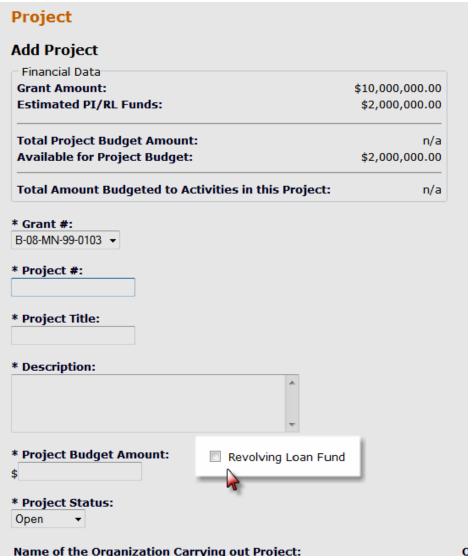
Adding Projects: Examples

```
Financing Mechanisms (Eligible Use A)
    Activity 1.A
    Activity 1.B
Acquisition / Rehabilitation (Eligible Use B)
     Activity 2.A
     Activity 2.B
Administration
     Activity 3.A
```

Adding Projects: Revolving Loan Funds

Revolving
Loan Fund
(RLF) can now
be identified
as a Project





Special Project: Restricted Balance

- If activities are in a Restricted Balance project, drawdowns CANNOT be made on them until they are moved to other projects.
- Grantees must work with CPD Representatives to figure out why draws are restricted.
- Only the HUD Super user can reduce the Restricted Balance project budget so activities can be reassigned to other projects by grantee users.

Testing out the System



Homes & Communities U.S. Department of Housing and Urban Development	Community Planning & Development						
Community	DRGR Login						
Planning and Development	Please enter your Username (C***** or H*****) and Password to log in.						
TISA gov	Username:						
Government Made Easy	Password:						
	Login						
If you have an issue with login or password, please call the main HUD F 1-888-297-8689 (Option 9).							

USER ID	ROLE
TS##GA	Grantee Admin/Approve Drawdown
TS##GR	Request Drawdown

DRGR Navigation

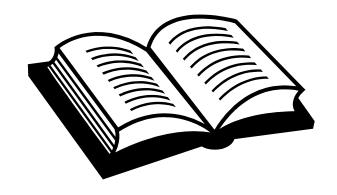


Use Main Navigation Bar to Select Module.
Use Module Navigation Menu links to select screens.

DRGR Navigation: Search

- Three ways to Search
 - Blank (no criteria returns everything)
 - 2. Partial (i.e. "Sun" for Sunny Day Development LLC)
 - Returns "Sunny Day"
 - Returns "Sunny Day Development LLC"
 - Returns "Sunny Day LLC"
 - 3. Exact
- The Results
 - May be several pages
 - Column Headers: click to sort
 - Click on the links for the selected item
- Always double-check you are searching the CORRECT grant.

Case Study 1, 2, 3 & 4



- 1. Managing Accounts
- 2. Adding the Action Plan & the Overall Narrative
 - 3. Adding
 - 4. Editing Projects

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

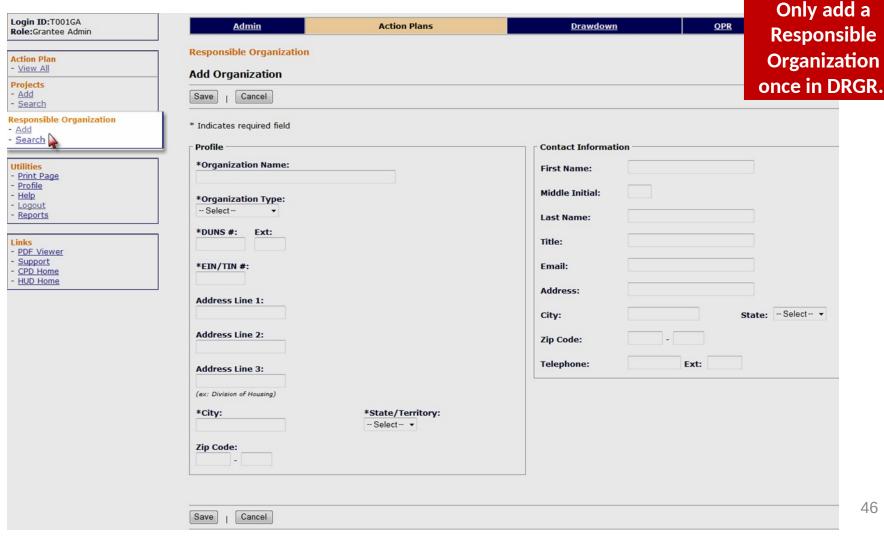
Adding Activities: Overview

- Activities should be broken out, at a minimum, by:
 - responsible organization
 - activity type
 - national objective and
 - multifamily building complex(if applicable) .
- Must use correct National Objective
 - Low/Mod/Middle Income Housing (DRGR=LMMI)
 - Low Income Housing 25% Set-aside (DRGR=LH25)
 - Admin (DRGR=NA)
- All funds are drawn and all performance measures captured at the activity level.

Adding 'Activities': Responsible Organizations

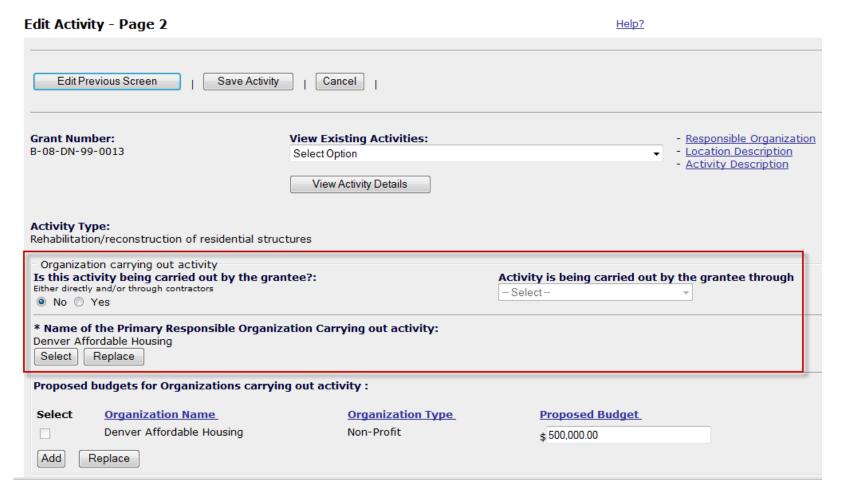
- Required at Activity Level
- Defined as an organization with responsibility for completing the activity and meeting applicable federal requirements
 - Subrecipients are always responsible organizations
 - Developers in NSP are usually responsible organizations
 - Contractors are not responsible organizations
- Double-check all required data is provided
- Optional:
 - Responsible Org at Project Level
 - Subordinate Organizations

Adding 'Activities': Responsible Organizations

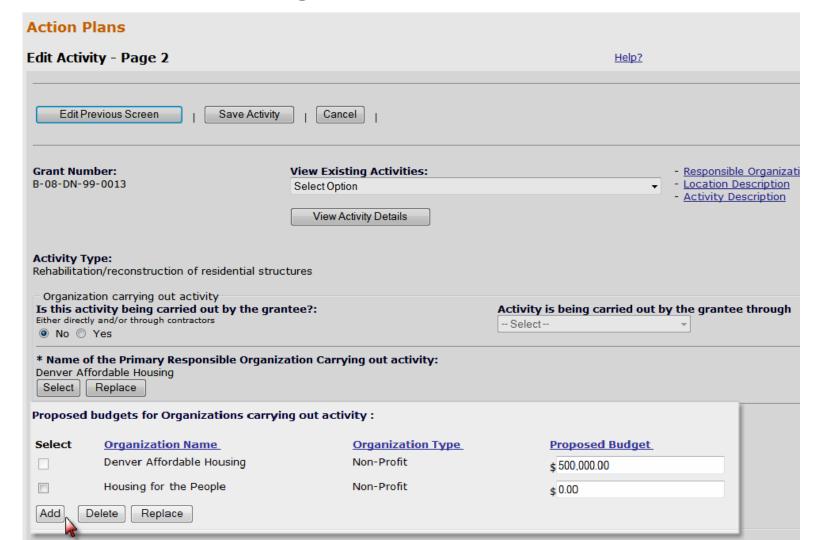


Adding Activities: Select Responsible Organization (Page 2)

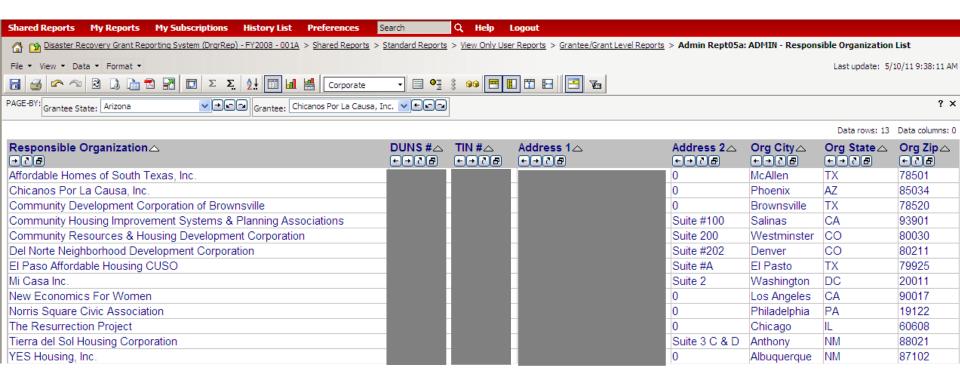
Action Plans



Adding Responsible Organization: Subordinate Organizations (optional)

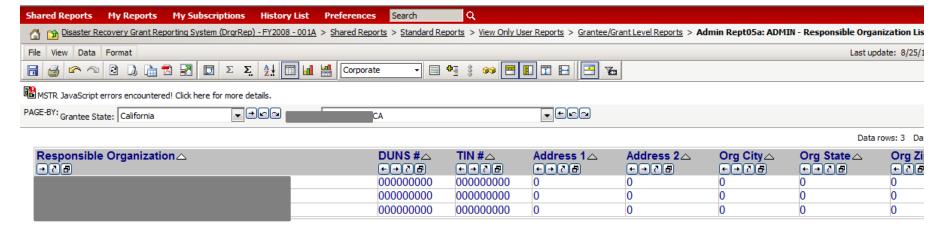


Adding Responsible Organizations (Admin Rept05a)

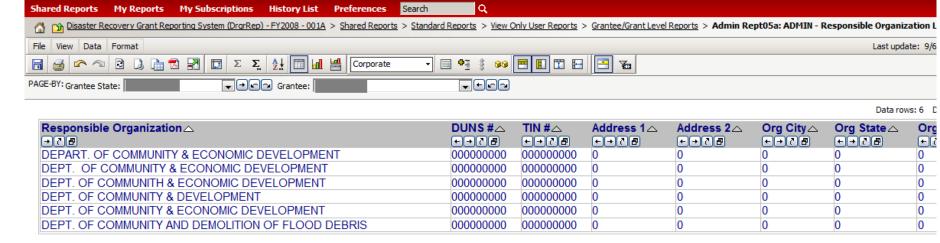


Incomplete Responsible Organizations

Common Issue #1



Common Issue #2



Adding Activities: Selecting an NSP Activity Type

- Consolidate multiple "phases" of program into its end use
- Common NSP Activity Types:
 - Rehabilitation/reconstruction of residential structures
 - Administration
 - Construction of new housing
 - Clearance and Demolition
 - Land banking Acquisition
- After a grantee selects an Activity Type, DRGR will autopopulate the associated performance measures and metrics on Page 2 of the Action Plan-Edit Activity screen.

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

Determining Activities: City of Zorro Example

Program Description:

- 1. Financing Mechanisms: Subrecipient will serve only HH at or below 50% AMI.
- Financing Mechanisms: City expects to serve all LMM income levels
- 3. Acquisition/Rehab: Subrecipient proposes to buy, rehab, and sell to 4 foreclosed single-family properties to serve HH below 50% AMI
- 4. Acquisition/Rehab: City proposes to buy, rehab, and rent/sell 12 foreclosed properties. 10 will be single-family to serve all LMM income levels. 2 will be multifamily rental properties for HH at or below 50% AMI

Determining Activities: City of Zorro Example - Activity Structure

- Financing Mechanisms (Eligible Use A)
 - City LLR LH25
 - City LLR LMMI
 - Sub recipient LLR LH25
- Acquisition/Rehab (Eligible Use B)
 - Sub recipient Acquisition/Rehab LH25
 - City Single Family Acquisition/Rehab LMMI
 - City Multi-Family Oak Street Property LH25
 - City Multi-Family Elm Street Property LH25

Example: Zorro Budget

- Total Budget for Acq/Rehab Sub recipientAcquisition/Rehab LH25 = \$1MM
- Activity Type = Rehabilitation/Reconstruction of residential structures
- All proposed costs associated with that activity are included in that Activity's budget. A grantee does not need to breakout in DRGR hard costs from activity delivery costs, for example.

Acquisitions			Rehab Costs		Disposition Costs (i.e. Closing Costs)		Activity Delivery Costs		Failed Acquisitions			Estimated PI		Total	
\$	360,000	+	\$ 596,000	+	\$ 20,000	+	\$	\$ 14,000	+	\$ 10,000	+	\$ 500,000	=	\$ 1,500,000	

Adding Activities

Action Plans

Edit Action Plan Help? - Funding Sources **Grant Number:** - Areas of Greatest Need - Distribution and and Uses of Funds - Definitions and Descriptions - Low Income Targeting **Grant Amount:** - Acquisition and Relocation \$91,141,478.00 - Public Comment Add Activity Save Submit Action Plan Cancel **Grant Amount:** \$91,141,478.00 Estimated PI/RL Funds: \$5,679,494,47 New look as of 7.3 **Total Budget:** \$96,820,972.47 now groups Activities by Project and Note: Click to drill down activities. displays the Activity Title! **Project Budget** Project # **Project Title** > Local Admin 21A Local Admin \$6,330,098.83 NSP #1 Homeownership -120% AMI \$34,082,658.13 **Activity Number Activity Title Activity Budget** Dele Alachua Cnty 01 Acquisition \$692,871.81 hua 6 tv 02

Adding Activities (Page 1)

Action Plans



As of Release 7.3, a grantee estimates program income budgets. For an Activity budget, program funds plus estimated program income to be used equals Total Budget.

Adding Activities: Select Project Screen

Project										
Search for Proje	ects			Help?						
Search Criteria Project #: Search Res				Project Title:						
Results Page 1 of Grantee	1 (4 projects f	Project Title	Grant #	Project Budget Amount	Disbursed Amount	Project Status	Select			
Denver1, CO	NSP1-02-AR	Acquisition/Rehabilitation	B-08-DN-99-0013	\$7,000,000.00	\$1,635,000.00	Open	0			
Denver1, CO	NSP1-01 LB	Land Bank	B-08-DN-99-0013	\$2,000,000.00	\$1,010,000.00	Open	0			
Denver1, CO	NSP1-03-RE	Redevelopment	B-08-DN-99-0013	\$1,000,000.00	\$.00	Open	0			
Denver1, CO	9999	Restricted Balance	B-08-DN-99-0013	\$0.00		Open	0			

Adding Activities: Example of Naming Conventions

Note: Click to drill down activities.

U

Project

NSP1-Admin

Activity Number

NSP1-Admin

NSP1-B-Acq/Rehab

Activity Number

NSP1-B A/R MF DHH LH25

NSP1-B A/R MF DHH LH25 929 Connecticut

NSP1-B A/R SF DAH LH25

NSP1-B A/R SF HP LH25

NSP1-C-LB

Activity Number

NSP1-C LB SF City

NSP1-E-Red't

Activity Number

NSP1-E Redev't MF City LMMI

Project Title

Administration

Activity Title

Administration

B-Acq/Rehab

Activity Title

Acq/Rehab Multi-Family LH25 Acq/Rehab Single-Family LH25

Acq-Rehab Multi-Family LH25

Acq/Rehab Single-Family LH25

C-Land Bank

Activity Title

Land Bank City LMMI

E-Redevelopment

Activity Title

Redevelopment City LMMI

Project Budget

\$1,000,000.00

Activity Budget

\$1,000,000.00

\$6,000,000.00

Activity Budget

\$1,500,000.00

\$3,500,000.00

\$500,000.00

\$500,000.00

\$1,750,000.00

Activity Budget

\$1,750,000.00

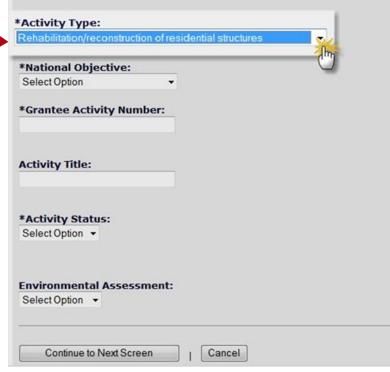
\$1,250,000.00

Activity Budget

\$1,250,000.00

Adding Activities: Proposed Beneficiary Measures (Page 2)

- Detailed information is required for performance measures.
- Activity Type selected on Page 1
 directly ties to the Benefit type a
 grantee selects and to the
 proposed measures a grantee
 may choose from.
- Two Steps:
 - Enter proposed beneficiary data (Area Benefit or Direct Benefit)
 - 2. Enter proposed accomplishment data



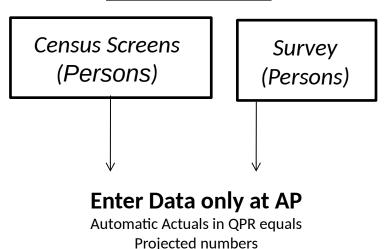
Activity Benefit Type: Area Benefit v Direct Benefit

- Direct and area benefit options will mainly affect the type of beneficiary data that will be entered by grantees for their activities.
- For most NSP activities such as housing rehabilitation, construction of new housing, and homeownership subsidy, 'Direct Benefit' will be selected.

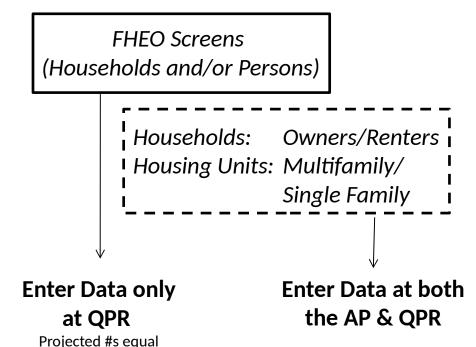


Proposed vs Actual: Beneficiary Measures

Area Benefit



Direct Benefit

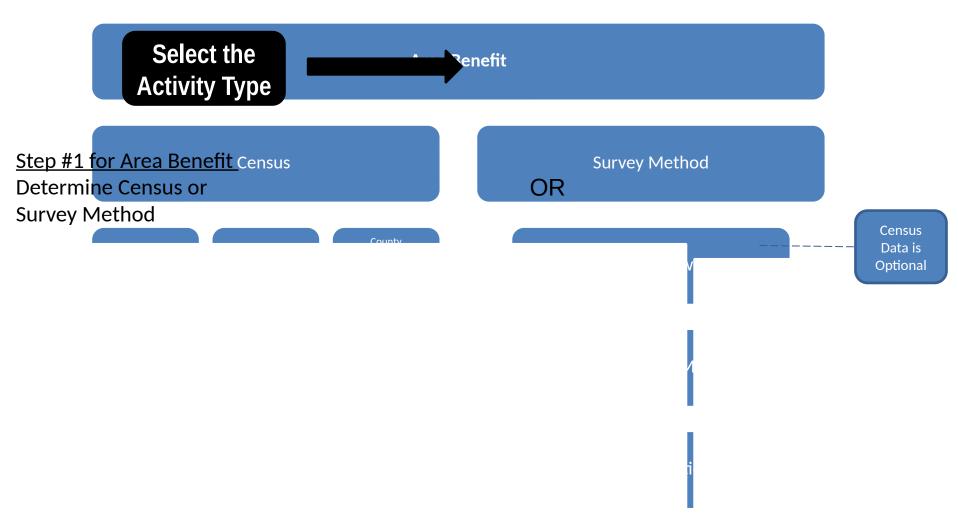


TOTAL Households

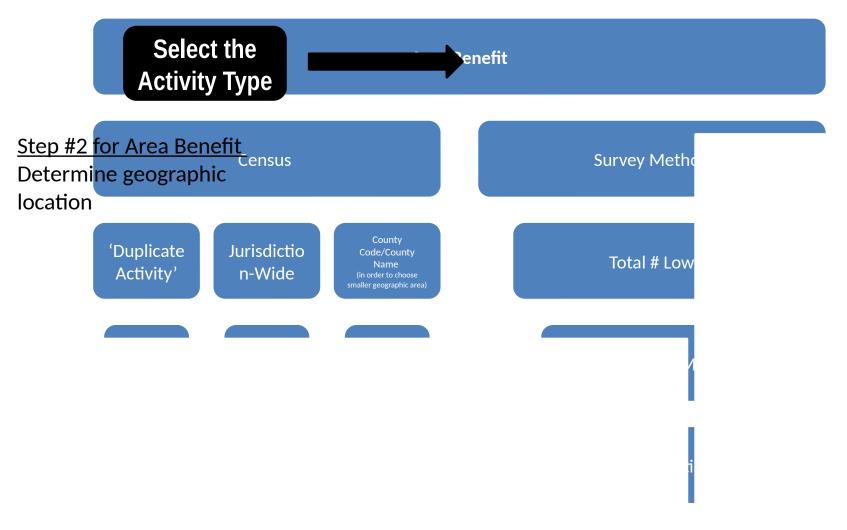
Activity Type: Area Benefit v Direct Benefit

	Benef	it Type	Ten	ure	Property Type		
Activity Type	Area	Direct	Rent	Own	Single- Family	Multi- Family	
Acquisition - general	Χ	Χ	Χ	Χ	Χ	Χ	
Acquisition, construction, reconstruction of public facilities	X	X					
Administration							
Capacity building for nonprofit or public entities	X						
Clearance and Demolition	Χ	Χ			Χ	Χ	
Construction of new housing		Χ	Χ	Χ	Χ	Χ	
Construction/reconstruction of streets	Χ						
Disposition	Χ				Χ	Χ	
Homeownership Assistance to low- and moderate-income		Χ		X	X	X	
Land Banking - Acquisition (NSP Only)	Χ				X	Χ	
Land Banking - Disposition (NSP Only)	Χ				Χ	Χ	
Planning	Χ						
Public services		Χ					
Rehabilitation/reconstruction of a public improvement	Х						
Rehabilitation/reconstruction of other non-residential	Х						
Rehabilitation/reconstruction of public facilities	Х						
Rehabilitation/reconstruction of a residential structures		Χ	Χ	Χ	Χ	X	
Relocation payments and assistance		Χ	Χ	Χ			

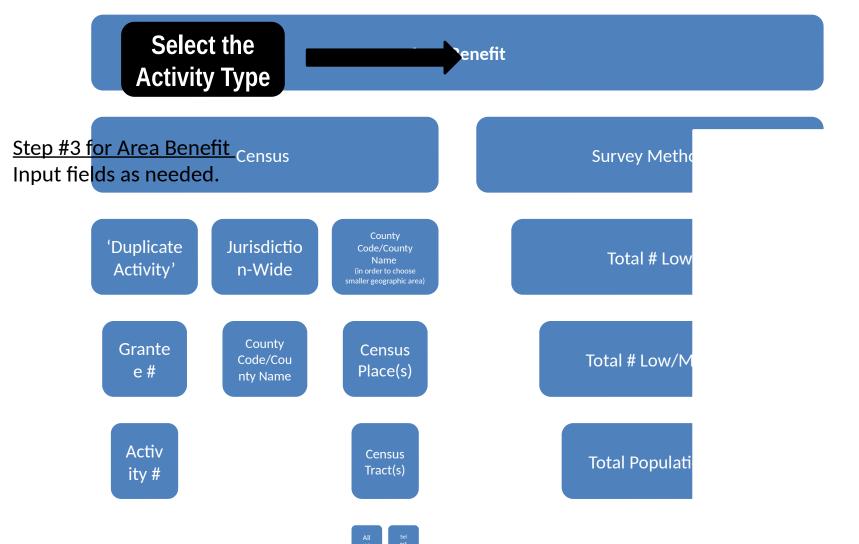
Activity Type: Area Benefit Data/Census



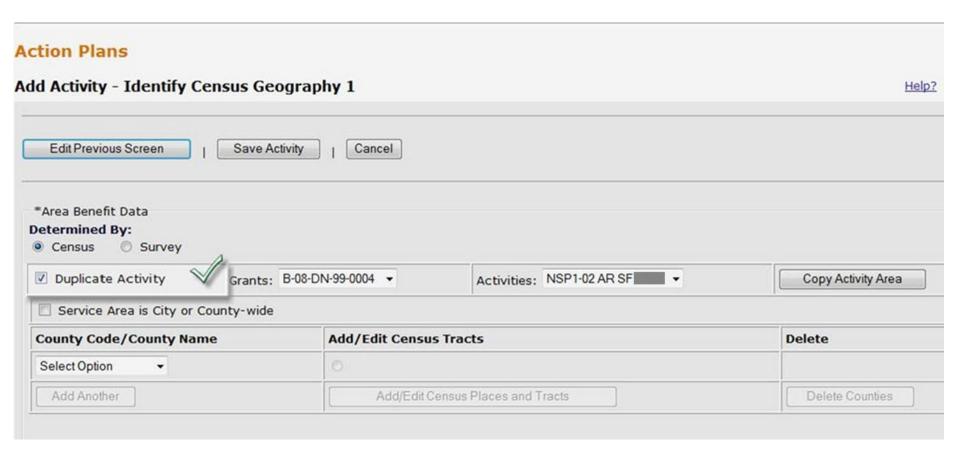
Activity Type: Area Benefit Data/Census



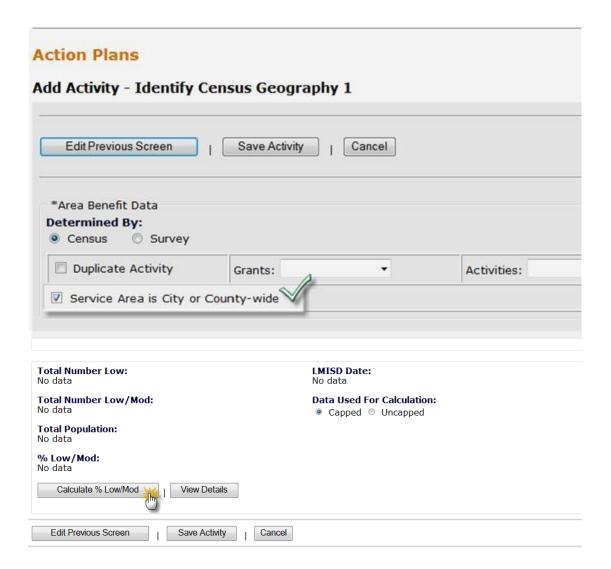
Activity Type: Area Benefit Data/Census



Area Benefit: Census - Duplicate Activity



Area Benefit: Census - Jurisdiction-Wide

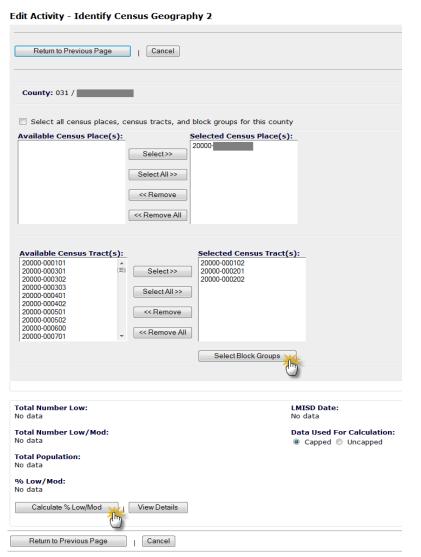


Area Benefit: Census Place/Tract/Block Groups



Area Benefit: Census Place/Tract

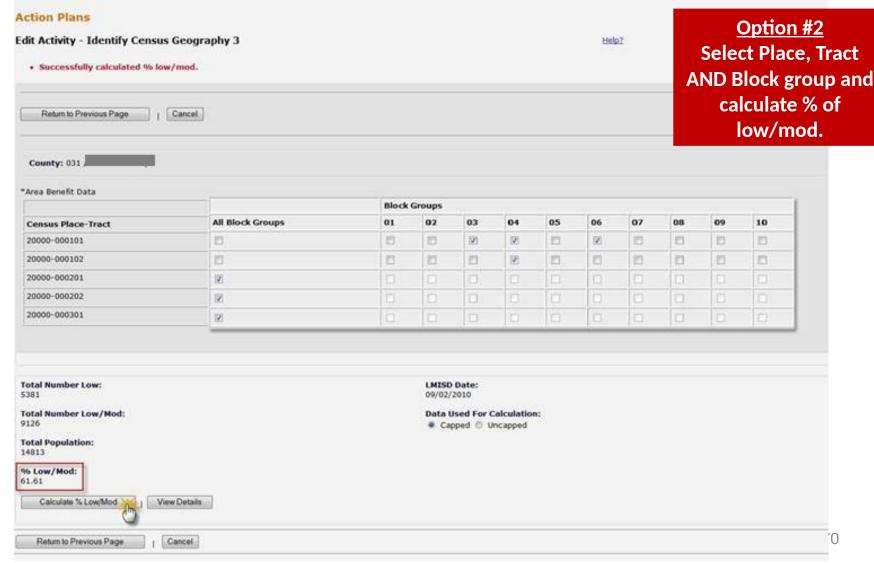
Action Plans



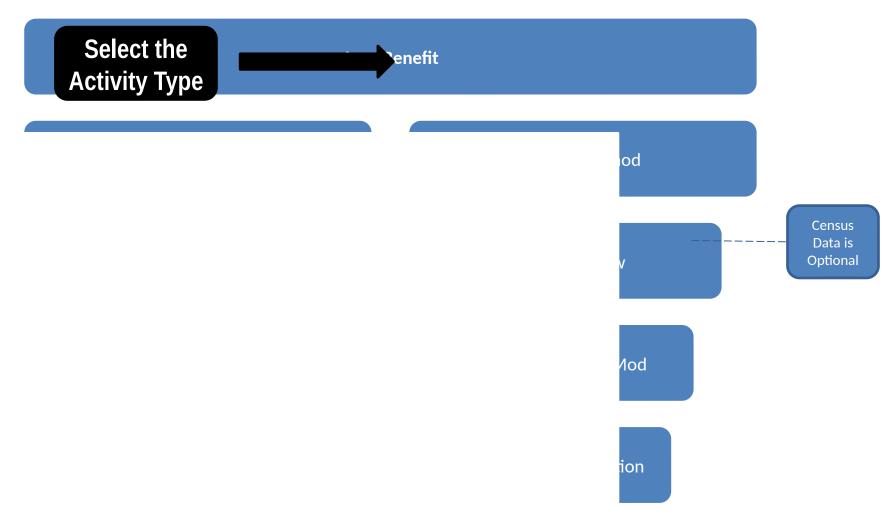
To select the geography boundary by delineating Place/Tract/ Block Area Benefit by Census, User has two options.

Option #1
Select Place and Tract and calculate % of low/mod.

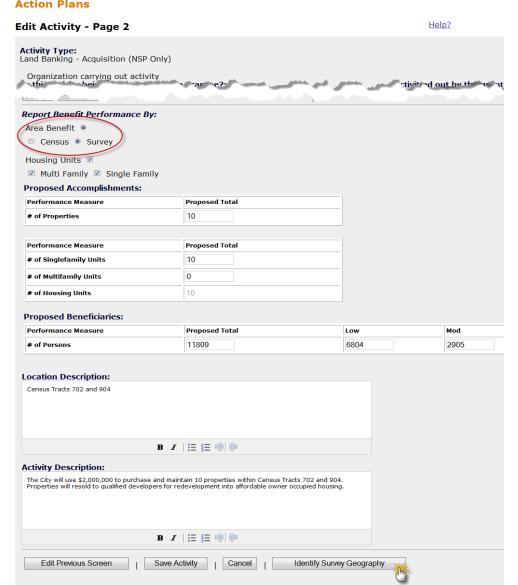
Area Benefit: Census Block Groups



Activity Type: Area Benefit Data/Survey

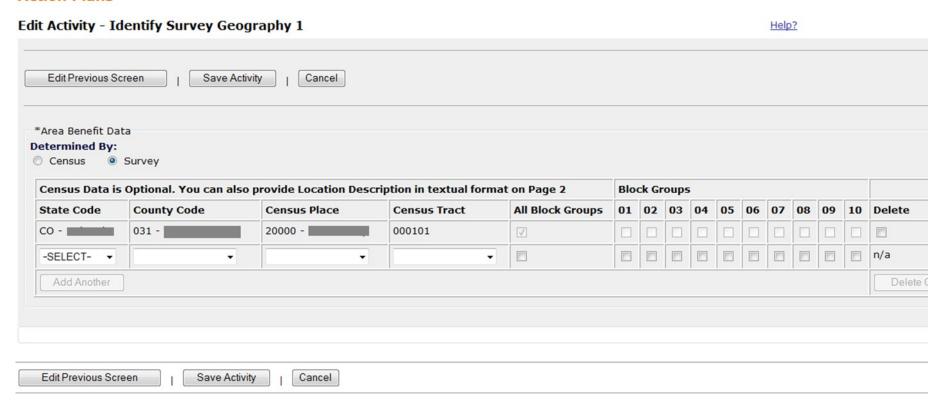


Area Benefit: Survey Method



Area Benefit: Survey Method

Action Plans



Activity Type: Direct Benefit



Adding Direct Benefit Data



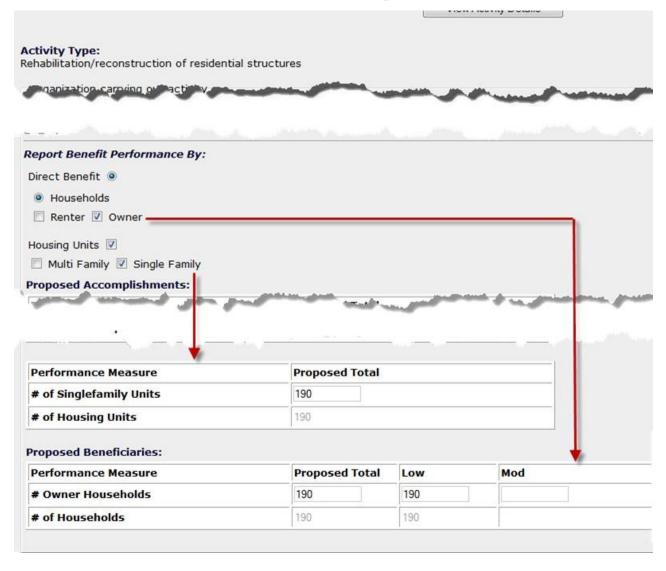
Households

Owner Renter

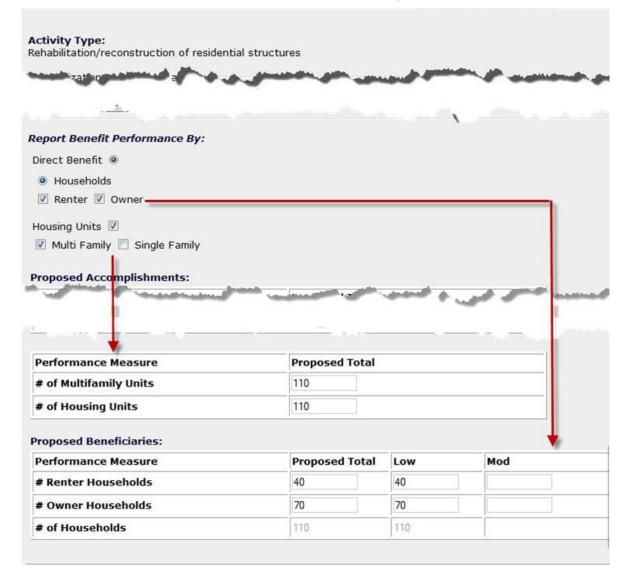
Housing Units
Single Family
Multi-Family

Fair Housing/Equal Opportunity Data
Race
Ethnicity
Head of Household

Direct Benefit: Example



Direct Benefit: Example



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

Direct Benefit: Middle Income

- Eligible households may be
 - low income (≤ 50% of the area median income)
 - moderate income (51%-80% of the area median income)
 - middle income (81%-120% of the area median income).
- In DRGR, there is NO data field in which to enter middle income data; instead, it must be

incorporated into the Dropord Total .

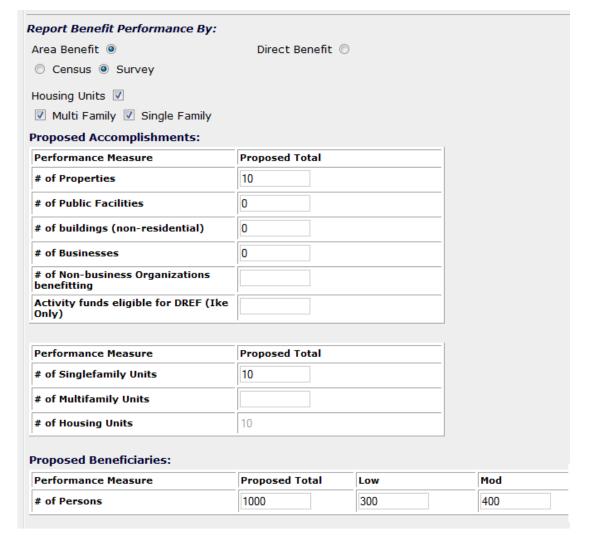
Performance Measure Projected Total Low Mod .

•	Performance Measure	Projected Iotal	LOW	Moa
	# of Renter	15	4	6
	# of Households benefitting	15	4	6

Adding Proposed Accomplishments

- Activity Types determine proposed accomplishments. Administration activity does not have accomplishment fields.
- All grantees are encouraged to enter data in the fields as applicable.
- NSP2 & NSP3 grantees are required to identify and report on certain green features. HUD is requiring all 'gut rehab' and new construction must be designed to meet the standard for Energy Star Qualified New Homes.

Proposed Accomplishments: Area Benefit Example



Proposed Accomplishments: Direct Benefit Example

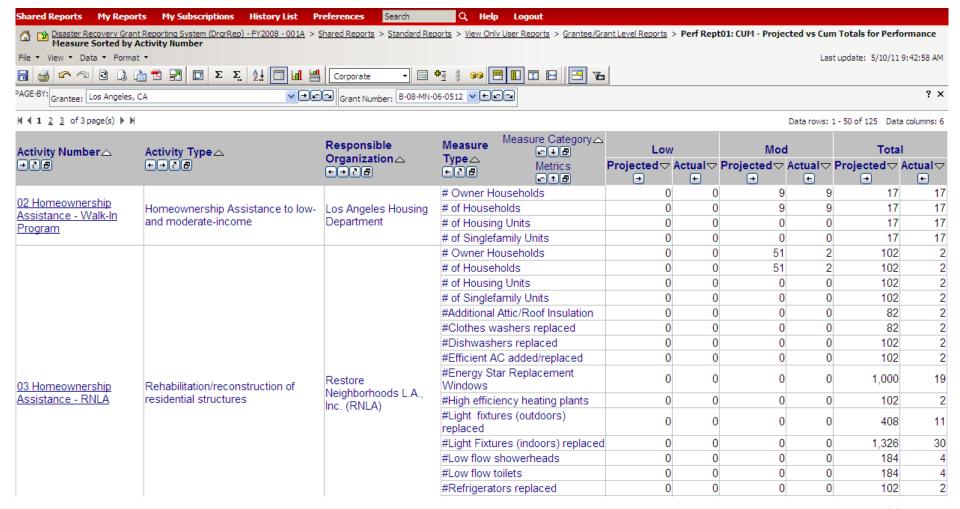
Proposed Accomplishments:					
Performance Measure	Proposed Total				
#Efficient AC added/replaced					
#Sites re-used					
#High efficiency heating plants					
#Units with solar panels					
#Dishwashers replaced	20				
#Low flow showerheads	25				
#Additional Attic/Roof Insulation					
Activity funds eligible for DREF (Ike Only)					
#Units deconstructed					
# of Properties					
#Units with bus/rail access					
#Units exceeding Energy Star	25				
#Replaced hot water heaters	20				
#Clothes washers replaced					
#Light fixtures (outdoors) replaced					
#Low flow toilets	25				
#Refrigerators replaced					
#Energy Star Replacement Windows					
#Units ? other green					
#Light Fixtures (indoors) replaced					
#Replaced thermostats					

Performance Measures: Required v Optional

Performance Measure	NSP1	NSP2	NSP3
Households Benefitting	Required	Required	Required
Housing Units	Required	Required	Required
Income Levels	Required	Required	Required
Renter/Owner	Required	Required	Required
Single/Multi Family	Required	Required	Required
Race/Ethnicity	Required	Required	Required
Female-Headed	Required	Required	Required
Number of Properties	Encouraged	Encouraged	Encouraged
Green Measures	Encouraged	Required*	Required*

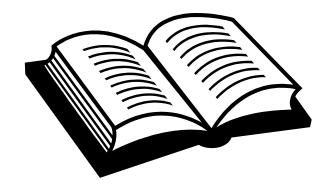
NSP2 & NSP3 grantees are required to identify and report on certain green features. HUD is requiring all 'gut rehab' and new construction must be designed to meet, at a minimum, the standard for Energy Star Qualified New Homes. Those grantees who chose to include higher green measures (like Enterprise Green Communities or LEED) in their application and/or substantial amendment should be reporting on that.

Performance Measures (Perf Rept01)



Case Study 5

Adding Activities



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

Edit Projects and/or Activities

- Delete
- Combine/Collapse Activities
- Move/Reassign

^{*}Each AP edit to budget or goals will <u>change only the QPRS going</u> <u>forward</u> rather than changing past QPRs.

^{*}History of Activity budget changes will be maintained along with the User ID and time each change was made. Reports will be available to show these changes.

Editing Projects and Activities: Delete

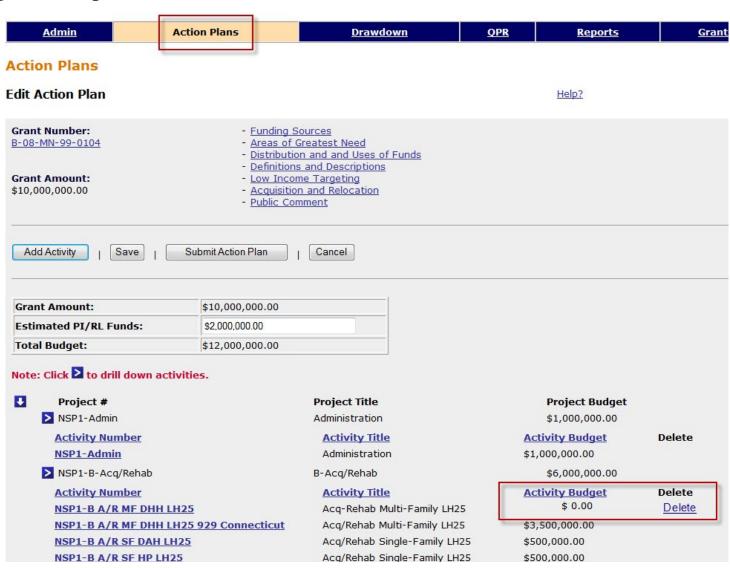


Links

- PDF Viewer
- Support

Reports

- CPD Home
- HUD Home



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

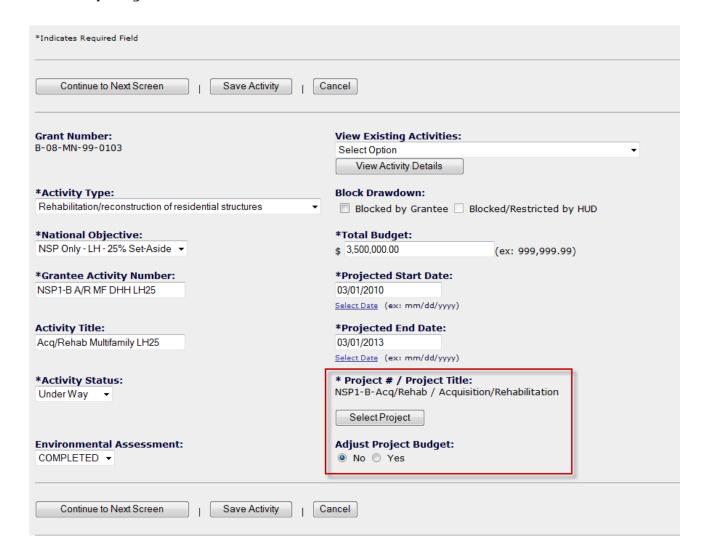
Editing Activities: Combining/Collapsing

- Some properties reported under multiple activities:
 - Acquisition
 - Rehabilitation
 - Disposition
- Options
 - Combine two activities into one
 - Keep existing setup and report performance measures under "end use" activity
- Additional Guidance: March 2011 Troubleshooting

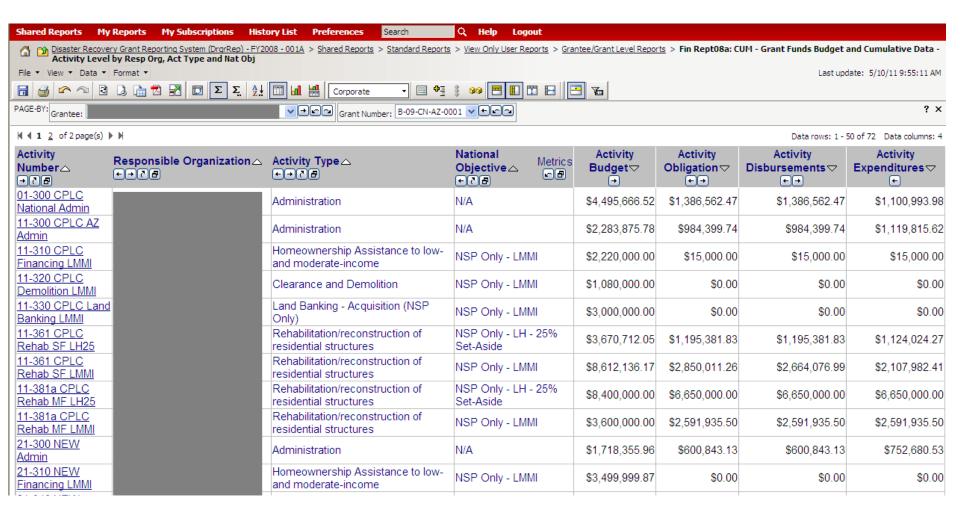
Edit Activities: Moving/Reassigning

Action Plans

Edit Activity - Page 1



Editing Activities: Review (FinRept07b)



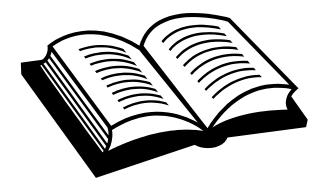
<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Edit Activities: Action Plan Status

- Any change can trigger 'Modified' status.
- Check on the status of your AP to ensure QPR submission won't be delayed
- Communicate with HUD Rep to expedite the review process;
 Courtesy call/email to highlight the specific changes you've made.
- Field Office staff should regularly check on Action Plan status: grantees may not be aware that they need to resubmit/still need to be approved.

Case Study 6

Editing Activities



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

91

Review

Action Plan Module Review

- Adding the Action Plan
- Projects
- Responsible Organizations
- Activities
 - Adding
 - Basics
 - Beneficiary Data
 - Proposed Accomplishments
 - Moving / Re-assigning Activities
 - Combining Activities
- Submitting the Action Plan

QPR Module

Purpose of QPRs

Show Progress: Grant Level

Show Progress: Activity Level

Prior Period Adjustments

Submission & Deadlines



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

QPR Overview

Purpose

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

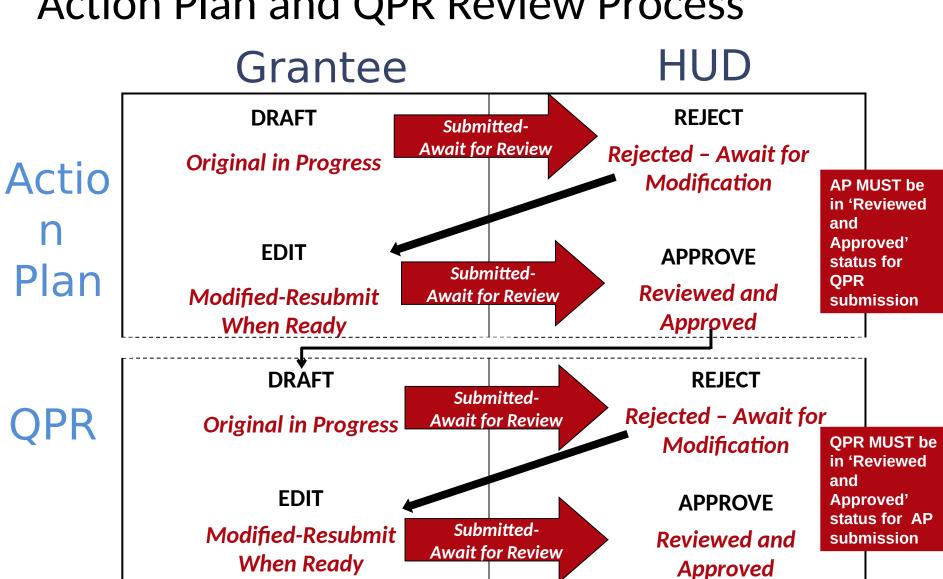
• HUD FO role

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

QPR-Action Plan Relationship

- QPRs cannot be submitted if changes have been made to the Action Plan such as
 - Projects added
 - Activities added
 - Budgets changed
- Submit changes to Action Plan in advance of QPR due dates to allow time for review
- Performance goals changed Action Plan locked when QPRs is submitted

Action Plan and QPR Review Process



QPR Data: Sources

ACTION PLAN	Project Number and Title Activity Number and Title Activity Budget Activity Description and Location Activity Type and National Objective Performance goals
DRAWDOWN	Grant Fund obligations Grant Fund and Program Income (PI) draws completed Program Income Received
QPR	Activity Beneficiaries Assisted Activity Addresses Assisted Performance Accomplishments Expenditures Match Contribution
ADMIN	Visit count Report count

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

Show Progress: Grant Level

Report on BOTH the overall grant progress and per Activity

Grant Level

- Overall Progress Narrative
- Matching Funds
- Overall Financial Data (pulled from each Activity)

QPRs will track and display all Action Plan changes that occurred within that quarter, not after the end of the quarter

Show Progress: Grant Level

Financial Data at the Grant Level:

- Aggregate financial information that has been entered at the Activity to provide a grant level analysis (except Match)
- Only view this info once the QPR is 'downloaded' or 'view'.

Overall	This Report Period	To Date
Total Projected Budget from All Sources	N/A	\$222,773,798.00
Total Budget	\$79,277,776.86	\$222,773,798.00
Total Obligated	\$13,136,645.39	\$77,387,001.44
Total Funds Drawdown	\$10,720,436.51	\$77,177,934.11
Program Funds Drawdown	\$3,310,936.97	\$67,561,293.02
Program Income Drawdown	\$7,409,499.54	\$9,616,641.09
Program Income Received	\$3,616,904.00	\$9,616,641.09
Total Funds Expended	\$13,050,501.45	\$77,447,787.49
Match Contributed	\$200,000.00	\$200,000.00

Progress Toward National Objective Targets

National Objective

NSP Only - LH - 25% Set-Aside

Target \$34,276,783,25 Actual

\$80,706,332.00

Show Progress: Add/Edit a QPR

Quarterly Performance Report



Show Progress: Add/Edit a QPR

- Data Entry Steps
 - From QPR Module
 - Select Contact Name
 - Click on Grantee Activity Number to edit
 - Provide Overall Narrative
 - Click Submit

Show Progress: Grant Level

	I .	T .
SR 22	Acquisition - buyout of non-residential properties	\$10.00
SR-001	Acquisition - buyout of non-residential properties	\$10.00
SRA-121409-1	Acquisition - buyout of residential properties	\$10.00
Total		\$2,043,912.00
Overall Progress I	Narrative State of the Control of th	
	B / 🗏 📜 🤟 🍽	
	1- 3- / \	
Additional Matchine	g Funds - Report on Matching Funds not related to any inc	dividual activity
dantional materini	grands Report on Matching Funds not related to any int	aividual activity
Save Cancel		

Show Progress: Activity Level

NOT required to report on each activity every quarter, only on the ones with financial or performance changes from the previous quarter

- Accomplishments: QPR will show <u>all</u> the measures for which grantees have entered estimates in the Action Plan.
 - Enter once an end use has been met for Addresses, Beneficiary Data, Accomplishments.
- Financial: all data pulled from the Drawdown EXCEPT
 - Expenditures
 - Matching Funds
- Activity Status

Show Progress: Activity Level

- Beneficiary & accomplishments
 - Report once end-use has been met
 - Addresses: Manual Entry and Geocode validation
 - Prior Period Adjustments (negative #s allowed)
 - FHEO Data: Based on Activity Type and Benefit data defined in the Action Plan, QPR Page 1 may require FHEO data.
- Financial Data
 - Expenditure vs. Drawdown data
- Activity-specific narrative

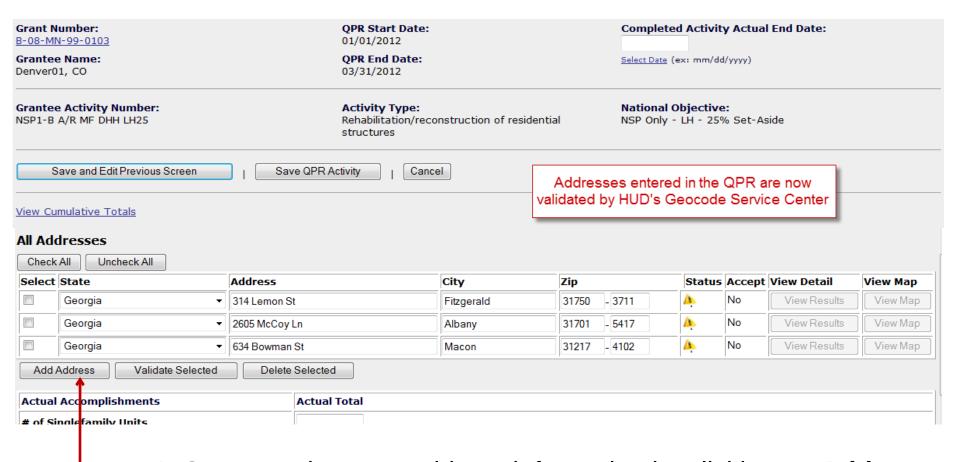
Show Progress: Activity Level – Beneficiary Data

Quarterly Performance Report

dit Performance Report - Activity Page 1				
rant her: Qpm	Start Date:			ompleted / otivities
view Cumulative Totals	,			
*Direct Benefit Data by Households				
Race/Ethnicity				
	Owner		Total Households	
Race	Total	Hispanic/Latino	Total	Hispanic/Latino
Select ▼				
Totals				
Female-Headed Households				
Add Another Race by Households				
Add Another Race by Households Income Levels	Owner		Total	
Add Another Race by Households Income Levels	Owner		Total	
Add Another Race by Households Income Levels	Owner		Total	

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

Show Progress: Activity Level- Addresses



1. Start entering your address information by clicking on **Add Address**

Show Progress: Activity Level- Addresses

2. Check the boxes of the addresses you wish to Validate click **Validate**

Salactad

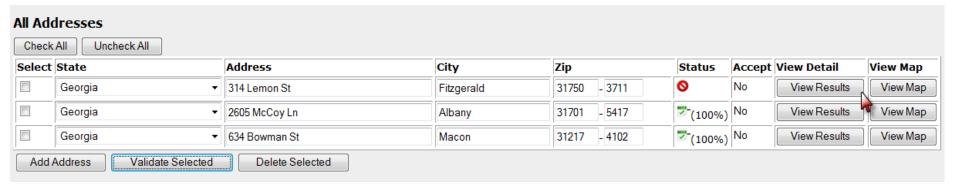
	dresses									
Check Select		Address		City	Zip		Status	Accept	View Detail	View Map
V	Georgia ▼	314 Lemon S	t	Fitzgerald	31750	- 3711	<u> </u>	No	View Results	View Map
V	Georgia ▼	2605 McCoy Ln		Albany	31701	- 5417	1	No	View Results	View Map
V	☐ Georgia ☐ G34 Bowman St		St	Macon	31217	- 4102	<u> </u>	No	View Results	View Map
Add	Address Validate Selected	Delete	Selected				-			
Actual	Accomplishments		Actual Total							
# of Si	nglefamily Units									

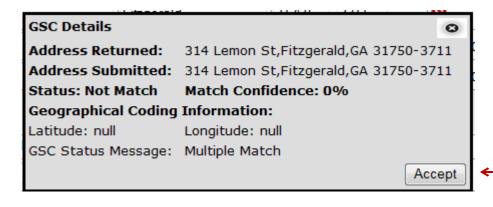


<u>Admin</u> <u>Action Plans</u> <u>Drawdown</u> <u>QPR</u> <u>Reports</u> <u>Grants</u>

Show Progress: Activity Level- Addresses

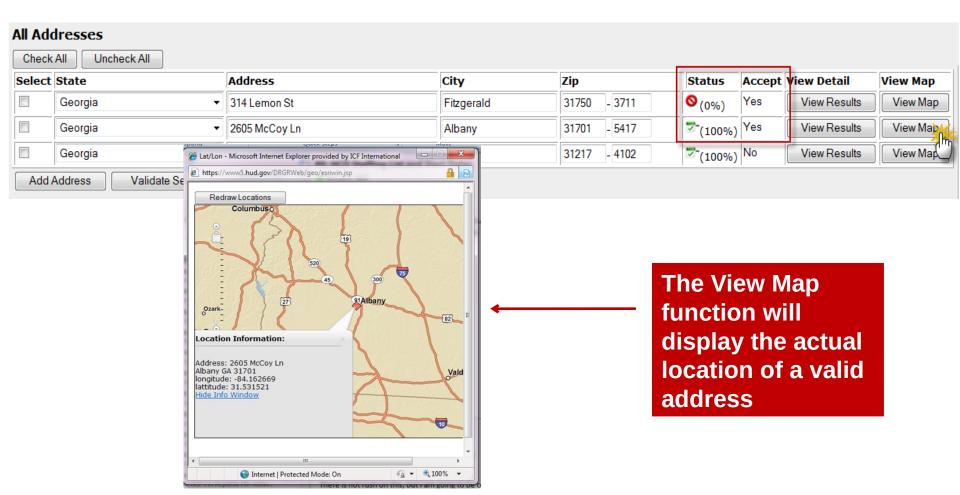
• Using HUD's Geocode Service Center (GSC), DRGR will check the addresses you have entered and confirm whether or not they are valid.





By Clicking on the View Results button, the user can see why an address may not be valid and then

Show Progress: Activity Level- Addresses



Example of 'Rehabilitation/

reconstruction of

Show Progress: Activity Level-Accomplishments

Street	City	County	residential structures'
Street	City	Select County	residential structures
A 11 A 12% 1 A 14		Select County 🔻	
Add Additional Address			
Actual Accomplishments	Actual Total		
# of Properties			
#Energy Star Replacement Wind	dows		
#Additional Attic/Roof Insulatio	n		
#Efficient AC added/replaced			
#Replaced thermostats			
#Replaced hot water heaters			
#Light Fixtures (indoors) replac	ced		
#Light fixtures (outdoors) repla	ced		The 'Actual
#Refrigerators replaced			Accomplishments' fields
#Clothes washers replaced			included in the QPR are
#Dishwashers replaced			determined by the fields
#Units with solar panels			entered in the Action Plan
Low flow toilets			under 'Proposed
#Low flow showerheads			•
#Units with bus/rail access			Accomplishments.'
#Units exceeding Energy Star			
#Units ¿ other green			

Show Progress: Activity Level-Accomplishments

	Actual Total		
# of Singlefamily Units			
# of Housing Units			
Actual Beneficiaries	Actual Total	Low	Mod
# Renter Households			
# Owner Households			

For Direct Benefit activities, the Actual Beneficiary section is pulled from Edit Performance Report - Activity Page 1.

Show Progress: Activity Level - Financial

Activity Funding	Apr 1 thru Jun 30, 2011	To Date
Total Projected Budget from All Sources:	N/A	\$9,181,844.95
Total Budget:	\$0.00	\$9,181,844.95
Total Obligated:	\$0.00	\$9,069,404.17
Total Funds Drawdown	\$217,879.14	\$4,838,204.69
Program Funds Drawdown:	\$135,101.84	\$4,725,763.91
Program Income Drawdown:	\$82,777.30	\$112,440.78
Program Income Received:	\$0.00	\$0.00
Total Funds Expended:	\$0.00	\$4,594,745.76
Restore Neighborhoods L.A., Inc. (RNLA)	\$ 0.00	\$4,594,745.76
Match Contributed:	\$ 0.00	\$0.00

Read Only (info from Drawdown Module & AP): this information is automatically taken from the system on the last day of the quarter.

Show Progress: Activity Level - Financial

Activity Funding	Apr 1 thru Jun 30, 2011	To Date
Total Projected Budget from All Sources:	N/A	\$9,181,844.95
Total Budget:	\$0.00	\$9,181,844.95
Total Obligated:	\$0.00	\$9,069,404.17
Total Funds Drawdown	\$217,879.14	\$4,838,204.69
Program Funds Drawdown:	\$135,101.84	\$4,725,763.91
Program Income Drawdown:	\$82,777.30	\$112,440.78
Program Income Received:	\$0.00	\$0.00
Total Funds Expended:	\$0.00	\$4,594,745.76
Restore Neighborhoods L.A., Inc. (RNLA)	\$ 0.00	\$4,594,745.76
Match Contributed:	\$ 0.00	\$0.00

Record funds that have been EXPENDED during the quarter. Expended means outlays for either internal costs or external (subgrantee, developer, contractor) payments of goods and services. These may or may not have been drawn yet.

Showing Progress: Activity Example

Grantee Activity Number: 11-361 CPLC Rehab SF LH25

Activity Title: CPLC Rehab SF LH25

Activitiy Category:

Rehabilitation/reconstruction of residential structures

Project Number:

360

Projected Start Date:

02/11/2010

Benefit Type:

Direct (HouseHold)

National Objective:

NSP Only - LH - 25% Set-Aside

Overall

Total Projected Budget from All Sources

Total Budget Total Obligated

Total Funds Drawdown

Program Funds Drawdown Program Income Drawdown

Program Income Received
Total Funds Expended

Chicanos Por La Causa, Inc.

Match Contributed

Activity Status:

Under Way

Project Title:

Aq&Rehab SF

Projected End Date:

02/11/2013

Completed Activity Actual End Date:

Responsible Organization:

Chicanos Por La Causa, Inc.

Oct 1 thru Dec 31, 2011

Oct I till a Dec oi, Zoll	10 Bate
N/A	\$6,652,312.00
\$2,336,600.00	\$6,652,312.00
\$16,248.66	\$1,280,193.72
\$16,248.66	\$1,280,193.72
\$1,736.00	\$1,265,681.06
\$14,512.66	\$14,512.66
\$13,297.76	\$431,796.69
\$16,248.66	\$1,280,193.72

To Date

\$16,248.66 \$1,280,193.72 \$0.00 \$0.00

Activity Description:

CPLC will aquire and rehab 92 units for households who incomes are 50% below AMI. 35 of the 92 unit will be rentals. 47 out of the 92 units acquired will be receive soft second financing within this activity. CPLC will inspect each unit and ascertain the need of rehabilitation work or if demolition is required. Although rehabilitation budgets will vary widely, this proposal assumes an average \$40,000 rehabilitation budget for Maricopa and \$30,000 for Santa Cruz. CPLC&rsquos construction manager for the area will oversee the rehabilitation process. CPLC requires each consortium member to enter property address in an electronic database to collect, manage and monitor all rehabilitation and redevelopment activies for each property acquired under NSP2.

Showing Progress: Activity Example

Activity Description:

CPLC will aquire and rehab 92 units for households who incomes are 50% below AMI. 35 of the 92 unit will be rentals. 47 out of the 92 units acquired will be receive soft second financing within this activity. CPLC will inspect each unit and ascertain the need of rehabilitation work or if demolition is required. Although rehabilitation budgets will vary widely, this proposal assumes an average \$40,000 rehabilitation budget for Maricopa and \$30,000 for Santa Cruz. CPLC&rsquos construction manager for the area will oversee the rehabilitation process. CPLC requires each consortium member to enter property address in an electronic database to collect, manage and monitor all rehabilitation and redevelopment activies for each property acquired under NSP2.

Location Description:

Maricopa and Santa Cruz Counties Arizona

Activity Progress Narrative:

Under NSP II Single-family Acquisition and Rehabilitation Strategy for Arizona, due diligence was performed on 200 single-family residential properties and 4 Multi-family properties year-to-date. Between both counties, CPLC currently has acquired 123 Single Family homes; 1 Duplex and 1 &ndash (400 unit) complex; including 1 property donated by Chase Bank. Currently the NSP II team has completed the Sale of 25 Homes and has converted the 3 homes on short term Lease/Purchase to completed sales; we have offers on over 20 homes for re-sale:

There are many homes currently undergoing various stages of rehab, in addition to more homes awaiting scopes of work and bidding for rehab.

The Section 3 Program has been implemented with the engagement of three (4) workers under contract to perform cleaning duties on homes in Maricopa County that are available for sale following completion of rehab and one (1) in Santa Cruz County who carries out basic weed control in addition to cleaning the homes that are available for sale .and one (1) new section 3 hire

Showing Progress: Activity Example



Prior Period Adjustments (Direct Benefit Activity)

- DRGR will check the <u>cumulative</u> totals for total households from the race/ethnicity data and compare it to the cumulative totals by income level. Additionally, it checks cumulative totals by tenure and by housing unit.
- If there is an inconsistency, DRGR will display an error message and a user must make prior-period corrections.
- Error message example:

Cumulative sum of income levels for 'Households - Total' must be equal to cumulative sum of 'Owner - Total' <Number>

Prior Period Adjustments (Direct Benefit Activity)

Common reasons for a grantee needing to make prior period adjustments:

- In the Action Plan during the quarter, a new benefit type was selected. However, in prior QPRs, the grantee has already reported accomplishment data.
- In the Action Plan during the quarter, benefit measures (i.e. owner/renter, single-family/multi-family) are added or modified. However, in prior QPRs, the grantee has already reported accomplishment data.
- Backing out incorrect data

Purpose:

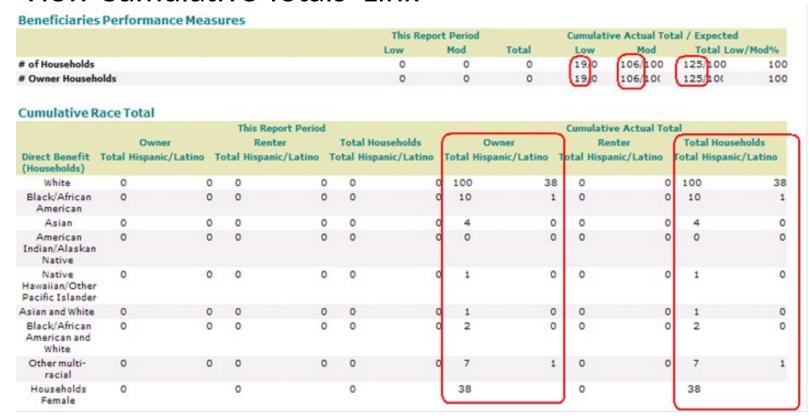
Bring key categories and subcategories into balance depending on what has already been entered.

How to:

- Step A: Determine the correct ACTUAL cumulative data for that Activity (regardless of what DRGR shows).
- Step B: Determine the cumulative data showing in the DRGR (based on information from the immediately prior QPR).
- Step C: Adding Step A and Step B together, calculate the IN QUARTER data to be entered in the QPR.

Two methods to review and analyze data:

- Pull DRGR PerfReport 1 and PerfReport 6
- 'View Cumulative Totals' Link





Step A. Identify and enter totals from grantee's own data tracking

HOUSEHOLDS	Rent	Own	Total	HOUSING UNITS	
Low Income		29	29	SF	146
Moderate Income		117	117	MF	
TOTAL		146	146	TOTAL	146

HOUSEHOLDS	Re	nt	Own		To	tal
HOUSEHOLDS	Total	Hisp	Total	Hisp	Total	Hisp
White			119	40	119	40
Black/ African American			12	1	12	1
Asian			4		4	
American Indian / Alaska Native						
Native Hawaiian/ Other Pacific Islander			1		1	
Asian & White			8	1	8	1
American Indian / Alaska Native & White						
Native Hawaiian/ Other Pacific Islander & White						
Black/ African American & White			2		2	
American Indian / Alaska Native & Black/African American						
TOTAL	0	0	146	42	146	42
Female Headed Households			27		27	r



Step B. Identify data already in DRGR (Use last approved QPR for cumulative totals)

Rent	Own	Total	HOUSIN	NG UNITS
	29	29	SF	0
	106	106	MF	
	135	135	TOTAL	135

nt	Own		To	otal
Hisp	Total	Hisp	Total	Hisp
	29		29	
		Hisp Total	Hisp Total Hisp	Hisp Total Hisp Total

Step C. Automatically sums totals for grantee to enter into current APR (combines in-quarter data and prior period corrections)

Rent	Own	Total	HOUSIN	IG UNITS
0	0	0	SF	146
0	11	11	MF	0
0	11	11	TOTAL	11

Re	Rent		Own		tal
Total	Hisp	Total	Hisp	Total	Hisp
0	0	119	40	119	40
0	0	12	1	12	1
0	0	4	0	4	0
0	0	0	0	0	0
0	0	1	0	1	0
0	0	8	1	8	1
0	0	0	0	0	0
0	0	0	0	0	0
0	0	2	0	2	0
0	0	0	0	0	0
0	0	146	42	146	42
0		-2		-2	

Issue	Guidance
New benefit measure selected with existing data in old QPRs	The "HOUSING UNIT" data in yellow demonstrates an example where 135 housing units were entered through the prior QPR, but the grantee had not entered any data in "SF" (i.e., single-family). If the grantee selected SINGLE FAMILY in the Action Plan during the last quarter and another 14 units were completed, they would enter 11 in HOUSING UNITS and 146 in SF HOUSING UNITS.
Backing out old data	Grantees can enter negative numbers in QPRs in different beneficiary data fields as long as cumulative totals equal.
Regular data entry (categories and subcategories already selected in prior QPRs)	If there is only one subcategory and it was selected before the last QPR, then there is a low likelihood for prior period corrections needed. In this case, there are 11 new households showing and 11 new owner households.

Prior Period Adjustments: Example

For Activity: NSP1-B A/R SF HP LH25



- This quarter end-use met
 - 1 low-income household, White/Hispanic, female head of household, Single Family unit

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

Submission

Prior to submitting the QPR, review the following:

- Make sure Action Plan is not under review
- Are you in compliance of funding restrictions?
- Is Overall Progress Narrative sufficient to explain the progress or lack of progress?
- When reviewed as a whole, does QPR provide HUD enough information to show sufficient progress?
- Are all the performance metrics entered in compliance? Have they met an end-use?

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Deadlines

First QPR is due: 30 days after the first full quarter after the grant agreement is executed. Then,

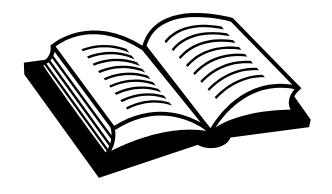
- For NSP1 and NSP3, remaining QPRs are due within 30 days of the end of the calendar quarter.
- For NSP2, remaining QPRs are due within 10 days of the end of the calendar quarter.
- If a QPR has been rejected, a grantee has 10 days to remedy the issue and resubmit. Second consecutive late QPR = finding

HUD's Action:

QPR action is due within 30 days of QPR submission.

Case Study 7

Add/Edit/Save a QPR



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

Review

QPR Review

- QPRs are crucial for showing progress both financial and performance!
- Performance Measure data is directly tied to the Activity Type entered in the Action Plan.
- Timing
 - NSP1 & 3: due within 30 days
 - NSP2: due within 10 days
 - Do not be late in submission!
 - Plan out timing for changes to Action Plan

Day 1 Review

Key Basics

- 5 Modules of DRGR
- User Roles
- Elements of the Action Plan
 - Projects
 - Activities: 4 items
 - Benefit Type and Projected Accomplishments
- Drawdowns & Obligations
- Program Income

Pop Quiz

- Don't Worry...No Grading!
- Please organize into teams of three or four.
- I will present you with a potential issue a grantee confronts. Please brainstorm and let the class know what measures you would take to solve it.

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

Q&A: Who do I to talk to if...

- ...I need a password reset or the DRGR system is down?
 - HITS Help Desk @ 1-888-297-8689.
 - TIP: Be ready to provide your user ID and PIN to the Help Desk staff. Please keep track of the service desk ticket # they provide you.
- ...I need a session reset and/or other technical assistance?
 - DRGR Help Desk @ 1-800-998-9999, Option 3.
 - E-mail: DRGR_Help@hud.gov
 - DRGR question lookup system posted online at: https://lmco.custhelp.com

Q&A: Who do I to talk to if...

- ...I am a grantee and am missing information in LOCCS (TIN or Bank Routing Information).
 - Your HUD CPD Representatives!
- ...I have more than a quick question or our NSP team needs some one-on-one, intensive Technical Assistance?
 - NSP Resource Exchange <u>www.hud.gov/nspta</u>
 - 'Request Assistance' section

Additional Resources

DRGR Help e-mail (DRGR_Help@hud.gov) 1-800-998-9999



NSP Resource Exchange Official NSP Help Site (features FAQs, videos, manuals, intensive Technical Assistance): http://hudnsphelp.info

Community Connections (step-by-step manuals, trainings):

http://www.comcon.org/programs/drgr.html

DRGR question lookup system posted online at: https://lmco.custhelp.com/

Official DRGR Help Site (features videos, module guides, etc.):

http://www.hud.gov/offices/cpd/co mmunitydevelopment/programs/drsi

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DRGR home page (page that pops up once you sign in)

Admin
Welcome to the

Disaster Recovery Grant Reporting System

DRGR News:

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

End of 1st Day Session

- Additional Questions...
- Thanks for attending please feel free to share any feedback you have with us!
- Items we'll be covering tomorrow:
 - Admin Module
 - Drawdown Module
 - Reports Module
 - Telling Your NSP Story via DRGR
 - Common Issues & Troubleshooting