USER'S MANUAL

Title Eight Automated Paperless Office Tracking System (TEAPOTS)

Version 5.2

U.S. Department of Housing and Urban Development

August, 2008

Revision Sheet

Release No.	Date	Revision Description
Rev. 0	5/30/00	User’s Manual Template and Checklist
Rev. 1	4/10/02	Conversion to WORD 2000 format
Rev. 2	1/22/08	TEAPOTS (E-complaints) User Manual
Rev. 3	8/1/2008	Updated to reflect current release version

User's Manual
Authorization Memorandum

I have carefully assessed the User's Manual for the Title Eight Automated Paperless Office Tracking System (TEAPOTS), version 5.2. This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

______ The document is accepted.

______ The document is accepted pending the changes noted.

______ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

______________________________	____________________
NAME Project Leader	DATE
______________________________	____________________
NAME Operations Division Director	DATE
______________________________	____________________
NAME Program Area/Sponsor Representative	DATE
______________________________	____________________
NAME Program Area/Sponsor Director	DATE

USER'S MANUAL

TABLE OF CONTENTS

Page #

1.0 GENERAL INFORMATION ... 1-1
1.1 System Overview ... 1-1
1.2 Project References ... 1-1
1.3 Authorized Use Permission ... 1-2
1.4 Points of Contact ... 1-2
1.4.1 Information ... 1-2
1.4.2 Coordination ... 1-3
1.4.3 Help Desk ... 1-4
1.5 Organization of the Manual ... 1-4
1.6 Acronyms and Abbreviations ... 1-5
2.0 SYSTEM SUMMARY ... 2-1
2.1 System Configuration ... 2-1
2.2 Data Flows ... 2-2
2.3 User Access Levels ... 2-3
2.4 Contingencies and Alternate Modes of Operation ... 2-4
3.0 GETTING STARTED ... 3-1
3.1 Logging On ... 3-1
3.2 TEAPOTS Main Screen ... 3-3
3.2.1 Title Bar ... 3-3
3.2.2 Main Menu ... 3-4
3.2.2.1 Create Inquiry ... 3-4
3.2.2.2 Newly Assigned Cases ... 3-4
3.2.2.3 Case Locator ... 3-4
3.2.2.4 Active Case ... 3-4
3.2.2.5 Administration ... 3-5
3.2.2.6 Transfers Pending ... 3-6
3.2.2.7 Other Authorities ... 3-6
3.2.2.8 Letters ... 3-6
3.2.2.9 On-Line Help ... 3-7
3.2.2.10 About ... 3-7
3.2.2.11 FAQ ... 3-7
3.2.2.12 Exit System ... 3-7
3.2.3 Output Window ... 3-7
3.3 Memo Screen ... 3-7
3.3.1 Spell Check ... 3-8
3.4 Changing User ID and Password ... 3-10
3.4.1 Changing Your User ID ... 3-11

3.4.2 Changing Your Password 3-11

3.5 Exit System **3-13**

4.0 USING the SYSTEM (ONline) ***4-1***

4.1 Title Bar **4-2**

4.1.1 Performing a Quick Search for Case 4-3

4.2 Main Menu **4-3**

4.2.1 Create Inquiry 4-4

4.2.1.1 Entering Inquiry Information 4-5

4.2.1.2 Submitting the New Inquiry 4-6

4.2.2 Newly Assigned Cases 4-7

4.2.2.1 Cases Newly Assigned to You Screen 4-8

4.2.2.2 Check out A Newly Assigned Case 4-8

4.2.3 Case Locator 4-9

4.2.3.1 My Cases 4-9

4.2.3.2 Locator 4-14

4.2.3.3 Last Results 4-32

4.2.3.4 Saved Searches 4-33

4.2.4 Active Case 4-36

4.2.4.1 Intake 4-36

4.2.4.2 Jurisdiction 4-104

4.2.4.3 Interviews 4-120

4.2.4.4 Investigation 4-125

4.2.4.5 Case Management 4-155

4.2.4.6 Tracks 4-164

4.2.4.7 Conciliation 4-165

4.2.4.8 General Counsel 4-171

4.2.4.9 Case Reports 4-177

4.2.4.10 Child Cases 4-180

4.2.5 Administration 4-184

4.2.5.1 Staff Information 4-184

4.2.5.2 Checked Out Cases 4-190

4.2.5.3 Signature Blocks 4-191

4.2.5.4 Delete Cases 4-193

4.2.5.5 Remove Jurisdiction 4-196

4.2.5.6 Change Password 4-199

4.2.5.7 Standard Reports 4-201

4.2.5.8 Report Flow 4-205

4.2.6 Transfers Pending 4-210

4.2.6.1 HUD to HUD 4-210

4.2.6.2 HUD to FHAP 4-211

4.2.6.3 FHAP to HUD 4-211

4.2.7 Other Authorities 4-212

4.2.7.1 Find Case 4-212

4.2.7.2 Reports 4-221

4.2.8 Letters 4-223

4.2.8.1 Letter Admin 4-224

4.3 Special Instructions for Error Correction **4-228**

4.4 Caveats and Exceptions **4-232**

5.0 USING the SYSTEM (batch) ***5-1***

6.0 QUERYING *6-1*
6.1 Query Capabilities **6-1**
6.2 Query Procedures **6-1**
7.0 REPORTING *7-1*
7.1 Report Capabilities **7-1**
7.2 Report Procedures **7-1**

1.0 GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 System Overview

Title Eight Automated Paperless Office Tracking System (TEAPOTS) is a major application that records housing discrimination cases, tracks investigation processes, generates management reports, and produces case documents for cases filed under Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Act (FHA) of 1988, and other processes. TEAPOTS processes information that enables FHEO to track complaints and ensure compliance to the Title VI, Title IX, Section 109, Age Discrimination, and Americans with Disabilities authorities.

The purpose of TEAPOTS is to provide FHEO with a system application that serves as a significant tool in assisting HUD with FHEO's mission that is, to create equal housing opportunities for all persons living in America by administering laws that prohibit discrimination in housing on the basis of race, color, religion, sex, national origin, age, disability, and familial status.

TEAPOTS is a web-based application system developed using J2EE. Access is made through the Log In graphical user interface. User Name and password are required to access the system. TEAPOTS is compliant with Section 508 of the Rehabilitation Act, which requires all federal systems to be accessible to the disabled, and adheres to the federal web accessibility standards for web-based Intranet and Internet applications.

Responsible organization – Department of Housing and Urban Development, Office of Fair Housing and Equal Opportunity (FHEO).

System name – Title Eight Automated Paperless Office Tracking System (TEAPOTS)

System code – E08A

System category – Major Application

Operational status – Operational

System environment or special conditions – TEAPOTS runs within the HUD local area network (LAN) and Wide Area Network (WAN) architecture

1.2 Project References

- TEAPOTS User Manual, version 4.4
- TEAPOTS Test Scripts, version 5.0
- TEAPOTS Operations Manual, version 5.0
- TEAPOTS IT Contingency Plan
- TEAPOTS System Security Plan
- TEAPOTS Functional Requirements Document (FRD)
- HUD System Development Methodology, release 6.05

1.3 Authorized Use Permission

Unauthorized usage of TEAPOTS and making unauthorized copies of its data, software, reports and documents is not permitted. Please contact your FHEO TEAPOTS System Administrator to obtain permission to access the system. The Administrator will determine your user rights and level of accessibility. Upon approval, a User ID and password will be issued.

Upon logging in to TEAPOTS, a Security Banner message box appears on the *Log On* screen that reads:

This system and associated resources are the property of the U.S. Department of Housing and Urban Development. Misuse or unauthorized access to this system may be subject to the provisions of the U.S. Federal Criminal Code (18 USC 1030 Fraud and Related Activity with Computers).

1.4 Points of Contact

1.4.1 Information

Contact	Role / Responsibility	Organization	Telephone	E-mail
Sharon Whisonant	Government Technical Representative	Office of Chief Information Officer (OCIO)	202-402-6021	Sharon.Whisonant@hud.gov

Contact	Role / Responsibility	Organization	Telephone	E-mail
Nghia Nguyen	Director	Office of Chief Information Officer (OCIO), Grants Management Program Compliance Division	202-402-6084	Nghia.Khac.Nguyen@hud.gov
Gail Ortiz	Deputy Director	Office of Chief Information Officer (OCIO), Grants Management Program Compliance Division	202-402-4148	Gail.C.Ortiz@hud.gov
John Horn	Government Technical Monitor/OCIO Project Manager	Office of Chief Information Officer (OCIO), Grants Management Program Compliance Division	202-402-7437	John.M.Horn@hud.gov
Nina Aten	Director	Fair Housing and Equal Opportunity (FHEO)	202-402-2477	Nina.R.Aten@hud.gov
Kevin Gilbert	System Analyst	Fair Housing and Equal Opportunity (FHEO)	202-402-6931	Kevin.P.Gilbert@hud.gov
Tammy Clark	MTI Project Manager	Management Technology Inc. (MTI)	301-265-8907	tclark@mtiinc.com
Raymond Lord	Senior Systems Analyst	Management Technology Inc. (MTI)	301-265-8919	rlord@mtiinc.com

1.4.2 Coordination

Listed are organizations that require coordination between the project and its specific support functions:

- *U.S. Department of Housing and Urban Development (HUD)* – Sponsoring organization for the Office of Fair Housing and Equal Opportunity (FHEO)
- *Office of Fair Housing and Equal Opportunity (FHEO)* – Primary user of the system as well as the central coordinator for Headquarters, all regional offices, and agencies involved with TEAPOTS. FHEO coordinates all requirements development and analysis, system maintenance, security support (such as passwords and server room access), and corrective and adaptive maintenance for the project.
- *Management Technology Inc. (MTI)* – Prime Contractor. Coordination is required for all requirement analysis and system maintenance. Implements all corrective, adaptive, and perfective maintenance, and provides operational support and maintenance activities.
- *HUD HITS Group* – EDS maintains all of HUD servers. Helps with the technical aspects of the final production and implementation of the application. Lockheed Martin performs database

administration. Works with the development team during implementation of system releases and installations.

- *HUD Test Center (HTC)* – Performs stress load capacity testing. Production releases must meet test criteria, prior to concurrence.

1.4.3 Help Desk

Technical assistance is available to TEAPOTS users by reporting the occurrence to their respective System Administrators. TEAPOTS System Administrators may report system errors and problems to the GTM/OCIO Project Manager at 202-402-7437, or open a UniCenter Service Desk Ticket for resolution.

TEAPOTS users may contact the HUD National Help Desk at 202-708-3300 for additional support.

1.5 Organization of the Manual

The main section of the TEAPOTS User's Manual is Section 4.0 "Using the System (Online)." This section describes each TEAPOTS module, sub-modules, functions and sub-functions in detail. To avoid redundancy, Section 4.0, covers querying and reporting capabilities as required in Section 6.0 and Section 7.0 of the User's Manual template. Thus, all requirements in the template are addressed and the flow of the TEAPOTS User's Manual is preserved.

The TEAPOTS User's Manual, version 5.2 is organized as follows:

Section 1.0: General Information – describes the system overview, project references, points of contact, and terms and abbreviations for reference.

Section 2.0: System Summary – describes the system summary and configuration, system data flow, user access privileges and alternate modes of operation information.

Section 3.0: Getting Started – provides an overview of how to access the system, where to get help, and general structure of the system.

Section 4.0: Using the System (Online) – provides a detailed step by step description on how to use the system, and its various modules and functionality

Section 5.0: Using the System (Batch) – This section is not applicable. TEAPOTS does not perform batch processing.

Section 6.0: Querying – In order to maintain the flow of the TEAPOTS User Manual and to avoid redundancy, this section is addressed in Section 4.0, "Using the System (Online)."

Section 7.0: Reporting – In order to maintain the flow of the TEAPOTS User Manual and to avoid redundancy, this section is addressed in Section 4.0, "Using the System (Online)."

1.6 Acronyms and Abbreviations

Acronyms/Abbreviations	Definitions
Browser	A World Wide Web client tool used to access and display web sites.
Client-Server	A style of computing where a local process, “the client”, requests services (data) from a server process.
Dragon Naturally Speaking	Dragon Naturally Speaking Professional Solutions speech recognition software is a powerful productivity tool that enables corporate and professional users to work faster and more efficiently. Speak, and your words appear on screen and in letters, spreadsheets, and forms.
FHEO	Fair Housing and Equal Opportunity.
Firewall	A computer, used as a link between a local network and the Internet. The purpose is to provide an “electronic barrier” to unwanted access.
GTM	Government Technical Monitor
HTML	Hypertext Mark-up Language; a simple programming language used to format documents. The format information is read by a web browser, which displays the document.
Internet	A collection of networks interconnected by a set of routers that enable them to function as a single large virtual network. The Internet is worldwide in scope.
Intranet	A computer network connecting an affiliated set of clients using standard Internet protocols.
IP	Internet Protocol
Java	A complete programming language designed to create applications. A super-set of JavaScript more appropriate for writing programs.
JavaScript	An easy-to-use object scripting language designed for creating live online applications that link together objects and resources on both clients and servers.
JAWS 5.0	JAWS for Windows is a screen reader that works with your PC to provide access to today’s software applications and the Internet. With its internal software speech synthesizer and the computer’s sound card, information from the screen is read aloud, providing technology to access a wide variety of information, education and job related applications.
LAN	Local Area Network. It is the method of linking microcomputers together so that data and resources can be shared.
Microsoft Explorer	A web browser.
Oracle 10g	A database server
J2EE	Java 2 Platform, Enterprise Edition Platform used as both a server and an application development platform for implementing database-driven Internet and Intranet web applications.
SQL	The acronym SQL stands for Structured Query Language. SQL is an industry standard database query language that was adopted in the mid-1980s. It should not be confused with commercial products such as Microsoft SQL Server. Source: http://www.dba-oracle.com/art_sql_tune.htm
Section 508	Ensures that the electronic and information technology allows those with disabilities to have access to and use of information that is comparable to

Acronyms/Abbreviations	Definitions
	those without disabilities, unless an undue burden would be imposed on the agency.
TEAPOTS	Title Eight Automated Paperless Office Tracking System.
Title IX	Title IX of the Education Amendments of 1972.
Title VI	Title VI of the 1964 Civil Rights Act.
Title VIII	Title VIII of the Civil Rights Act of 1968 as amended by the FAIR Housing Act of 1988.
URL	Universal Resource Locator. A unique address on the Internet.

2.0 SYSTEM SUMMARY

2.0 SYSTEM SUMMARY

TEAPOTS is an operational system that provides the ability to track and monitor the status of a housing discrimination case. TEAPOTS facilitates quicker response times, provides a means to centralize information, allows data sharing and greater access, generates automatic correspondence, and enforces adherence to the FHEO mission. This method of filing housing discrimination complaints is the primary vehicle used to supplement other methods including mailing letters, traveling to a local HUD office, and calling HUD's housing discrimination hotline. By saving time and money, both the government and the public significantly benefit from transacting business electronically through TEAPOTS.

2.1 System Configuration

The table below lists the equipment environment and network communications used by TEAPOTS in the J2EE and Oracle 10g environment.

Environment	Equipment	Description
Database	Database Server	▪ Oracle 10g ▪ Microsoft SQL Server 2000 (for Ad Hoc Reporting)
Intranet	Application/File Servers	▪ UNIX server ▪ SUN Solaris ▪ Sun One Apps Server ▪ Oracle JDBC
	Web Server	Sun One Web Server
Internet	Application/File Servers	▪ UNIX server ▪ SUN Solaris ▪ Sun One Apps Server ▪ Oracle JDBC
	Web Server	Sun One Web Server

NOTE: HUD's Wide Area Network (WAN) is the General Support System (GSS) upon which TEAPOTS resides. It uses T1 capacity from Headquarters to large regional offices and HUBs, and uses 56KB capacity to remaining field offices. Internet Protocol (IP) is the primary WAN protocol.

The server names used by the TEAPOTS application in each environment platform are:

Development
HWVAUAD403 – SunOne Web and App server
HWVAUDD404 – Oracle 10g Database server

Test
HWVAUAT405 - SunOne Web and App server
HWVAUDT406 - Oracle 10g Database server

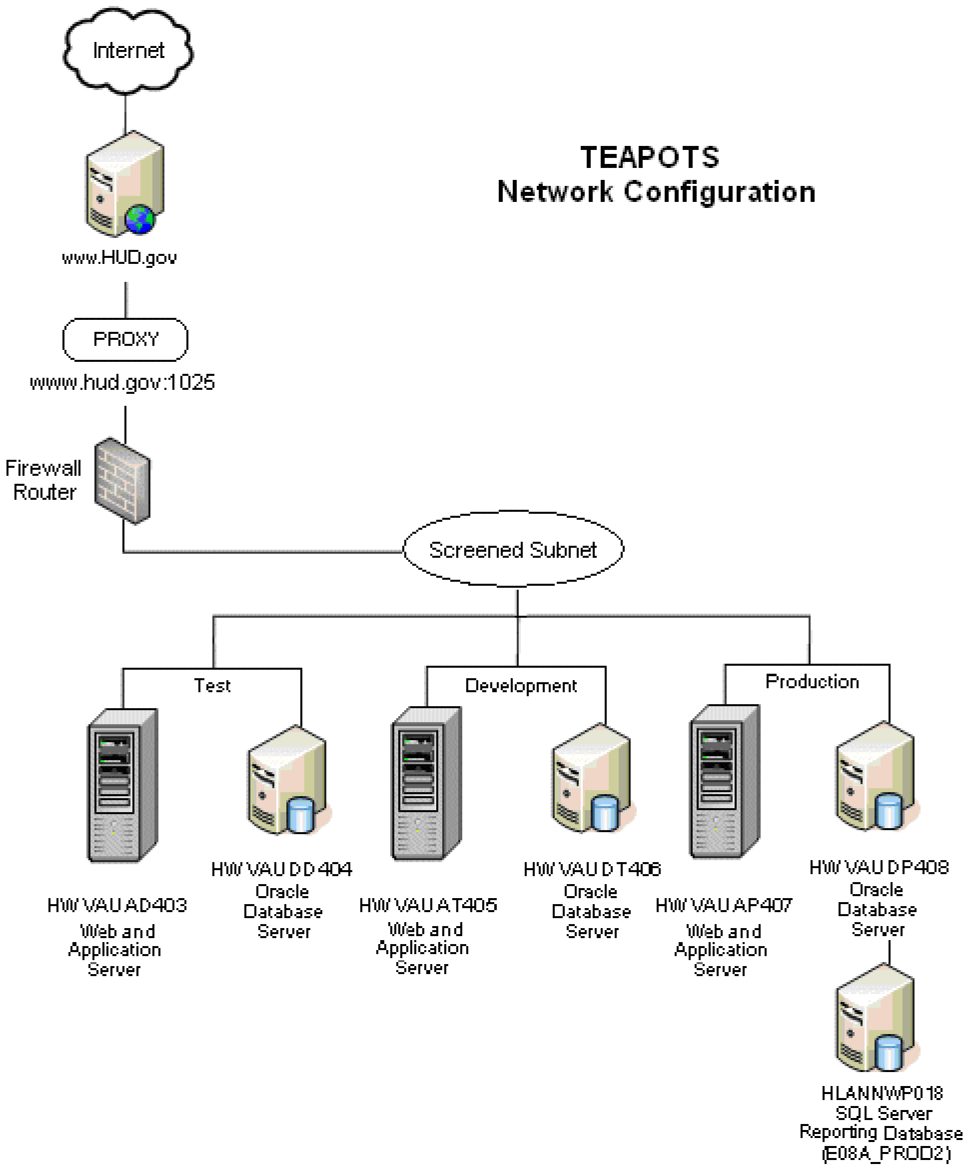
Production
HWVAUAP407 - SunOne Web and App server
HWVAUDP408 - Oracle 10g Database server
HLANNWP018 - Reporting – SQL Server 2000 Database Server (E08A_PROD2)

2.2 Data Flows

The TEAPOTS production database, HWVAUDP408 communicates with the SunOne production web/application server, HWVAUAP407 through Oracle drivers installed in the application server. Data submitted to TEAPOTS through the browser (outside the firewall) is transmitted through the proxy and firewall, and stored in the TEAPOTS production database in real-time. Authenticated users are allowed access to the stored data through the application system behind the firewall.

The TEAPOTS reporting database (SQL Server) that resides in HLANNWP018 imports data from the TEAPOTS production database (Oracle). Ad Hoc Reports are generated by third-party tools (e.g. Microsoft Access, COGNOS Impromptu) against the TEAPOTS reporting database.

The following graphic representation shows the TEAPOTS physical logical network (J2EE – Oracle platform and SQL Server relationship).



2.3 User Access Levels

Listed below are the different users and/or user groups in TEAPOTS:

- *Read Only* **–** provided to users who are only allowed to view data in the system. These users are not directly involved with data entry tasks

- *Data Entry* **–** provided to users who are actively working on cases, but are not System Administrators or Managers. Data Entry users can add or modify case data
- *System Administrator* **–** grants full access to the system within the respective region to add users, modify user privileges, and perform case maintenance
- *Suspended* **–** denies all user access rights; however, the User ID remains in the system for historical data
- *Manager* **–** similar rights as System Administrators, including write authority to cases within the respective site; however, Managers are not allowed to access Signature Blocks, Delete Case and Remove Jurisdiction
- *Title VIII* **–** Access to Title VIII cases
- *FHAP* **–** Access to FHAP cases
- *Other Authorities* **–** Access to cases identified as Other Authorities
- *Office of General Counsel* **–** Access to OGC cases
- *Jaws Users* **–** Activate Accessibility: The user must have accessibility software (JAWS for Windows) running on their PC

2.4 Contingencies and Alternate Modes of Operation

In the event of emergency, disaster, or accident, contact the HUD National Help Desk at 202-708-3300 option 9. Describe the problem, relay the error notification message that was generated, and identify the application server that needs to undergo restart/recovery procedures.

To restart the server:

1. Stop the Web and Application Server using the Services function.
2. Restart the Web and Application Server using Services function.
3. If the stop and restart services do not work, then reboot the Web and Application Server and wait 10-15 minutes before logging in to the application.

In case of system failure, the recovery effort should be ensured through daily backups of the system's database, which is performed by HUD. HUD's client-server group is responsible for protecting the integrity of the database.

In the event of a disaster, the TEAPOTS IT Contingency Plan Coordinator (CPC) is responsible for the execution of the contingency procedures as outlined in the TEAPOTS IT Contingency Plan. It is at the discretion of the IT Contingency Plan Coordinator (CPC) to roll back to the previous baseline version of the application as controlled in Serena ChangeMan Version Manager (PVCS). The TEAPOTS Recovery/Restoration Team verifies that the version is fully restored and operational with the correct software and database baseline versions. If TEAPOTS is not fully restored, the TEAPOTS

Recovery/Restoration Team identifies all discrepancies and recommends solutions. Refer to the TEAPOTS IT Contingency Plan version 5.0 for details.

3.0 GETTING STARTED

3.0 GETTING STARTED

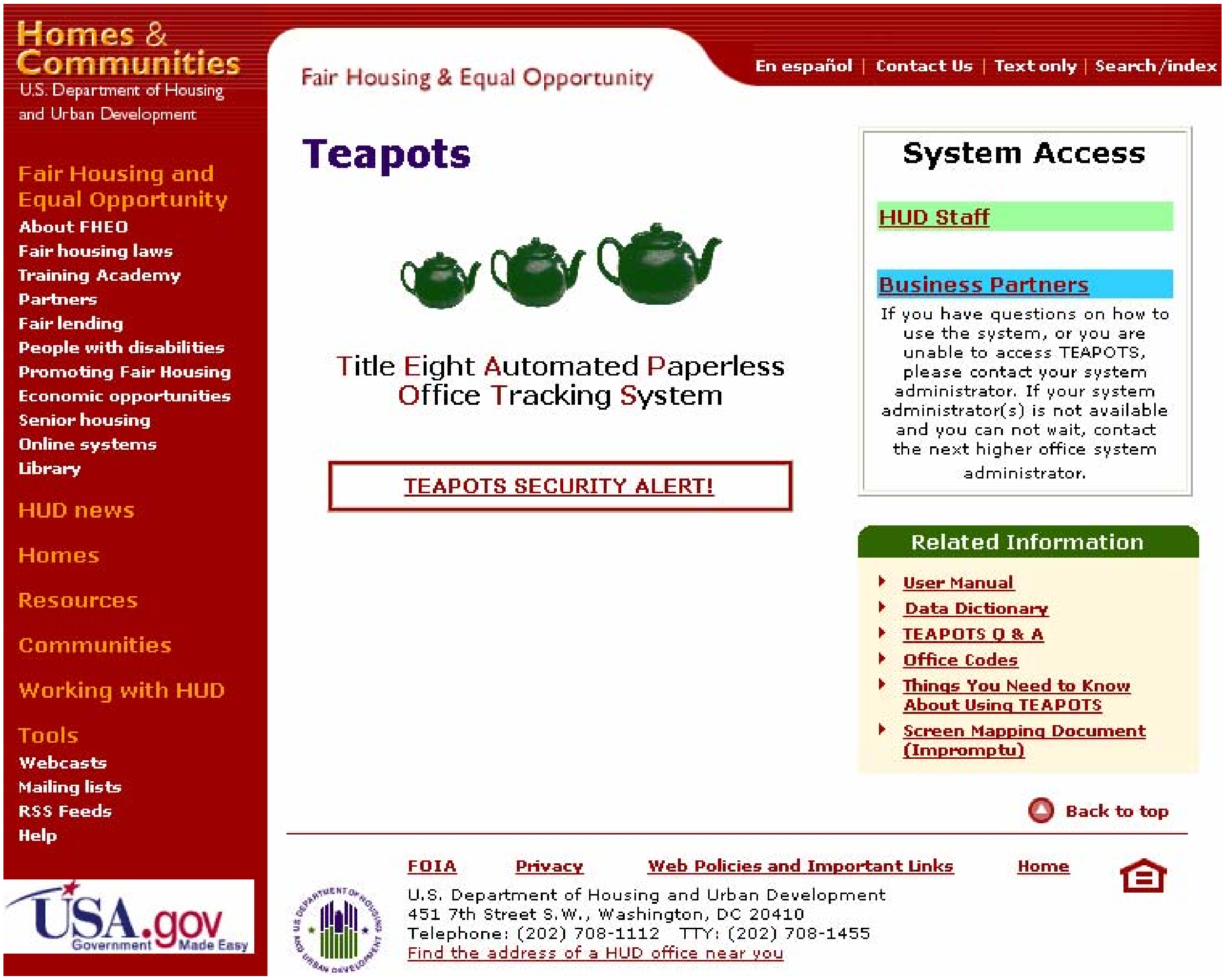
This section provides a general walkthrough of the TEAPOTS system flow. A detailed guide to all system functions in TEAPOTS is described in Section 4.0 Using the System (Online).

3.1 Logging On

TEAPOTS is accessible through the Internet and HUD Intranet. A User ID and password is required to access the system. Contact your TEAPOTS System Administrator to obtain a user account.

Enter the following Uniform Resource Locator (URL) on the address bar of your Microsoft Internet Explorer, version 6.0 browser to access the TEAPOTS HUD webpage.

http://www.hud.gov/offices/fheo/system/teapots.cfm



System Access is provided to two types of user groups: HUD Staff and Business Partners. The TEAPOTS application is accessible through the *HUD Staff* link via HUD Intranet while the TEAPOTS application is accessible through the *Business Partners* link is via Internet.

Click the link that applies to your type of access.

The TEAPOTS *Logon* screen appears.

NOTE: At initial login you will be prompted to change the password provided to you by your System Administrator. You are required to change your password every 90 days; otherwise, your account will be suspended.

1. On the *Logon* screen, type your User ID.

2. Select your site ID from the dropdown box. Site ID is the unique location identifier assigned to each office or agency.

3. Type your password. The passwords must consist of 8 characters in length which includes a minimum of the following:

- 1 uppercase alphabetic character (A-Z)
- 1 number (0-9)
- 1 special character (!@#$%^&*()_-+=\/?:;<>~`)

4. If you are using JAWS for Windows, click the Activate Accessibility checkbox.

5. Click the *Process Login* button to access the TEAPOTS Main screen.

6. A Security Banner message box appears.

7. Click the OK button to accept the notification.

3.2 TEAPOTS Main Screen

The TEAPOTS Main screen is divided into three sections: Title Bar, Main Menu and the Output Window.

3.2.1 Title Bar

The Title Bar is located at the top section of the screen. It displays the title of the system, and the time duration of your password. Included is a Quick Search for Case function that enables you to search for a case based on the Inquiry Number, HUD File Number or FHAP Case Number. The Title Bar also contains a hidden section containing information about the user's access location. The information can be viewed by dragging the bottom border of the Title Bar.

3.2.2 Main Menu

The column on the left side of the screen contains a menu listing of all TEAPOTS system functions. Each link allows you to access the system function screen associated to the selected menu item. Below is a general description of each system function. For more details, refer to Section 4.0 Using the System (Online) of this document.

3.2.2.1 Create Inquiry

The Create Inquiry function enables you to add a new inquiry for case processing. Users with read-only rights are can not access this function.

3.2.2.2 Newly Assigned Cases

The Newly Assigned Cases function enables you to view or access cases that were recently assigned to you.

3.2.2.3 Case Locator

The Case Locator enables you to perform the following sub-functions listed below.

- My Cases – serves as your personal folder where you can retrieve frequently accessed cases.
- Locator – enables you to generate a search for a case based on the criteria you provided.
- Last Results – enables you to view the last search generated in the Search Results screen within the current session.
- Saved Searches – enables you to access your list of saved queries.

3.2.2.4 Active Case

The Active Case function enables you to process a complaint or claim from initiation to closure. All users with Data Entry, Manager, and System Administrator rights have full access to Active Case within their respective region and site; however, read-only users are limited to viewing case data and General Counsel Users are limited to processing case data.

Active Case contains the following sub-functions:

> **NOTE:**
>
> Your role and access rights determine whether the active screen should function in Edit mode or in Read-Only mode.

- Intake – enables you to enter initial case information of an existing housing discrimination inquiry, information pertaining to the complainants and respondents, and detailed discrimination and allegation information.
- Jurisdiction – enables you to establish jurisdiction for HUD cases, identify dual filing status, refer a case to a FHAP agency, or close an inquiry.
- Interviews – enables you to record all interviews conducted during case processing.

- Investigation – enables the investigator to enter information about a case. In addition, this function allows the investigator to close a case based on the findings.
- Case Management – enables you to record all case assignments and perform HUD Inter-Office transfers.
- Tracks – enables you to identify the type of investigation processes issued for the case.
- Conciliation – enables you to record all conciliation attempts made with any primary party (complainant and respondent) or both parties.
- General Counsel – enables the Office of General Counsel (OGC) personnel to enter information pertaining to cases that have been transferred to Counsel for processing.
- Case Reports – enables you to view or print information pertaining to a specific case.
- Child Cases – enables you to transfer designated information from one case (parent) to another (companion) case.

3.2.2.5 Administration

The Administration function enables you to perform case administration and manage user accounts. The table below indicates user access rights to key sub-functions.

User Access Rights	System Administrator	Manager	Data Entry	Read-Only
Staff Information	X	X		
Checked Out Cases	X	X		
Signature Blocks	X			
Delete Cases	X			
Remove Jurisdiction	X			
Change Password	X	X	X	X
Standard Reports	X	X		
Report Flow	X	X		

Administration contains the following sub-functions:

- Staff Information – contains TEAPOTS user profiles. This function enables the System Administrator to view, create, edit, reset or delete a user.
- Checked Out Cases – enables you to view and check in cases that are checked out by another user within your respective region and/or site.

- Signature Blocks – enables you to add or update the signature blocks and office address data for the respective site.
- Delete Cases – enables the System Administrator to delete cases in TEAPOTS.
- Remove Jurisdiction – enables the System Administrator to reset jurisdiction assigned to a case.
- Change Password – enables you to change your password.
- Standard Reports – enables you to generate FHEO reports for a specific reporting period.
- Report Flow – enables the System Administrator and Manager to manage the report queue. This feature was added to streamline report processing.

3.2.2.6 Transfers Pending

The Transfers Pending function enables you to transfer cases: within HUD, to FHAP, or back to HUD. Access to each sub-function depends on the user's site location.

Transfers Pending contains the following sub-functions:

- HUD-to-HUD – enables you to transfer cases within HUD Headquarters and regions.
- HUD-to-FHAP – enables you to transfer cases from HUD to a FHAP agency.
- FHAP-to-HUD – enables you to transfer cases from a FHAP agency back to HUD.

NOTE:

FHAP users may access HUD-to-FHAP while HUD users may access the HUD-to-HUD and FHAP-to-HUD.

3.2.2.7 Other Authorities

The Other Authorities function enables you to access cases filed under Authorities other than Title VIII and the Executive Orders. Other Authorities includes Title VI, Title IX, Section 109, Section 504, Americans with Disabilities Act (ADA), and Age Discrimination Act (AGE). All users have access to this function.

Other Authorities contains the following sub-functions:

- Find Case – enables you to search for cases filed under Authorities other than Title VIII and the Executive Orders.
- Reports – enables you to generate a report filed under Authorities other than Title VIII and the Executive Orders.

3.2.2.8 Letters

The Letters function contains Letter Admin which enables you to generate and regenerate letters based on a specific date or case.

3.2.2.9 On-Line Help

On-Line Help serves as a guide for users when navigating through the TEAPOTS system.

3.2.2.10 About

About provides you with a brief summary regarding the TEAPOTS system.

3.2.2.11 FAQ

FAQ provides you with answers to frequently asked question about TEAPOTS.

3.2.2.12 Exit System

Exit System enables you to properly log out of TEAPOTS.

3.2.3 Output Window

The right side of the screen is the Output Window. This is where the functional screen associated to the menu item you selected is displayed. The functional screen varies depending on the menu item you selected.

Your user role and access rights determine if the functional screen will perform in Edit Mode or Read-Only Mode.

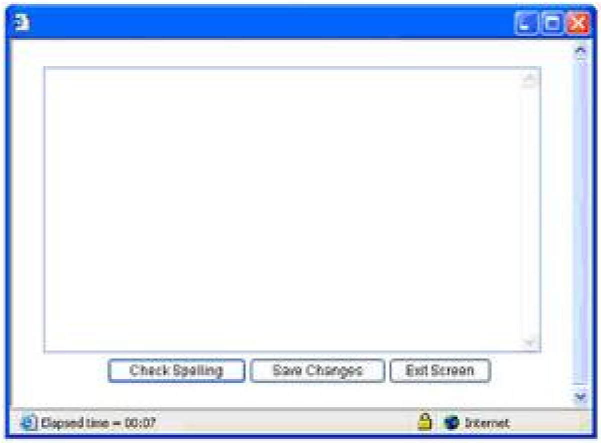
3.3 Memo Screen

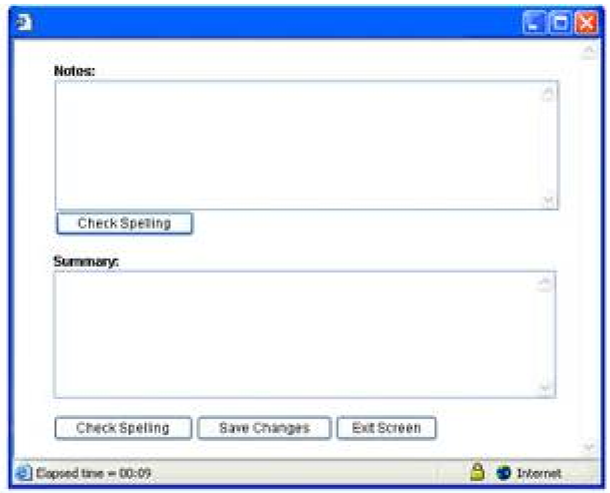
The Memo screen is where you can provide notes, remarks, observations, summary or other information about the case.

The scroll bar enables you to vertically navigate through the memo screen.

The two types of memo screens in TEAPOTS are: *Memo* and *Notes and Summary*

Memo **Notes and Summary**





1. On the memo screen, type your entry on the text field provided.

2. You may perform any of the following functions:

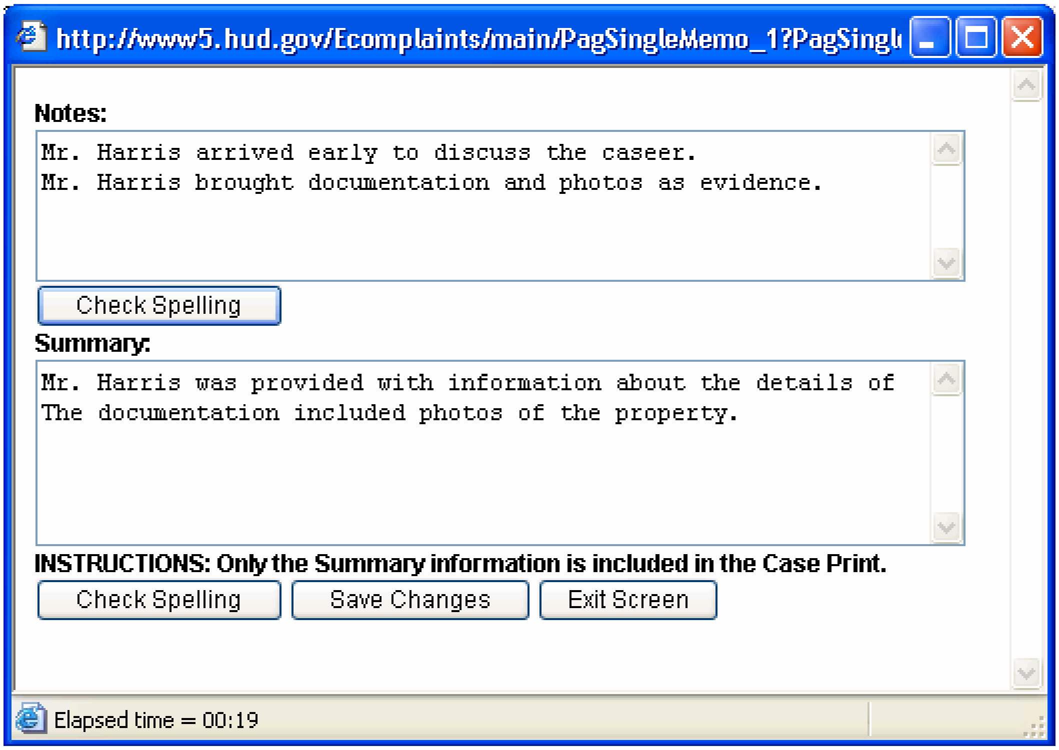
   a. To perform a spell check, click the Check Spelling button.
   b. To save your entry and remain on the screen, click the Save Changes button.
   c. To save your entry and exit the screen, click the Exit Screen button. A message box appears to confirm your request. Click the OK button.
   d. To close the screen without saving, click the  button at the top right corner of the window.

3.3.1 Spell Check

The memo screen includes a Spell Check function.

To perform a spell check, follow these steps.

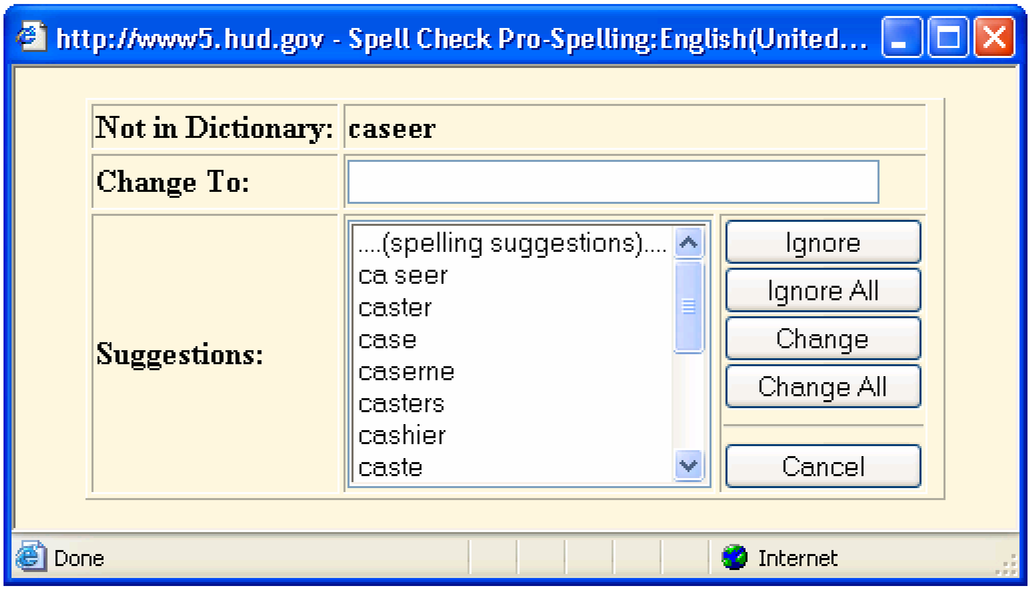
1. Access the memo screen (Memo or Notes and Summary).



2. Click the *Check Spelling* button on the memo screen.

3. If the spellchecker function does not detect a misspelled word, the following message box appears.

4. If the spellchecker function detects a misspelled word, the Spell Check screen appears.



5. The misspelled word will be displayed in the *Not in Dictionary* field. A list of suggested replacement words will appear in the *Suggestions* field.

6. You may perform any of the following functions:

   a. **Ignore** – Click the *Ignore* button to disregard the suggestions to the misspelled word.
   b. **Ignore All** – The *Ignore All* button applies to two or more of the same misspelled word in the memo field. Click the Ignore All button to disregard suggestions to the misspelled word detected by the spellchecker function.
   c. **Change** – To replace the misspelled word detected by the spellchecker function, highlight the correct word from the *Suggestions* list box. Your selection is displayed in the *Change To* field. Click the *Change* button to replace the misspelled word with the word you selected from the list.
   d. **Change All** – The *Change All* button applies to two or more of the same misspelled word in the memo field. To replace the misspelled word detected by the spellchecker function, highlight the correct word from the *Suggestions* list box. Your selection is displayed in the *Change To* field. Click the *Change All* button to replace the misspelled word with the suggestion you selected from the list.
   e. **Cancel** – Click the *Cancel* button to discontinue the request.

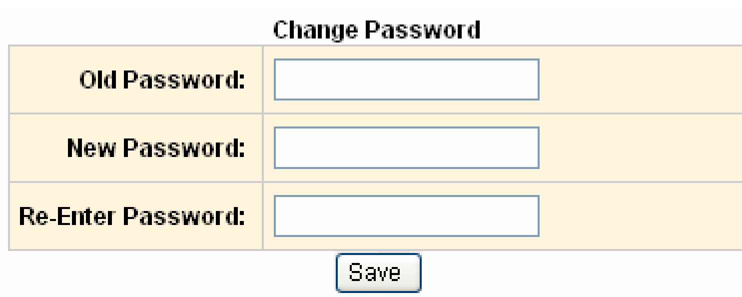
3.4 Changing User ID and Password

3.4.1 Changing Your User ID

For security reasons, the TEAPOTS application does not provide the functionality for users to change their own User ID. You must contact your TEAPOTS System Administrator to have your User ID changed.

3.4.2 Changing Your Password

TEAPOTS allows you to change your password anytime. However due to security reasons, the following scenario will trigger the system to prompt the user to change their password.



1. If you are a first-time user, the system will alert you upon initial login to replace the password provided to you by the System Administrator.

2. If your user account was reset by the System Administrator, the system will alert you to change your password prior to allowing access to TEAPOTS.

3. It is imperative for you to change your password within 90 days; otherwise your user account will be suspended.

<u>How to Change Your Password</u>

1. Click the *Change Password* link on the Main Menu. The Change Password screen will be displayed.

2. Type your current password in the *Old Password* textbox.

3. Type your new password in the *New Password* textbox. Your password must contain a minimum of 8 characters in length which must include the following:

   - 1 uppercase alphabetic character (A-Z)
   - 1 number (0-9)
   - 1 special character (!@#$%^&*()_-+=\/?:;<>~`)

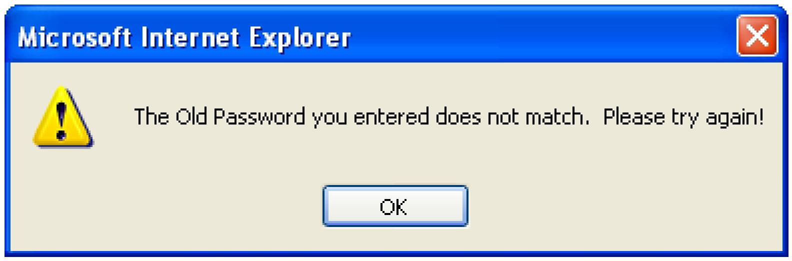
> **NOTE:**
>
> You are not allowed to re-use your old password to your new password.

4. Confirm your password by re-typing the new password on the *Re-Enter Password* textbox.

5. Click the *Save* button.

6. If the system detects an error in your entry, a message box will appear with any of the following notification:

   The old password you entered did not match your current password or,



   Your entry in the *New Password* textbox and *Re-Enter Password* textbox did not match.

   Click the *OK* button on the message box and re-enter the correct information in the *Change Password* screen. Then, click the *Save* button.

7. If your entry was successful, a message box appears confirming that your password has been changed.

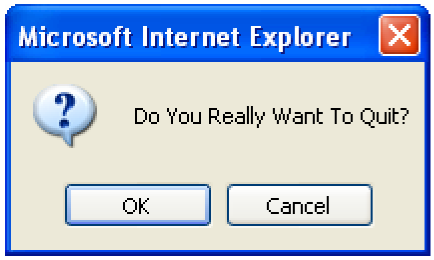
   Click the *OK* button to accept the notification.

3.5 Exit System

The *Exit System* function allows you to properly log out of TEAPOTS.

1. Click the *Exit System* link on the Main Menu.

2. A message box appears to confirm your request.



3. Click the OK button to log out of the system.

4.0 USING THE SYSTEM (ONLINE)

4.0 USING THE SYSTEM (ONLINE)

The instructions on how to access and log in to TEAPOTS are described in the previous section, 3.0 Getting Started. This section, 4.0 Using the System (Online) provides you with a detailed description of TEAPOTS after successful log in.

Section 4.0 describes each TEAPOTS module, sub-modules, functions and sub-functions in detail. Querying and Reporting are covered in this section as well.

Below is a list of essential information to ensure effective usage while operating the TEAPOTS system.

Session Timeout
In order to keep a session active, you must perform a system function (e.g. clicking on a link or button, etc.) at least every forty-five (45) minutes. You will be redirected to the Log In page if you click on a system function after your session has expired.

Mandatory Fields
You must complete all mandatory fields in order to ensure a successful submission of data. The system detects whether a mandatory field is not populated with data. A validation message box appears prompting you to fill out the mandatory field.

Check In/Check Out
If you log out of TEAPOTS without checking in the current case, the case will remain in check out status.

The system will not allow you to check out a new case until the current case is checked in; however, you may create a new inquiry even if you have a case checked out.

Compliance to Business Rules
The system will not allow you to check in a case if the case does not meet all TEAPOTS business rules. The system will repeatedly remind you to input or correct the data.

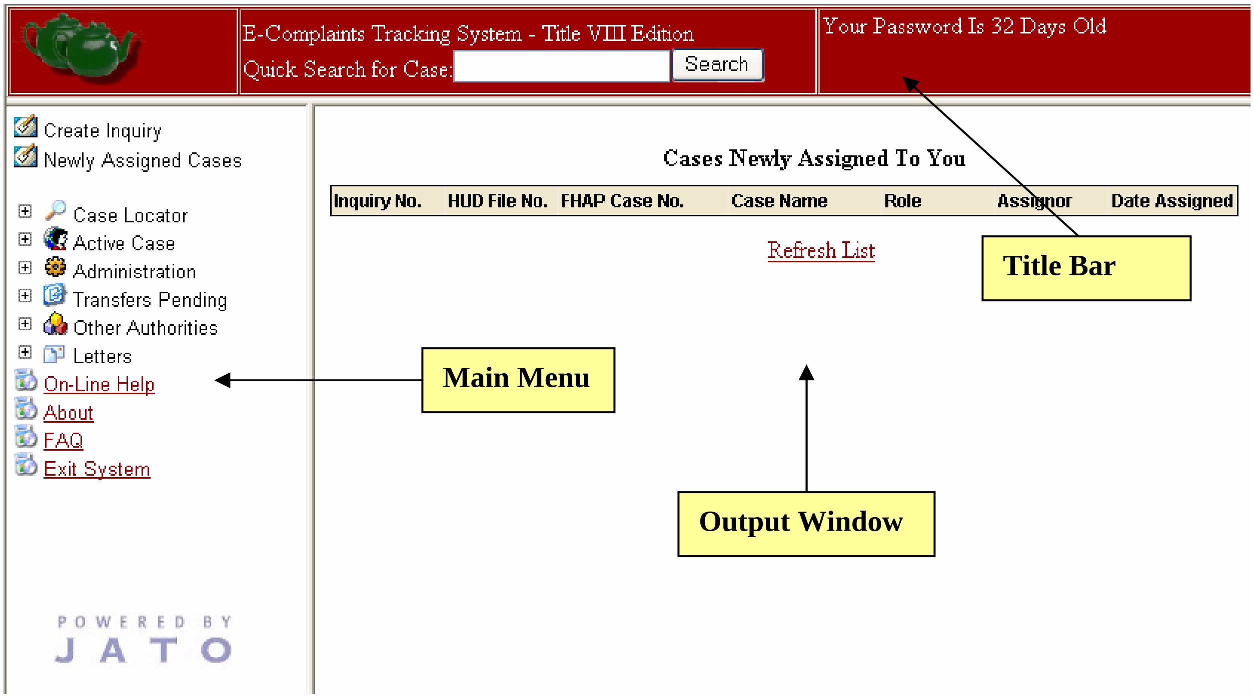
If you log out of the system without meeting the business rules, the case remains in check out status. Therefore, when you log in again and attempt to check out another case, a validation message box will appear reminding you to input or correct your entry on the currently checked out case.

Date Fields
All date entries must be in MM/DD/YYYY format. The system automatically validates each date field. If you enter the date format incorrectly, a message box appears prompting you to correct the entry.

Wait for the System to Complete a Task
The system scans through the database when performing a search; therefore please wait for the page to complete the task before performing another action.

Report Queue
When generating a Standard Report, the user may perform another task while the report is on queue.

The TEAPOTS default screen appears upon successful log in. TEAPOTS screens are divided into three sections: Title Bar, Main Menu and Output Window.

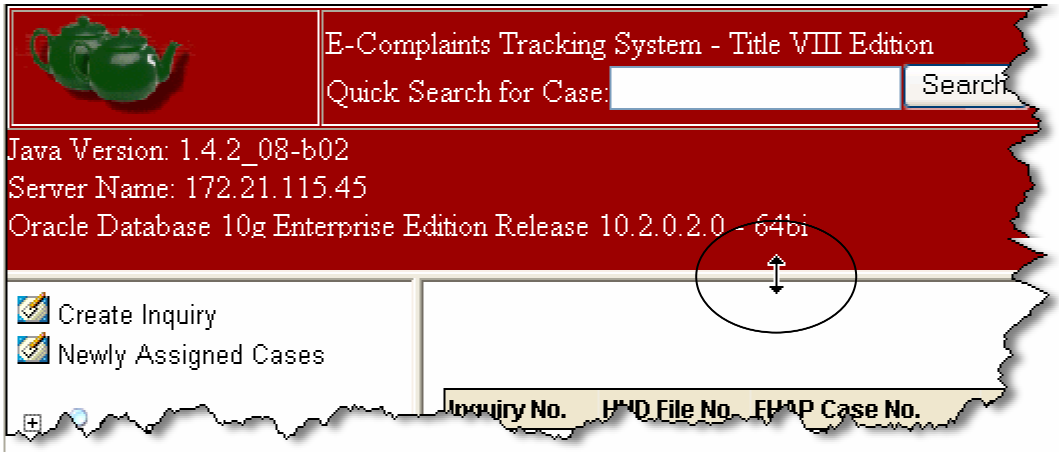


4.1 Title Bar

The Title Bar is located at the top section of all TEAPOTS screens. It is where the title of the system, E-Complaints Tracking System – Title VIII Edition is displayed. The Title bar also indicates the duration of your password. This serves as a reminder for you to change your password within 90 days.

The *Quick Search for Case* function enables you to perform a search based on the case's Inquiry No., HUD File No. or FHAP Case No.

The Title Bar also contains a hidden section containing information about the user's access location. The information can be viewed by dragging the bottom border of the Title Bar. To hide the contents, drag the border back to its original position.



4.1.1 Performing a Quick Search for Case

The *Quick Search for Case* function is a new feature in TEAPOTS that allows you to search for a case based on Inquiry No., HUD File No. or FHAP Case No. *Quick Search for Case* is available at all times during the session.

To access a case through the Quick Search for Case function, follow these steps:

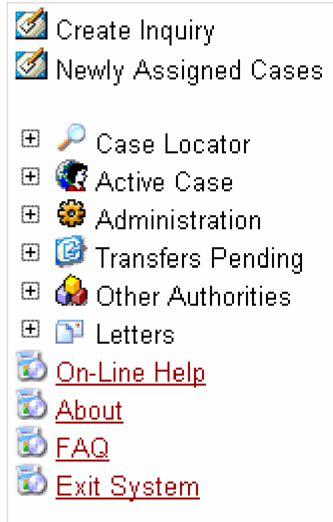
1. Type the case's exact Inquiry No., HUD File No. or FHAP Case No. on the *Quick Search for Case* textbox located at the top section of the screen.
2. Click the *Search* button.
3. The case is generated and displayed on the Intake screen. See Section 4.2.4.1.1 Intake Screen.

4.2 Main Menu

The Main Menu is located on the left side of the screen. The Main Menu contains menu items that serve as links to TEAPOTS system functions. Each link allows you to access the screen associated to the selected menu item.

The top-level menu items are: Create Inquiry, Newly Assigned Cases, Case Locator, Active Case, Administration, Transfers Pending, Other Authorities, Letters, On-Line Help, About, FAQ and Exit System.

By default, the Main Menu is minimized.



To expand the menu and access the submenus, click the plus sign corresponding to the selected menu item.

Example: To expand Case Locator, click the plus sign adjacent to it. Notice the submenus are displayed.

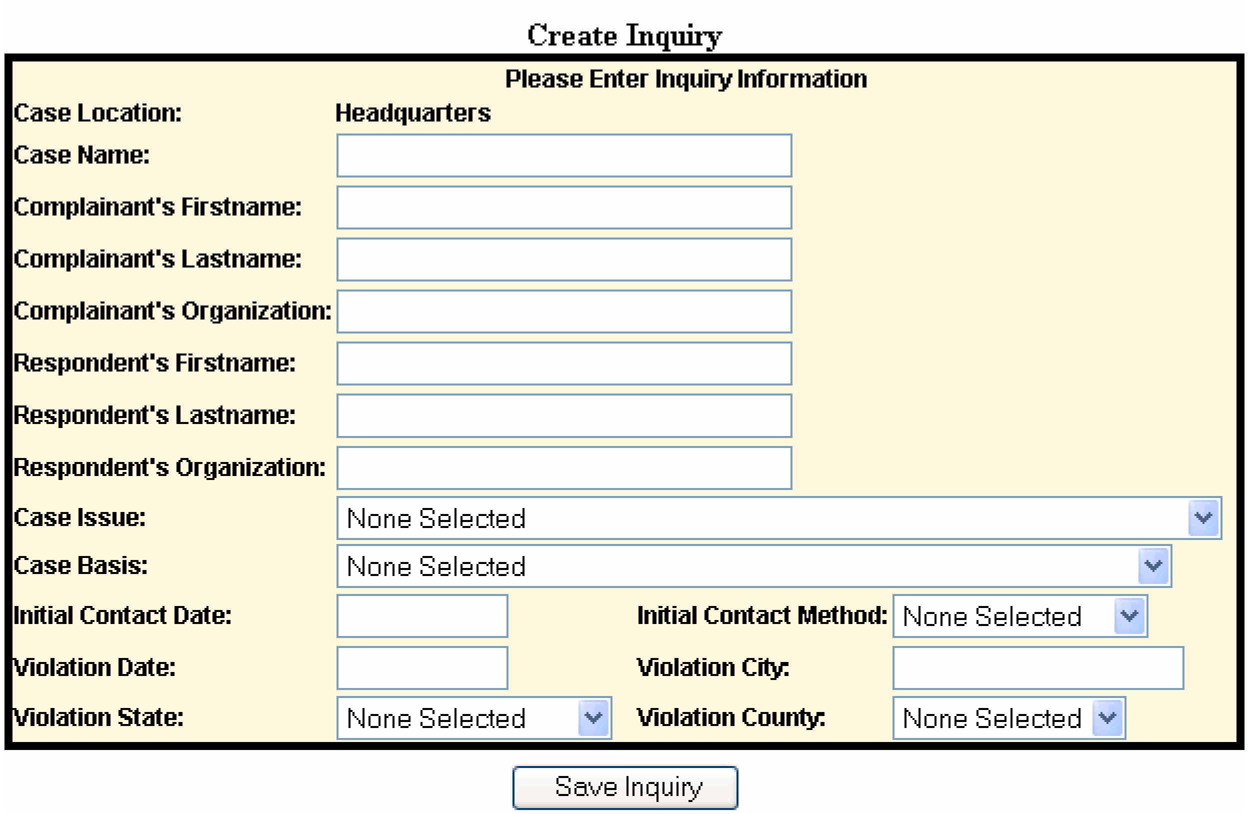
To minimize the menu, click the minus sign corresponding to the selected menu item.

4.2.1 Create Inquiry

The Create Inquiry function enables you to add a new inquiry (potential complaint) into the TEAPOTS system for case processing.

To create an inquiry, click the *Create Inquiry* link on the Main Menu.

The output window on the right side of the screen displays the *Create Inquiry* screen.


Create Inquiry

Please Enter Inquiry Information

Case Location: Headquarters

Case Name:

Complainant's Firstname:

Complainant's Lastname:

Complainant's Organization:

Respondent's Firstname:

Respondent's Lastname:

Respondent's Organization:

Case Issue: None Selected

Case Basis: None Selected

Initial Contact Date: Initial Contact Method: None Selected

Violation Date: Violation City:

Violation State: None Selected Violation County: None Selected

Save Inquiry

4.2.1.1 Entering Inquiry Information

On the *Create Inquiry* screen, fill out the form by entering the following information. All the fields are mandatory except for Case Basis.

Case Location – This field is automatically populated based on the Site ID provided by the user at logon.

FHAP File Number – If you are logged in as a FHAP user, this textbox is displayed. Type the FHAP File number in the textbox provided.

Case Name – Type the name of the case in the following order: First Complainant vs. First Respondent. If the respondent is an organization, type the name of the organization. Do not type the individual's name.

Complainant's Firstname – If the complainant is an individual, type the First Name of the complainant in the textbox provided. This field is mandatory if you entered the complainant's Last Name on the *Complainant's Last Name* textbox.

Complainant's Lastname – If the complainant is an individual, type the Last Name of the complainant in the textbox provided. This field is mandatory if you entered the complainant's First Name on the *Complainant's First Name* textbox.

Complainant's Organization – If the complainant is an organization, type the name of the organization filing the complaint.

Respondent's Firstname – If the respondent is an individual, type the First Name of the respondent in the textbox provided. This field is mandatory if you entered the respondent's Last Name on the *Respondent's Last Name* textbox.

Respondent's Lastname – If the respondent is an individual, type the Last Name of the respondent in the textbox provided. This field is mandatory if you entered the respondent's First Name on the *Respondent's First Name* textbox.

Respondent's Organization – If the respondent is an organization, type the name of the organization responding to the complaint.

Case Issue – On the dropdown box, select one from the list of discriminatory acts that best depict the case. The selected item will appear in the *Case Issue* field of the *What Happened* screen.

Case Basis – On the dropdown box, select from the list of discriminatory basis that best depict the case. The selected item will appear in the *Case Basis* field of the *Why Did It Happen* screen. This is not a mandatory field.

Initial Contact Date – Type the date (MM/DD/YYYY) when the complainant first contacted HUD or the FHAP agency about the case. The date should not be later than the current date or earlier than the Violation Date.

Initial Contact Method – On the dropdown box, select the method of communication used by the complainant to contact HUD or the FHAP agency.

Violation Date – Type the date (MM/DD/YYYY) of the alleged violation in the textbox provided. The date should not be later than the current date or the Initial Contact Date.

Violation City – On the dropdown box, select the city where the alleged violation occurred.

Violation State – On the dropdown box, select the state where the alleged violation occurred.

Violation County – On the dropdown box, select the county where the alleged violation occurred.

4.2.1.2 Submitting the New Inquiry

After completing the Create Inquiry form, click the *Save Inquiry* button to submit the entry.

The system will generate a Case Inquiry Number for the case. A message box will appear displaying the Inquiry Number.

Click the *OK* button to continue.

NOTE: When a new case is added to the system, an Inquiry Number is automatically generated and assigned to the case. A HUD File Number will be generated after jurisdiction is established.

The Intake screen is displayed with case data provided when the inquiry was created and submitted. The Intake screen is discussed in detail in Section 4.2.4.1.1 Intake Screen.

4.2.2 Newly Assigned Cases

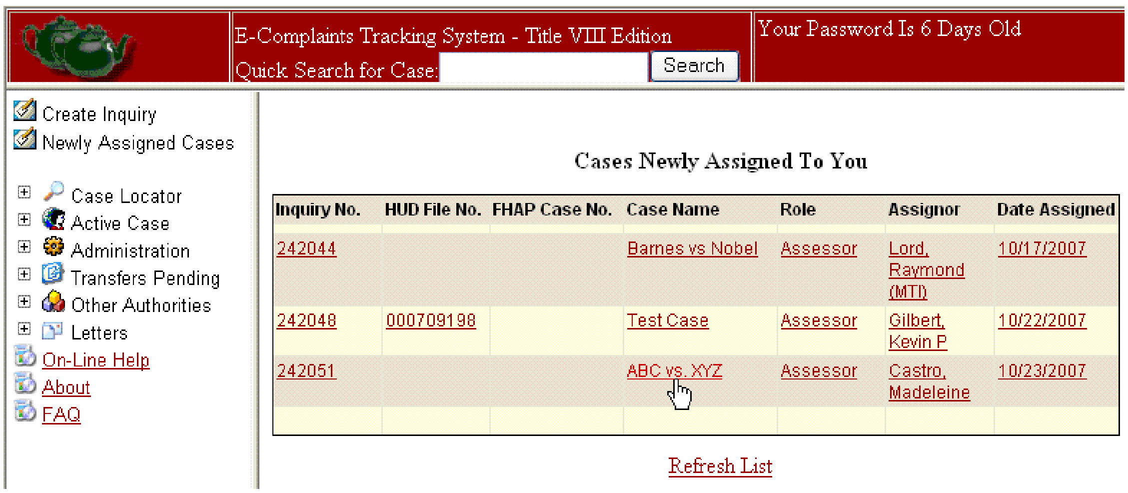
The Newly Assigned Cases function provides you with a list of cases recently assigned to you. Click the *Newly Assigned Cases* link in the Main Menu to access the *Cases Newly Assigned To You* screen.

4.2.2.1 Cases Newly Assigned to You Screen

The *Cases Newly Assigned To You* screen contains a list of cases recently assigned to you. The screen is composed of seven (7) columns: Inquiry No., HUD File No., FHAP Case No., Case Name, Role, Assignor and Date Assigned.

Inquiry No. – contains system-generated identification numbers assigned to the case when the inquiry was created.

HUD File No. – contains system-generated identification numbers assigned to the case after jurisdiction is established.



FHAP Case No. – contains the identification number assigned by FHAP agency to the case.

Case Name – contains the name of the case (First Complainant versus First Respondent.)

Role – the user's tasked responsibility in the case.

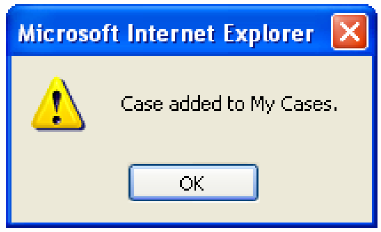
Assignor – contains the name of the person who assigned the case to you.

Date Assigned – contains the date when the case was assigned to you.

4.2.2.2 Check out A Newly Assigned Case

To check out a case listed in the *Cases Newly Assigned To You* screen, click any of the links corresponding to the case you want to check out.

A message box appears to notify you that the case was added to My Cases.



Click the *OK* button to continue.

The Intake screen is displayed containing data from the newly assigned case. The Intake screen is discussed in detail in Section 4.2.4.1.1 Intake Screen.

> **NOTE:** When a case is checked out from the *Cases Newly Assigned To You* screen, the case is automatically removed from the list and added into the *My Cases* screen.

4.2.3 Case Locator

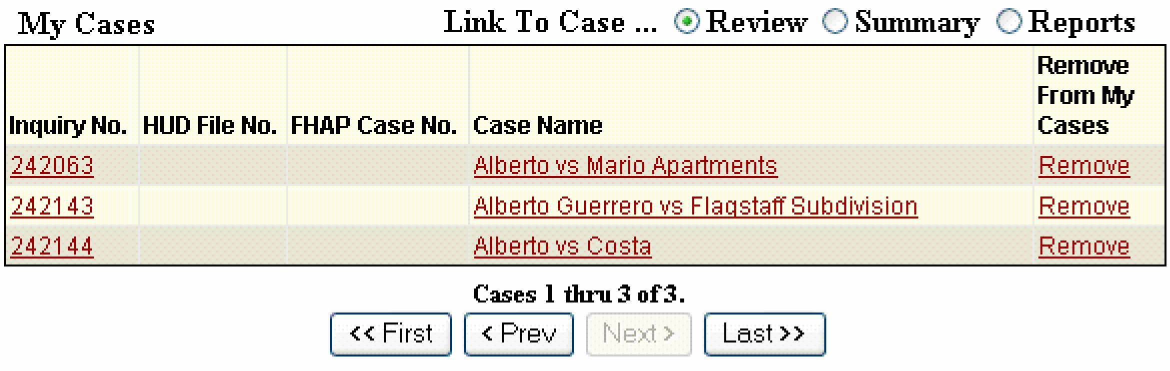
The Case Locator menu item is comprised of four submenus: My Cases, Locator, Last Results and Saved Searches. To expand the Case Locator menu and access the submenus, click the plus sign ⊞ adjacent to Case Locator.

4.2.3.1 My Cases

The *My Cases* function is a new feature in TEAPOTS version 5.2. It serves as the user's personal work folder for easy access to cases. To access the *My Cases* screen, click the *My Cases* link under Case Locator in the Main Menu.

My Cases screen contains a list of cases that the user specifically included for easy access. The screen is composed of a table with 5 columns: Inquiry No., HUD File No., FHAP Case No., Case Name and Remove From My Cases. The list contains up to 15 cases per page. Each row contains links to each case. You can view the case in three different types of format: Review, Summary and Reports.

The navigation buttons at the bottom of the screen enables you to go to the *First*, *Previous*, *Next* or *Last* page of the list.



4.2.3.1.1 *Viewing Cases in My Cases*

You may view cases listed in *My Cases* in three different formats: Review, Summary and Reports.

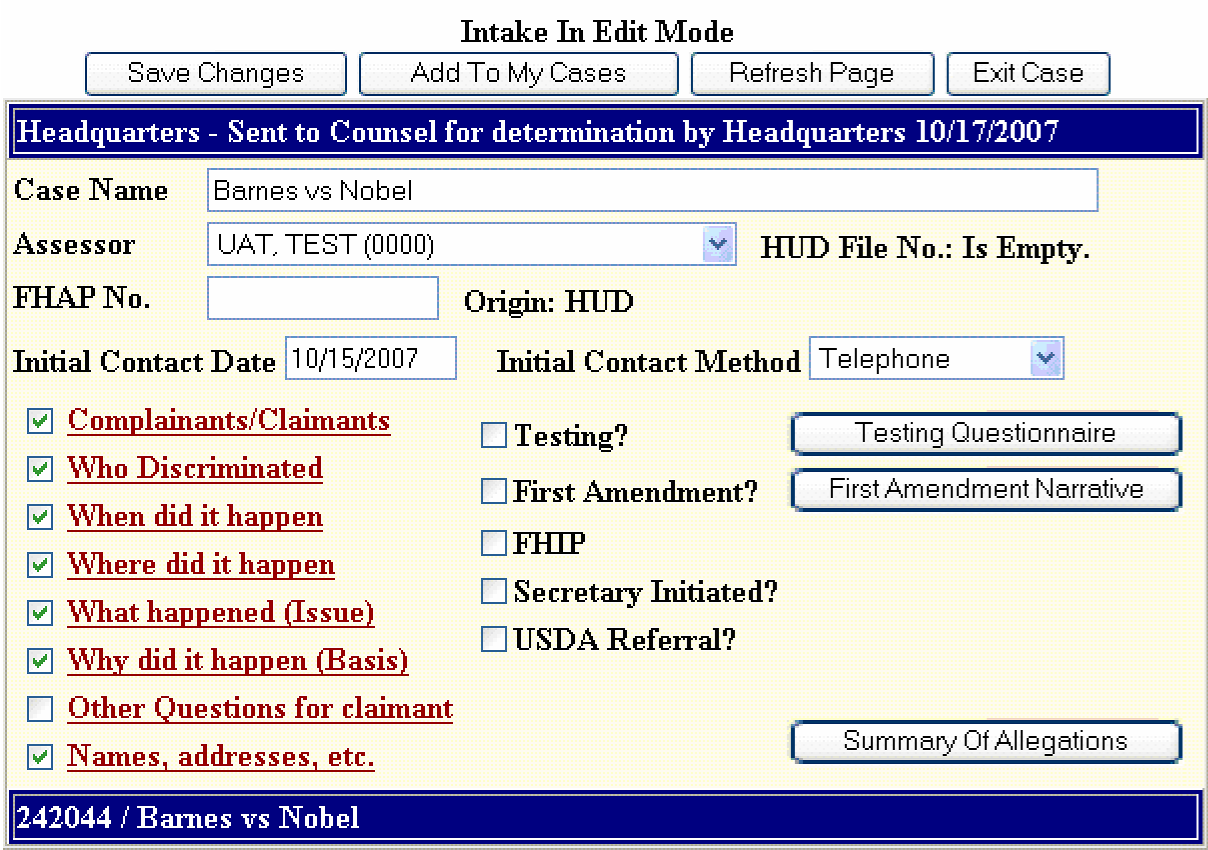
Review

To view the case in Review mode, follow these steps:

1. On the Link to Case section, click the *Review* radio button.

2. On the My Cases list, click any of the links associated to the case you want to check out.

3. The Intake screen is displayed. Your user role and access rights will determine whether the *Intake* screen will function in Edit Mode or Read-Only Mode. Refer to Section 4.2.4.1.1 Intake Screen.



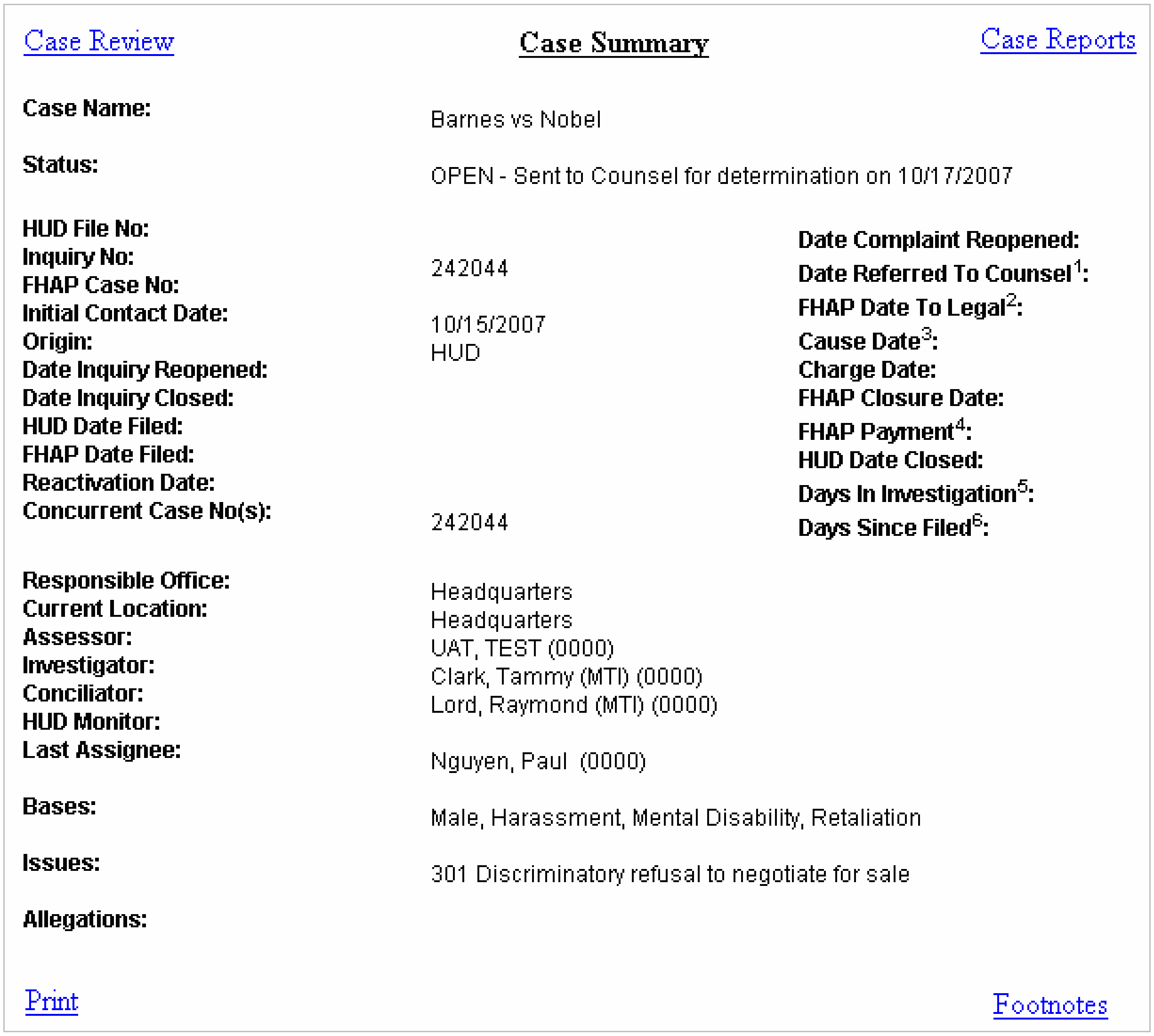
Summary

To view the case in Summary mode, follow these steps:

1. On the Link to Case section, click the *Summary* radio button.

2. On the My Cases list, click any of the links associated to the case you want to check out.

3. The Case Summary screen is displayed.



Case Review | **Case Summary** | Case Reports

Case Name:	Barnes vs Nobel
Status:	OPEN - Sent to Counsel for determination on 10/17/2007
HUD File No:	
Inquiry No:	242044
FHAP Case No:	
Initial Contact Date:	10/15/2007
Origin:	HUD
Date Inquiry Reopened:	
Date Inquiry Closed:	
HUD Date Filed:	
FHAP Date Filed:	
Reactivation Date:	
Concurrent Case No(s):	242044

Date Complaint Reopened:
Date Referred To Counsel[1]**:**
FHAP Date To Legal[2]**:**
Cause Date[3]**:**
Charge Date:
FHAP Closure Date:
FHAP Payment[4]**:**
HUD Date Closed:
Days In Investigation[5]**:**
Days Since Filed[6]**:**

Responsible Office:	Headquarters
Current Location:	Headquarters
Assessor:	UAT, TEST (0000)
Investigator:	Clark, Tammy (MTI) (0000)
Conciliator:	Lord, Raymond (MTI) (0000)
HUD Monitor:	
Last Assignee:	Nguyen, Paul (0000)
Bases:	Male, Harassment, Mental Disability, Retaliation
Issues:	301 Discriminatory refusal to negotiate for sale
Allegations:	

Print | Footnotes

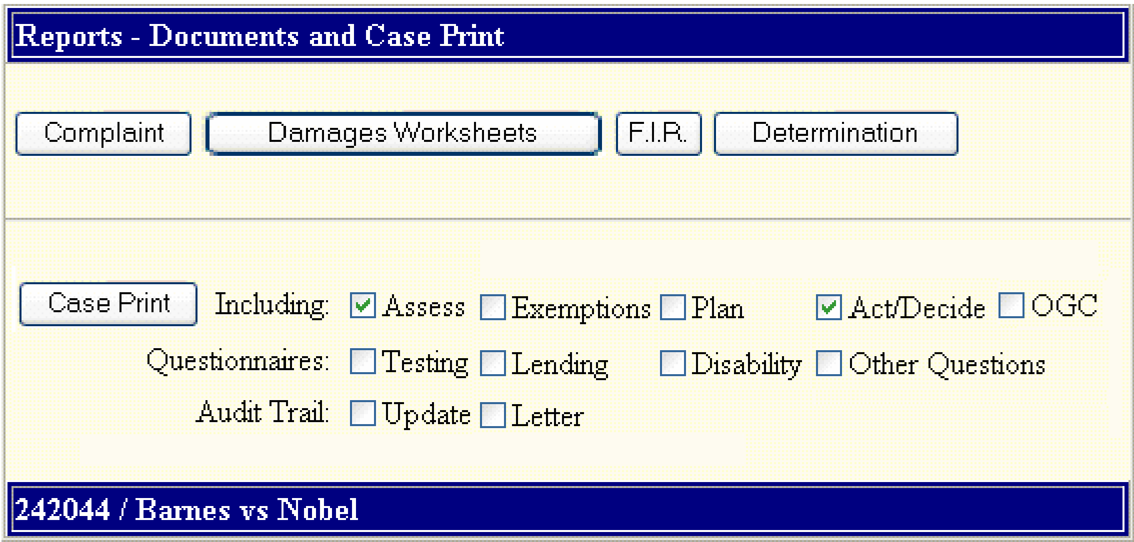
Reports

To access the case in Reports mode, follow these steps:

1. On the Link to Case section, click the *Reports* radio button.

2. On the My Cases list, click any link associated to the case you want to check out.

3. The *Reports – Documents and Case Print* screen appears. This screen allows you to print information pertaining to a particular case. Refer to Section 4.2.4.9.6 Case Print.



4.2.3.1.2 Removing Cases in My Cases

To remove a record in the *My Cases* screen, follow these steps:

1. Click the *Remove* link associated to the record you want to delete from the list.
2. Notice that the record is automatically deleted from the list.

NOTE:

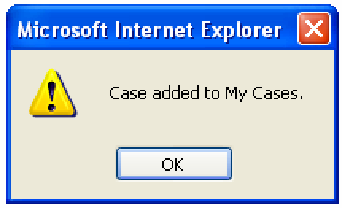
Removing a record in the My Cases screen does not delete the case from the TEAPOTS database.

4.2.3.1.3 Adding a Checked Out Case to My Cases

You may add the case you currently checked out to My Cases. To add the case to the *My Cases* screen, follow these steps:

1. Check out the case you want to add to My Cases.
2. Click any of the menu items under Active Case on the Main Menu (Intake, Jurisdiction, Interviews, Investigation, Case Management, Tracks, Conciliation or General Counsel) to display the associated screen.
3. At the top section of the screen, click the *Add To My Cases* button.

4. A message box appears to notify you that the case has been added to My Cases.



5. Click the *OK* button.

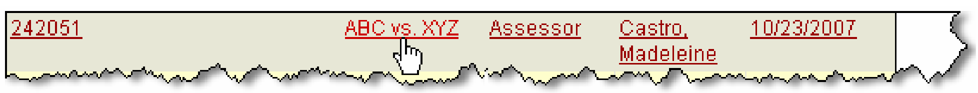
6. To check if the case you selected has been added to My Cases, click the My Cases menu item under Case Locator in the Main Menu. Notice that the case you added is on the list.

4.2.3.1.4 Adding a Newly Assigned Case to My Cases

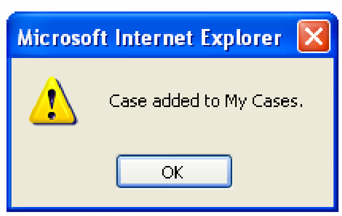
A case is added to My Cases if you check out a case listed in the *Cases Newly Assigned To You* screen.

1. Click *Newly Assigned Cases* menu item on the Main Menu to access the *Cases Newly Assigned To You* screen.

2. Click any of the links corresponding to the case you want to check out.



3. A message box appears notifying the user that the case was added to My Cases.



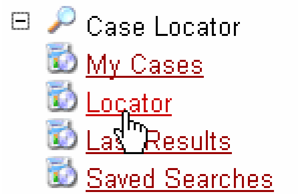
Click the *OK* button.

4. To check if the case you selected has been added to My Cases, click the My Cases menu item under Case Locator in the Main Menu. Notice that the case you checked out is on the list.

> **NOTE:** When a case is checked out from *Cases Newly Assigned To You* screen, the case is automatically removed from the list and added into the *My Cases* screen.

4.2.3.2 Locator

The *Locator* function enables you to search for cases and/or checkout a case. *Locator* performs in the same way as the 'Case Review – Queried' screen in the previous version of TEAPOTS; however, this new design includes additional fields enabling you to narrow down a specific search. To access the *Locator* screen, click the *Locator* link under Case Locator in the Main Menu.



The *Locator* screen contains search fields where you define your search criteria.

At the top of the screen are eight (8) links: *Case Review Search, Case Summary Search, Case Reports Search, Bottom Of Form, Case List, Save Search, View Staff List* and *Clear Criteria.*

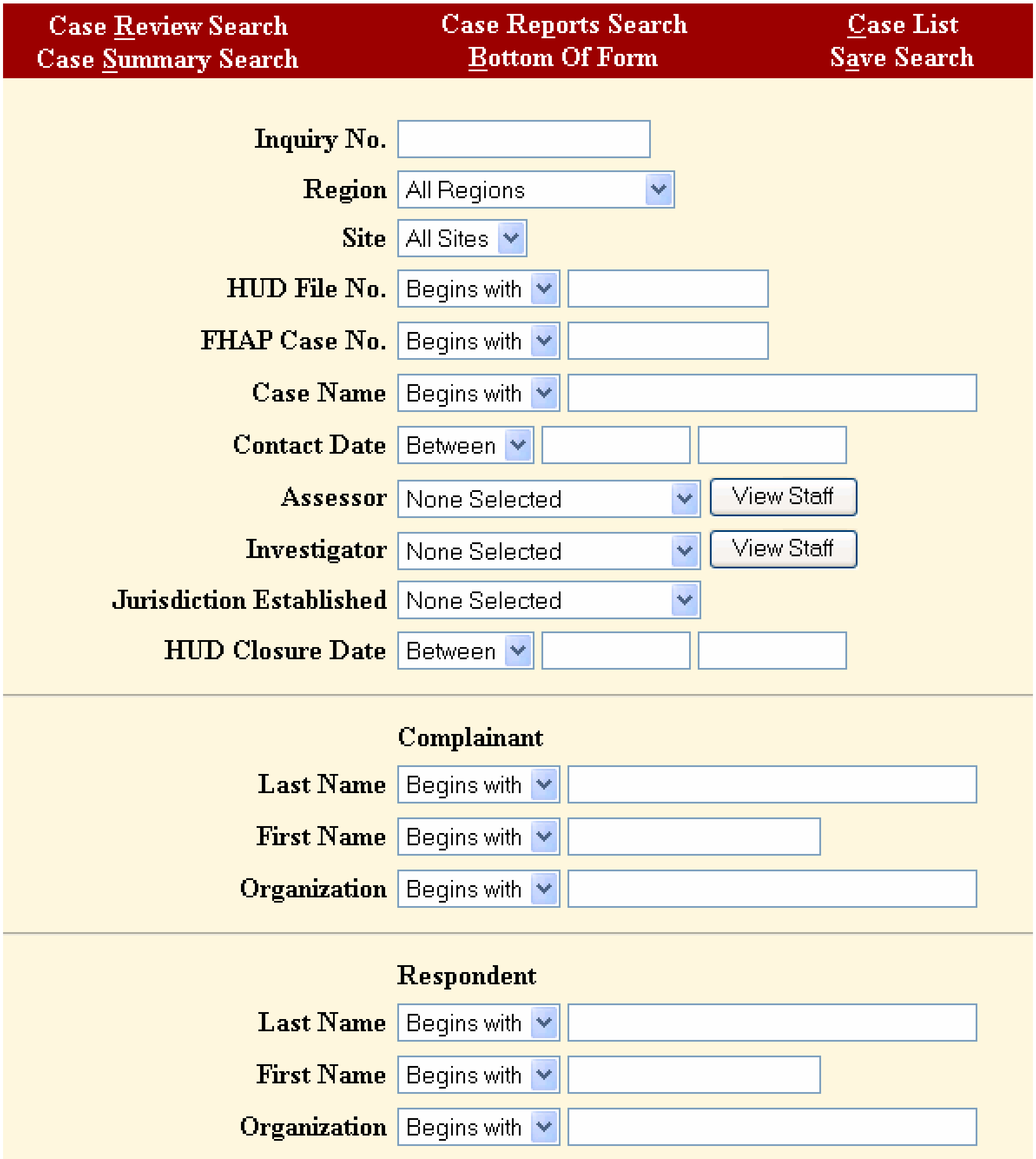
If you are unable to view the *Locator* screen in full, click the *Bottom Of Form* link at the top of the screen to view the lower section of the screen.

4.2.3.2.1 Defining Your Search Criteria

The *Locator* screen is where you search for cases by defining your search criteria in the textboxes and dropdown boxes provided. You may define one or any combination of search conditions.

> **NOTE:**
> Providing additional criteria to your search conditions narrows the search parameters.

The graphical representation below depicts the *Locator* screen.

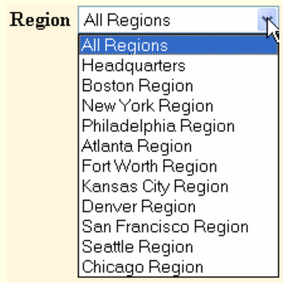


To perform a search for a case(s), you may define one or any combination of the following search fields:

Inquiry No. – This criterion allows you to search for a case based on an identification number assigned to the inquiry. This number is system-generated and was designated to the case upon submitting the information of the alleged violation into the system. Type the Inquiry Number in the textbox provided.

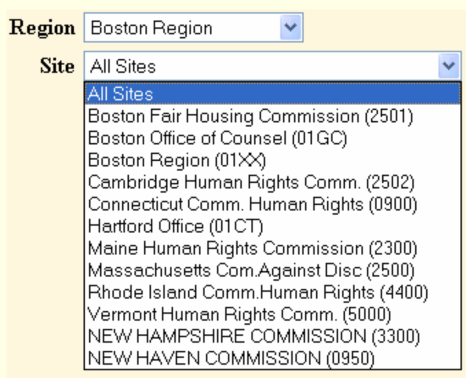
Region – By default, the *Region* dropdown box displays the user's designated region. A regional user is limited to their specific region. For Headquarters users, the default is *All Regions*.

Headquarters users may narrow their search by selecting one of the following: Select *All Regions,* select *Headquarters* or select among the following regions: *Boston*, *New York*, *Philadelphia*, *Atlanta*, *Fort Worth*, *Kansas City*, *Denver*, *San Francisco*, *Seattle* and *Chicago*.

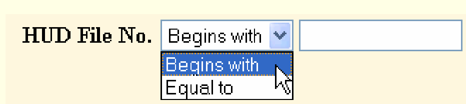


Site – By default, the *Site* dropdown box displays the user's authorized regional site location. For Headquarters users, the default is *All Sites*.

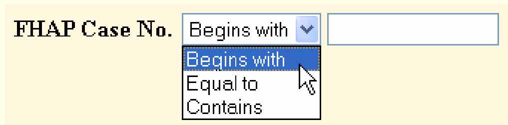
To perform a search for a case based on site, you must first make a selection in the *Region* dropdown box. The screen refreshes to populate the *Site* dropdown box with site ID/Location associated to the region you selected. Proceed to select from the *Site* dropdown box.



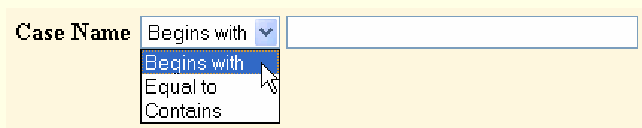
HUD File No. – This criterion allows you to search for a case based on the HUD File Number. Make a selection in the *HUD File No.* dropdown box. Choose from: Begins with or Equal to. Then, in the textbox provided, type the entire or partial HUD File Number depending on the condition selected.



FHAP Case No. – This criterion allows you to search for a case based on the FHAP Case Number. Make a selection in the *FHAP Case No.* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial FHAP Case Number depending on the condition selected.



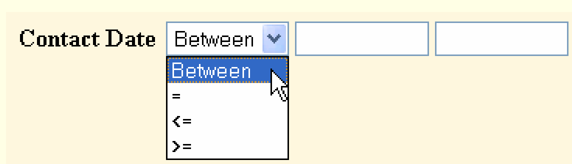
Case Name – This criterion allows you to search for a case by specifying the Case Name. Make a selection in the *Case Name* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial Case Name depending on the condition selected. This field is not case-sensitive.



Contact Date – This criterion allows you to search for a case based on the initial contact date. Make a selection in the *Contact Date* dropdown box. Choose from: Between, = (equal to), < = (less than or equal to) or > = (greater than or equal to).

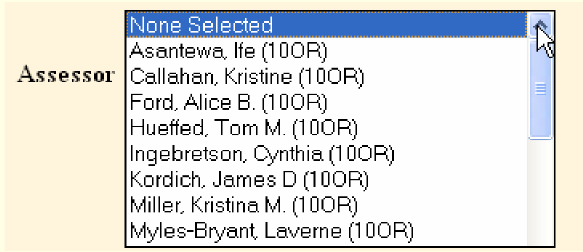
To use the "Between" condition, type a date range (MM/DD/YYYY) in the textboxes provided. The date on the first textbox should be earlier than the date in the second textbox; otherwise, no case will match the criteria.

To use the "=", "< =" or "> =" condition, type the date (MM/DD/YYYY) on the first textbox and leave the second textbox blank.



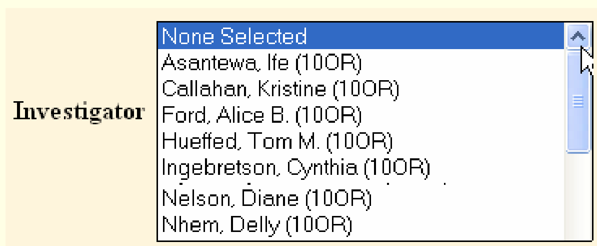
Assessor – This criterion allows you to search for a case by specifying the name of the Assessor. First, make a selection in the *Region* dropdown box. The screen refreshes. Then, click the *View Staff List* link at the top of the screen. The screen refreshes to populate the *Assessor* and *Investigator* dropdown boxes with the staff names associated to the selected region.

On the *Assessor* dropdown box, select the name of the assessor.

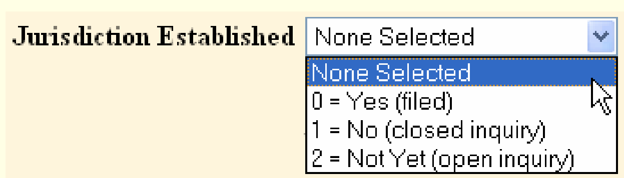


Investigator Name – This criterion allows you to search for a case by specifying the name of the Investigator. First, make a selection in the *Region* dropdown box. Then, click the *View Staff List* link at the top of the screen. The screen refreshes to populate the *Assessor* and *Investigator* dropdown boxes with the staff names associated to the selected region.

On the *Investigator* dropdown box, select the name of the investigator.



Jurisdiction Established – This criterion allows you to search for a case based on the Jurisdiction status. On the *Jurisdiction Established* dropdown box, select from: None Selected, 0 = Yes (filed), 1 = No – (closed inquiry), or 2 = Not Yet (open inquiry).

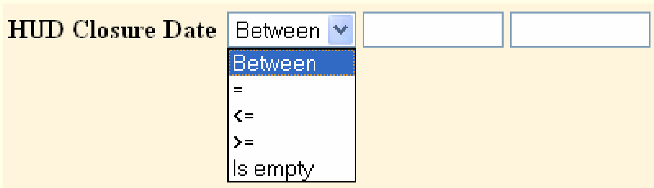


HUD Closure Date – This criterion allows you to search for a case based on the date when the case was closed. Make a selection in the *HUD Closure Date* dropdown box. Choose from: Between, = (equal to), < = (less than or equal to), or > = (greater than or equal to) or Is empty.

To use the "Between" condition, type a date range (MM/DD/YYYY) in the textboxes provided. The date on the first textbox should be earlier than the date in the second textbox; otherwise, no case will match the criteria.

To use the "=", "< =" or "> =" condition, type the date (MM/DD/YYYY) on the first textbox and leave the second textbox blank.

To use the "Is empty" condition, leave the textboxes blank.



Complainant – This section contains a set of search fields pertaining to the complainant. Each criterion allows you to search for a case based on the complainant's Last Name, First Name or Organization.

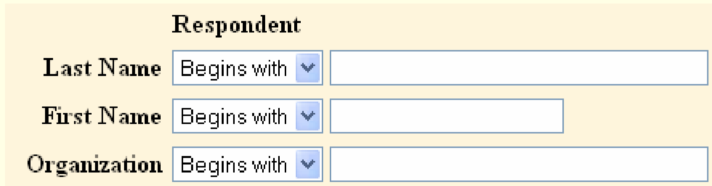
Begins With is the default selection on all the Complainant fields. This field is not case-sensitive.

Last Name – This criterion allows you to search for a case by specifying the complainant's last name. Make a selection in the *Last Name* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial last name depending on the condition you selected.

First Name – This criterion allows you to search for a case by specifying the complainant's first name. Make a selection in the *First Name* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial first name depending on the condition you selected.

Organization – This criterion allows you to search for a case by specifying the complainant's organization. Make a selection in the *Organization* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial name of the organization depending on the condition you selected.

Respondent – This section contains a set of search fields pertaining to the respondent. Each criterion allows you to search for a case based on the respondent's Last Name, First Name or Organization.



Begins With is the default selection on all the Respondent fields. This field is not case-sensitive.

Last Name – This criterion allows you to search for a case by specifying the respondent's last name. Make a selection in the *Last Name* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial last name depending on the condition you selected.

First Name – This criterion allows you to search for a case by specifying the respondent's first name. Make a selection in the *First Name* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial first name depending on the condition you selected.

Organization – This criterion allows you to search for a case by specifying the respondent's organization. Make a selection in the *Organization* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial name of the organization depending on the condition you selected.

> **NOTE:** Remember to clear the criteria you entered in the Locator screen every time you perform a new search.

4.2.3.2.2 Clearing Your Search

The *Locator* screen retains your previous search until you reset the screen. Each time you perform a new search, click the *Clear Criteria* link at the top of the *Locator* screen to clear your previous search entries.

4.2.3.2.3 Performing a Case Review Search

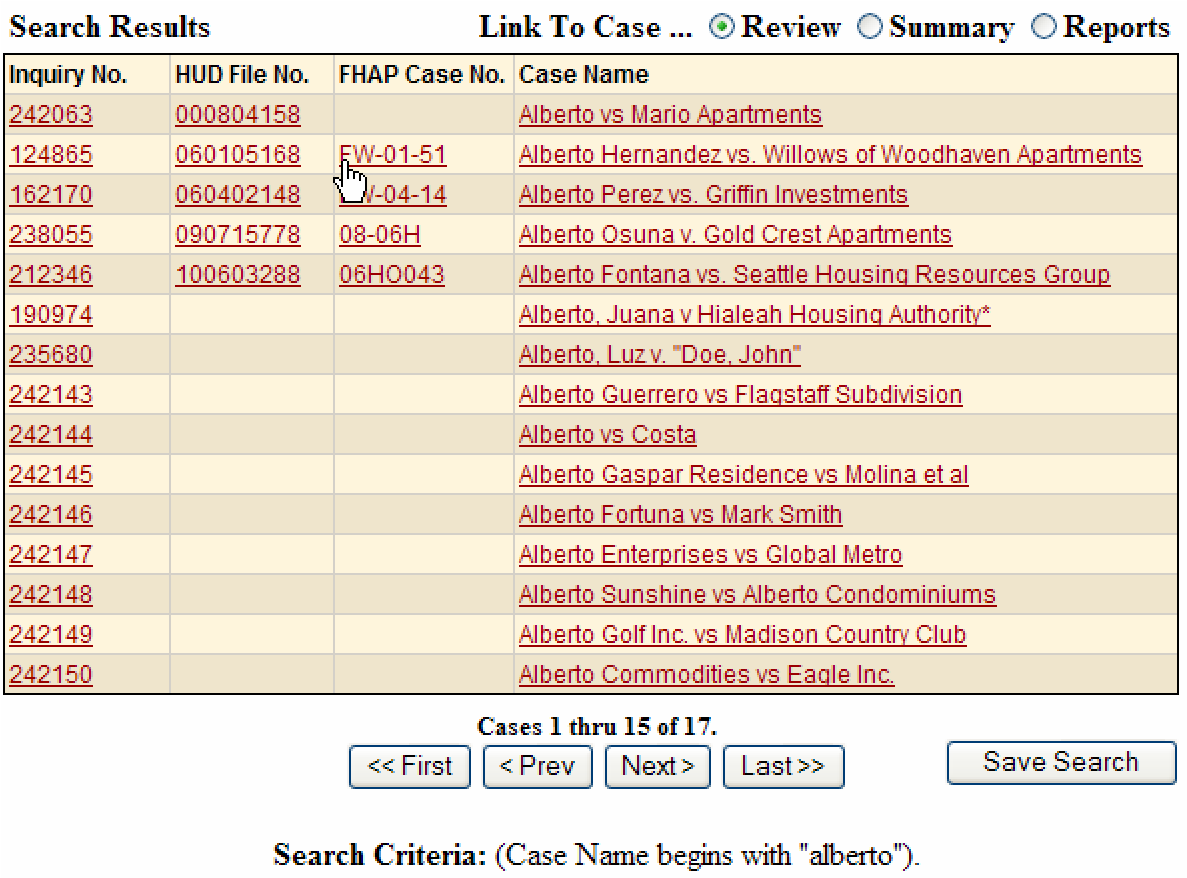
1. To search for a case, enter your criteria on one or combination of the fields provided in the *Locator* screen. Refer to Section 4.2.3.2.1 Defining Your Search Criteria.

2. At the top of the *Locator* screen, click the *Case Review Search* link

3. If the search condition you defined did not generate a result, a message box will appear to notify you that no cases match the criteria you specified. Click the *OK* button to return to the *Locator* screen.

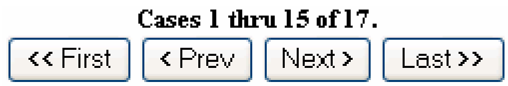
If the search condition you defined matches one specific case, the Intake screen containing data from the case will appear.

If the search condition you defined matches two or more cases, the *Search Results* screen will appear containing a list of cases that match the search criteria. Notice the *Review* radio button at the top of the screen is automatically selected. At the bottom of the screen displays your search criteria.

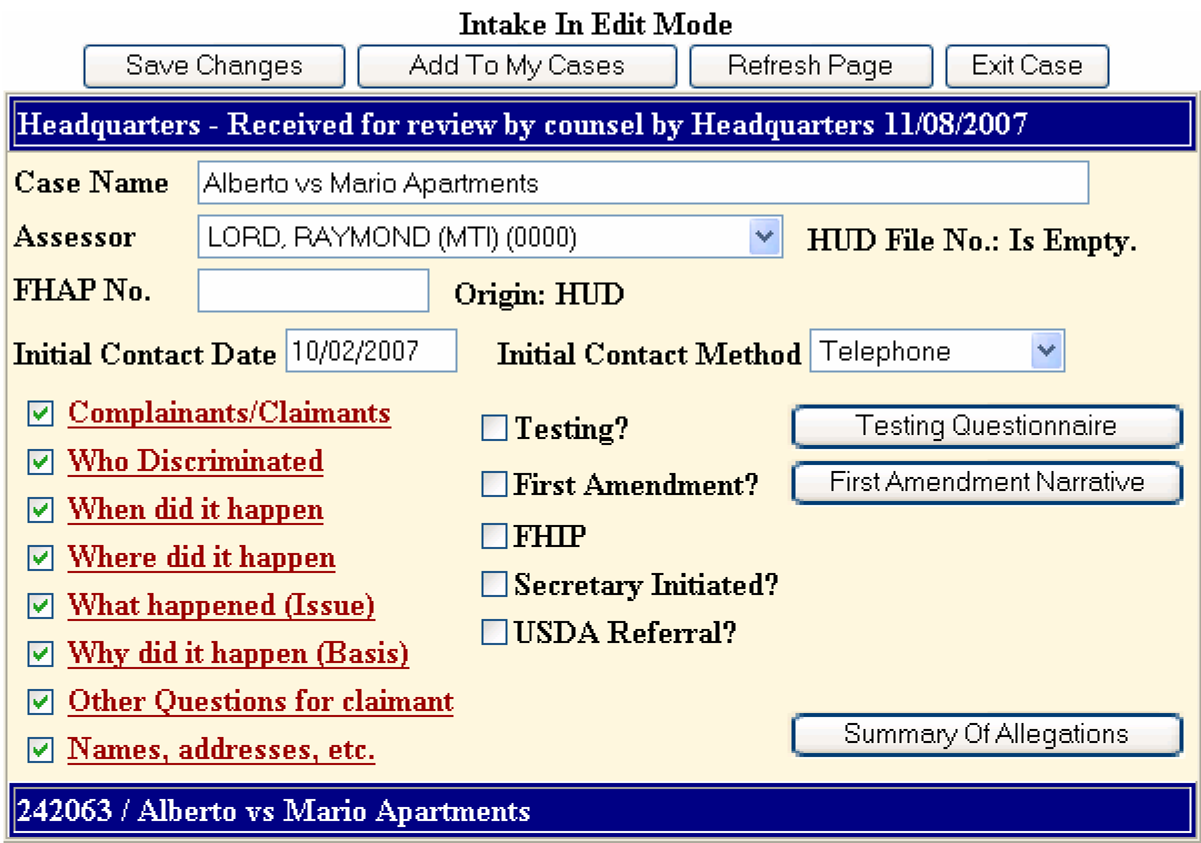


Inquiry No.	HUD File No.	FHAP Case No.	Case Name
242063	000804158		Alberto vs Mario Apartments
124865	060105168	FW-01-51	Alberto Hernandez vs. Willows of Woodhaven Apartments
162170	060402148	[illegible]W-04-14	Alberto Perez vs. Griffin Investments
238055	090715778	08-06H	Alberto Osuna v. Gold Crest Apartments
212346	100603288	06HO043	Alberto Fontana vs. Seattle Housing Resources Group
190974			Alberto, Juana v Hialeah Housing Authority*
235680			Alberto, Luz v. "Doe, John"
242143			Alberto Guerrero vs Flagstaff Subdivision
242144			Alberto vs Costa
242145			Alberto Gaspar Residence vs Molina et al
242146			Alberto Fortuna vs Mark Smith
242147			Alberto Enterprises vs Global Metro
242148			Alberto Sunshine vs Alberto Condominiums
242149			Alberto Golf Inc. vs Madison Country Club
242150			Alberto Commodities vs Eagle Inc.

4. Each Search Results page displays fifteen (15) records. To browse through the results, click the navigation buttons to go to the *First*, *Previous*, *Next* or *Last* page.



5. On the results table, Click the link associated to the case you want to check out.
6. The *Intake* screen is displayed with data associated to the case you selected. See Section 4.2.4.1.1 Intake Screen.



NOTE: Remember to clear the criteria you entered in the Locator screen every time you perform a new search.

4.2.3.2.4 *Performing a Case Summary Search*

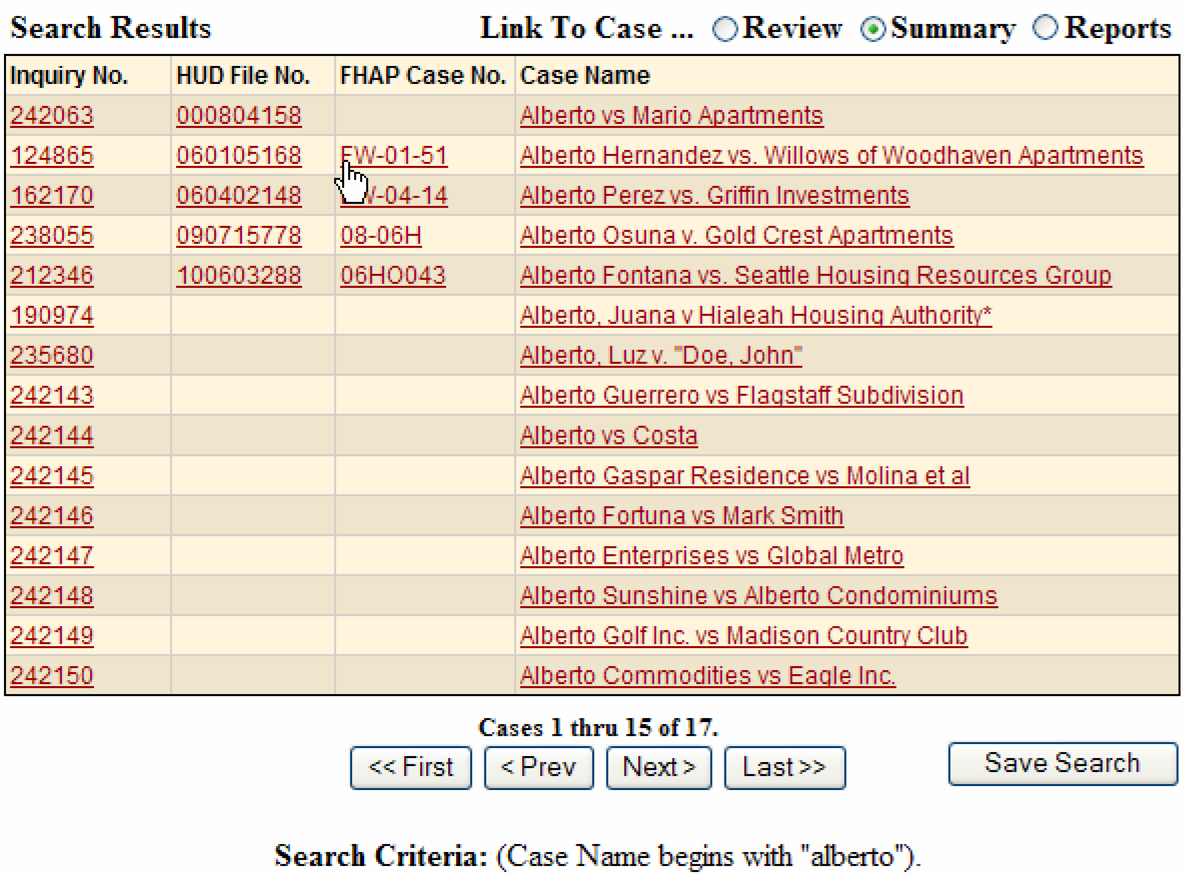
1. To search for a case(s), enter your criteria on one or combination of the fields provided in the *Locator* screen. Refer to Section 4.2.3.2.1 Defining Your Search Criteria.

2. At the top of the *Locator* screen, click the *Case Summary Search* link.

3. If the search condition you defined did not generate a result, a message box will appear to notify you that no cases match the criteria you specified. Click the *OK* button to return to the *Locator* screen.

If the search condition you defined matches one specific case, the Case Summary screen containing data from the case will appear.

If the search condition you defined matches two or more cases, the *Search Results* screen will appear containing a list of cases that match the search criteria. Notice the *Summary* radio button at the top of the screen is automatically selected.


Search Results — Link To Case ... ○ Review ◉ Summary ○ Reports

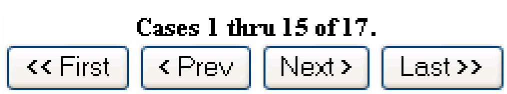
Inquiry No.	HUD File No.	FHAP Case No.	Case Name
242063	000804158		Alberto vs Mario Apartments
124865	060105168	FW-01-51	Alberto Hernandez vs. Willows of Woodhaven Apartments
162170	060402148	FW-04-14	Alberto Perez vs. Griffin Investments
238055	090715778	08-06H	Alberto Osuna v. Gold Crest Apartments
212346	100603288	06HO043	Alberto Fontana vs. Seattle Housing Resources Group
190974			Alberto, Juana v Hialeah Housing Authority*
235680			Alberto, Luz v. "Doe, John"
242143			Alberto Guerrero vs Flagstaff Subdivision
242144			Alberto vs Costa
242145			Alberto Gaspar Residence vs Molina et al
242146			Alberto Fortuna vs Mark Smith
242147			Alberto Enterprises vs Global Metro
242148			Alberto Sunshine vs Alberto Condominiums
242149			Alberto Golf Inc. vs Madison Country Club
242150			Alberto Commodities vs Eagle Inc.

Cases 1 thru 15 of 17.

<< First | < Prev | Next > | Last >> | Save Search

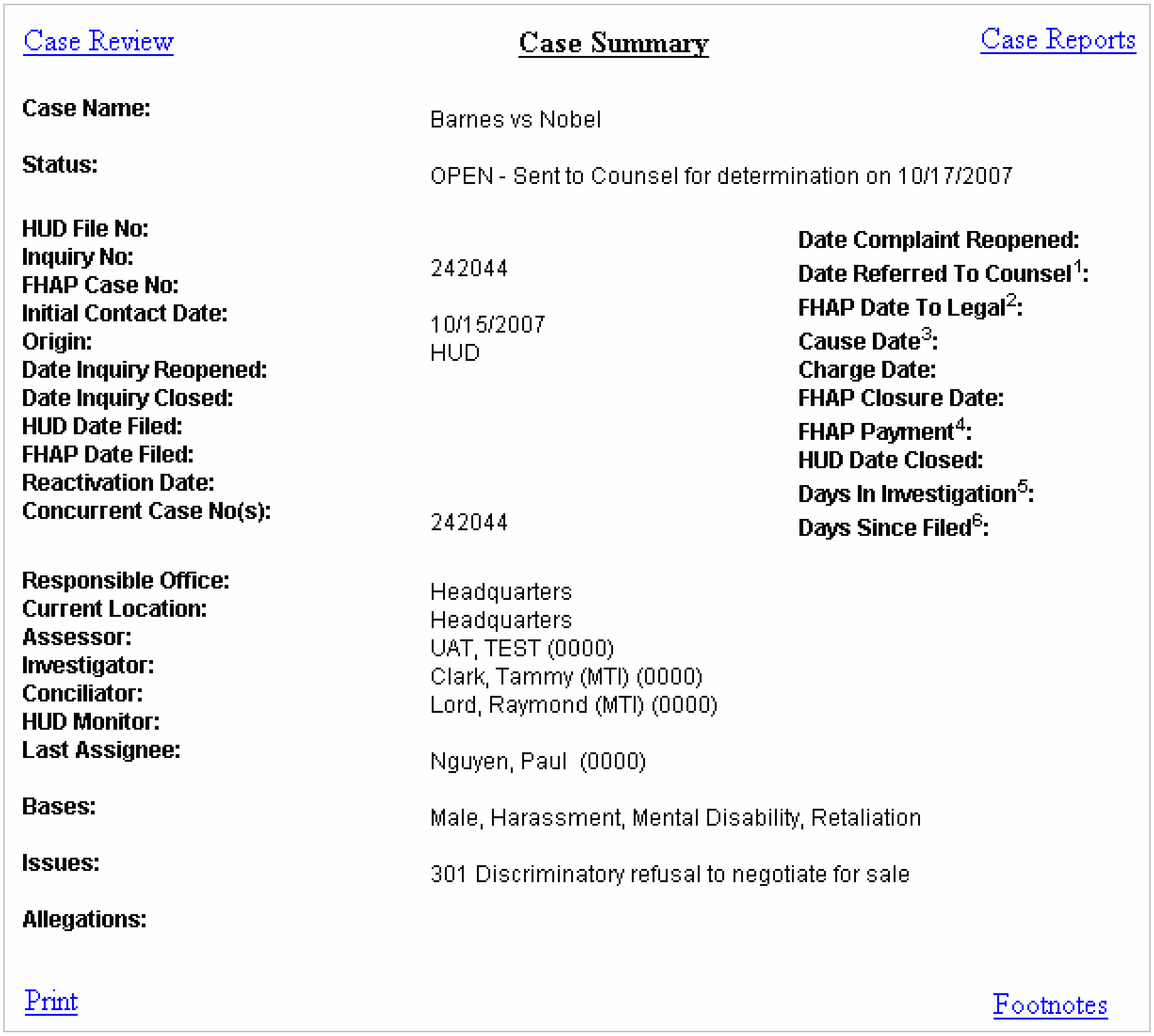
Search Criteria: (Case Name begins with "alberto").

4. Each Search Results page displays fifteen (15) records. To browse through the results, click the navigation buttons to go to the *First*, *Previous*, *Next* or *Last* page.



5. On the results table, click the link associated to the case you want to check out.

6. The *Case Summary* screen is displayed with data associated to the case you selected.


Case Review | Case Summary | Case Reports

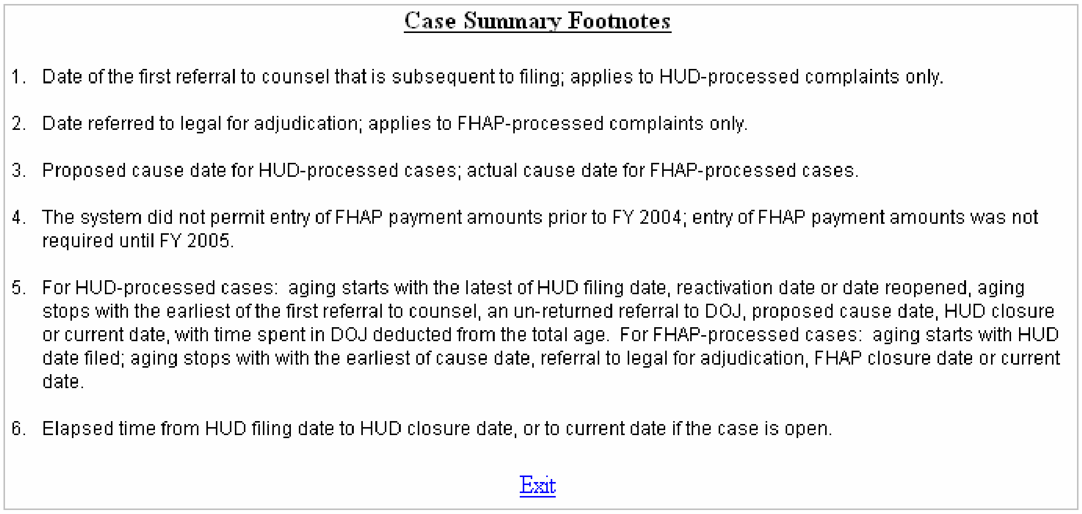
Case Name:	Barnes vs Nobel	
Status:	OPEN - Sent to Counsel for determination on 10/17/2007	
HUD File No:		**Date Complaint Reopened:**
Inquiry No:	242044	**Date Referred To Counsel**[1]**:**
FHAP Case No:		**FHAP Date To Legal**[2]**:**
Initial Contact Date:	10/15/2007	**Cause Date**[3]**:**
Origin:	HUD	**Charge Date:**
Date Inquiry Reopened:		**FHAP Closure Date:**
Date Inquiry Closed:		**FHAP Payment**[4]**:**
HUD Date Filed:		**HUD Date Closed:**
FHAP Date Filed:		**Days In Investigation**[5]**:**
Reactivation Date:		**Days Since Filed**[6]**:**
Concurrent Case No(s):	242044	
Responsible Office:	Headquarters	
Current Location:	Headquarters	
Assessor:	UAT, TEST (0000)	
Investigator:	Clark, Tammy (MTI) (0000)	
Conciliator:	Lord, Raymond (MTI) (0000)	
HUD Monitor:		
Last Assignee:	Nguyen, Paul (0000)	
Bases:	Male, Harassment, Mental Disability, Retaliation	
Issues:	301 Discriminatory refusal to negotiate for sale	
Allegations:		

Print | Footnotes

7. On the *Case Summary* screen, you have the option to perform the following functions:

   a. To print the case, click the *Print* link at the bottom left corner of the *Case Summary* screen to activate the Microsoft Print dialog box. Click the *Print* button in the dialog box to print the case summary. Click the *Cancel* button in the dialog box to call off the request and close the dialog box.

   b. To view the Case Summary Footnotes, click the *Footnotes* link at the bottom right corner of the *Case Summary* screen. To close the screen, click the *Exit* link.


Case Summary Footnotes

1. Date of the first referral to counsel that is subsequent to filing; applies to HUD-processed complaints only.
2. Date referred to legal for adjudication; applies to FHAP-processed complaints only.
3. Proposed cause date for HUD-processed cases; actual cause date for FHAP-processed cases.
4. The system did not permit entry of FHAP payment amounts prior to FY 2004; entry of FHAP payment amounts was not required until FY 2005.
5. For HUD-processed cases: aging starts with the latest of HUD filing date, reactivation date or date reopened, aging stops with the earliest of the first referral to counsel, an un-returned referral to DOJ, proposed cause date, HUD closure or current date, with time spent in DOJ deducted from the total age. For FHAP-processed cases: aging starts with HUD date filed; aging stops with with the earliest of cause date, referral to legal for adjudication, FHAP closure date or current date.
6. Elapsed time from HUD filing date to HUD closure date, or to current date if the case is open.

Exit

c. To view the case in Review Mode, click the *Case Review* link at the top left corner of the *Case Summary* screen.

d. To view the case in Report Mode, click the *Case Reports* link at the top left corner of the *Case Summary* screen.

NOTE: Remember to clear the criteria you entered in the Locator screen every time you perform a new search.

4.2.3.2.5 Performing a Case Reports Search

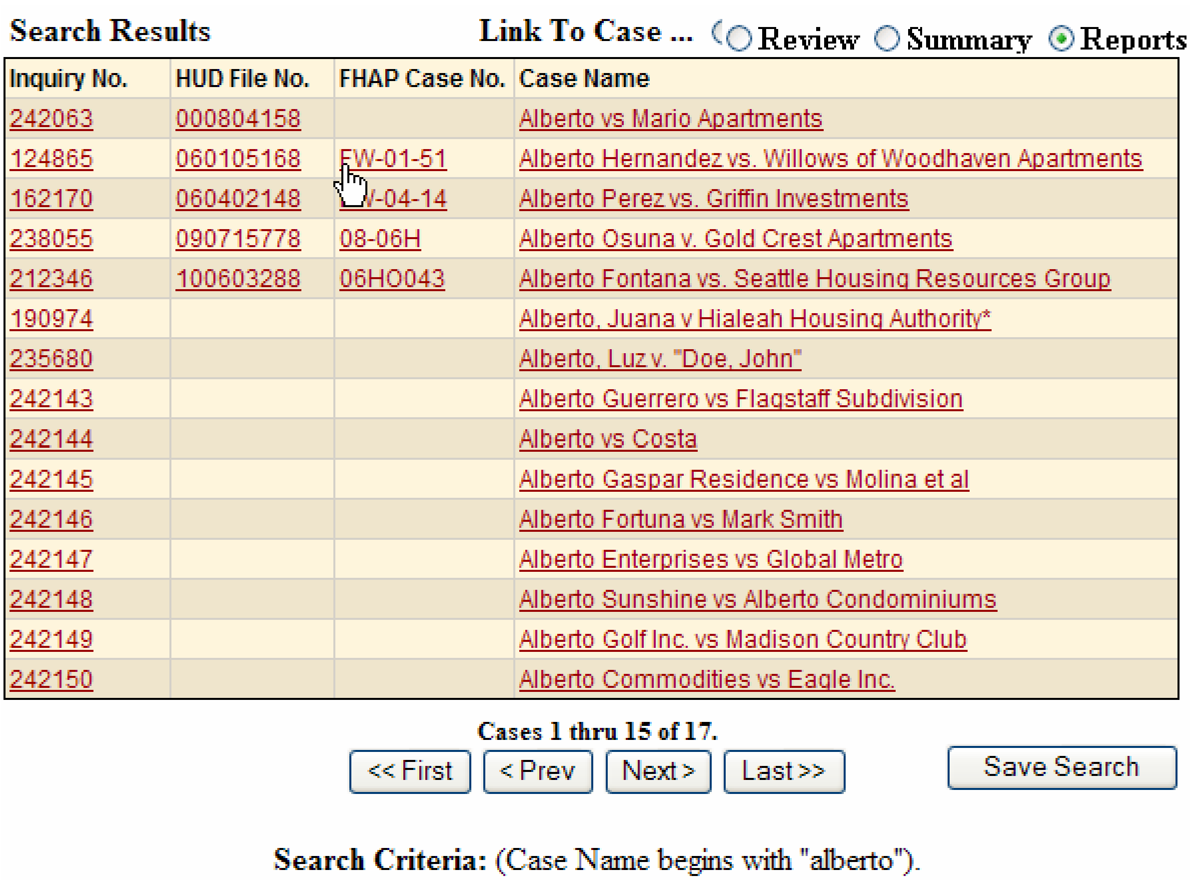
1. To search for a case(s), enter your criteria on any or combination of the fields provided in the *Locator* screen. Refer to Section 4.2.3.2.1 Defining Your Search Criteria.

2. At the top of the *Locator* screen, click the *Case Reports Search* link.

3. If the search condition you defined did not generate a result, a message box will appear notifying you that no cases match the specified criteria. Click the *OK* button to return to the *Locator* screen.

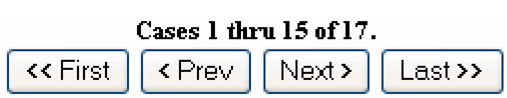
If the search condition you defined matches one specific case, the *Reports – Documents and Case Print* screen containing data from the case will appear.

If the search condition you defined matches two or more cases, the *Search Results* screen will appear containing a list of cases that match the search criteria. Notice the *Reports* radio button at the top of the screen is automatically selected.

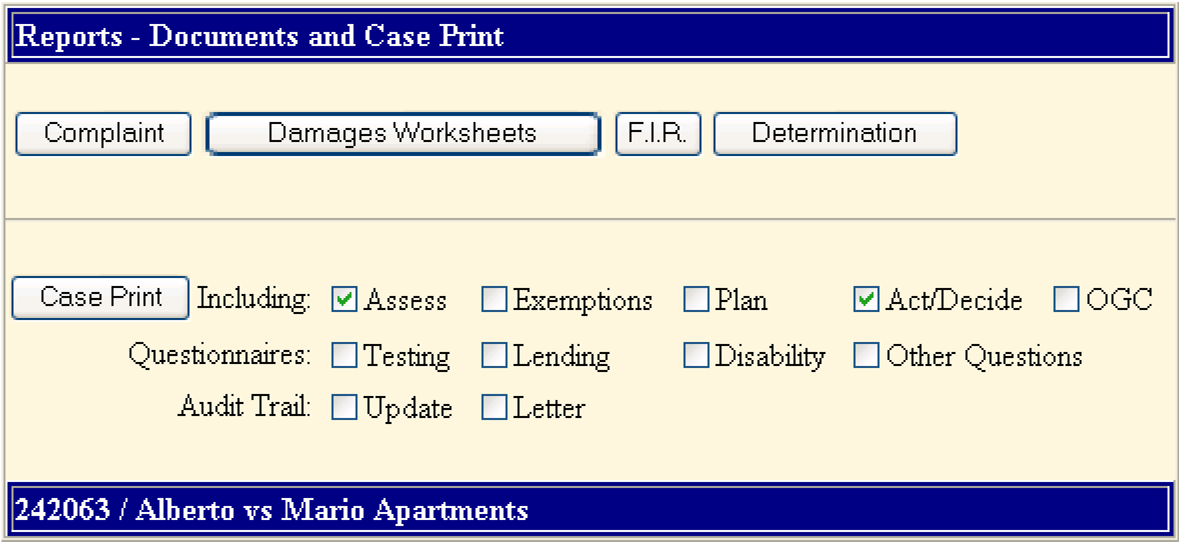


Inquiry No.	HUD File No.	FHAP Case No.	Case Name
242063	000804158		Alberto vs Mario Apartments
124865	060105168	FW-01-51	Alberto Hernandez vs. Willows of Woodhaven Apartments
162170	060402148	W-04-14	Alberto Perez vs. Griffin Investments
238055	090715778	08-06H	Alberto Osuna v. Gold Crest Apartments
212346	100603288	06HO043	Alberto Fontana vs. Seattle Housing Resources Group
190974			Alberto, Juana v Hialeah Housing Authority*
235680			Alberto, Luz v. "Doe, John"
242143			Alberto Guerrero vs Flagstaff Subdivision
242144			Alberto vs Costa
242145			Alberto Gaspar Residence vs Molina et al
242146			Alberto Fortuna vs Mark Smith
242147			Alberto Enterprises vs Global Metro
242148			Alberto Sunshine vs Alberto Condominiums
242149			Alberto Golf Inc. vs Madison Country Club
242150			Alberto Commodities vs Eagle Inc.

4. Each Search Results page displays fifteen (15) records. To browse through the results, click the navigation buttons to go to the *First*, *Previous*, *Next* or *Last* page.



5. On the results table, click the link associated to the case you want to check out.
6. The *Reports – Documents and Case Print* screen appears. This screen allows you to print information pertaining to the case you selected. Refer to Section 4.2.4.9.6 Case Print.



NOTE: Remember to clear the criteria you entered in the Locator screen every time you perform a new search.

4.2.3.2.6 *Performing a Case List Search*

1. To search for a case(s), enter your criteria on any or combination of the fields provided in the *Locator* screen. Refer to Section 4.2.3.2.1 Defining Your Search Criteria.
2. At the top of the *Locator* screen, click the *Case List* link

3. If the search condition you defined did not generate a result, a message box will appear notifying you that no case matches the criteria you specified. Click the *OK* button to return to the *Locator* screen.

If the search condition you defined matches one or more cases, the *TEAPOTS Case List* screen will appear containing a list of cases that match the search criteria.

01/22/2008 Page 1

TEAPOTS Case List

Print

CRITERIA: upperCaseName like 'ALBERTO%'.

Inquiry No.	HUD File No.	FHAP Case No.	Case Location	Contact Date	HUD Date Filed	Case Name
242063	00-08-0415-8		0000	10/02/2007	11/07/2007	Alberto vs Mario Apartments
124865	06-01-0516-8	FW-01-51	4820	04/06/2001	04/10/2001	Alberto Hernandez vs. Willows of Woodhaven Apartments
162170	06-04-0214-8	FW-04-14	4820	12/22/2003	12/23/2003	Alberto Perez vs. Griffin Investments
238055	09-07-1577-8	08-06H	0465	08/10/2007	09/06/2007	Alberto Osuna v. Gold Crest Apartments
212346	10-06-0328-8	06HO043	5375	06/06/2006	06/15/2006	Alberto Fontana vs. Seattle Housing Resources Group

4.2.3.2.7 Search Results Screen

The Search Results screen appears when a search generates two or more cases.

Search Results **Link To Case ...** ◉ **Review** ○ **Summary** ○ **Reports**

Inquiry No.	HUD File No.	FHAP Case No.	Case Name
242063	000804158		Alberto vs Mario Apartments
124865	060105168	FW-01-51	Alberto Hernandez vs. Willows of Woodhaven Apartments
162170	060402148	FW-04-14	Alberto Perez vs. Griffin Investments
238055	090715778	08-06H	Alberto Osuna v. Gold Crest Apartments
212346	100603288	06HO043	Alberto Fontana vs. Seattle Housing Resources Group
190974			Alberto, Juana v Hialeah Housing Authority*
235680			Alberto, Luz v. "Doe, John"
242143			Alberto Guerrero vs Flagstaff Subdivision
242144			Alberto vs Costa
242145			Alberto Gaspar Residence vs Molina et al
242146			Alberto Fortuna vs Mark Smith
242147			Alberto Enterprises vs Global Metro
242148			Alberto Sunshine vs Alberto Condominiums
242149			Alberto Golf Inc. vs Madison Country Club
242150			Alberto Commodities vs Eagle Inc.

Cases 1 thru 15 of 17.

<< First | < Prev | Next > | Last >> | Save Search

Search Criteria: (Case Name begins with "alberto").

At the top of the results table are three radio buttons (Review, Summary and Reports) where you can select the type of format to view the case.

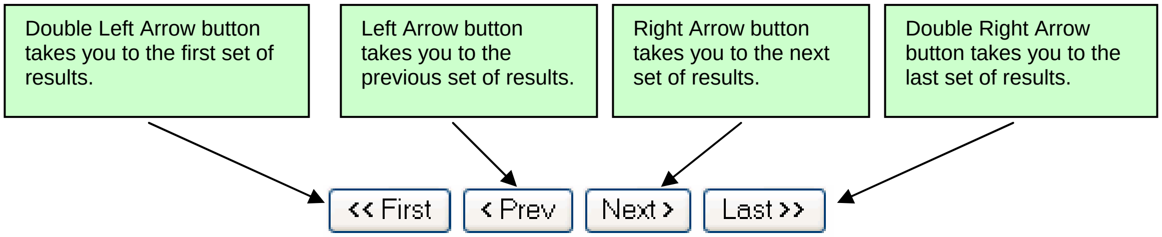
Link To Case ... ◉ **Review** ○ **Summary** ○ **Reports**

The links under each column (Inquiry No., HUD File No., FHAP Case No. and Case Name) in the table allows you to access the corresponding case according to the selected format.

Each page displays search results of up to fifteen (15) records. The label below the table indicates the record set currently displayed.

Cases 1 thru 15 of 17

To browse through the results generated by the search, click the navigation buttons.



At the bottom of the results table displays the search criteria.

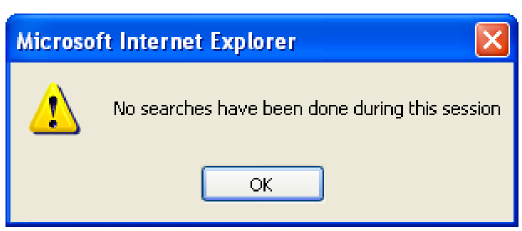
Search Criteria: (Case Name begins with "alberto")

4.2.3.3 Last Results

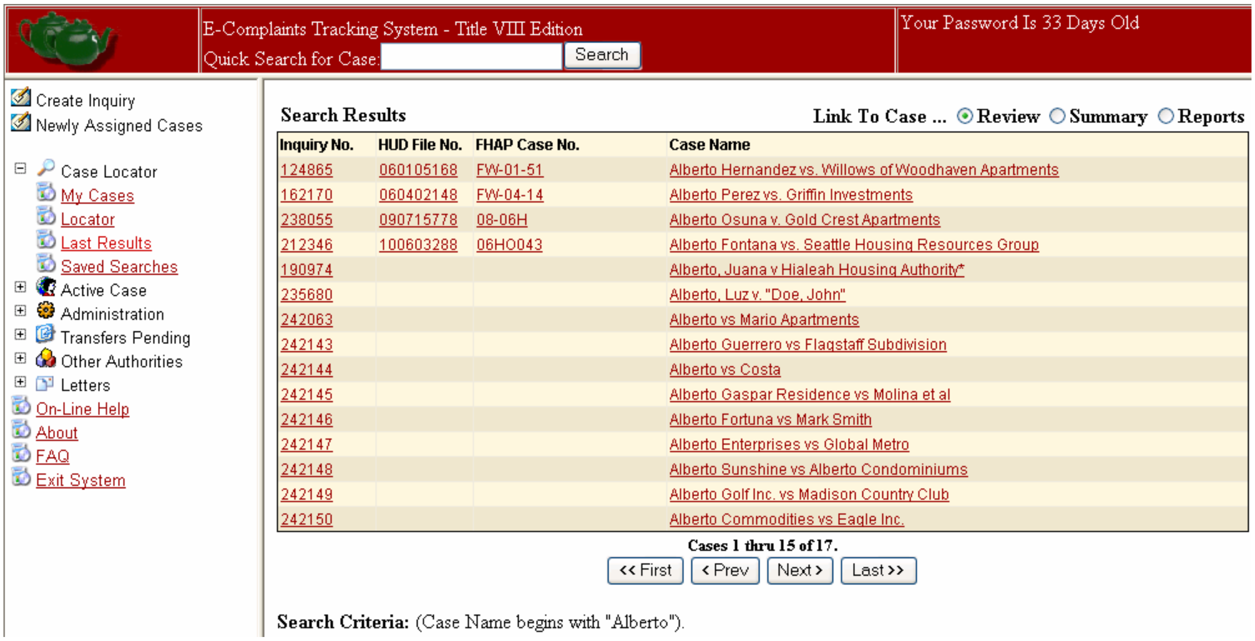
The *Last Results* function enables you to generate the most recent results in the *Search Results* screen. To access the last results generate, follow these steps:

1. Click the *Last Results* link under Case Locator in the Main Menu.

2. If no searches were performed during the session, a message box appears notifying the user that no previous searches exist. Click the *OK* button to return to the *Locator* screen.



3. However, if a search was performed during the session, the *Search Results* screen will display a list of cases containing the most recent search condition generated. The search criterion is displayed at the bottom of the screen.



4.2.3.4 Saved Searches

The *Saved Searches* function enables you to access the search queries that you saved.

4.2.3.4.1 Saving Your Search

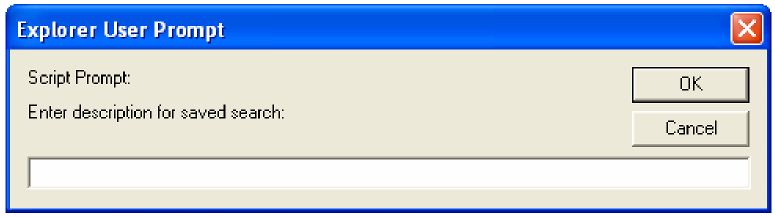
This new TEAPOTS design allows you to save the search you executed and view it in the Saved Searches screen. This way you do not have to re-enter search conditions of frequently searched cases on the *Locator* screen.

To save your current search, follow these steps:

1. To search for a case, enter your criteria on one or combination of the fields provided in the *Locator* screen. Refer to Section 4.2.3.2.1 Defining Your Search Criteria.

2. At the top of the *Locator* screen, click the *Save Search* link.

3. A Script Prompt message box appears. In the textbox, provide a description for the search criteria being saved.



4. Click the *OK* button to submit your entry.

5. A message box appears to notify you that the search criteria have been saved.

6. Click the *OK* button to close the message box.

4.2.3.4.2 Accessing Saved Queries

To access the search queries that you saved on the *Saved Searches* screen, follow these steps:

1. Click the *Saved Searches* link under Case Locator in the Main Menu.

2. The *Saved Searches* screen appears.

Saved Searches

Description	Search Criteria	Delete Saved Search
mj vs p&	(Inquiry No. = 242058).	Remove
mvsp	(Inquiry No. = 242058).	Remove
Mjvsp&3	(Inquiry No. = 242058).	Remove
New Search	(Inquiry No. = 240024).	Remove
New Search	(Inquiry No. = 240024).	Remove
testing	(Inquiry No. = 240024).	Remove
240024	(Inquiry No. = 240024).	Remove
test search	(Inquiry No. = 240024).	Remove
Save Search	(Inquiry No. = 240024).	Remove
test mj	(Inquiry No. = 242058).	Remove
Case contains Test	(Case Name contains "test").	Remove

The screen contains three columns: *Description* contains the search description you provided. *Search Criteria* contains the saved query. *Delete Saved Search* gives you the option to remove the saved query from the list.

3. Click the link associated to the saved query that you want to access.

4. The *Search Results* screen appears containing the query that you generated.

4.2.3.4.3 Removing Saved Queries

You may remove a saved query on the *Saved Searches* screen, follow these steps:

1. On the *Saved Searches* screen, click the *Remove* link associated to the query that you want to delete.

2. A message box appears to confirm the request.

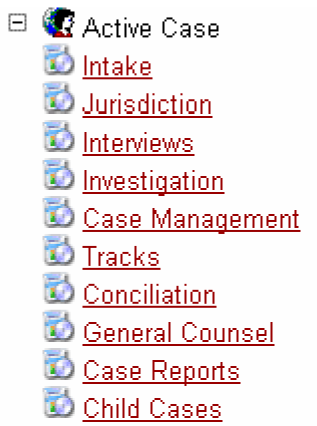
3. Click the *OK* button to proceed with the deletion.

4. The *Saved Search* screen appears. Notice the item you deleted has been removed from the list.

4.2.4 Active Case

The Active Case menu item is comprised of ten (10) submenus: Intake, Jurisdiction, Interviews, Investigation, Case Management, Tracks, Conciliation, General Counsel, Case Reports and Child Cases.

To expand the Case Locator menu and access the submenus, click the plus sign ⊞ adjacent to Active Case.



> **NOTE:** You need to check out a case before you can access any of the menu items under Active Case.

4.2.4.1 Intake

The *Intake* function enables you to enter case information for an existing housing discrimination inquiry which includes data pertaining to the complainant, respondent, and a detailed description of the allegation.

Click the *Intake* link under Active Cases in the Main Menu to access the case you previously checked out. If you attempt to access the *Intake* link without checking out a case, a message box appears notifying you that no case has been checked out.

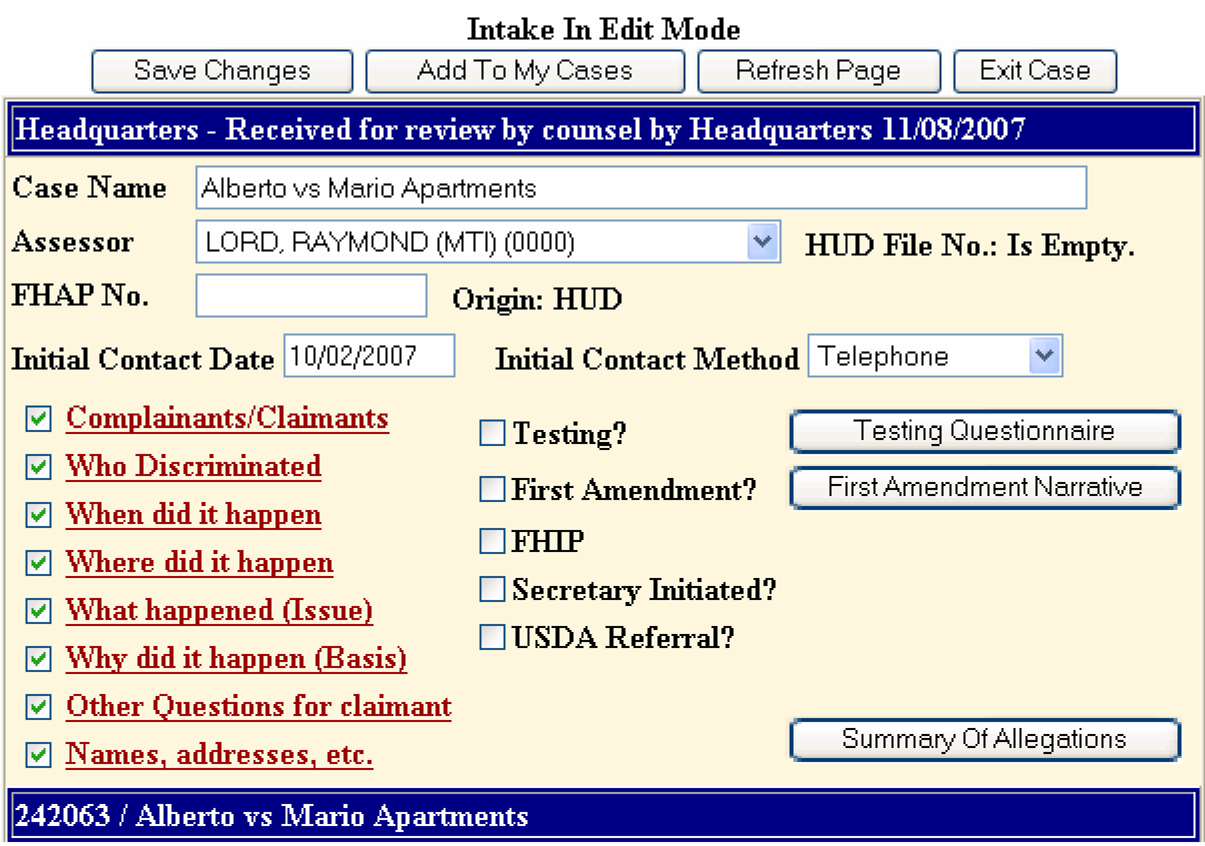
On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.2.3.2 Locator.

4.2.4.1.1 Intake screen

The *Intake* screen is composed of input fields, links to sub-screens and memos where case data pertaining to the complainant, respondent, and description of the housing discrimination allegation is entered.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.

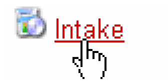
> **NOTE:** The user's task and access rights determine whether the *Intake* screen should function in Edit mode or in Read-Only mode



4.2.4.1.2 Entering data in the Intake screen

On the *Intake* screen, fill out the form by entering the following information in the textboxes, dropdown boxes and memo fields provided. The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Intake* link under Active Cases in the Main Menu to access the case you previously checked out.



2. The *Intake* screen appears. Enter the applicable information in the following fields. The fields described below are editable unless otherwise noted.

   Case Name – Name that identifies the case. This field is automatically populated from information provided in the *Create Inquiry* screen. To edit this field, type the appropriate information on the *Case Name* textbox in the following order: First Complainant vs. First Respondent.

   Assessor – Name of the individual who initially entered the case in TEAPOTS. This field automatically defaults to the name of the individual who initially entered the case in the Create Inquiry screen. To change the Assessor name, select from the *Assessor* dropdown box. The Assessor has edit rights to the case.

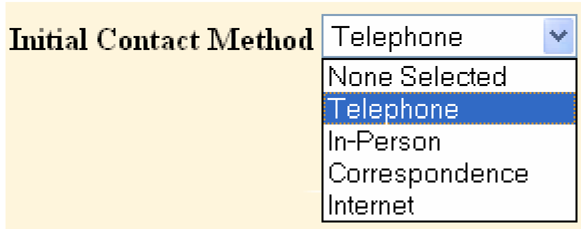
   HUD File No. – Once jurisdiction is established and a HUD File Number to the case is generated, the number will automatically appear in the *HUD File No.* field; otherwise, the *HUD File No.* field will display the text, “Is Empty”. This is a non-editable field.

   FHAP No. – This field is automatically populated from information provided in the *Create Inquiry* screen; otherwise, the *FHAP No.* field is blank. If the case is referred to a FHAP agency and a FHAP Number is assigned, enter the number in the *FHAP No.* textbox.

   Origin – This field identifies whether the case is a “HUD” or “FHAP” case. This field is automatically populated from information derived from the staff personnel’s Region/Site ID when the inquiry was created. This is a non-editable field.

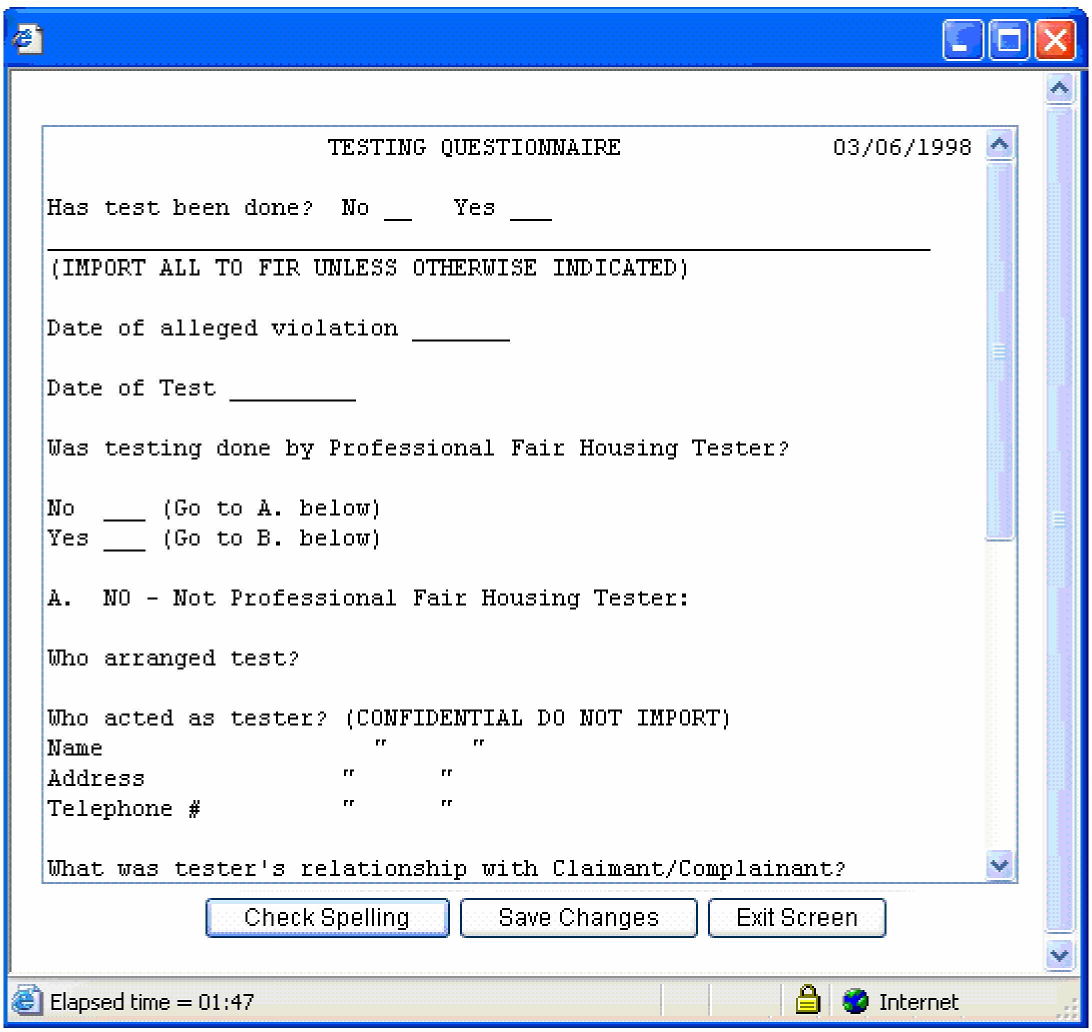
   Initial Contact Date – Date (MM/DD/YYYY) when the complainant first contacted HUD or the FHAP agency about the case. This field is automatically populated from information provided in the *Create Inquiry* screen.

   Initial Contact Method – Method of communication used by the complainant to contact HUD or the FHAP agency. This field automatically defaults to the information provided in the *Create Inquiry* screen. To edit this field, make the appropriate selection in the *Initial Contact Method* dropdown box.



Testing? – If this field applies to the case, click the *Testing?* checkbox to indicate that a test case was conducted.

Then, click the *Testing Questionnaire* button to open the questionnaire. Type the appropriate information.

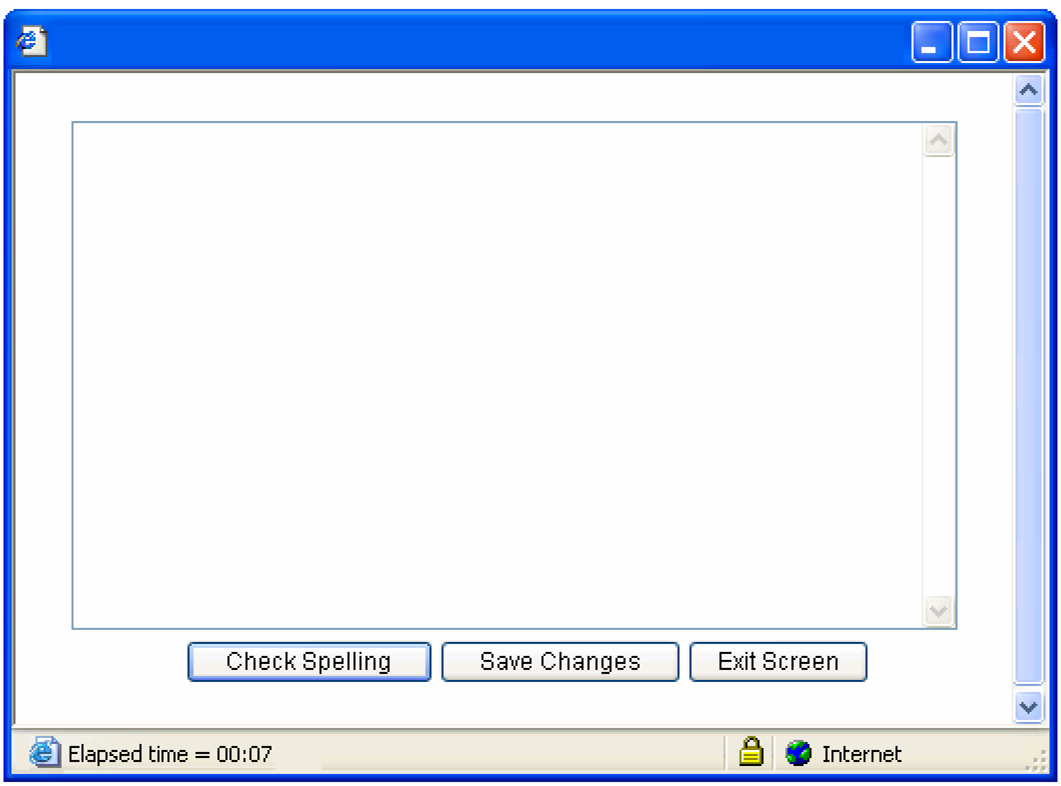


On the Testing Questionnaire screen, you may perform any of the following functions:

a. To perform a spell check, click the *Check Spelling* button. Refer to [Section 3.3.1 Spell Check](#).
b. To save your entry and remain on the screen, click the *Save Changes* button.
c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
d. To close the screen without saving, click the button at the top right corner of the window.

First Amendment? – To indicate that the case is a first amendment case, click the *First Amendment?* checkbox.

Then, click the *First Amendment Narrative* button to open the *Investigative Plan - Hostile 301* memo screen. On the memo screen, type the appropriate information.



On the Memo screen, you may perform any of the following functions:

a. To perform a spell check, click the *Check Spelling* button. Refer to [Section 3.3.1 Spell Check](#).
b. To save your entry and remain on the screen, click the *Save Changes* button.

c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
d. To close the screen without saving, click the button at the top right corner of the window.

FHIP – To indicate that the case is a FHIP referral, click the *FHIP* checkbox.

Secretary Initiated? – To indicate that the Secretary of the U. S. Department of Housing and Urban Development initiated the case, click the *Secretary Initiated?* checkbox.

USDA Referral? – To indicate that USDA referred the case, click the *USDA Referral?* checkbox

Summary of Allegations – contains a memo screen where case allegation summary is entered. Click the *Summary of Allegations* button to open the memo screen.

Complainants/Claimants – This link leads to the *Complainants/Claimants* screen where general information about the complainant or claimant is entered. Refer to Section 4.2.4.1.3 Complainants/Claimants.

Who Discriminated – This link leads to the *Respondent* screen where general information about the respondent is entered. Refer to Section 4.2.4.1.4 Who Discriminated.

When did It Happen – This link leads to the *When Did It Happen?* screen. This is where the date of the most recent violation is noted. Refer to Section 4.2.4.1.5 When did It Happen.

Where did It Happen – This link leads to the *Where Did It Happen?* screen. This is where the location of the violation is described. Refer to Section 4.2.4.1.6 Where did It Happen.

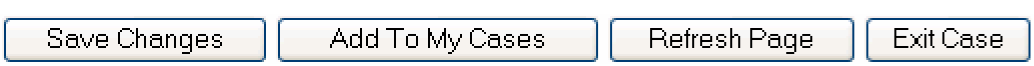
What happened (Issue) – This link leads to the *What Happened?* screen. This is where the discriminatory event through the perspective of the complainant/claimant is described. Refer to Section 4.2.4.1.7 What happened (Issue).

Why did it happen (Basis) – This link leads to the *Why Did it Happen?* screen. This screen is where the basis for the discriminatory action is selected. This field is automatically populated from information provided in the Add Inquiry screen. Refer to Section 4.2.4.1.8 Why did it happen (Basis).

Other Questions for Claimant – This link leads to a questionnaire pertaining to the complainant's opinions about the case. These additional questions are asked during the interview. Refer to Section 4.2.4.1.9 Other Questions for Claimant.

Names, Addresses, Etc. – This link leads to the *Names, Addresses, Etc.* screen where other essential parties involved in the case are identified. Refer to Section 4.2.4.1.10 Names, Addresses, Etc.

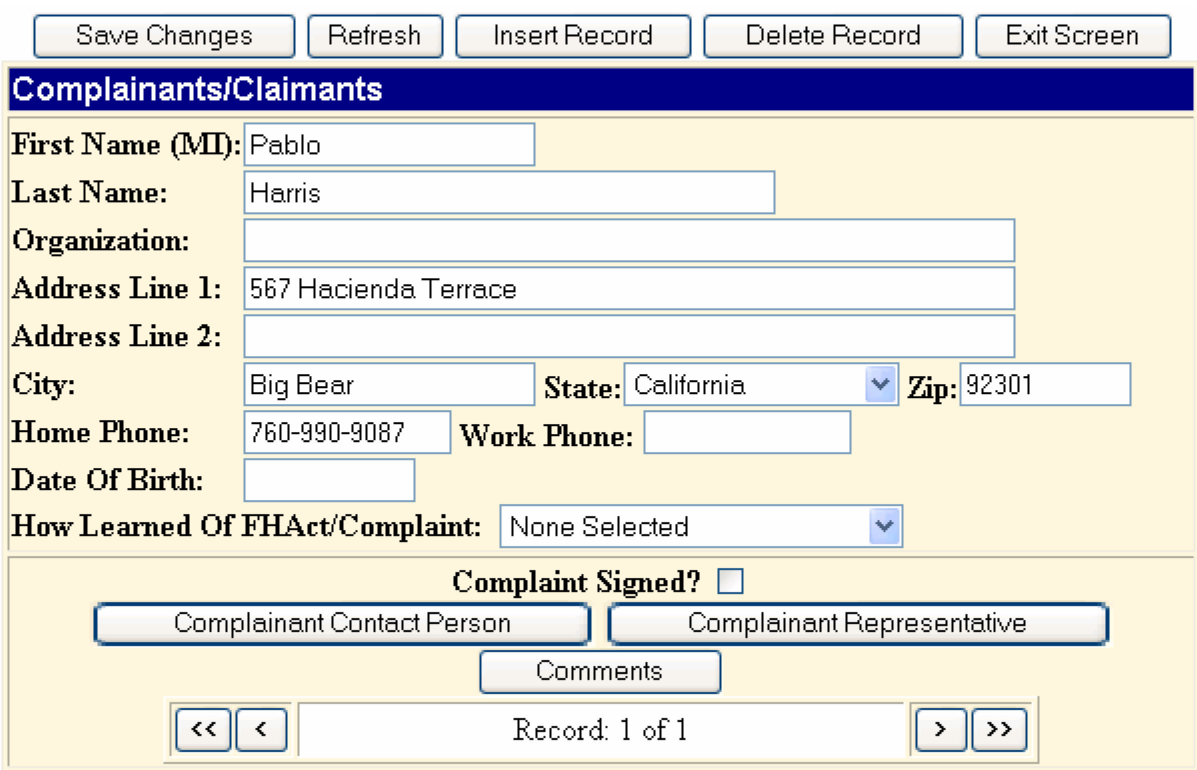
3. You have the option to perform any of the following functions:



a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Add To My Cases* button to add the case to My Cases. Refer to Section 4.2.3.1.3 Adding a Checked Out Case to My Cases.
c. Click the *Refresh Page* button to clear the screen of unsaved data.
d. Click the *Exit Case* button to check in the case.

4.2.4.1.3 Complainants/Claimants

The Complainants/Claimants screen is where details about the background information and legal representations of the complainants and claimants involved in the case are entered.

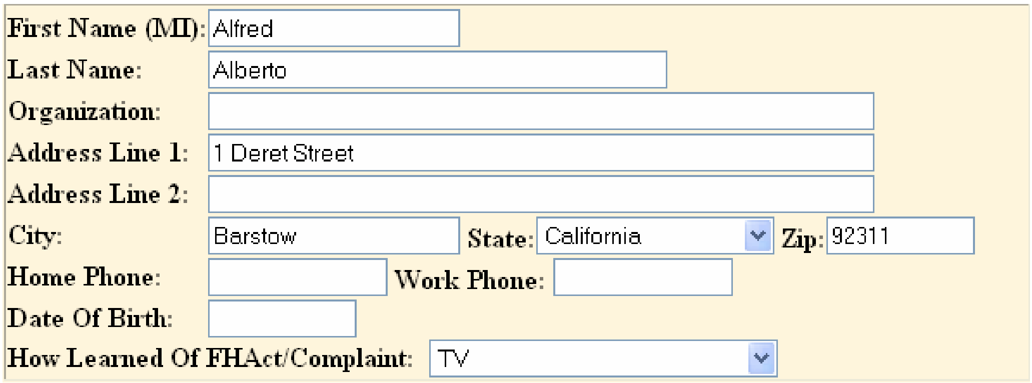


4.2.4.1.3.1 Entering Data to the Complainants/Claimants Screen

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Complainants/Claimants* link in the *Intake* screen to access the *Complainants/Claimants* screen.

2. The *Complainants/Claimants* screen appears. On the screen, provide the information pertaining to the complainant/claimant. The fields described below are editable unless otherwise noted.



First Name (MI) – Enter the first name of the primary complainant or claimant involved in the case in the *First Name* textbox. Middle Initial is optional. This field is automatically populated from information provided in the *Create Inquiry* screen.

Last Name – Enter the last name of the primary complainant or claimant involved in the case in the *Last Name* textbox. This field is automatically populated from information provided in the *Create Inquiry* screen.

Organization – Enter the name of the organization represented by the complainant or claimant in the *Organization* textbox. This field is automatically populated from information provided in the *Create Inquiry* screen.

Address Line 1 – Enter the street address of the complainant or claimant in the *Address Line 1* textbox.

Address Line 2 – If applicable, enter the suite or apartment number of the complainant or claimant in the *Address Line 2* textbox.

City – Enter the complainant or claimant's city of residence in the *City* textbox.

State – Select the complainant's state of residence in the *State* dropdown box. .

Zip – Enter the complainant or claimant's zip code in the *Zip* textbox.

Home Phone – Enter the complainant or claimant's home telephone number in the *Home Phone* textbox.

Work Phone – Enter the complainant or claimant's work telephone number in the *Work Phone* textbox.

Date of Birth – Enter the complainant or claimant's birth date (MM/DD/YYYY) in the *Date of Birth* textbox.

How Learned of FHAct/Complaint – Select the method how the complainant learned about the Fair Housing Act on the *How Learned of FHAct/Complaint* dropdown box.

Complaint Signed? – To indicate that the complainant has signed the complaint, click the *Complaint Signed?* checkbox.

Complainant Contact Person – The *Complainant Contact Person* button enables you to access the *Add Contact Person* screen or *Complainant Contact For:* screen. This is where information about the contact person associated to the complainant/claimant involved in the case is entered. Refer to Section 4.2.4.1.3.2 Adding a Complainant Contact Person.

Complainant Representative – The *Complainant Representative* button enables you to access the *Add Complainant Representative* screen or *Complainant Representative For:* screen. This is where information identifying the complainant's legal representative is entered. Refer to Section 4.2.3.1.3.3 Adding a Complainant Representative.

Comments – Click the *Comments* button to access the memo screen where you can enter additional notes or remarks about the case.

Navigation Bar – Click the arrow buttons: << (first page), < (previous page), > (next page), >> (last page) to navigate through records. The bar indicates the Record Number.

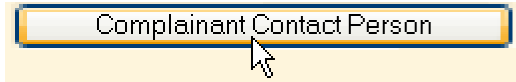
3. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh* button to clear the screen of unsaved data.
c. Click the *Insert Record* button to add other complainants to the case.
d. Click the *Delete Record* button to delete record of a specific complainant.
e. Click the *Exit Screen* button to save your entry and exit the screen.

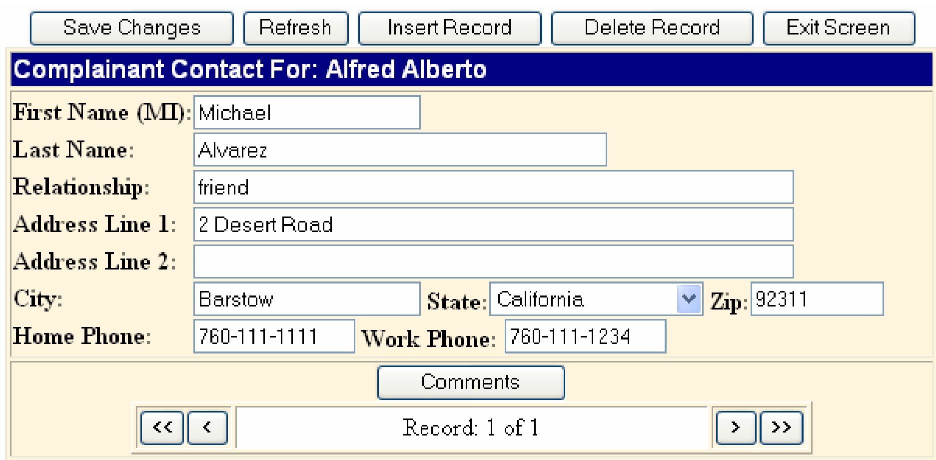
4.2.4.1.3.2 Adding a Complainant Contact Person

The following set of instructions describes how to add a complainant contact person to the case. The following steps apply to users with edit rights to the specific case.

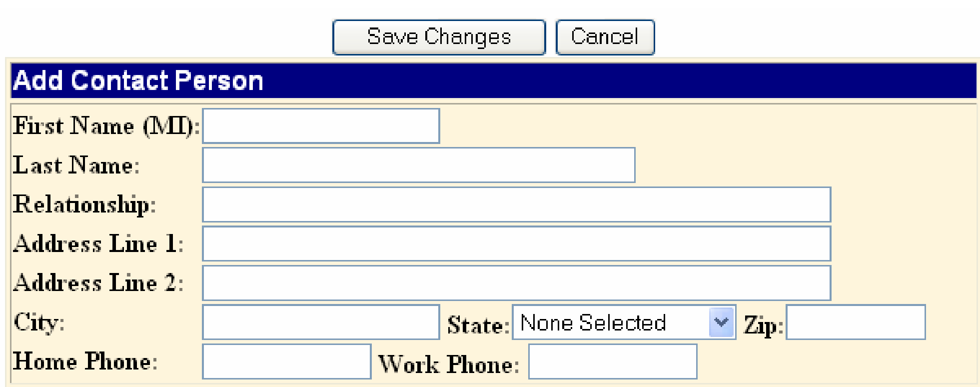
1. To enter contact person information associated to the complainant, click the *Complainant Contact Person* button on the *Complainants/Claimants* screen.



2. If there are no existing records of contact persons associated to the complainant, the *Add Contact Person* screen appears. However, if a complainant contact person record already exists, the *Complainant Contact For:* screen is displayed.



Click the *Insert Record* button on the *Complainant Contact For:* screen to access the *Add Contact Person* screen.



3. The *Add Contact Person* screen enables you to enter contact person information associated to the complainant:

First Name (MI) – Enter the first name of the complainant or claimant's contact person in the *First Name* textbox. Middle Initial is optional.

Last Name – Enter the last name of the complainant or claimant's contact person in the *Last Name* textbox.

Relationship – Enter the contact person's relationship to the complainant or claimant in the *Relationship* textbox.

Address Line 1 – Enter the street address of the contact person in the *Address Line 1* textbox.

Address Line 2 – If applicable, enter the suite or apartment number of the contact person in the *Address Line 2* textbox.

City – Enter the contact person's city of residence in the *City* textbox.

State – Select the contact person's state of residence in the *State* dropdown box.

Zip – Enter the contact person's zip code in the *Zip* textbox.

Home Phone – Enter the contact person's home telephone number in the *Home Phone* textbox.

Work Phone – Enter the contact person's work telephone number in the *Work Phone* textbox.

4. You may perform any of the following functions:

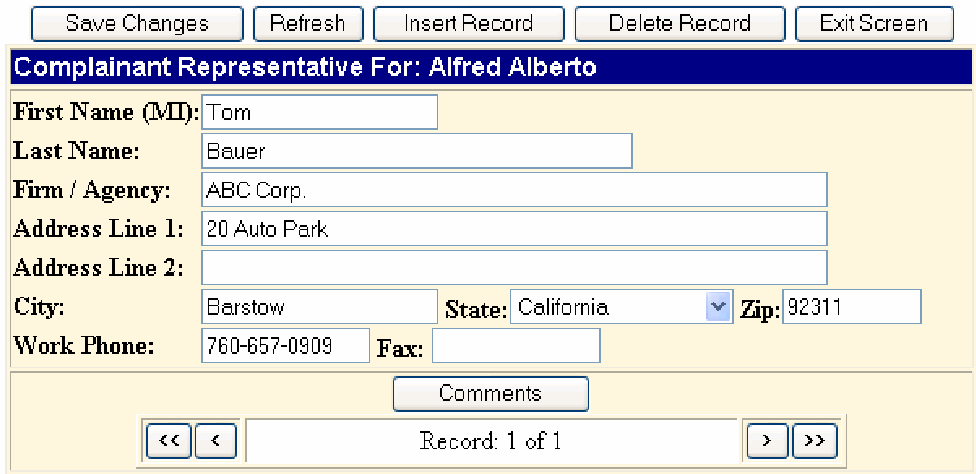
   a. Click the *Save Changes* button to save your entry and access the *Complainant Contact For:* screen.
   b. Click the *Cancel* button to cancel and exit the screen.

4.2.4.1.3.3 Adding A Complainant Representative

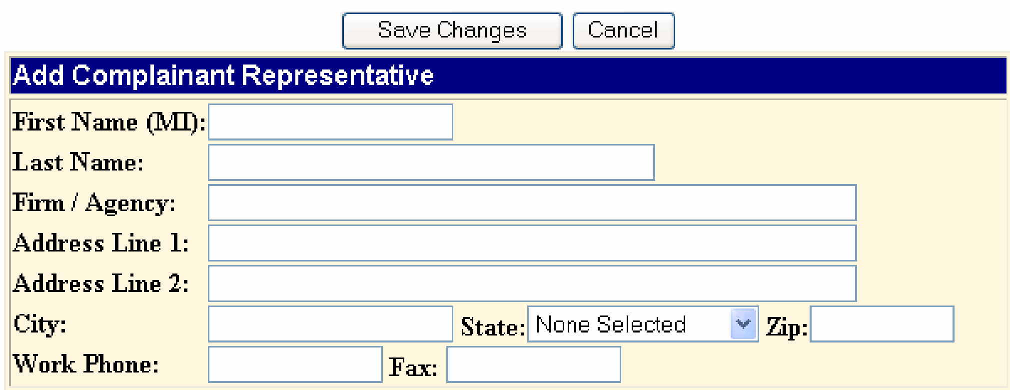
The following set of instructions describes how to add a record containing information identifying the complainant's legal representative. The following steps apply to users with edit rights to the specific case.

1. To enter information pertaining to the complainant's representative, click the *Complainant* Representative button on the *Complainants/Claimants* screen.

2. If there are no existing records of the complainant's representative, the *Add Complainant Representative* screen appears. However, if a complainant representative record already exists, the *Complainant Representative For:* screen is displayed.



Click the *Insert Record* button on the *Complainant Representative For:* screen to access the *Add Complainant Representative* screen.



3. The *Add Complainant Representative* screen enables you to enter information identifying the complainant's legal representative:

   First Name (MI) – Enter the first name of the complainant or claimant's representative in the *First Name* textbox. Middle Initial is optional.

   Last Name – Enter the last name of the complainant representative in the *Last Name* textbox.

   Relationship – Enter the relationship of the representative to the complainant in the *Relationship* textbox.

   Address Line 1 – Enter the street address of the complainant's representative in the *Address Line 1* textbox.

   Address Line 2 – If applicable, enter the suite or apartment number of the complainant's representative in the *Address Line 2* textbox.

   City – Enter the complainant's representative's city of residence in the *City* textbox.

State – Select the complainant's representative's state of residence in the *State* dropdown box.

Zip – Enter the complainant's representative's zip code in the *Zip* textbox.

Home Phone – Enter the complainant's representative's home telephone number in the *Home Phone* textbox.

Work Phone – Enter the complainant's representative's work telephone number in the *Work Phone* textbox.

4. You may perform any of the following functions:

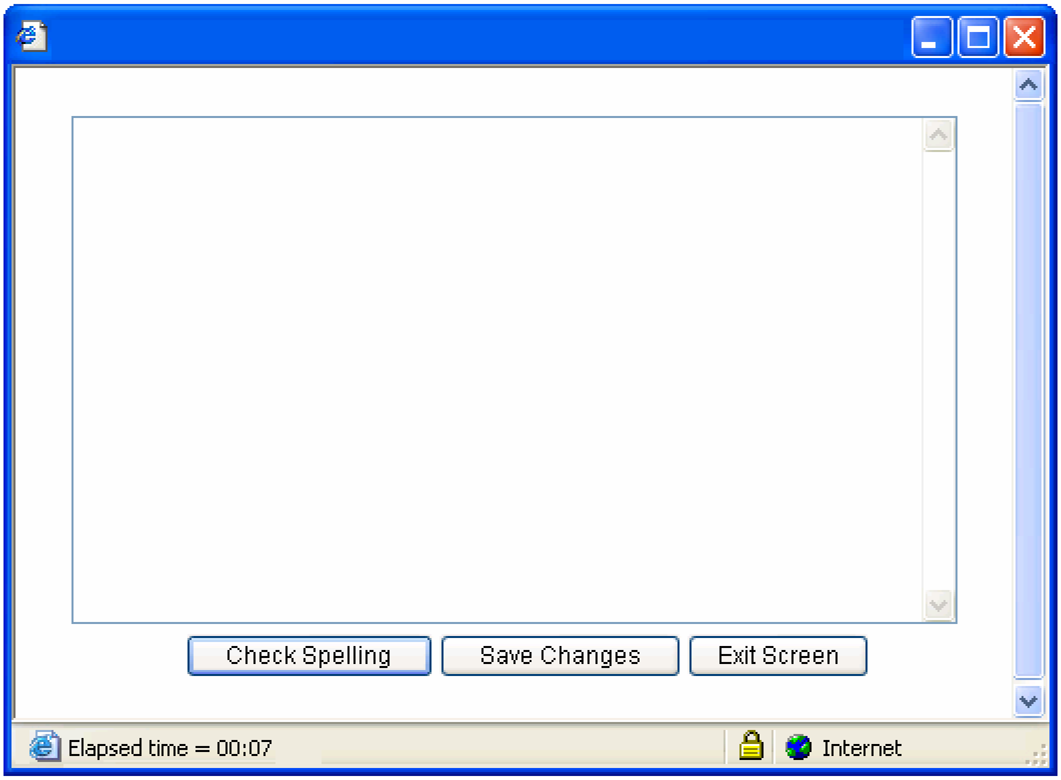
   a. Click the *Save Changes* button to save your entry and access the *Complainant Representative For:* screen.
   b. Click the *Cancel* button to cancel and exit the screen.

4.2.4.1.3.4 Entering Comments in Complainant/Claimants Screen

The following set of instructions describes how to enter comments in the *Complainant/Claimants* screen. The following steps apply to users with edit rights to the specific case.

1. On the *Complainants/Claimants* screen, click the *Comments* button to access the memo screen.

2. The memo screen is where a user can enter notes or remarks about the case.



3. On the memo screen, type your entry. The scroll bar enables you to vertically navigate through the memo screen.

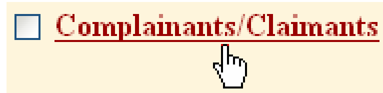
4. You have the option to perform any of the following functions:

   a. To perform a spell check, click the *Check Spelling* button. Refer to Section 3.3.1 Spell Check.
   b. To save your entry and remain on the screen, click the *Save Changes* button.
   c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
   d. To close the screen without saving, click the button at the top right corner of the window.

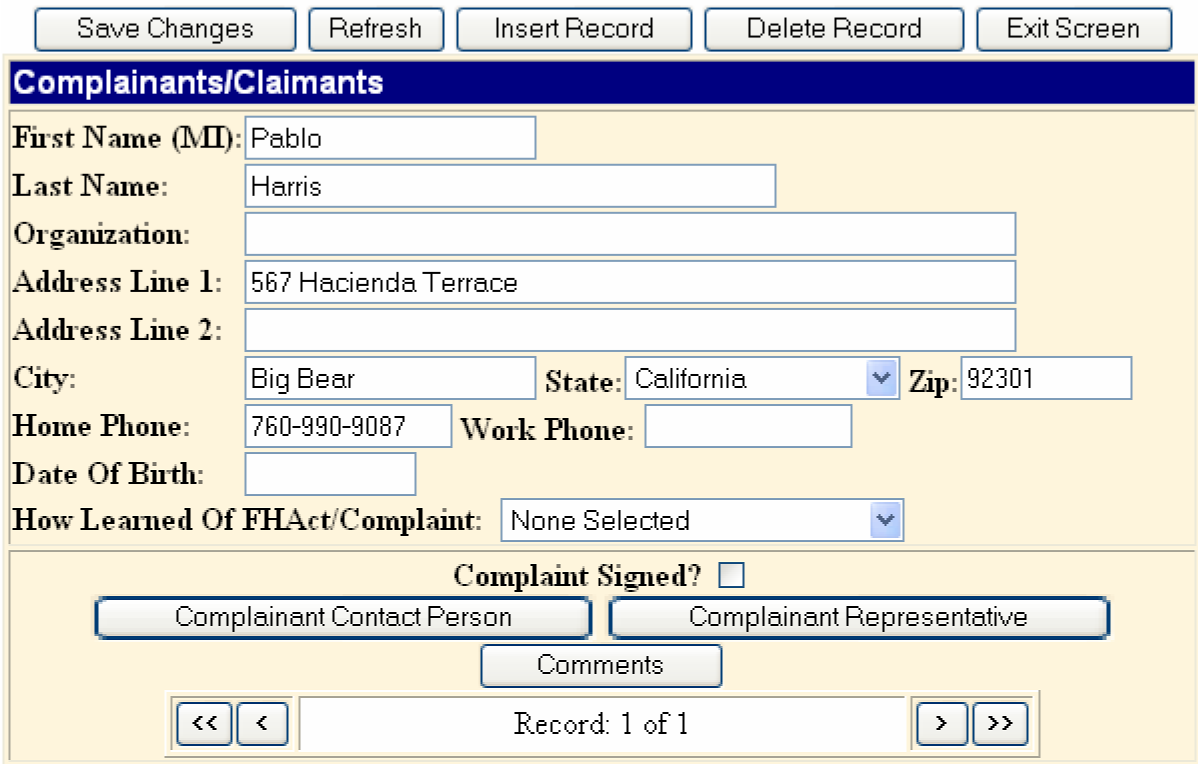
4.2.4.1.3.5 Editing Complainants/Claimants Records

The following set of instructions applies to users with edit rights to the specific case.

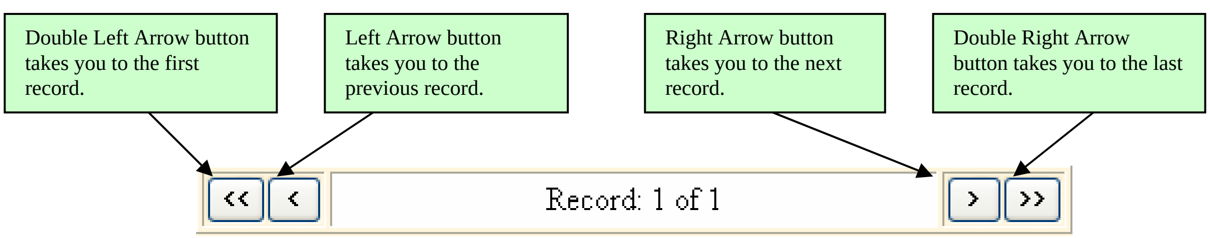
1. Click the *Complainants/Claimants* link in the *Intake* screen to access the *Complainants/Claimants* screen.



2. The *Complainants/Claimants* screen appears.



3. At the bottom of the screen, select the record you want to edit by using the navigation buttons.



4. Modify the data on the case record you selected.

5. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh* button to clear the screen of unsaved data.

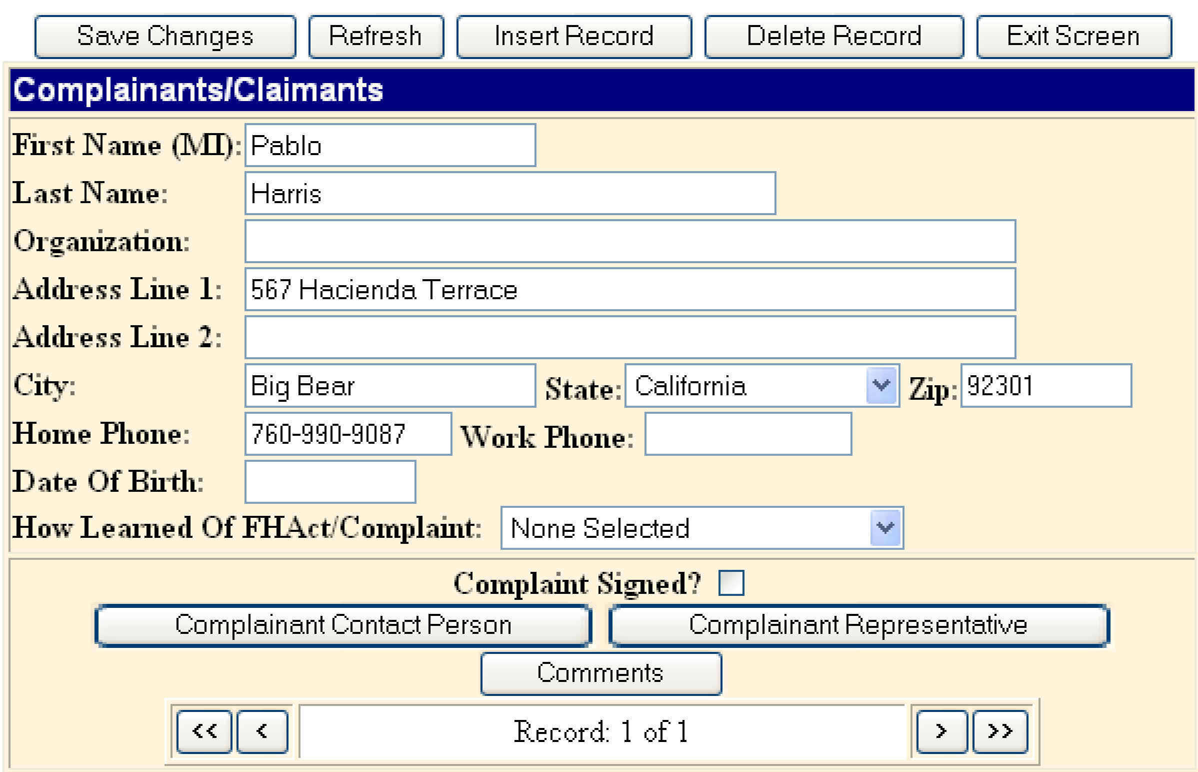
c. Click the *Insert Record* button to add other complainants to the case.
d. Click the *Delete Record* button to delete record of a specific complainant.
e. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.1.3.6 Deleting Complainants/Claimants Records

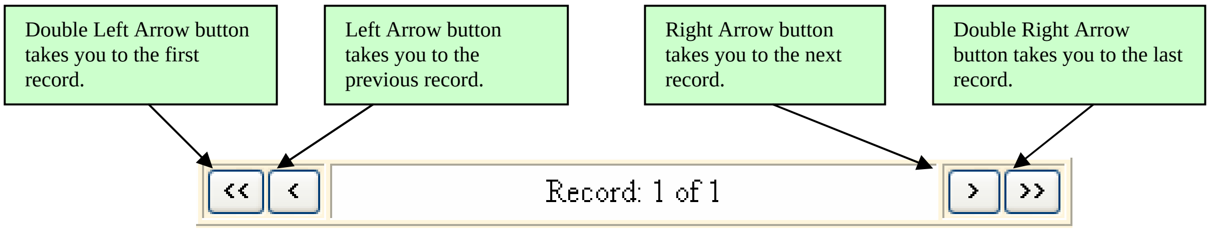
The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Complainants/Claimants* link in the *Intake* screen to access the *Complainants/Claimants* screen.

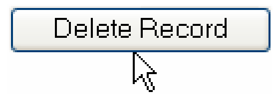
2. The *Complainants/Claimants* screen appears.



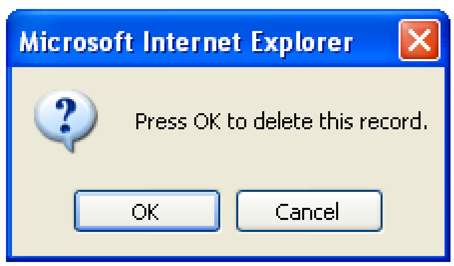
3. At the bottom of the screen, select the record you want to delete by using the navigation buttons.



4. Click the *Delete Record* button to delete the record you selected.



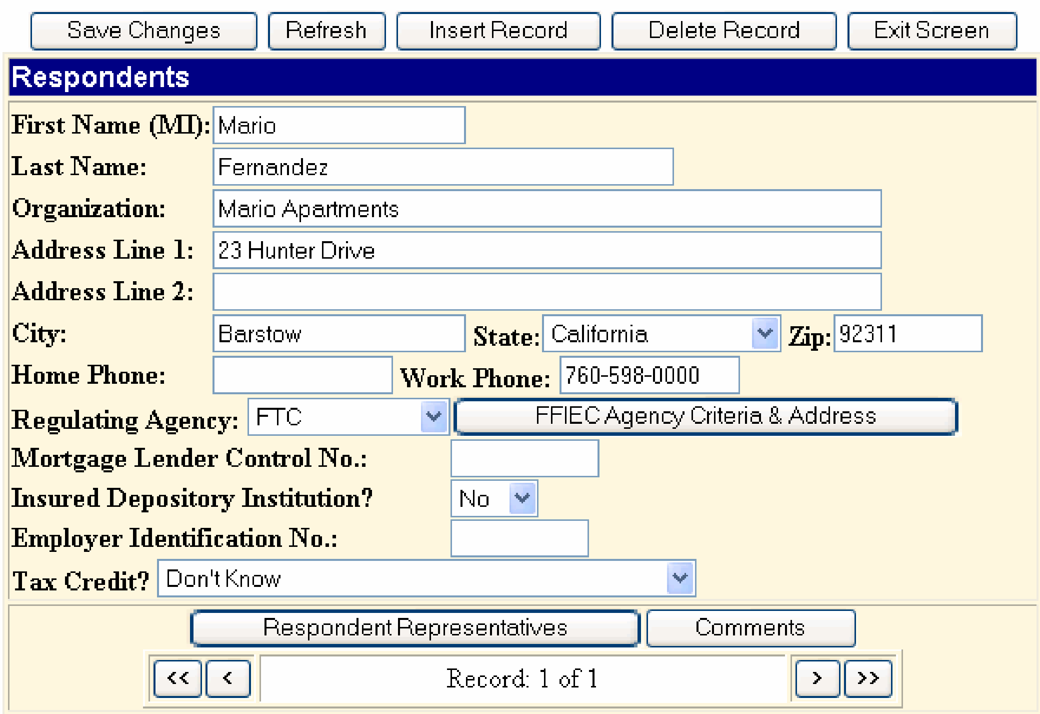
5. A message box appears to confirm the request.



Click *OK* button to delete the record or *Cancel* button to abort the request. The record is automatically deleted upon confirmation to delete the record.

4.2.4.1.4 Who Discriminated

The *Who Discriminated* link enables the user to access the *Respondents* screen. This screen is where details about the background information and legal representations of respondents involved in the case are entered.

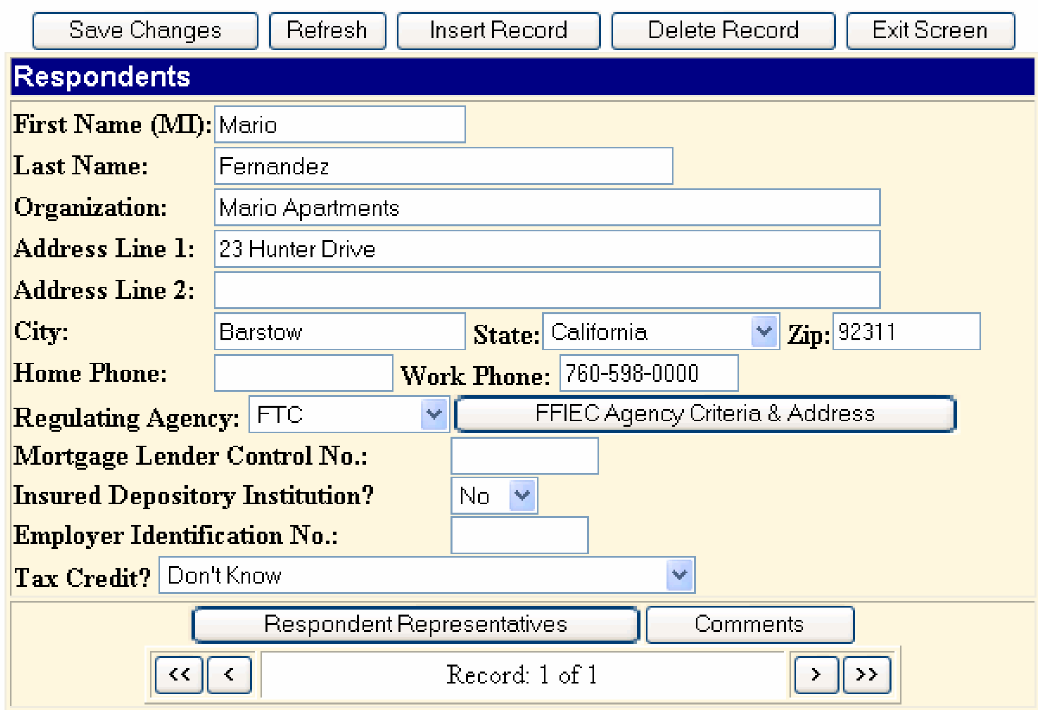


4.2.4.1.4.1 Entering Data to the Respondents Screen

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Who Discriminated* link in the *Intake* screen to access the *Respondents* screen.

2. The *Respondents* screen appears where data pertaining to the respondent is entered. The fields described below are editable unless otherwise noted.



The following set of instructions applies to users with edit rights to the specific case.

First Name (MI) – Enter the first name of the primary respondent involved in the case in the *First Name* textbox. Middle Initial is optional. This field is automatically populated from information provided in the *Create Inquiry* screen.

Last Name – Enter the last name of the primary respondent involved in the case in the *Last Name* textbox. This field is automatically populated from information provided in the *Create Inquiry* screen.

Organization – Enter the name of the organization represented by the respondent in the *Organization* textbox. This field is automatically populated from information provided in the *Create Inquiry* screen.

Address Line 1 – Enter the street address of the respondent in the *Address Line 1* textbox.

Address Line 2 – If applicable, enter the suite or apartment number of the respondent in the *Address Line 2* textbox.

City – Enter the respondent's city of residence in the *City* textbox.

State – Select the respondent's state of residence in the *State* dropdown box.

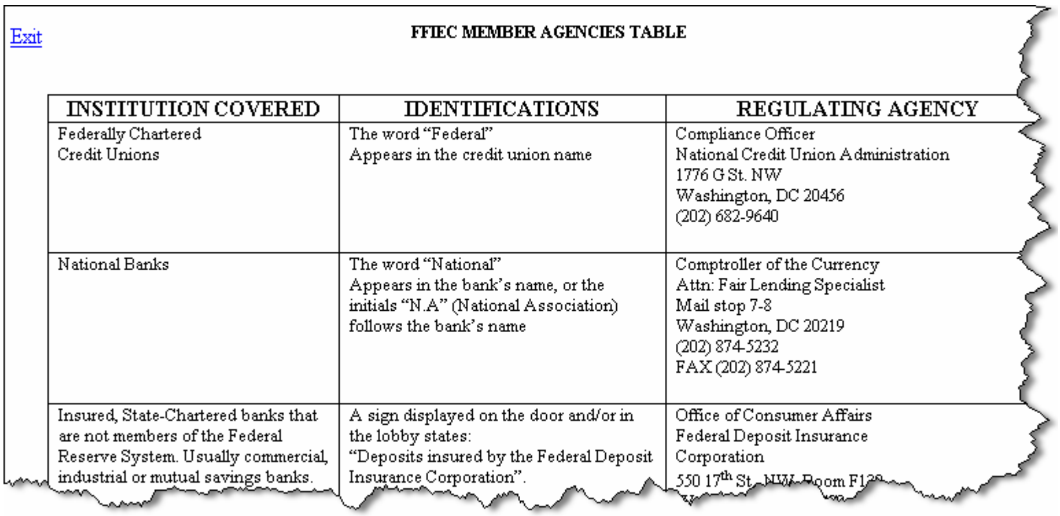
Zip – Enter the respondent's zip code in the *Zip* textbox.

Home Phone – Enter the respondent's home telephone number in the *Home Phone* textbox.

Work Phone – Enter the respondent's work telephone number in the *Work Phone* textbox.

Regulating Agency – Select the regulating agency from the *Regulating Agency* dropdown box.

FFIEC Agency Criteria & Address – Click the *FFIEC Agency Criteria & Address* button to access the FFIEC Member Agencies Table. The table contains information on Regulating Agencies, Identifications and Institution Covered. Click the *Exit* link to close the window.



Exit

FFIEC MEMBER AGENCIES TABLE

INSTITUTION COVERED	IDENTIFICATIONS	REGULATING AGENCY
Federally Chartered Credit Unions	The word "Federal" Appears in the credit union name	Compliance Officer National Credit Union Administration 1776 G St. NW Washington, DC 20456 (202) 682-9640
National Banks	The word "National" Appears in the bank's name, or the initials "N.A" (National Association) follows the bank's name	Comptroller of the Currency Attn: Fair Lending Specialist Mail stop 7-8 Washington, DC 20219 (202) 874-5232 FAX (202) 874-5221
Insured, State-Chartered banks that are not members of the Federal Reserve System. Usually commercial, industrial or mutual savings banks.	A sign displayed on the door and/or in the lobby states: "Deposits insured by the Federal Deposit Insurance Corporation".	Office of Consumer Affairs Federal Deposit Insurance Corporation 550 17th St. NW, Room F1

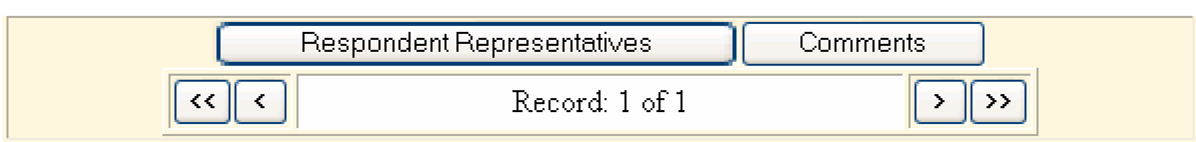
Mortgage Lender Control No. – Type the control number of the organization.

Insured Depository Institution? – Select *Yes* or *No* to indicate whether the organization is an insured institution.

Employer Identification No. – Type the organization's Employer Identification Number.

Tax Credit? – Select Don't Know, No or Yes to indicate if the respondent receives tax credit.

Respondent Representatives – Click the *Respondent Representatives* button to access the *Add Respondent Representative* screen or *Respondent Representative For:* screen. This is where information identifying the Respondent's legal representative is entered. Refer to [Section 4.2.4.1.4.2 Adding a Respondent Representative](#).



Comments – Click the *Comments* button to access the [memo screen](#) where additional notes or remarks about the case are entered.

Navigation Bar – Click the arrow buttons: << (first page), < (previous page), > (next page), >> (last page) to navigate through records. The bar indicates the Record Number.

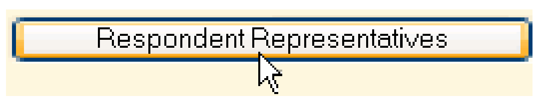
3. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh* button to clear the screen of unsaved data.
   c. Click the *Insert Record* button to add other respondents to the case.
   d. Click the *Delete Record* button to delete record of a specific complainant.
   e. Click the *Exit Screen* button to save your entry and exit the screen.

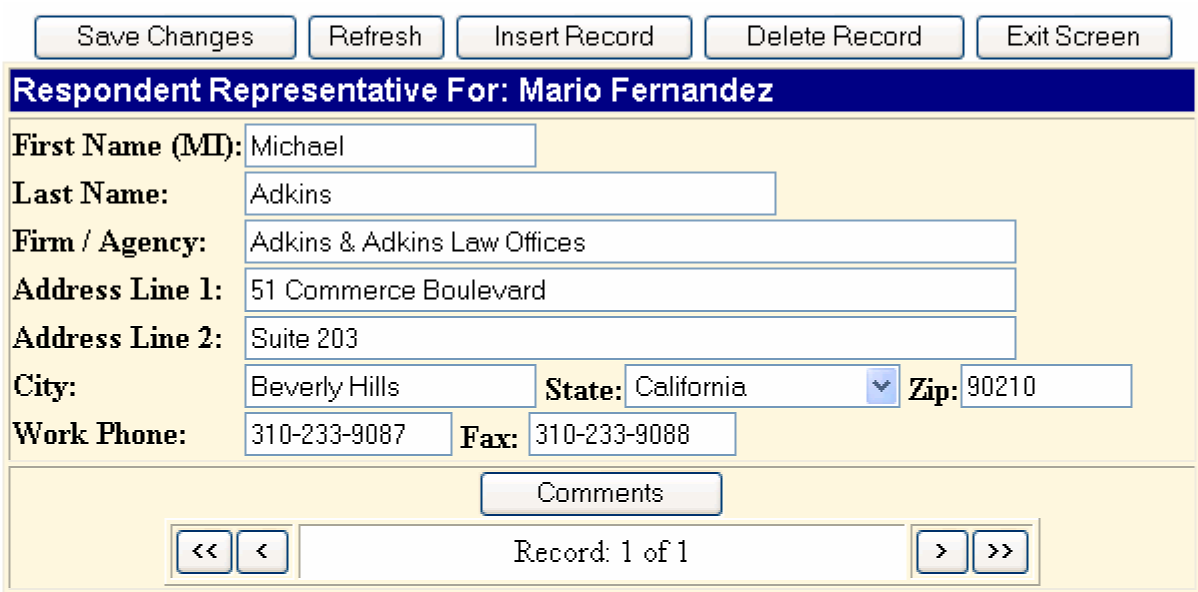
4.2.4.1.4.2 Adding a Respondent Representative

The following set of instructions describes how to add a record containing information identifying the respondent's legal representative. The following steps apply to users with edit rights to the specific case.

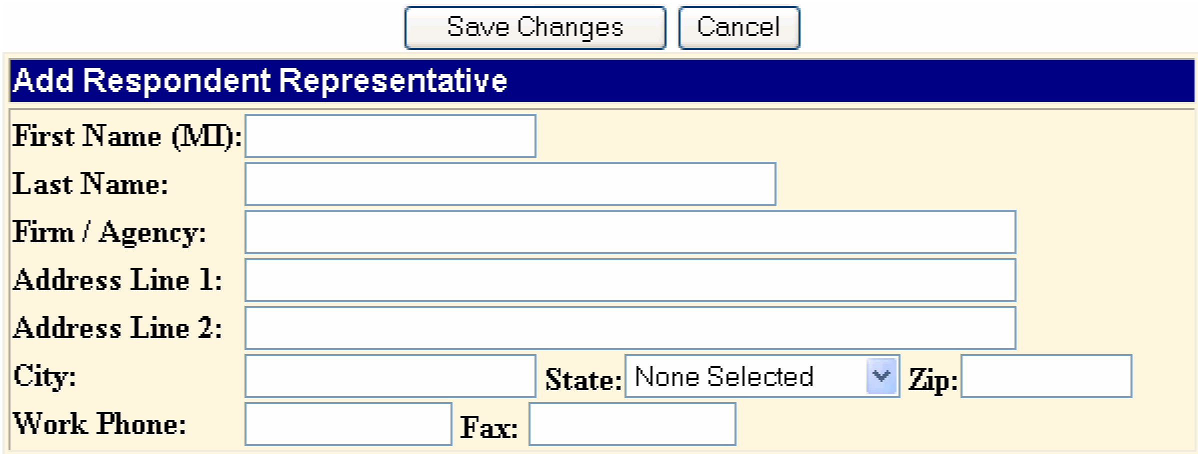
1. To enter information pertaining to the respondent's representative, click the *Respondent Representatives* button on the *Respondents* screen.



2. If there are no existing records of the respondent's representative, the *Add Respondent Representative* screen appears. However, if a respondent representative record already exists, the *Respondent Representative For:* screen is displayed.



Click the *Insert Record* button on the *Respondent Representative For:* screen to access the *Add Respondent Representative* screen.



3. The *Add Respondent Representative* screen enables you to enter information identifying the respondent's legal representative:

   First Name (MI) – Enter the first name of the respondent's representative in the *First Name* textbox. Middle Initial is optional.

   Last Name – Enter the last name of the respondent's representative in the *Last Name* textbox.

   Relationship – Enter the relationship of the representative to the respondent in the *Relationship* textbox.

   Address Line 1 – Enter the street address of the respondent's representative in the *Address Line 1* textbox.

   Address Line 2 – If applicable, enter the suite or apartment number of the respondent's representative in the *Address Line 2* textbox.

   City – Enter the respondent's representative's city of residence in the *City* textbox.

   State – Select the respondent's representative's state of residence in the *State* dropdown box.

   Zip – Enter the respondent's representative's zip code in the *Zip* textbox.

   Home Phone – Enter the respondent's representative's home telephone number in the *Home Phone* textbox.

   Work Phone – Enter the respondent's representative's work telephone number in the *Work Phone* textbox.

4. On the *Add Respondent Representative* screen, you have the option to perform any of the following functions:

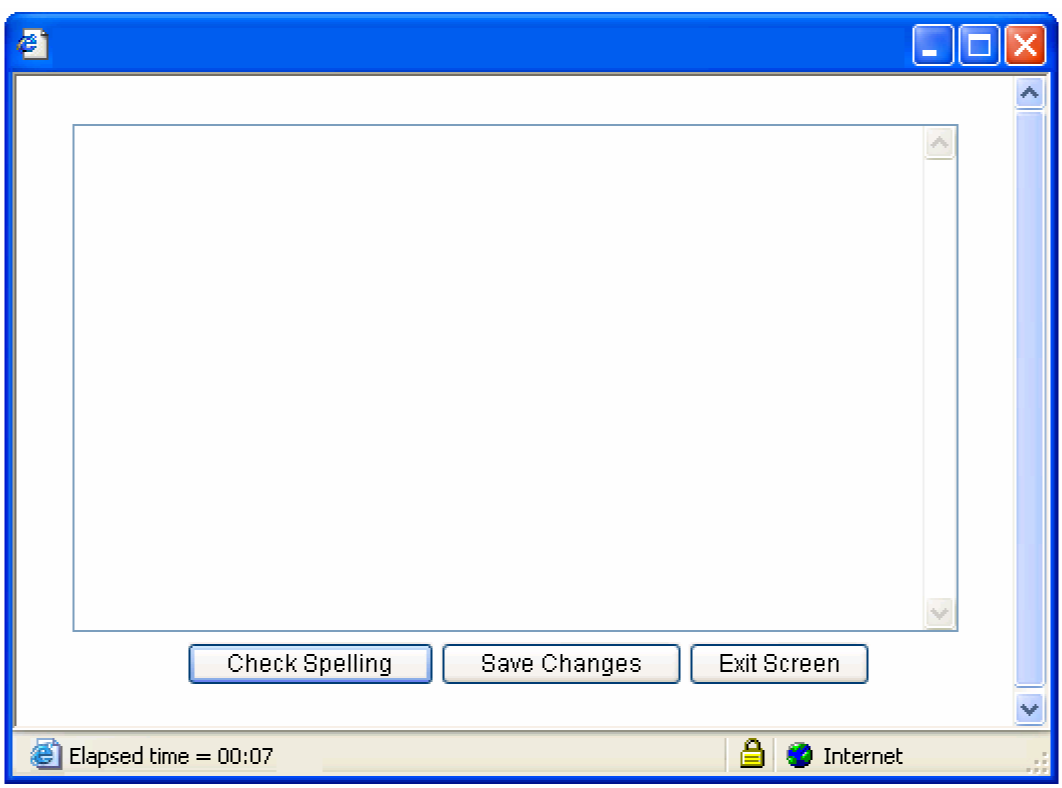
   a. Click the *Save Changes* button to save your entry and access the *Respondent Representative For:* screen.
   b. Click the *Cancel* button to cancel and exit the screen.

4.2.4.1.4.3 Entering Comments in Respondents Screen

The following set of instructions describes how to enter comments in the *Respondents* screen. The following steps apply to users with edit rights to the specific case.

1. On the *Respondents* screen, click the *Comments* button to access the memo screen.

2. The memo screen is where a user can enter notes or remarks about the case.



3. On the memo screen, type your entry. The scroll bar enables you to vertically navigate through the memo screen.

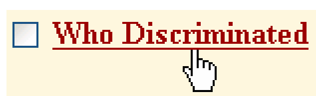
4. You have the option to perform any of the following functions:

   a. To perform a spell check, click the *Check Spelling* button. Refer to Section 3.3.1 Spell Check.
   b. To save your entry and remain on the screen, click the *Save Changes* button.
   c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
   d. To close the screen without saving, click the button at the top right corner of the window.

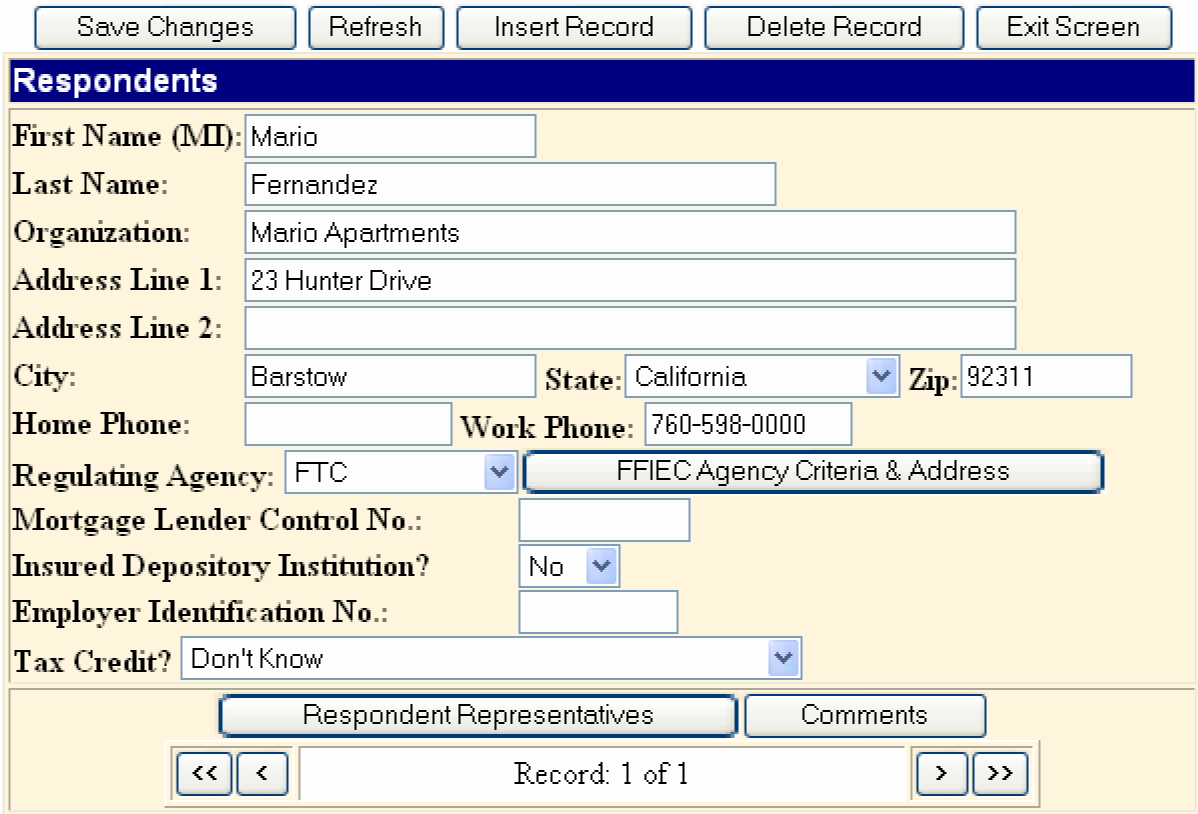
4.2.4.1.4.4 Editing Respondents Records

The following set of instructions applies to users with edit rights to the specific case.

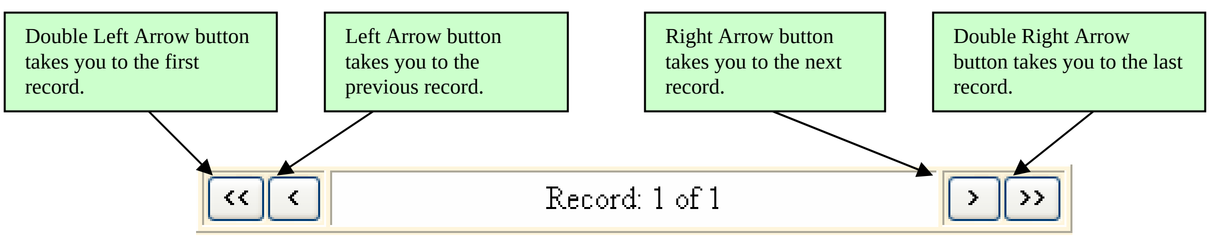
1. Click the *Who Discriminated* link in the *Intake* screen to access the *Respondents* screen.



2. The *Respondents* screen appears.



3. At the bottom of the screen, select the record you want to edit by using the navigation buttons.



4. Modify the data on the record you selected.

5. You have the option to perform any of the following functions:

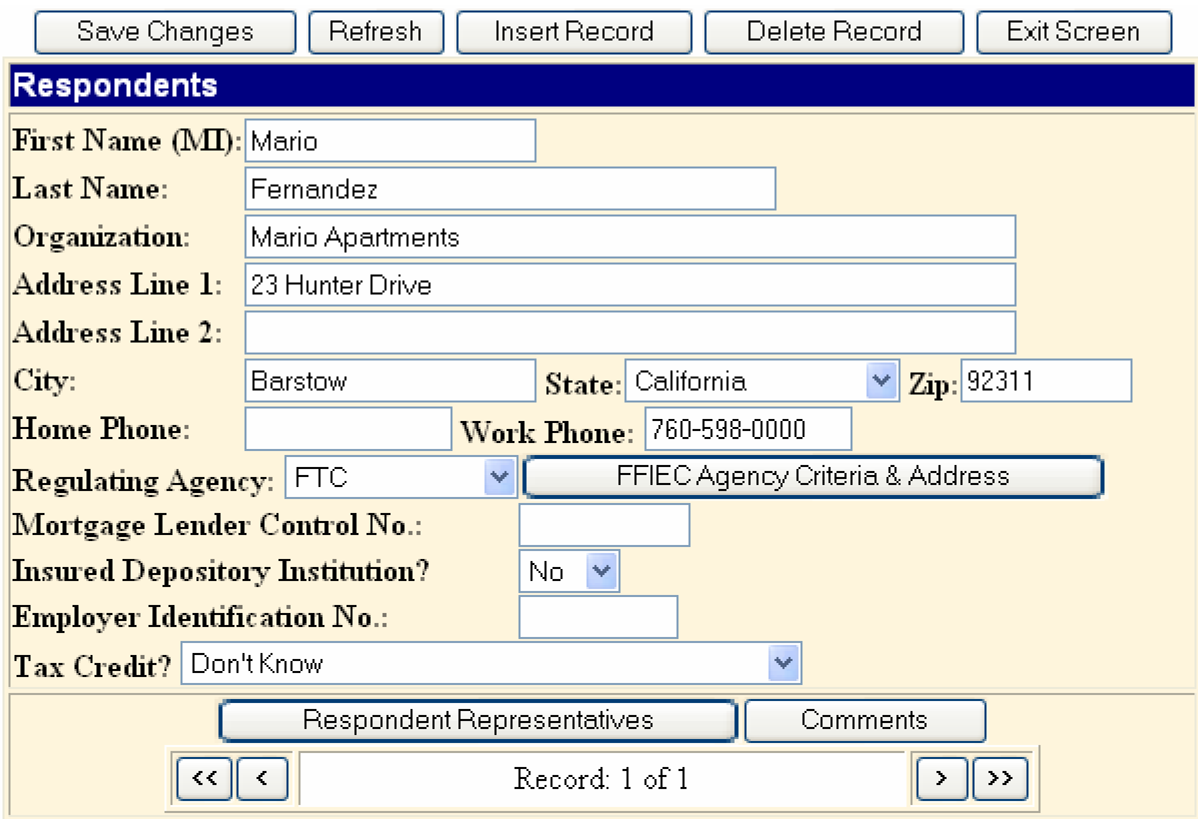
   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh* button to clear the screen of unsaved data.
   c. Click the *Insert Record* button to add respondents to the case.
   d. Click the *Delete Record* button to delete record of a respondent.
   e. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.1.4.5 *Deleting Respondents Records*

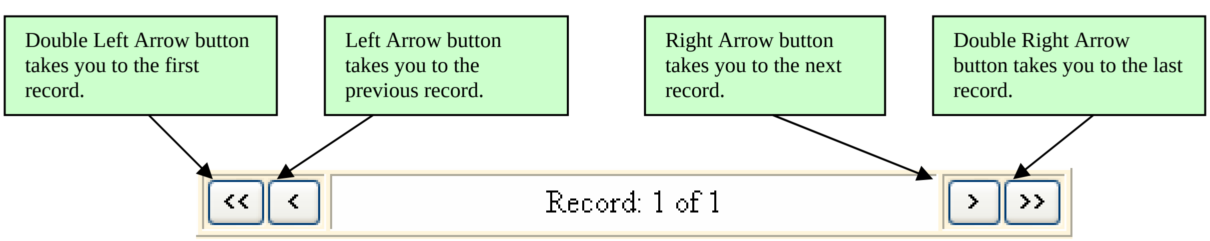
The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Who Discriminated* link in the *Intake* screen to access the *Respondents* screen.

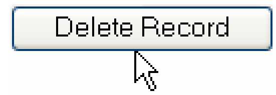
2. The *Respondents* screen appears.



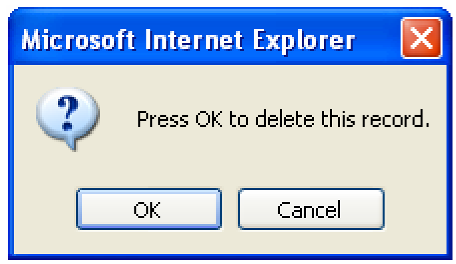
3. At the bottom of the screen, select the record you want to delete by using the navigation buttons.



4. Click the *Delete Record* button to delete the record you selected.

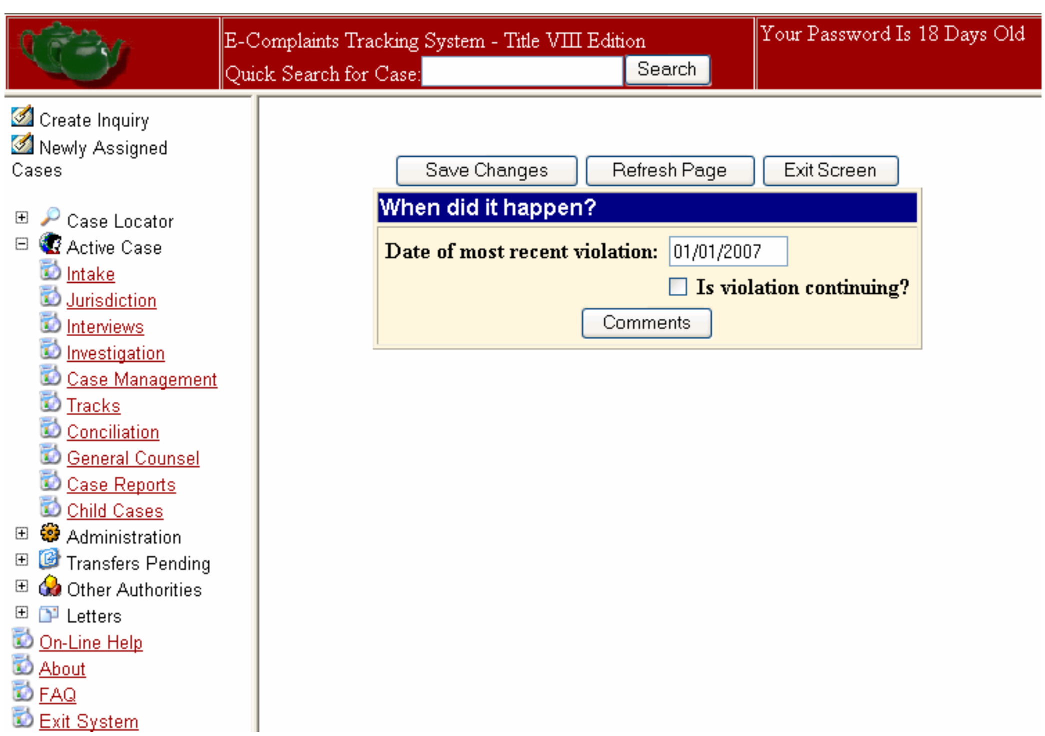


A message box appears to confirm the request. Click *OK* button to delete the record or *Cancel* button to abort the request. The record is automatically deleted upon confirmation to delete the record.



4.2.4.1.5 When Did It Happen

The *When Did It Happen?* screen is where the date of the most recent violation is specified and if such violations are continuing.



4.2.4.1.5.1 Entering Data in When Did It Happen? Screen

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *When Did It Happen* link in the *Intake* screen to access the *When Did It Happen?* screen.

2. On the *When Did It Happen?* screen, provide the information in the appropriate fields. The fields described below are editable unless otherwise noted.

Date of most recent violation – Type the date (MM/DD/YYYY) when the latest violation occurred. This field is automatically populated from information provided in the *Create Inquiry* screen.

Is violation continuing? – Click the checkbox if the violation continues to occur.

3. You have the option to perform any of the following functions:

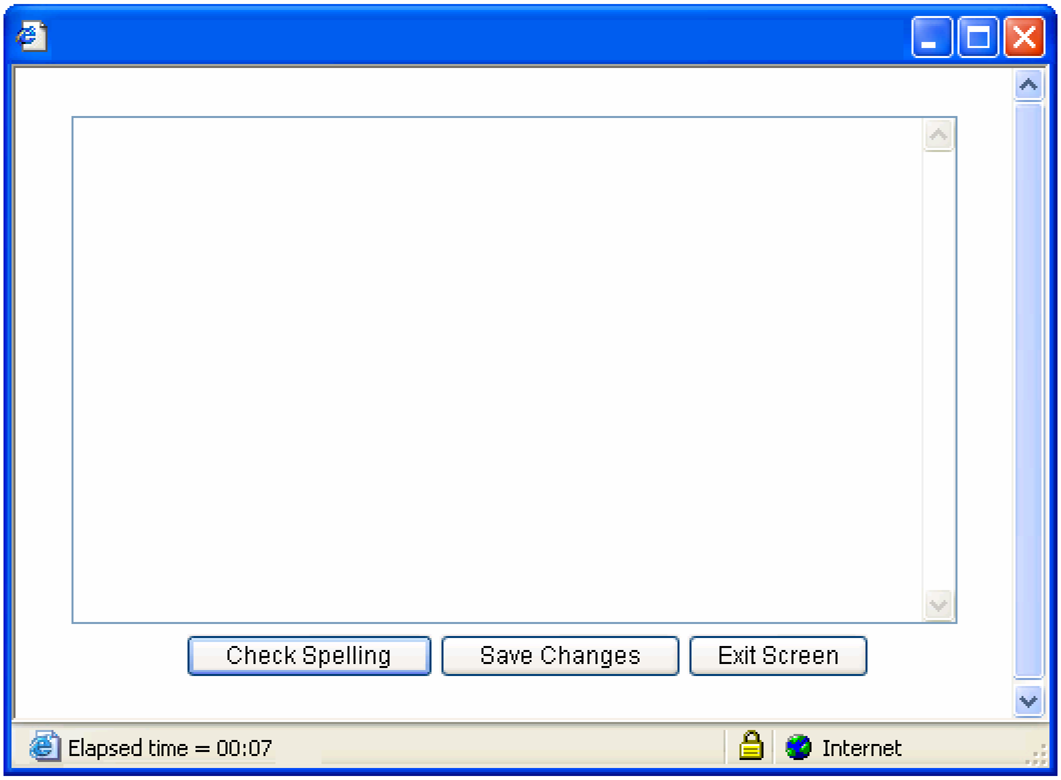
   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh Page* button to clear the screen of unsaved data.
   c. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.1.5.2 Entering Comments in When Did It Happen? Screen

The following set of instructions describes how to enter comments in the *When Did It Happen?* screen. The following steps apply to users with edit rights to the specific case.

1. On the *When Did It Happen?* screen, click the *Comments* button to access the memo screen.

2. The memo screen is where a user can enter notes or remarks about the case.



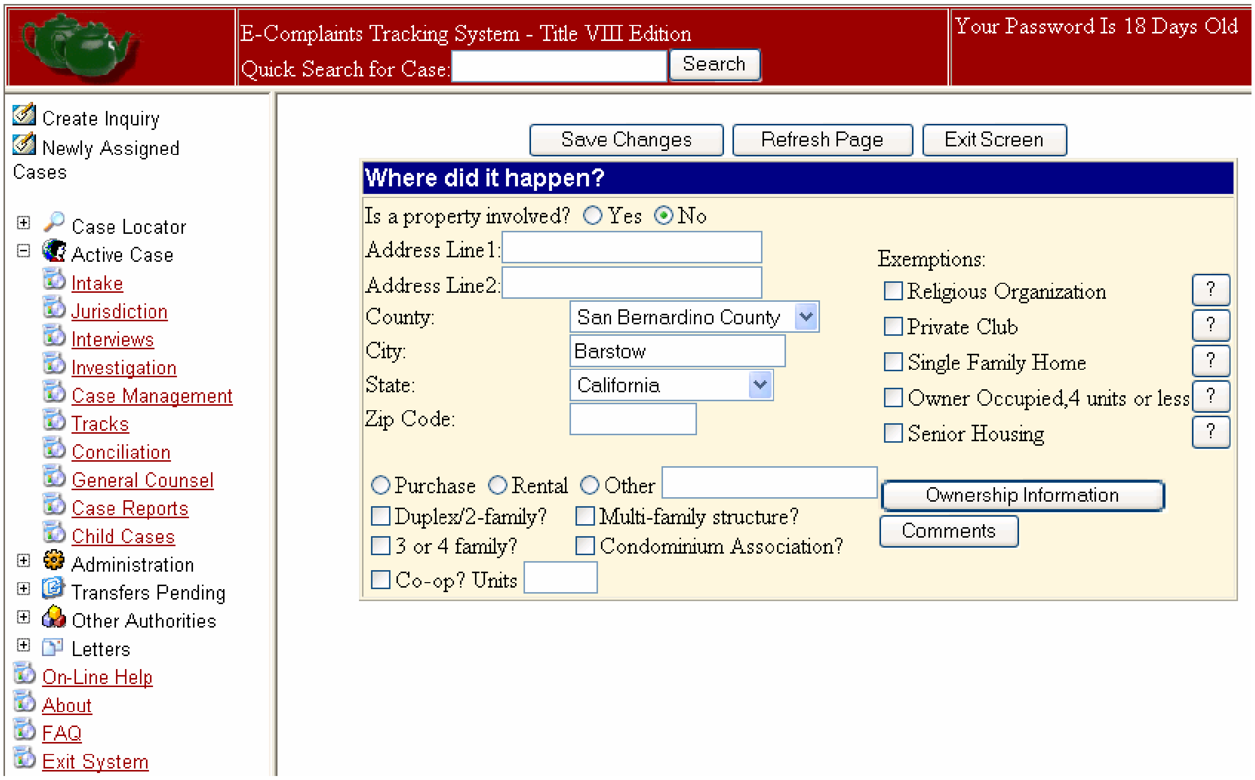
3. On the memo screen, type your entry. The scroll bar enables you to vertically navigate through the memo screen.

4. You have the option to perform any of the following functions:

a. To perform a spell check, click the *Check Spelling* button. Refer to Section 3.3.1 Spell Check.
b. To save your entry and remain on the screen, click the *Save Changes* button.
c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
d. To close the screen without saving, click the  button at the top right corner of the window.

4.2.4.1.6 Where Did It Happen

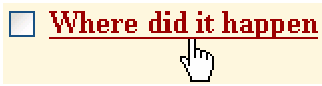
The *Where Did It Happen?* screen is where case details about the location of the property involved in the violation is described.



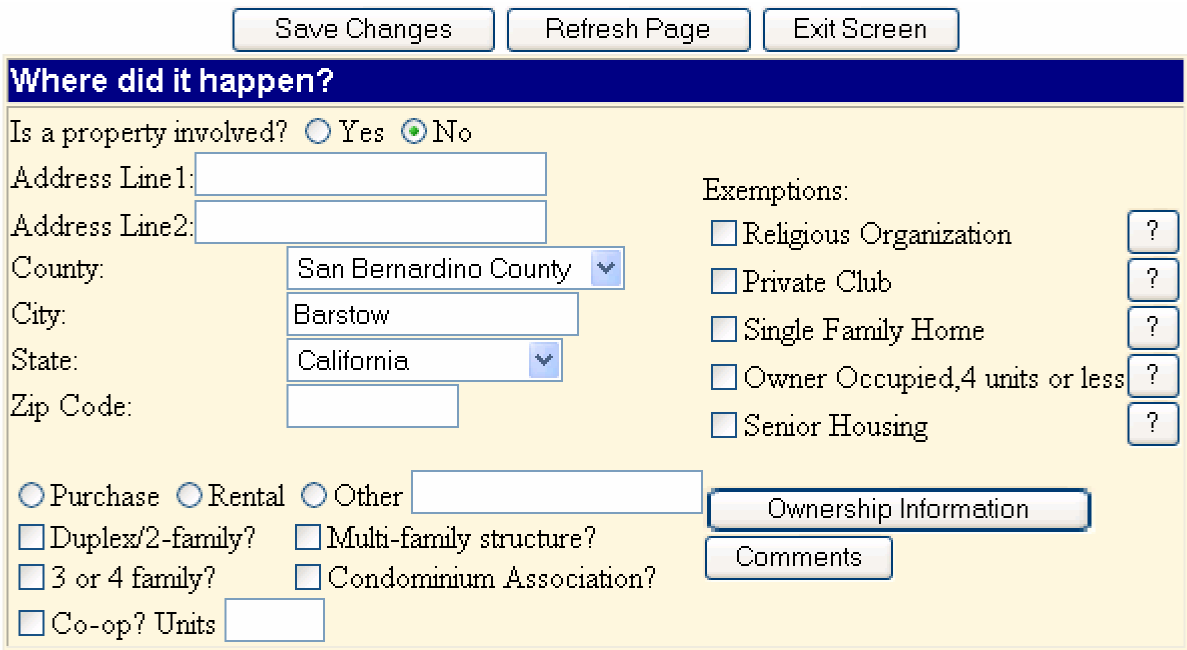
4.2.4.1.6.1 Entering Data in Where Did It Happen? Screen

The following set of instructions applies to users with edit rights to the specific case.

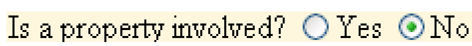
1. Click the *Where Did It Happen* link on the *Intake* screen to access the *Where Did It Happen?* screen.



2. On the *Where Did It Happen?* screen, provide information about the location of the property involved in the violation in the appropriate fields. The fields described below are editable unless otherwise noted.

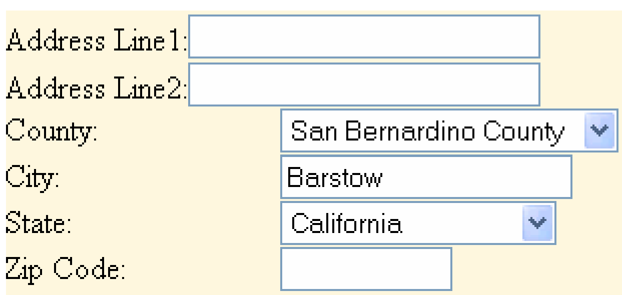


Is a property involved? – Select **Yes** or **No** radio button to indicate if property is involved in the dispute. If **Yes** is selected, you must complete the form to determine the tax credit agency, if applicable that it belongs to.



Address Line1 – Type the street address of the property.

Address Line2 – If applicable, type the apartment or suite number of the property.



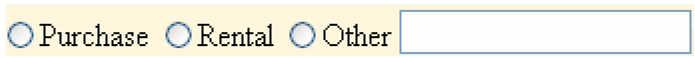
County – From the dropdown box, select the county where the property is located.

City – Type the city where the property is located.

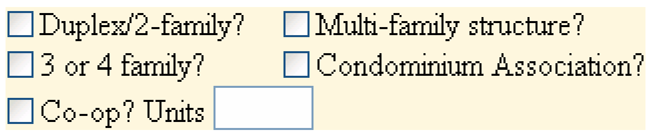
State – From the dropdown box, select the state where the property is located.

Zip Code – Type the zip code where the property is located.

Purchase, Rental, or **Other –** Click the appropriate radio button to identify the type of property. If you select *Other*, you must specify how the property is being maintained (e.g. sublease, lease-to-purchase, etc.)



Duplex/2-family?, Multi-family structure?, **3 or 4 family?, Condominium Association?**, or **Co-op? –** Click the appropriate checkbox that describes the type of property. If you select Co-op, you must specify the number of units in the textbox provided.



Exemptions – Click the checkbox associated to the exemption that applies. The selections are Religious Organization, Private Club, Single Family Home, Owner Occupied-4 units or less and Senior Housing. You may select one or more exemptions. Refer to Section 4.2.4.1.6.2 Selecting from Category of Exemptions.

Ownership Information – Click the *Ownership Information* button to access the memo screen where information about the owner is entered.

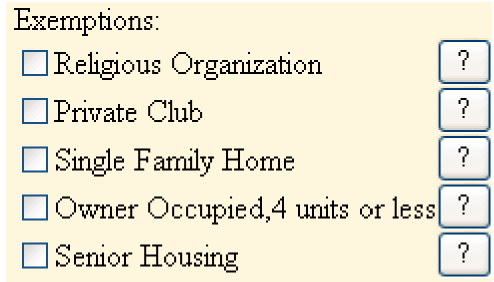
Comments – Click the *Comments* button to access the memo screen to enter notes or remarks about the case.

3. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh Page* button to clear the screen of unsaved data.
c. Click the *Exit Screen* button to save your entry and exit the screen.

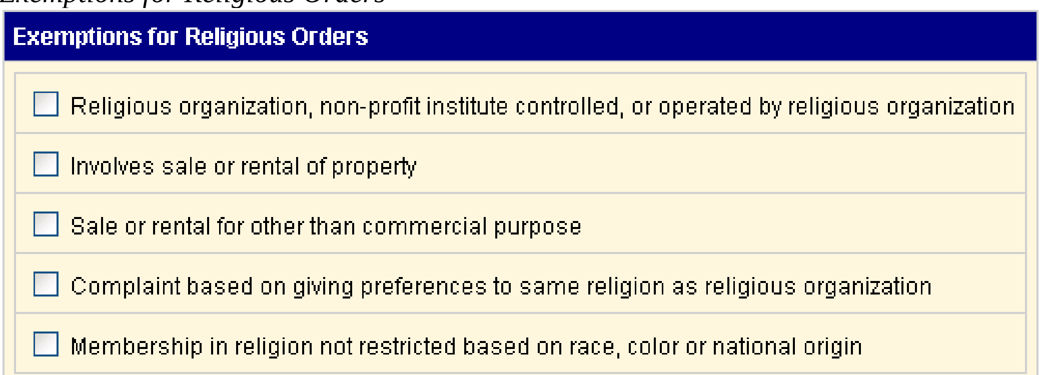
4.2.4.1.6.2 Selecting from Category of Exemptions

The Exemptions section on the *Where Did It Happen?* screen contains the following category of exemptions: Religious Organization, Private Club, Single Family Home, Owner Occupied-4 units or less and Senior Housing.

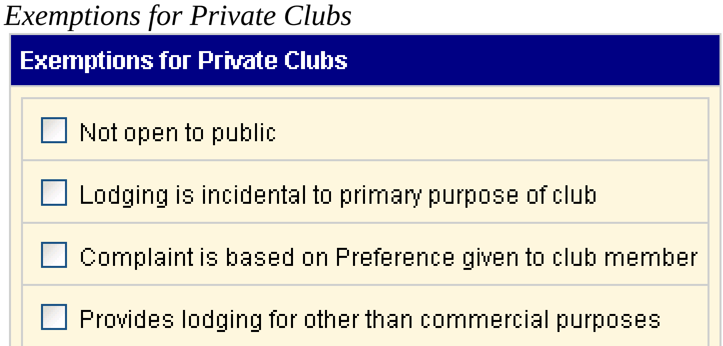


1. To select the applicable exemption, click the checkbox adjacent to the category you selected.
2. Click ? button associated to the exemptions category you selected.
3. Depending on the category you selected, any of the following sub-screens will appear.

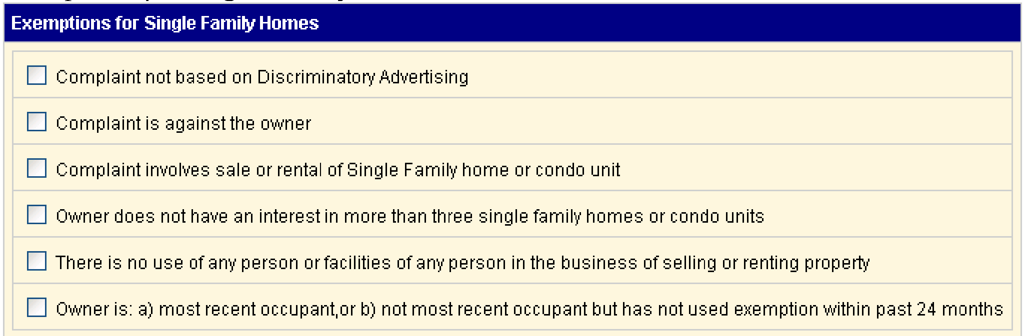
Exemptions for Religious Orders



Exemptions for Private Clubs



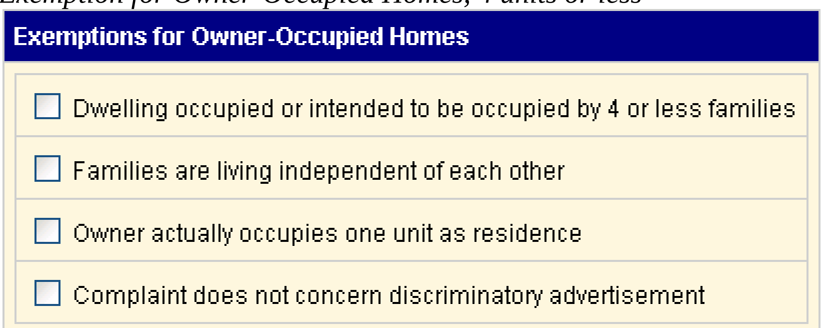
Exemptions for Single-Family Homes



Exemptions for Single Family Homes

- Complaint not based on Discriminatory Advertising
- Complaint is against the owner
- Complaint involves sale or rental of Single Family home or condo unit
- Owner does not have an interest in more than three single family homes or condo units
- There is no use of any person or facilities of any person in the business of selling or renting property
- Owner is: a) most recent occupant,or b) not most recent occupant but has not used exemption within past 24 months

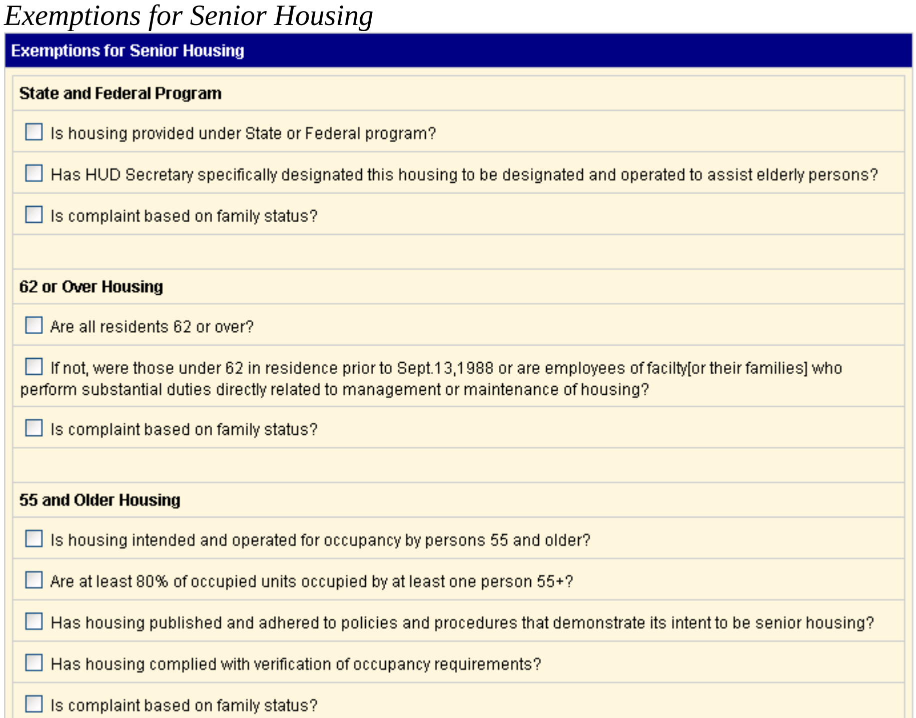
Exemption for Owner-Occupied Homes, 4 units or less



Exemptions for Owner-Occupied Homes

- Dwelling occupied or intended to be occupied by 4 or less families
- Families are living independent of each other
- Owner actually occupies one unit as residence
- Complaint does not concern discriminatory advertisement

Exemptions for Senior Housing



Exemptions for Senior Housing

State and Federal Program

- Is housing provided under State or Federal program?
- Has HUD Secretary specifically designated this housing to be designated and operated to assist elderly persons?
- Is complaint based on family status?

62 or Over Housing

- Are all residents 62 or over?
- If not, were those under 62 in residence prior to Sept.13,1988 or are employees of facilty[or their families] who perform substantial duties directly related to management or maintenance of housing?
- Is complaint based on family status?

55 and Older Housing

- Is housing intended and operated for occupancy by persons 55 and older?
- Are at least 80% of occupied units occupied by at least one person 55+?
- Has housing published and adhered to policies and procedures that demonstrate its intent to be senior housing?
- Has housing complied with verification of occupancy requirements?
- Is complaint based on family status?

4. On the sub-screen, click the checkbox(es) that apply.

5. You have the option to perform any the following functions:

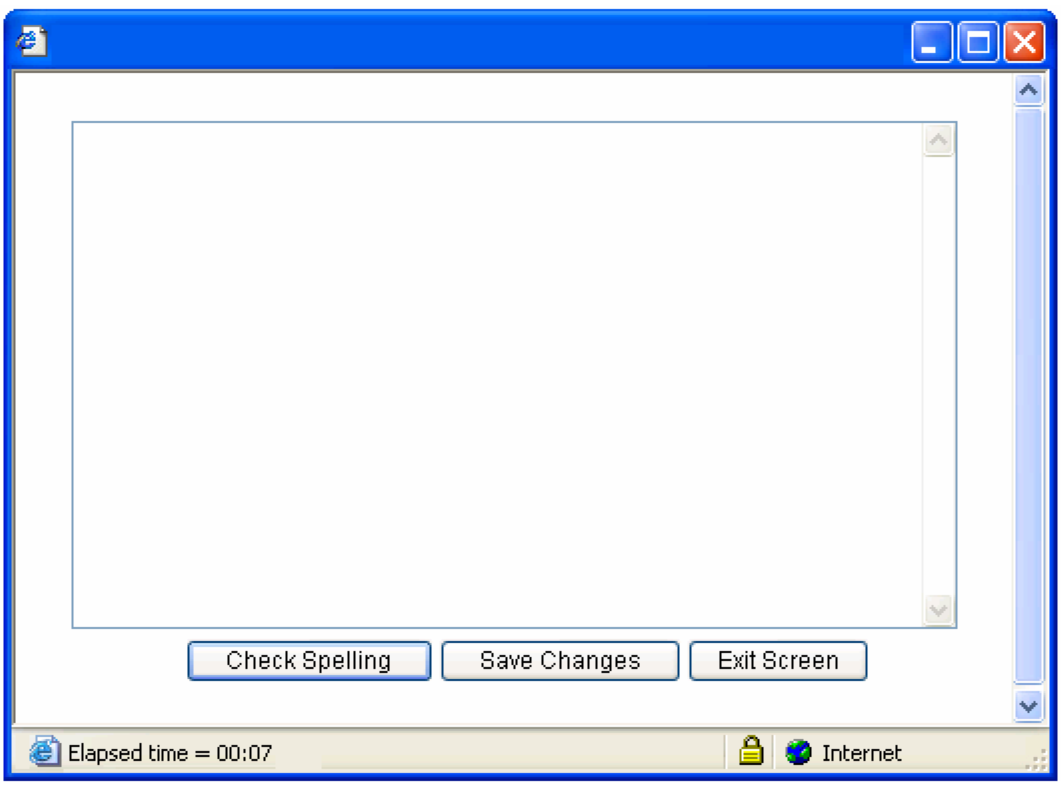
   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh Page* button to clear the screen of unsaved data.
   c. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.1.6.3 Entering Comments in Where Did It Happen? Screen

The following set of instructions describes how to enter comments in the *Where Did It Happen?* screen. These steps apply to users with edit rights to the specific case.

1. On the *Where Did It Happen?* screen, click the *Comments* button to access the memo screen.

2. The memo screen is where a user can enter notes or remarks about the case.



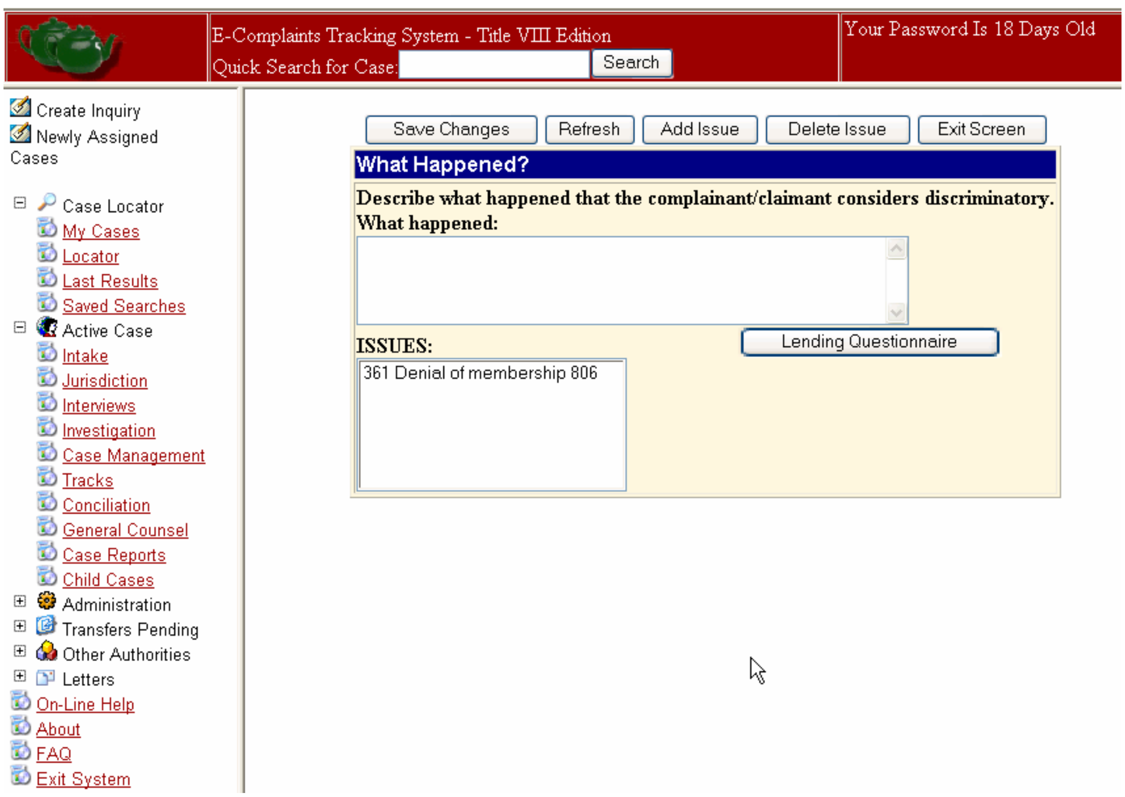
3. On the memo memo screen screen, type your entry. The scroll bar enables you to vertically navigate through the memo screen.

4. You have the option to perform any of the following functions:

   a. To perform a spell check, click the *Check Spelling* button. Refer to Section 3.3.1 Spell Check.
   b. To save your entry and remain on the screen, click the *Save Changes* button.
   c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
   d. To close the screen without saving, click the button at the top right corner of the window.

4.2.4.1.7 What Happened (Issue)

The *What Happened?* screen is where a narrative account, issues, and lending information of the violation are described.

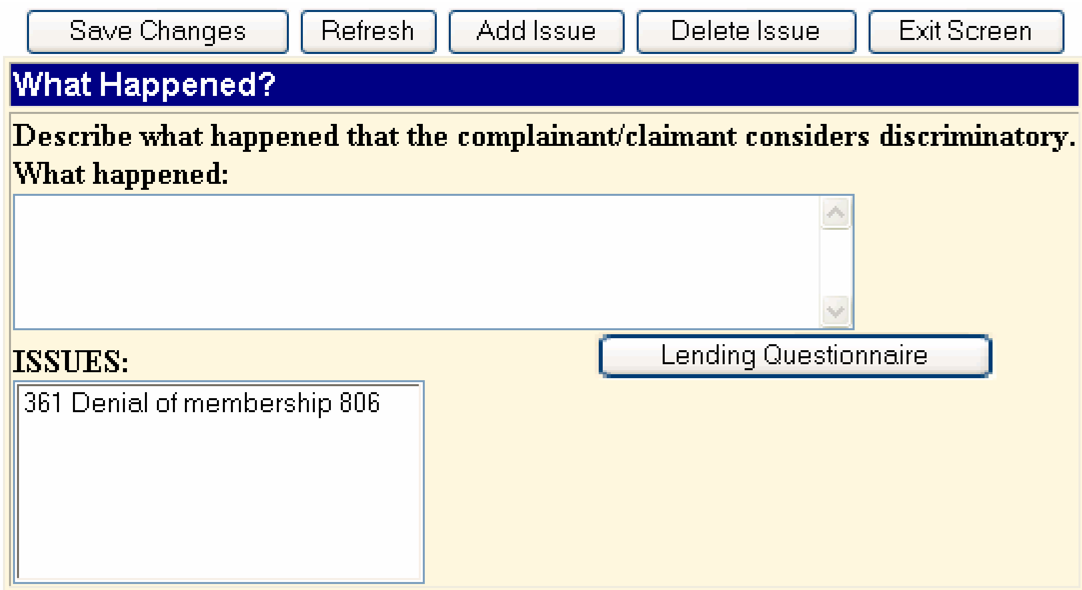


4.2.4.1.7.1 Entering Data in What Happened? Screen

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *What Happened (Issue)* link in the *Intake* screen to access the *What Happened?* screen.

2. On the *What Happened?* screen, provide the information in the appropriate fields. The fields described below are editable unless otherwise noted.



What happened – In narrative form, describe the discriminatory action from the complainant/claimant's perspective.

Lending Questionnaire – Click the button to access the *Lending Questionnaire* screen where information pertaining to the complainant and the lending institution is entered.

Issues – The case issue indicated in this field is automatically populated from information provided in the *Create Inquiry* screen.

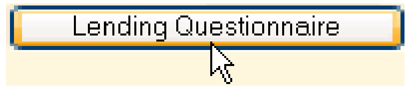
3. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh* button to clear the screen of unsaved data.
   c. Click the *Add Issue* button to add an issue to the case.
   d. Click the *Delete Issue* button to delete an issue from the case.
   e. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.1.7.2 Entering Data in the Lending Questionnaire

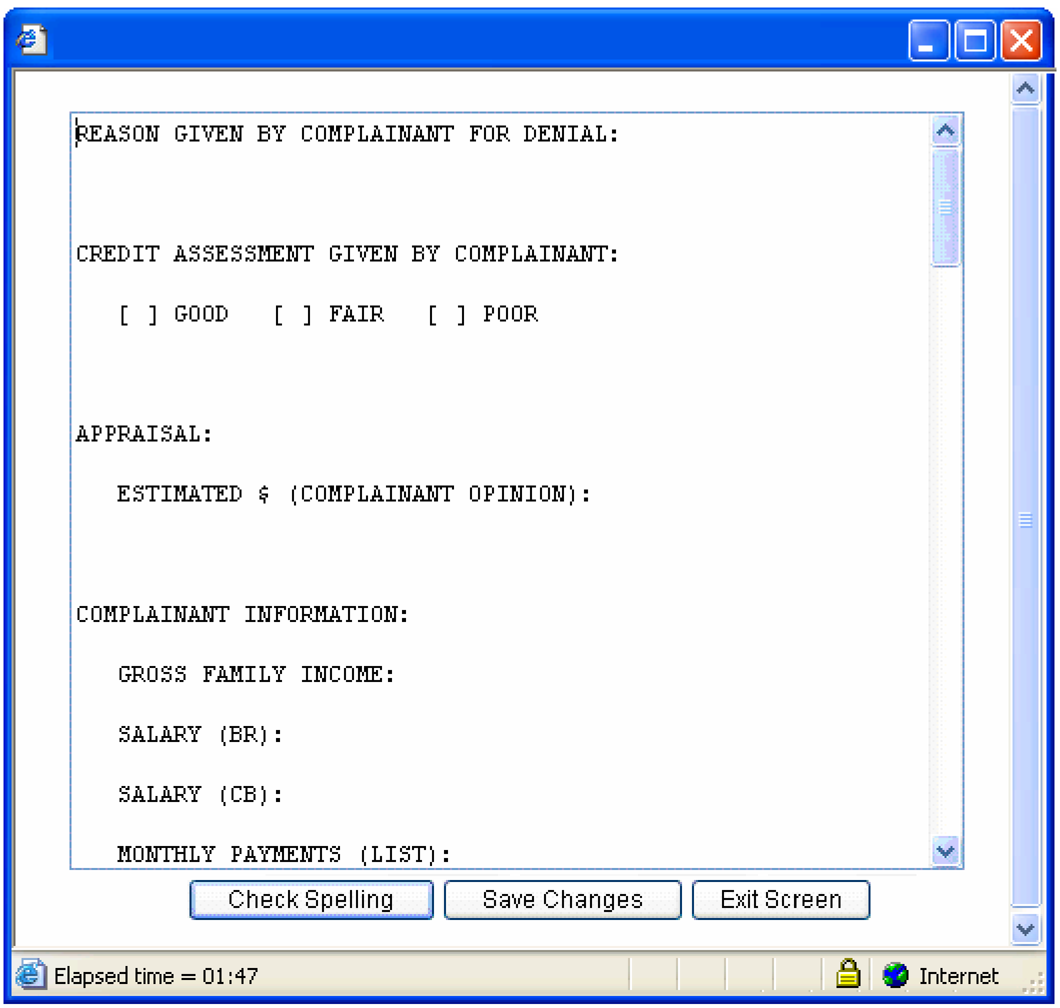
The following set of instructions describes how to enter data in the *Lending Questionnaire* screen. The following steps apply to users with edit rights to the specific case.

1. On the *What Happened?* screen, click the *Lending Questionnaire* button to access the questionnaire.



2. The *Lending Questionnaire* screen appears. This screen is where specific information about the complainant and the lending institution is entered.

.



3. Type the appropriate response to the items on the questionnaire.

4. You have the option to perform any of the following functions:

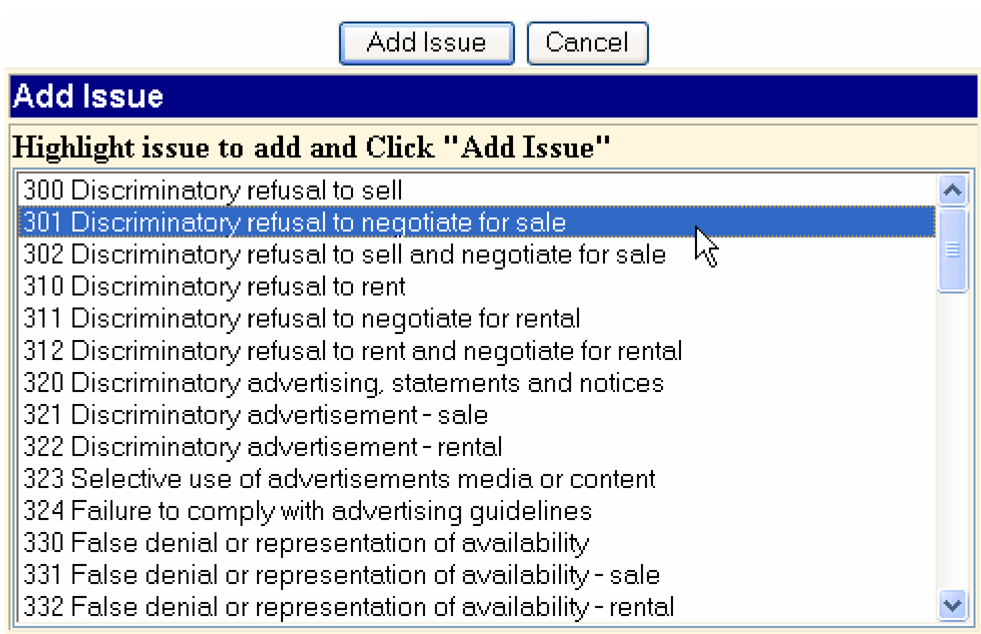
a. Click the *Check Spelling* button to verify and correct misspelled words in the memo box. Refer to Section 3.3.1 Spell Check.
b. Click the *Save Changes* button to save your entry and remain on the memo screen.
c. Click the *Exit Screen* button to save and exit the screen.
d. To close the window without saving, click the button at the top right corner of the memo screen.

4.2.4.1.7.3 Adding an Issue to the Case

The following set of instructions enables you to add an issue to the case. The following steps apply to users with edit rights to the specific case.

1. Click the *Add Issue* button at the top of the *What Happened?* screen.

2. The *Add Issue* screen appears. Select an issue from the dropdown box.

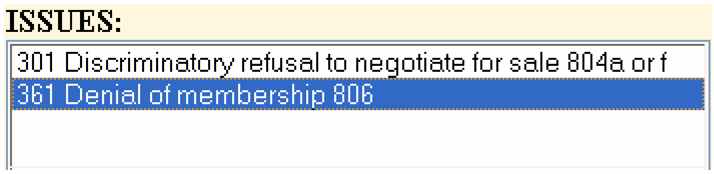


3. Click the *Add Issue* button. Your selection is automatically added to the *Issues* list box in the *What Happened?* screen.

4.2.4.1.7.4 Deleting an Issue from the Case

The following set of instructions enables you to delete issues from the case. The following steps apply to users with edit rights to the specific case.

1. On the *Issues* list box of the *What Happened?* screen, highlight the issue to be deleted.



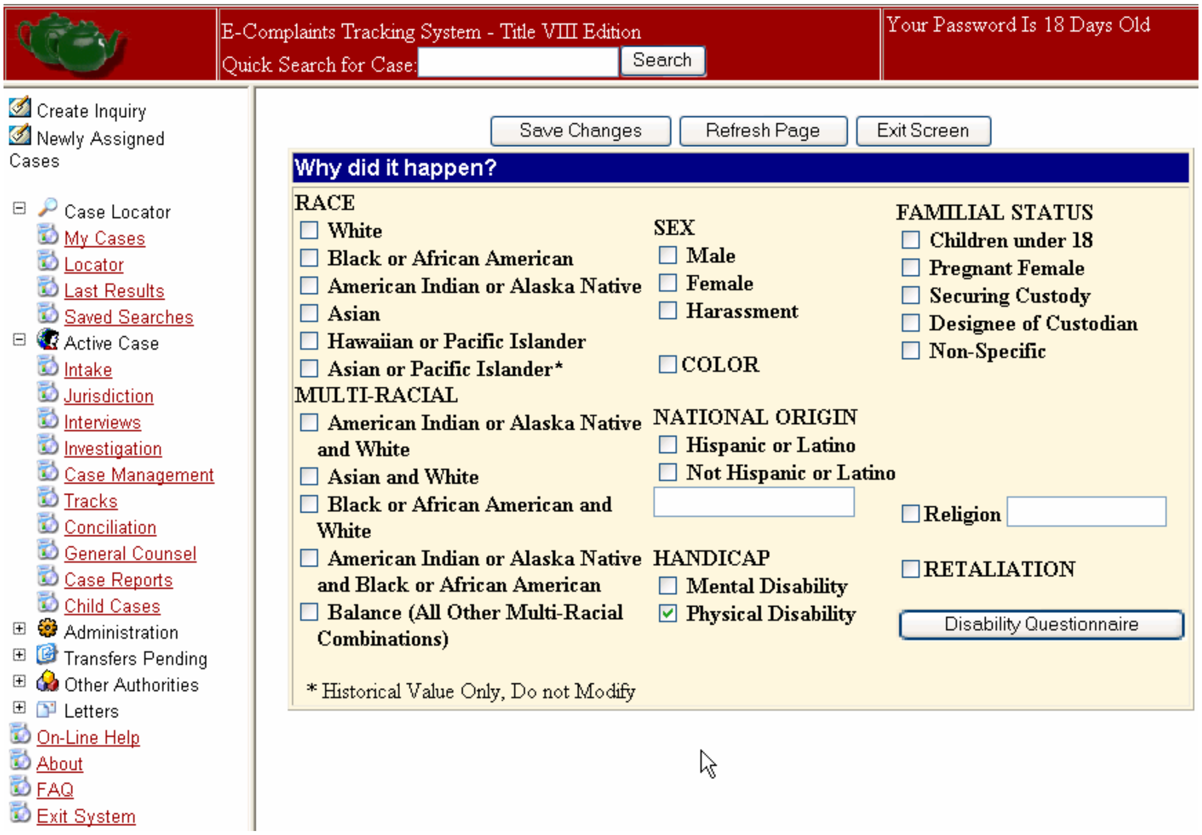
2. Click the *Delete Issue* button at the top of the *What Happened?* screen.

3. A message box appears to confirm the request. Click the *OK* button to confirm or click the *Cancel* button to abort the request.

4. Upon confirmation, the selected issue is automatically deleted from the *Issues* list box .

4.2.4.1.8 Why Did It Happen (Basis)

The *Why did it happen?* screen is where the basis for the alleged discriminatory act is indicated. The screen consists of the following categories: Race, Sex, Familial Status, Multi-Racial, Color, National Origin, Handicap, Religion and Retaliation.

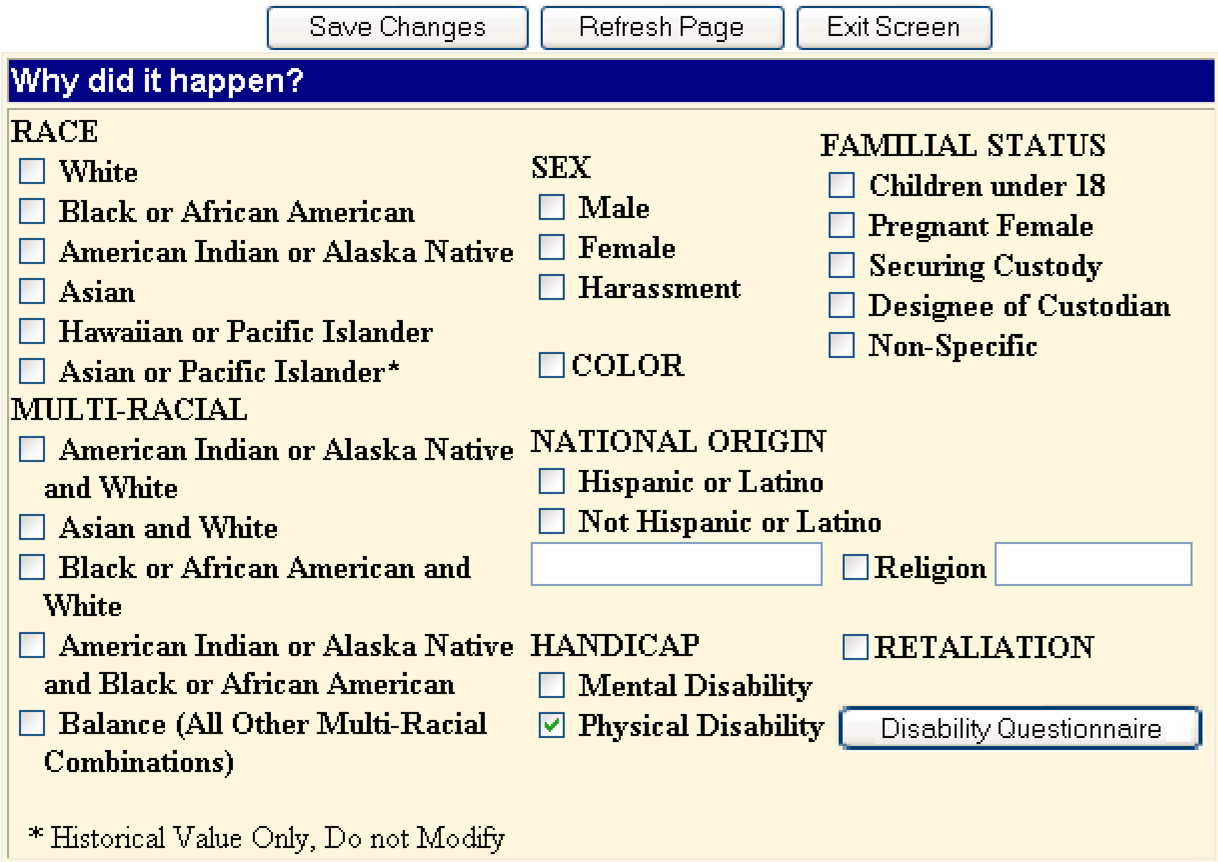


4.2.4.1.8.1 Entering Data in Why Did It Happen? Screen

The following set of instructions applies to users with edit rights to the specific case. The fields are editable unless otherwise noted.

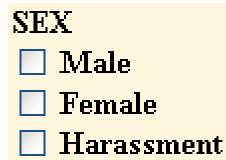
1. Click the *Why Did It Happen (Basis)* link in the *Intake* screen to access the *Why Did It Happen?* screen.

2. On the *Why Did It Happen?* screen, click the appropriate checkbox(es) to select the case basis (protected class) claimed for coverage by the act. The case basis indicated in this field is automatically populated from information provided in the *Create Inquiry* screen; however, this field is editable.



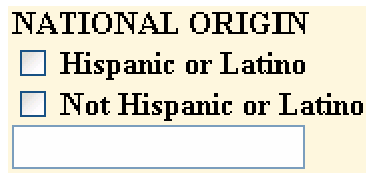
Race/Multi-Racial – If applicable, select <u>one</u> checkbox from either *Race* or *Multi-Racial* category.

Sex – If applicable to the case, select one or more checkbox(es) listed in the Sex category.

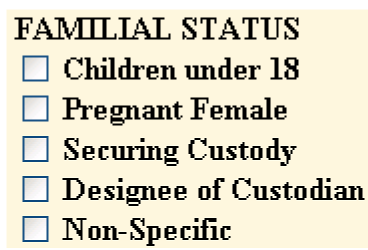


Color – If applicable to the case, select the *Color* checkbox.

National Origin – If applicable to the case, select one checkbox from this category. If you select *Not Hispanic or Latino*, you must indicate the national origin in the textbox provided.



Familial Status – If applicable to the case, select one or more checkbox(es) from the *Familial Status* category.



Religion – If applicable to the case, select the *Religion* checkbox and indicate the type of religion in the textbox provided.

Retaliation – If applicable to the case, select the *Retaliation* checkbox.

Handicap – If applicable to the case, select one or more checkbox(es) from the *Handicap* category.

Then, Click the *Disability Questionnaire* button to access the questionnaire and enter information about the nature and history of the complainant's disability.

3. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh Page* button to clear the screen of unsaved data.
   c. Click the *Exit Screen* button to save your entry and exit the screen.

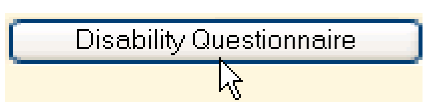
4.2.4.1.8.2 Entering Data in the Disability Questionnaire

If a basis under *Handicap* category was selected, you are required to complete the *Disability Questionnaire*. The response to the questions provided must be in terms of how the alleged discrimination applies to the complainant's disabilities, or the disabled person associated to the complainant.

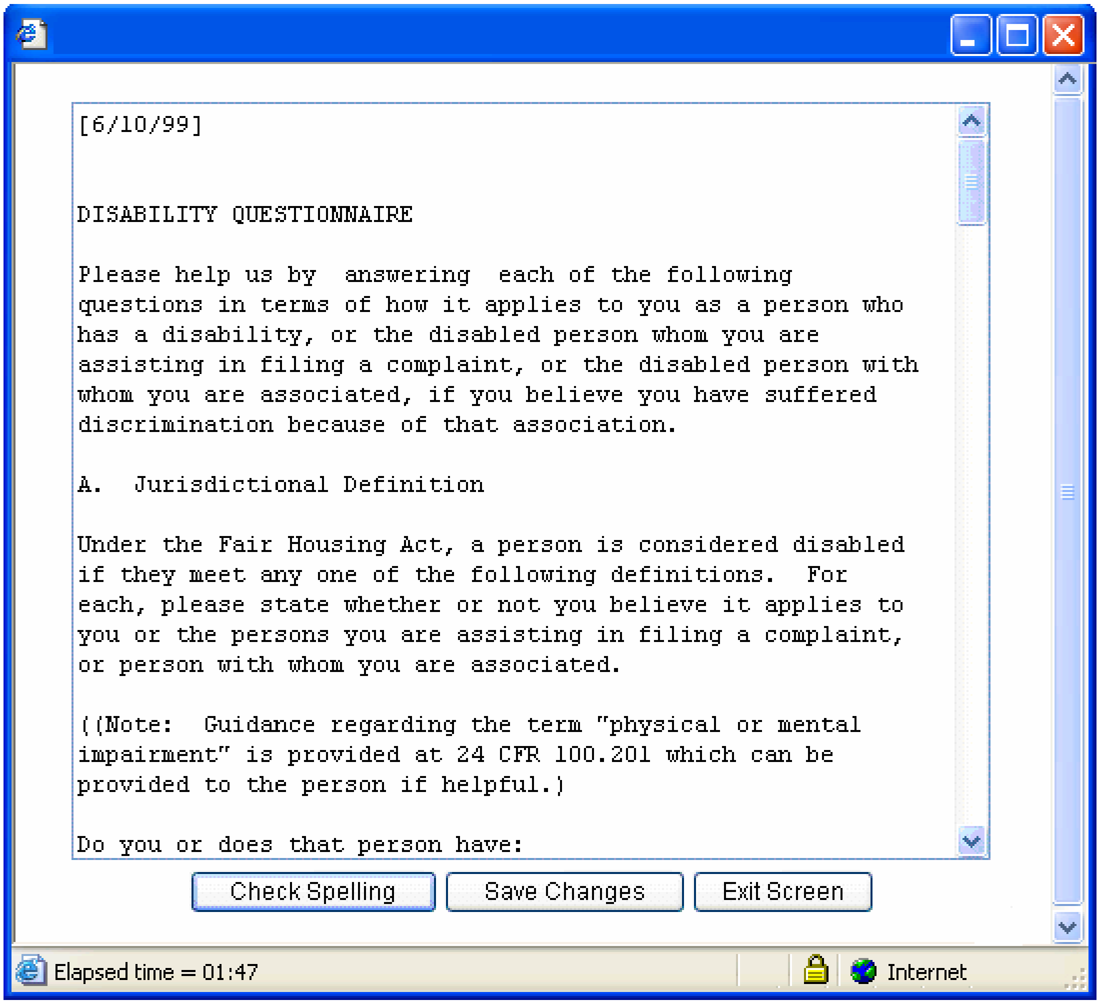
The following set of instructions describes how to enter data in the *Disability Questionnaire* screen. The following steps apply to users with edit rights to the specific case.

> **NOTE:**
>
> The Disability Questionnaire is a pre-formatted text document. Please ensure that while entering your data, do not delete any part of the pre-formatted text.

1. On the *Why did it Happen?* screen, click the *Disability Questionnaire* button to access the questionnaire.



2. The *Disability Questionnaire* screen appears. This screen is where information about the nature and history of the complainant's disability is entered.



3. Type the appropriate response to the items on the questionnaire.

4. You have the option to perform any of the following functions:

   a. Click the *Check Spelling* button to verify and correct misspelled words in the memo box. Refer to Section 3.3.1 Spell Check.
   b. Click the *Save Changes* button to save your entry and remain on the memo screen.
   c. Click the *Exit Screen* button to save and exit the screen.
   d. To close the window without saving, click the button at the top right corner of the memo screen.

4.2.4.1.9 Other Questions for Claimant

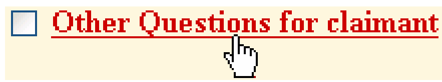
The *Other Questions for Claimant* screen is a questionnaire pertaining to the claimant in the case.

4.2.4.1.9.1 Entering Data in Other Questions for Claimant Screen

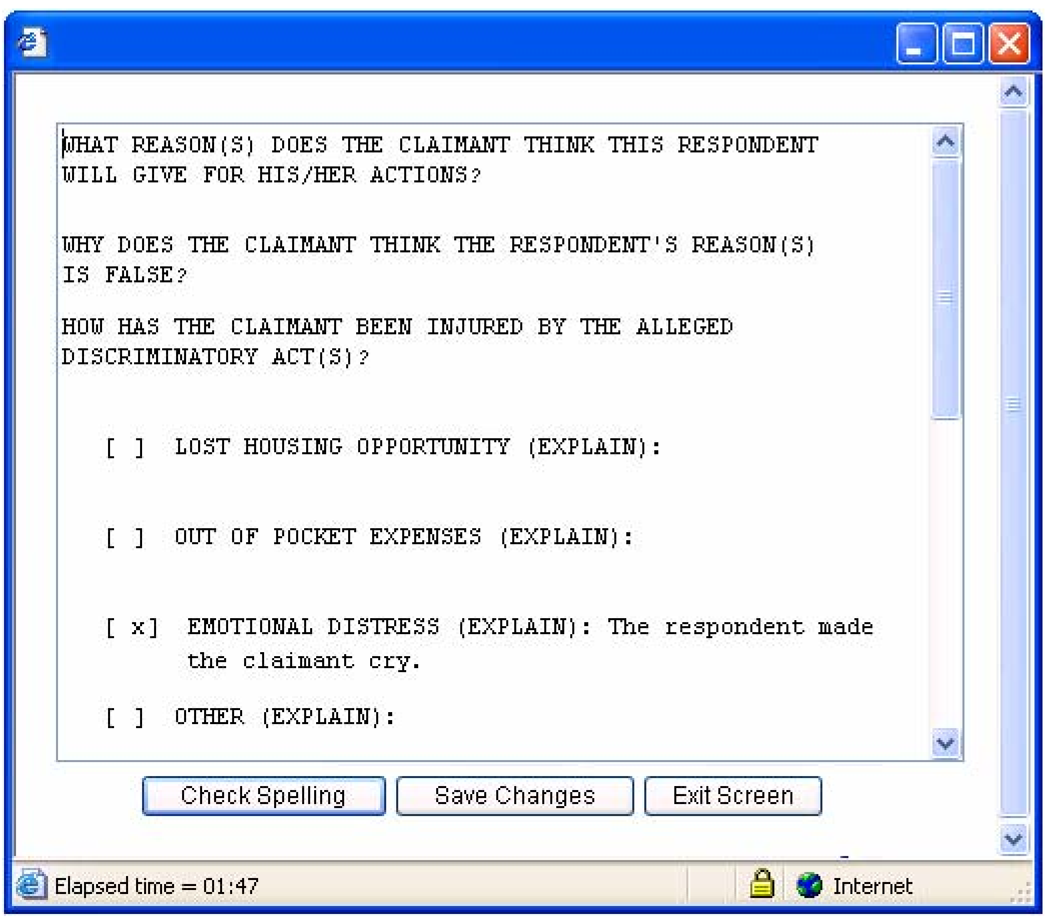
The following set of instructions describes how to enter data in the *Other Questions for Claimant* screen. These set of instructions applies to users with edit rights to the specific case.

> **NOTE:** The Other Questions for Claimant Questionnaire is a pre-formatted text document. Please ensure that while entering your data, do not delete any part of the pre-formatted text.

1. Click the *Other Questions for Claimant* link in the *Intake* screen to access the *Other Questions for Claimant* screen.



2. The *Other Questions for Claimant* questionnaire appears. The screen contains questions pertaining to the claimant in the case.



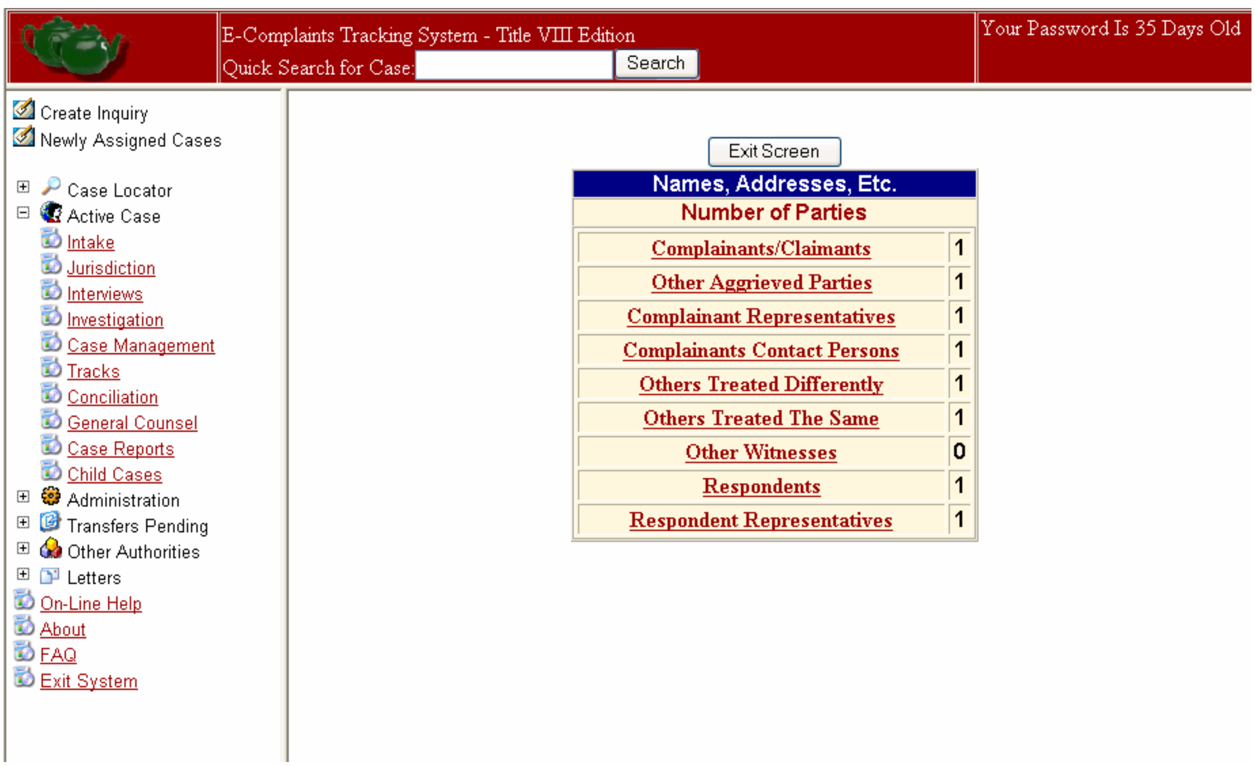
3. Type the appropriate response to the items on the questionnaire.

4. You have the option to perform any of the following functions:

   a. Click the *Check Spelling* button to verify and correct misspelled words in the memo box. Refer to Section 3.3.1 Spell Check.
   b. Click the *Save Changes* button to save your entry and remain on the memo screen.
   c. Click the *Exit Screen* button to save and exit the screen.
   d. To close the window without saving, click the  button at the top right corner of the memo screen.

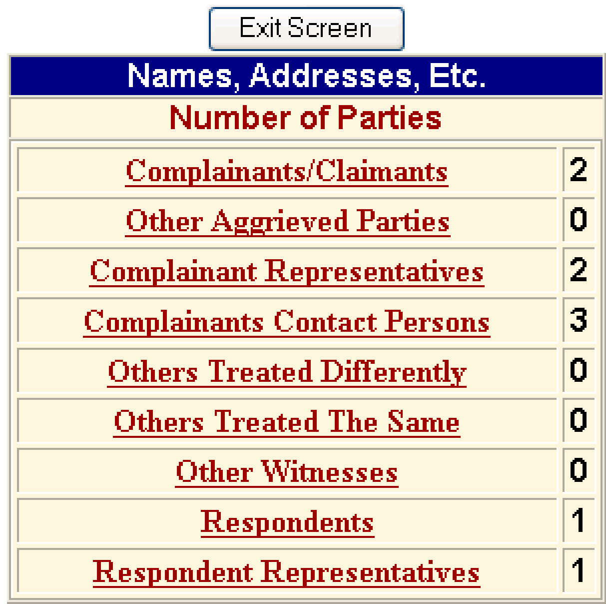
4.2.4.1.10 Names, Addresses, Etc

The *Names, Addresses, Etc.* screen enables you to identify all parties involved in the housing discrimination complaint.



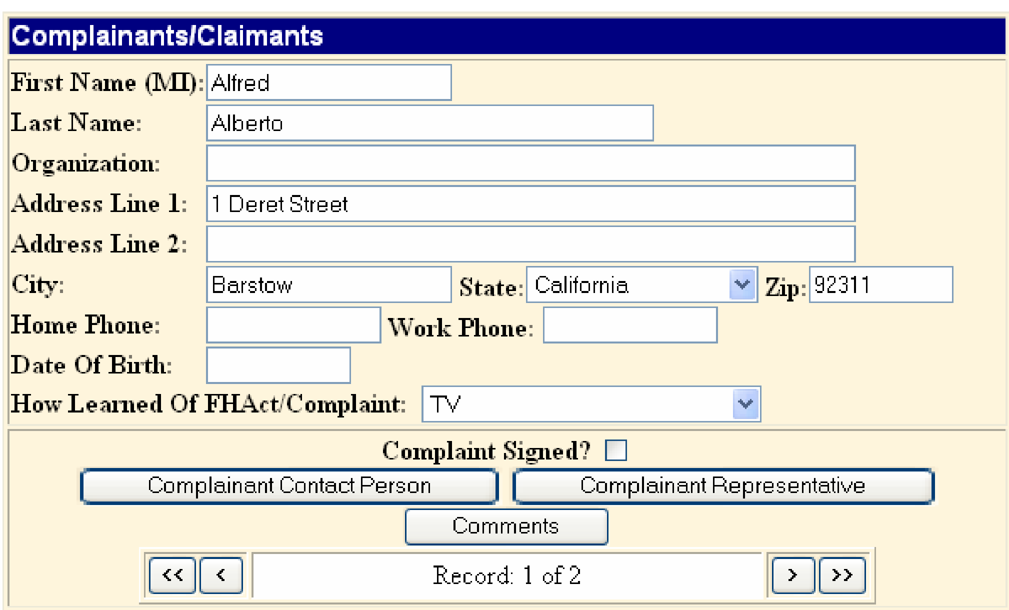
1. Click the *Names, Addresses, Etc.* link in the *Intake* screen to access the *Names, Addresses, Etc.* screen.

2. The *Names, Addresses, Etc.* screen appears. The screen is composed of two columns: The first column consists of links to sub-screens that contain information on parties involved in the case. The second column indicates the number of parties involved. This number is automatically updated when a party to the case is added or deleted.



4.2.4.1.10.1 Accessing Complainants/Claimants Link in Names, Addresses, Etc.

The *Complainants/Claimants* link in the *Names, Addresses, Etc.* screen leads you to the *Complainants/Claimants* screen.



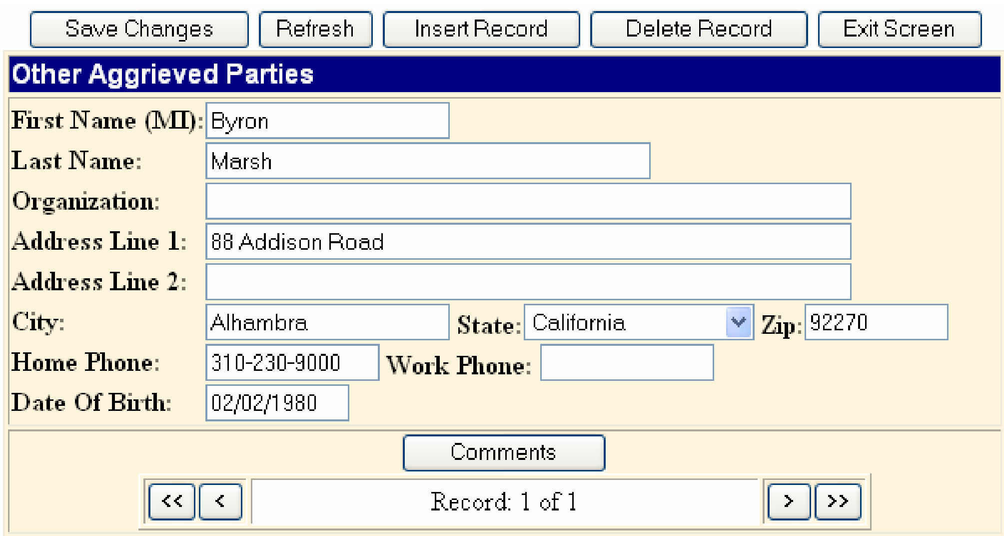
Refer to Section 4.2.4.1.3 Complainants/Claimants on how to add, edit or delete complainants or claimants in the case.

NOTE: The number corresponding to Complainants/Claimants on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

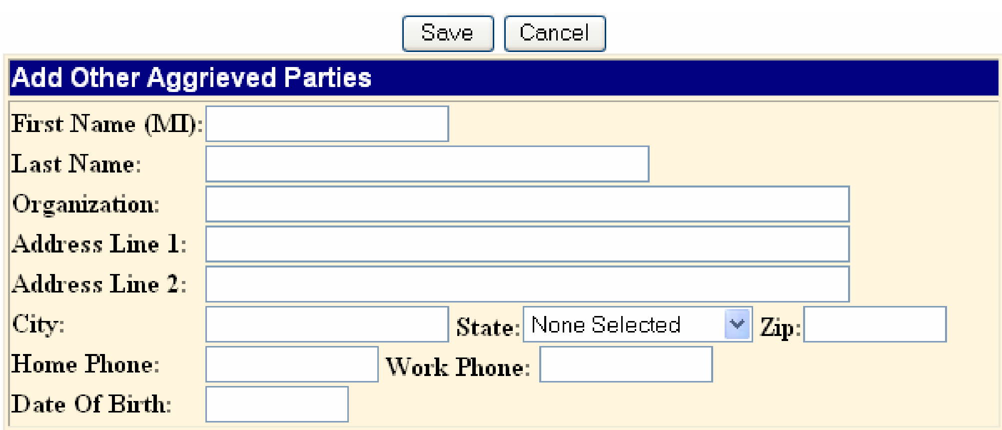
4.2.4.1.10.2 Adding Other Aggrieved Parties to Names, Addresses, Etc.

The *Other Aggrieved Parties* link in the *Names, Addresses, Etc.* screen leads you to one of the following screens where information about individuals affected or wronged in the case is entered.

If an aggrieved party record already exists, the *Other Aggrieved Parties* screen is displayed.



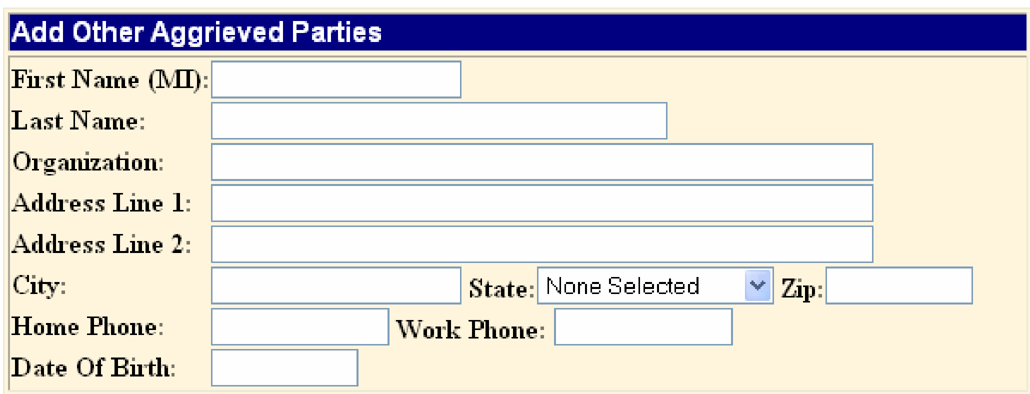
However, if there are no existing records of other aggrieved parties in the case, the *Add Other Aggrieved Parties* screen appears.



The following set of instructions applies to users with edit rights to the specific case. The fields described below are editable unless otherwise noted.

1. The *Add Other Aggrieved Parties* screen allows you to add other aggrieved parties to the case. If you are currently on the *Other Aggrieved Parties* screen, click the *Insert Record* button to access the *Add Other Aggrieved Parties* screen.

2. On the *Add Other Aggrieved Parties* screen, type the information about the aggrieved party in the following fields:



First Name (MI) – Enter the first name of the aggrieved party in the *First Name* textbox. Middle Initial is optional.

Last Name – Enter the last name of the aggrieved party in the *Last Name* textbox.

Organization – Enter the name of the organization represented by the aggrieved party in the *Organization* textbox.

Address Line 1 – Enter the street address of the aggrieved party in the *Address Line 1* textbox.

Address Line 2 – If applicable, enter the suite or apartment number of the aggrieved party in the *Address Line 2* textbox.

City – Enter the aggrieved party's city of residence in the *City* textbox.

State – Select the aggrieved party's state of residence in the *State* dropdown box.

Zip – Enter the aggrieved party's zip code in the *Zip* textbox.

Home Phone – Enter the aggrieved party's home telephone number in the *Home Phone* textbox.

Work Phone – Enter the aggrieved party's work telephone number in the *Work Phone* textbox.

Date of Birth – Enter the aggrieved party's birth date (MM/DD/YYYY) in the *Date of Birth* textbox.

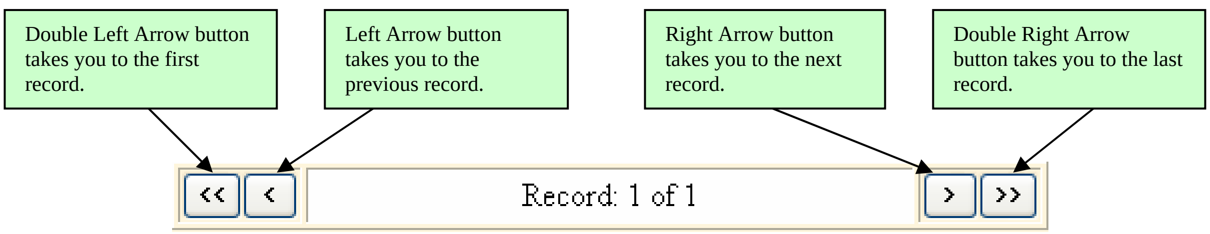
3. You have the option to perform any of the following functions:

   a. Click the *Save* button to save your entry and access the *Other Aggrieved Parties* screen.
   b. Click the *Cancel* button to cancel and exit the screen.

> **NOTE:** The number corresponding to Other Aggrieved Parties on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

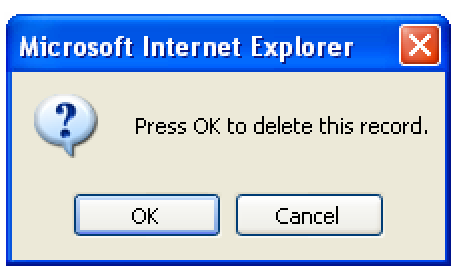
4.2.4.1.10.3 Deleting Other Aggrieved Parties from Names, Addresses, Etc.

1. On the *Other Aggrieved Parties* screen, select the record you want to delete by using the navigation buttons.



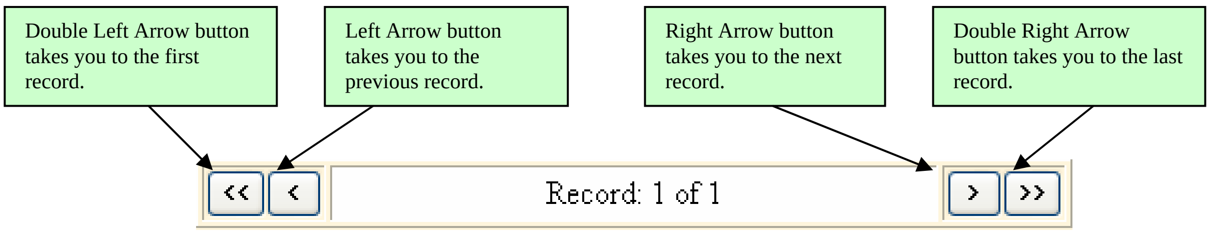
2. Click the *Delete Record* button on the *Other Aggrieved Parties* screen to delete the record you selected.

3. A message box appears to confirm the request. Click OK button to delete the record or Cancel button to abort the request. The record is automatically deleted upon confirmation to delete the record.



4.2.4.1.10.4 Editing Other Aggrieved Parties from Names, Addresses, Etc.

1. On the *Other Aggrieved Parties* screen, select the record you want to edit by using the navigation buttons.



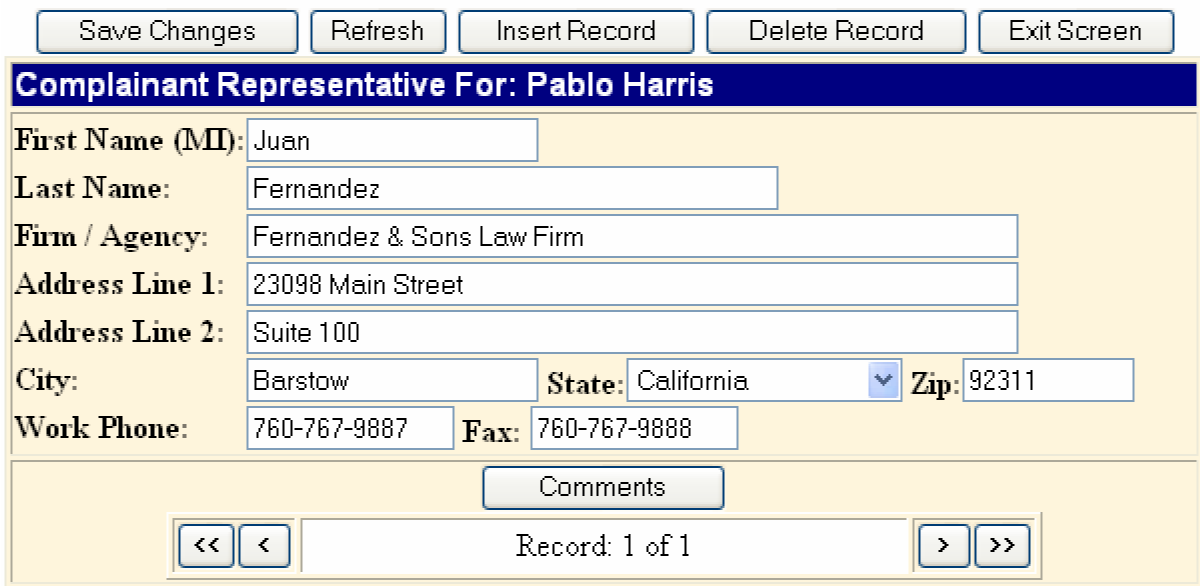
2. Modify the data on the record you selected.

3. You have the option to perform any of the following functions:

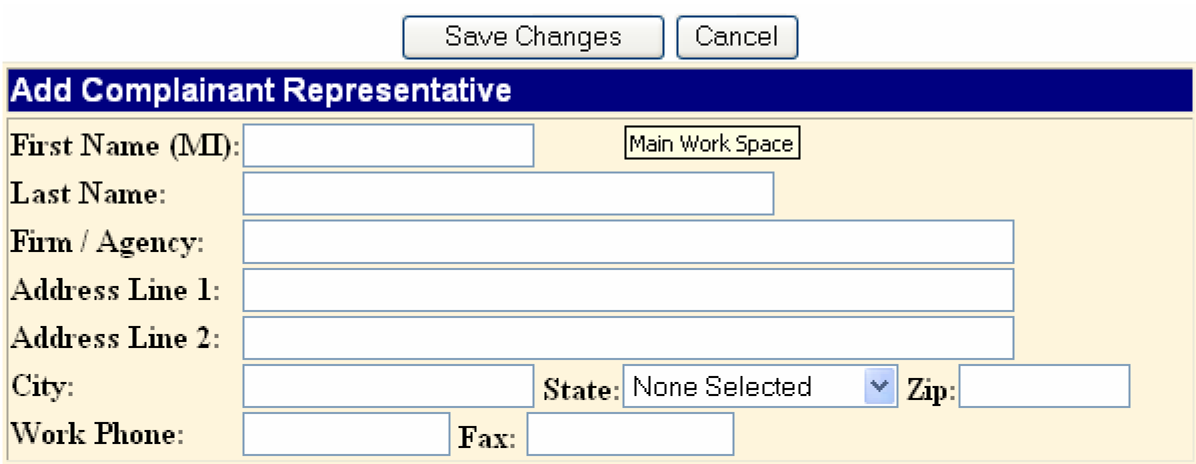
   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh* button to clear the screen of unsaved data.
   c. Click the *Insert Record* button to add other aggrieved parties to the case.
   d. Click the *Delete Record* button to delete record of a specific aggrieved party.
   e. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.1.10.5 Accessing Complainant Representatives Link in Names, Addresses, Etc.

The *Complainant Representatives* link in the *Names, Addresses, Etc.* screen leads you to one of the following screens where information about the legal representative(s) for the complainant is entered. If records of the complainant's legal representatives exist, the *Complainant Representatives For:* screen is displayed.



However, if there are no existing records of the complainant's legal representatives, the *Add Complainant Representative* screen appears.



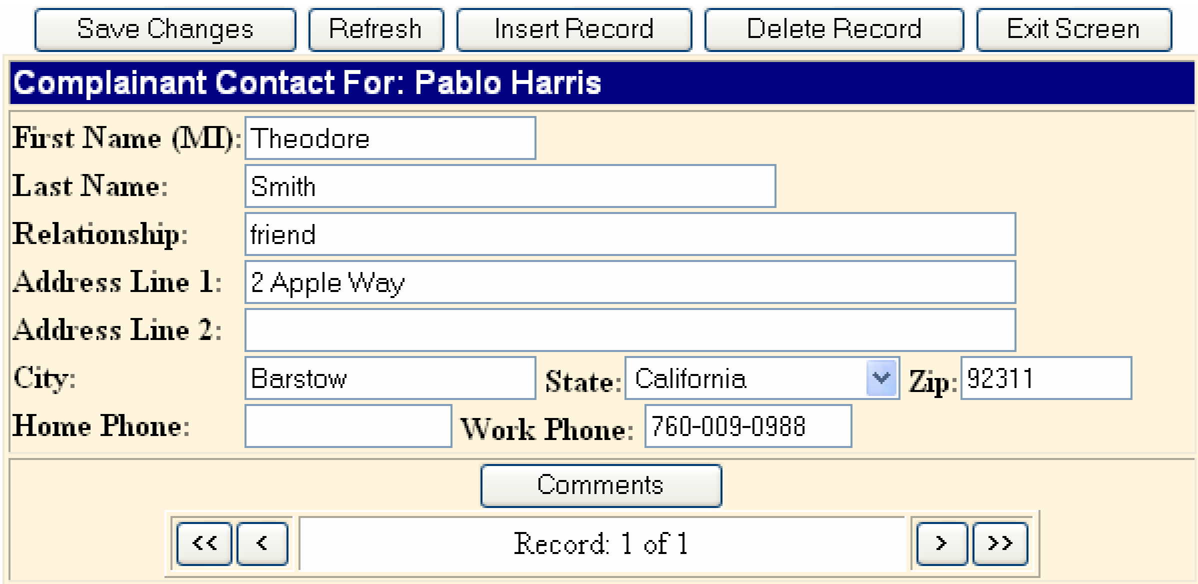
Refer to Section 4.2.4.1.3.3 Adding A Complainant Representative.

NOTE: The number corresponding to *Complainant Representatives* on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

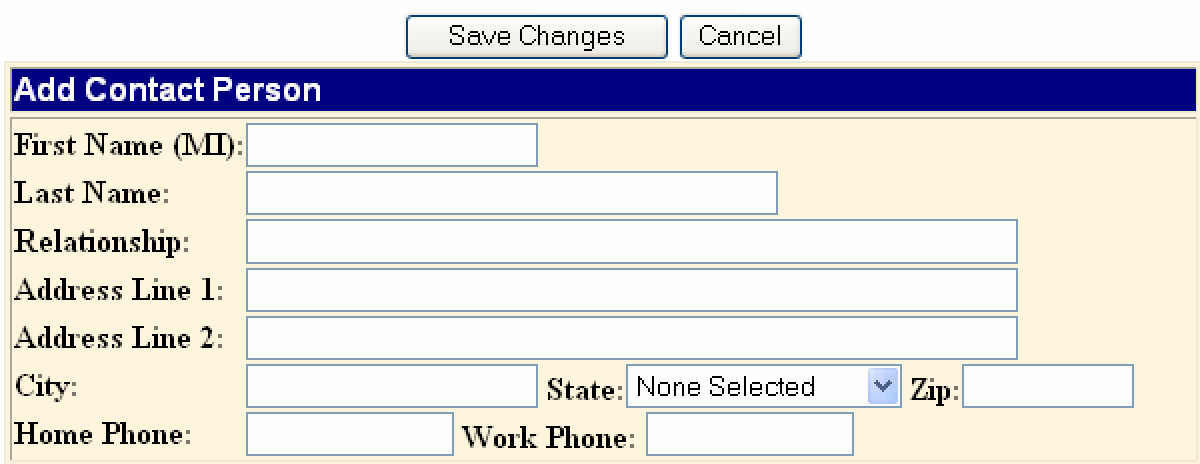
4.2.4.1.10.6 Accessing Complainants Contact Persons Link in Names, Addresses, Etc.

The *Complainants Contact Persons* link in the *Names, Addresses, Etc.* screen leads you to one of the following screens where information about contact persons for the complainant is entered.

If records of the complainant's contact persons exist, the *Complainant Contact For:* screen is displayed.



However, if there are no existing records of the complainant's contact persons, the *Add Contact Person* screen appears.



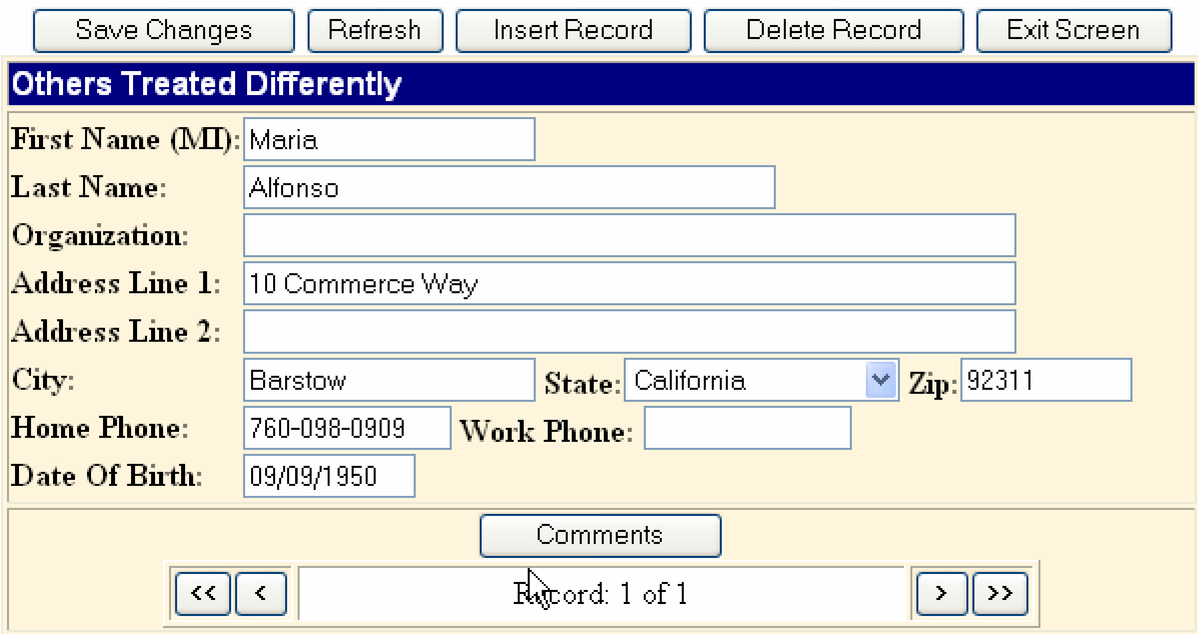
Refer to Section 4.2.4.1.3 Complainants/Claimants on how to add, edit or delete complainant contact persons in the case.

NOTE: The number corresponding to Complainants Contact Persons on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

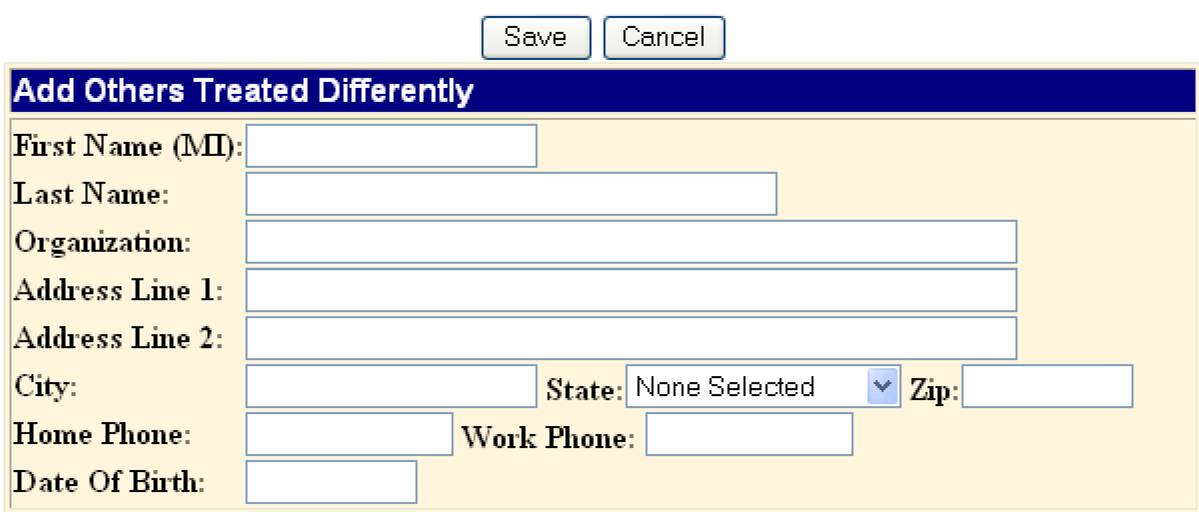
4.2.4.1.10.7 Adding Others Treated Differently to Names, Addresses, Etc.

The *Others Treated Differently* link in the *Names, Addresses, Etc.* screen leads you to one of the following screens where information about individuals who were treated differently from the alleged complaint is entered.

If a record of parties treated differently already exists, the *Others Treated Differently* screen is displayed.

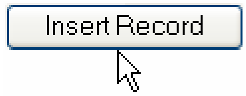


However, if there are no existing records of other aggrieved parties in the case, the *Add Others Treated Differently* screen appears.

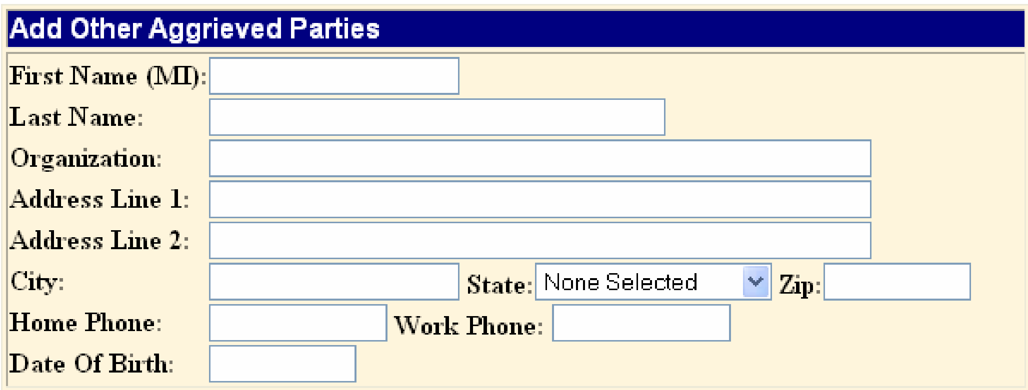


The following set of instructions applies to users with edit rights to the specific case. The fields described below are editable unless otherwise noted.

1. The *Add Others Treated Differently* screen allows you to add parties treated differently to the case. If you are currently on the *Others Treated Differently* screen, click the *Insert Record* button to access the *Add Others Treated Differently* screen.



2. On the *Add Others Treated Differently* screen, type the information about parties treated differently in the following fields:



First Name (MI) – Enter the first name of the party treated differently in the *First Name* textbox. Middle Initial is optional.

Last Name – Enter the last name of the party treated differently in the *Last Name* textbox.

Organization – Enter the name of the organization represented by the party treated differently in the *Organization* textbox.

Address Line 1 – Enter the street address of the party treated differently in the *Address Line 1* textbox.

Address Line 2 – If applicable, enter the suite or apartment number of the party treated differently in the *Address Line 2* textbox.

City – Enter the party's city of residence in the *City* textbox.

State – Select the party's state of residence in the *State* dropdown box.

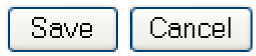
Zip – Enter the party's zip code in the *Zip* textbox.

Home Phone – Enter the home telephone number of the party treated differently in the *Home Phone* textbox.

Work Phone – Enter the work telephone number of the party treated differently in the *Work Phone* textbox.

Date of Birth – Enter the birth date (MM/DD/YYYY) of the party treated differently in the *Date of Birth* textbox.

3. You have the option to perform any of the following functions:

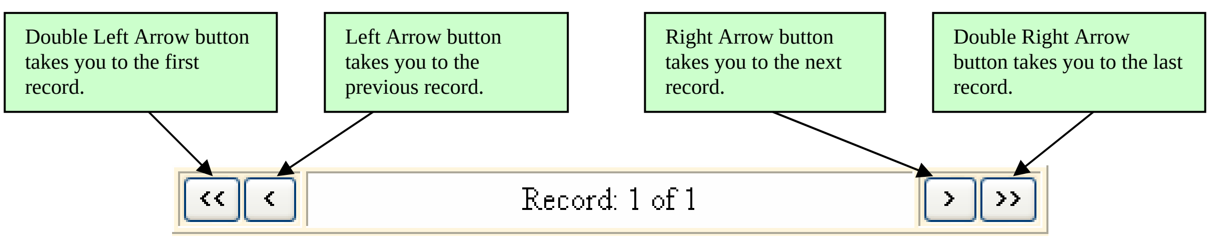


   a. Click the *Save* button to save your entry and access the *Others Treated Differently* screen.
   b. Click the *Cancel* button to cancel and exit the screen.

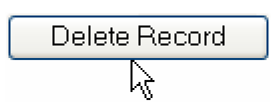
NOTE: The number corresponding to Others Treated Differently on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

4.2.4.1.10.8 Deleting Other Aggrieved Parties from Names, Addresses, Etc.

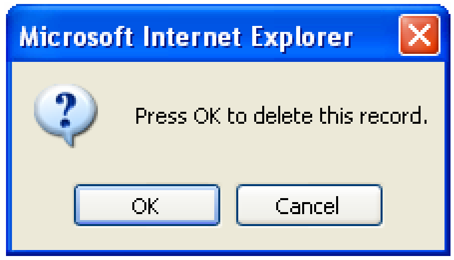
1. On the *Others Treated Differently* screen, select the record you want to delete by using the navigation buttons.



2. Click the *Delete Record* button on the *Others Treated Differently* screen to delete the record you selected.

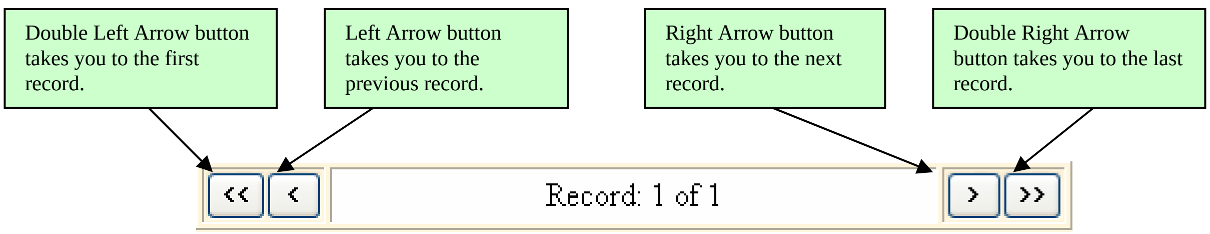


3. A message box appears to confirm the request. Click *OK* button to delete the record or *Cancel* button to abort the request. The record is automatically deleted upon confirmation to delete the record.



4.2.4.1.10.9 Editing Other Aggrieved Parties from Names, Addresses, Etc.

1. On the *Others Treated Differently* screen, select the record you want to edit by using the navigation buttons.



2. Modify the data on the record you selected.

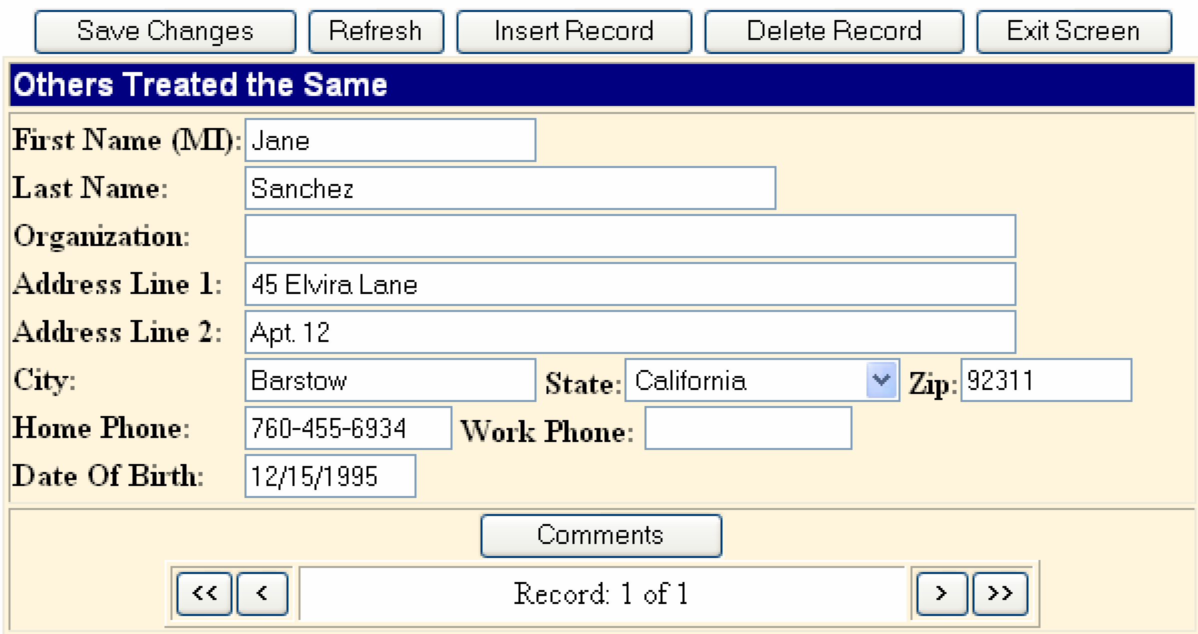
3. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh* button to clear the screen of unsaved data.
c. Click the *Insert Record* button to add parties treated differently to the case.
d. Click the *Delete Record* button to delete record of a party treated differently.
e. Click the *Exit Screen* button to save your entry and exit the screen.

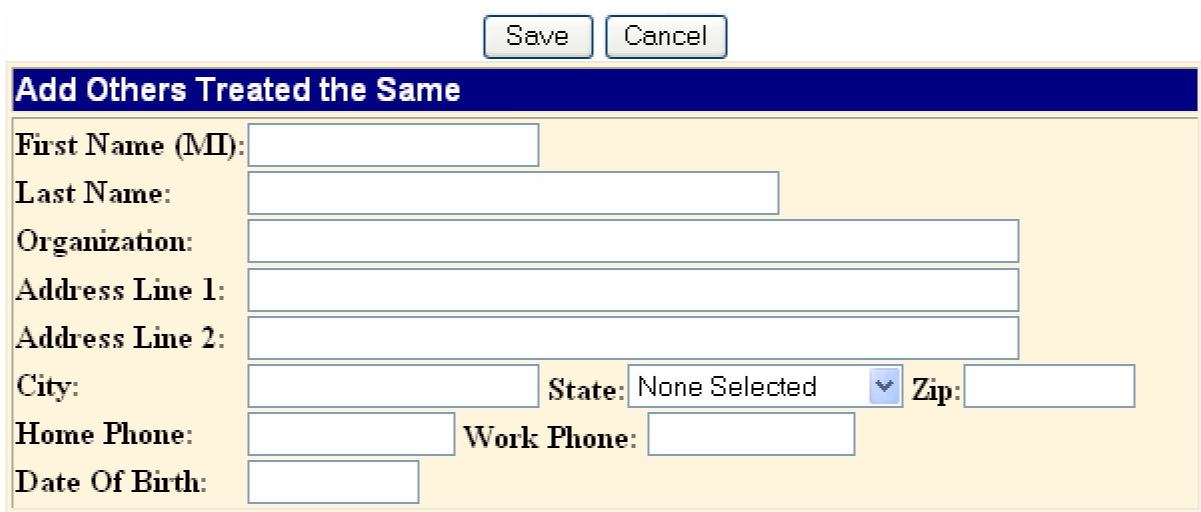
4.2.4.1.10.10 Adding Others Treated The Same to Names, Addresses, Etc.

The *Others Treated The Same* link in the *Names, Addresses, Etc.* screen leads you to one of the following screens where information about individuals who were treated the same as the alleged complaint is entered.

If a record of parties treated the same already exists, the *Others Treated the Same* screen is displayed.



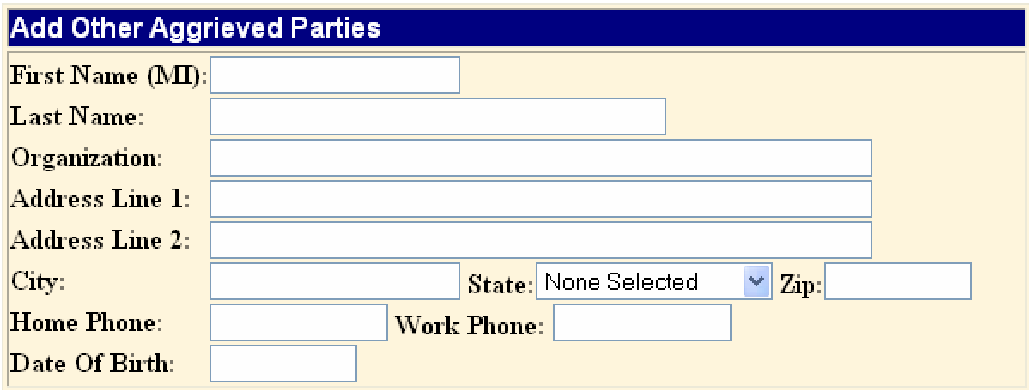
However, if there are no existing records in the case of parties treated the same, the *Add Others Treated the Same* screen appears.



The following set of instructions applies to users with edit rights to the specific case. The fields described below are editable unless otherwise noted.

1. The *Add Others Treated the Same* screen allows you to add parties treated the same to the case. If you are currently on the *Other Treated the Same* screen, click the *Insert Record* button to access the *Add Others Treated the Same* screen.

2. On the *Add Others Treated the Same* screen, type the information about parties treated the same in the following fields:



First Name (MI) – Enter the first name of the party treated the same in the *First Name* textbox. Middle Initial is optional.

Last Name – Enter the last name of the party treated the same in the *Last Name* textbox.

Organization – Enter the name of the organization represented by the party treated the same in the *Organization* textbox.

Address Line 1 – Enter the street address of the party treated the same in the *Address Line 1* textbox.

Address Line 2 – If applicable, enter the suite or apartment number of the party treated the same in the *Address Line 2* textbox.

City – Enter the party's city of residence in the *City* textbox.

State – Select the party's state of residence in the *State* dropdown box.

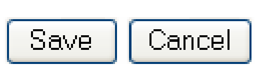
Zip – Enter the party's zip code in the *Zip* textbox.

Home Phone – Enter the home telephone number of the party treated the same in the *Home Phone* textbox.

Work Phone – Enter the work telephone number of the party treated the same in the *Work Phone* textbox.

Date of Birth – Enter the birth date (MM/DD/YYYY) of the party treated the same in the *Date of Birth* textbox.

3. You have the option to perform any of the following functions:

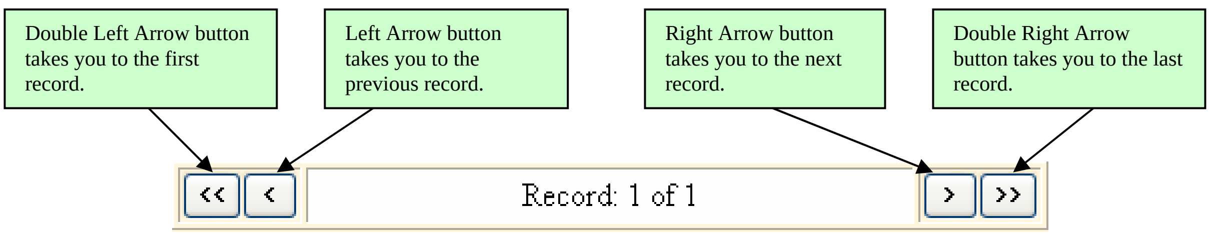


a. Click the *Save* button to save your entry and access the *Others Treated the Same* screen.
b. Click the *Cancel* button to cancel and exit the screen.

NOTE: The number corresponding to *Others Treated The Same* on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

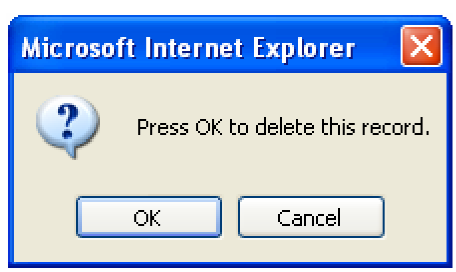
4.2.4.1.10.11 Deleting Others Treated The Same from Names, Addresses, Etc.

1. On the *Others Treated The Same* screen, select the record you want to delete by using the navigation buttons.



2. Click the *Delete Record* button on the *Others Treated The Same* screen to delete the record you selected.

3. A message box appears to confirm the request.

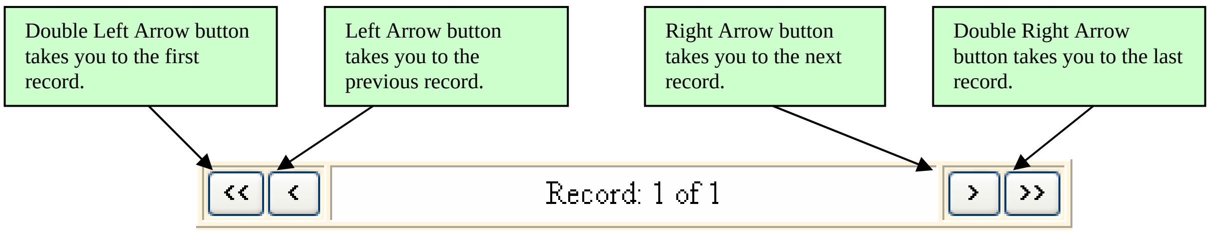


Click *OK* button to delete the record or *Cancel* button to abort the request. The record is automatically deleted upon confirmation to delete the record.

NOTE: The number corresponding to *Others Treated The Same* on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

4.2.4.1.10.12 Editing Others Treated The Same from Names, Addresses, Etc.

1. On the *Others Treated the Same* screen, select the record you want to edit by using the navigation buttons.



2. Modify the data on the record you selected.

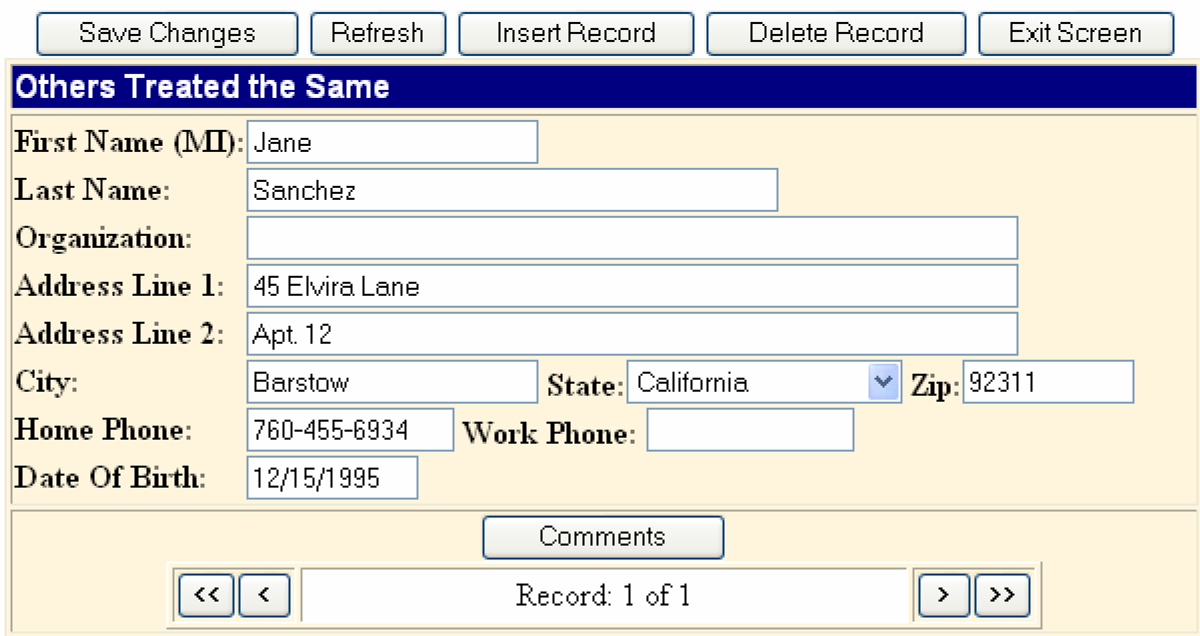
3. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh* button to clear the screen of unsaved data.
   c. Click the *Insert Record* button to add a record of a party that was treated the same.
   d. Click the *Delete Record* button to delete a record of a party that was treated the same.
   e. Click the *Exit Screen* button to save your entry and exit the screen.

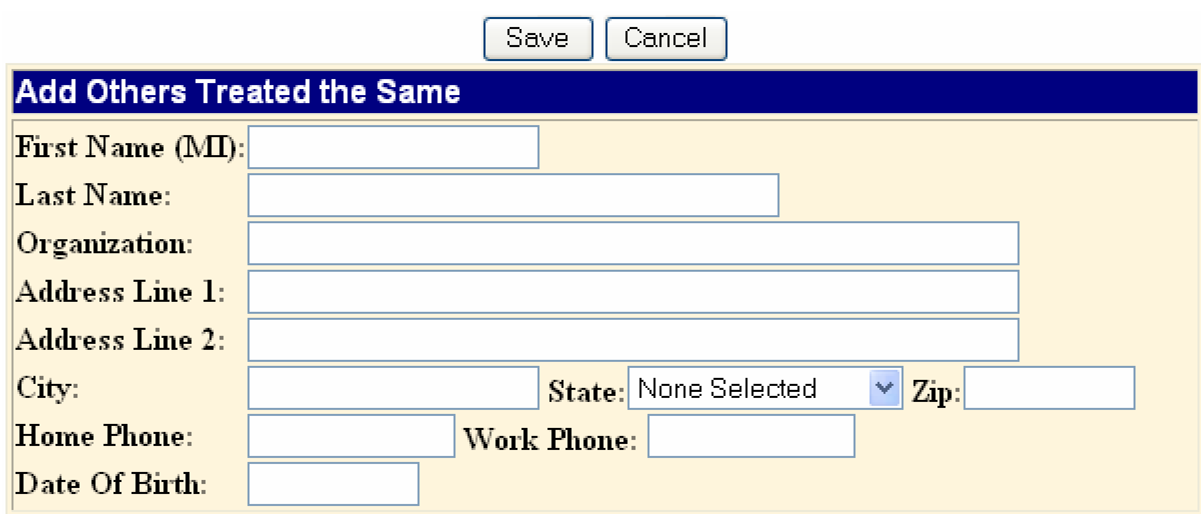
4.2.4.1.10.13 Adding Other Witnesses to Names, Addresses, Etc.

The *Other Witnesses* link in the *Names, Addresses, Etc.* screen leads you to one of the following screens where information about witnesses to the case is entered.

If a record of witnesses to the case already exists, the *Other Witnesses* screen is displayed.



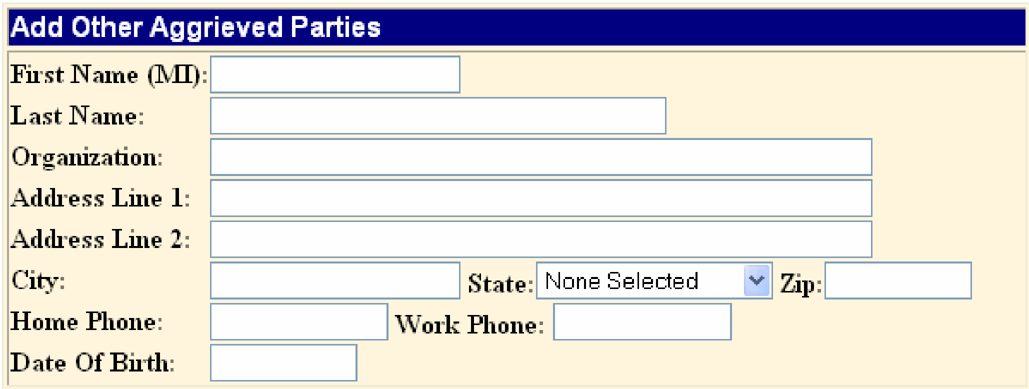
However, if there are no existing records of witnesses to the case, the *Add Other Witnesses* screen appears.



The following set of instructions applies to users with edit rights to the specific case. The fields described below are editable unless otherwise noted.

1. The *Add Other Witnesses* screen allows you to add witnesses to the case. If you are currently on the *Other Witnesses* screen, click the *Insert Record* button to access the *Add Other Witnesses* screen.

2. On the *Add Other Witnesses* screen, type the information about the witness in the following fields:



First Name (MI) – Enter the first name of the witness in the *First Name* textbox. Middle Initial is optional.

Last Name – Enter the last name of the witness in the *Last Name* textbox.

Organization – Enter the name of the organization represented by the witness in the *Organization* textbox.

Address Line 1 – Enter the street address of the witness in the *Address Line 1* textbox.

Address Line 2 – If applicable, enter the suite or apartment number of the witness in the *Address Line 2* textbox.

City – Enter the witness' city of residence in the *City* textbox.

State – Select the witness' state of residence in the *State* dropdown box.

Zip – Enter the witness' zip code in the *Zip* textbox.

Home Phone – Enter the witness' home telephone number in the *Home Phone* textbox.

Work Phone – Enter the witness' work telephone number in the *Work Phone* textbox.

Date of Birth – Enter the birth date (MM/DD/YYYY) of the witness in the *Date of Birth* textbox.

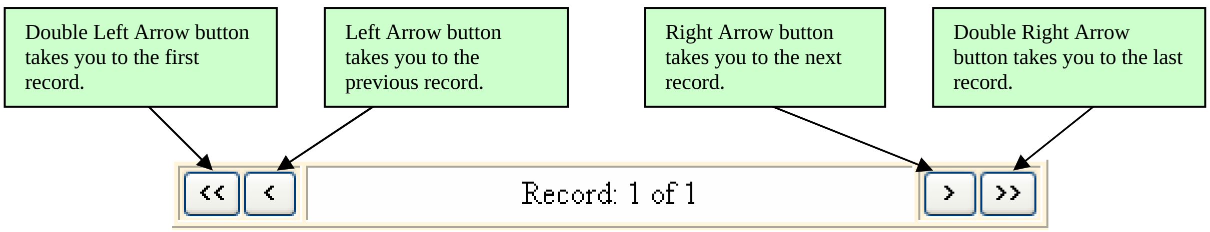
3. You have the option to perform any of the following functions:

   a. Click the *Save* button to save your entry and access the *Other Witnesses* screen.
   b. Click the *Cancel* button to cancel and exit the screen.

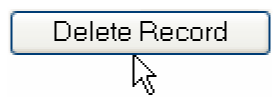
NOTE: The number corresponding to *Other Witnesses* on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

4.2.4.1.10.14 Deleting Other Witnesses from Names, Addresses, Etc.

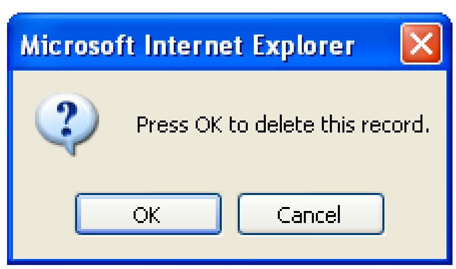
1. On the *Other Witnesses* screen, select the record you want to delete by using the navigation buttons.



2. Click the *Delete Record* button on the *Other Witnesses* screen to delete the record you selected.



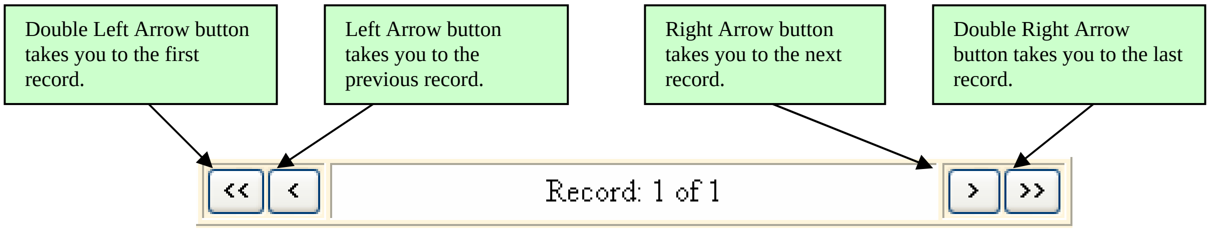
3. A message box appears to confirm the request.



Click *OK* button to delete the record or *Cancel* button to abort the request. The record is automatically deleted upon confirmation to delete the record.

4.2.4.1.10.15 Editing Other Witnesses from Names, Addresses, Etc.

1. On the *Other Witnesses* screen, select the record you want to edit by using the navigation buttons.



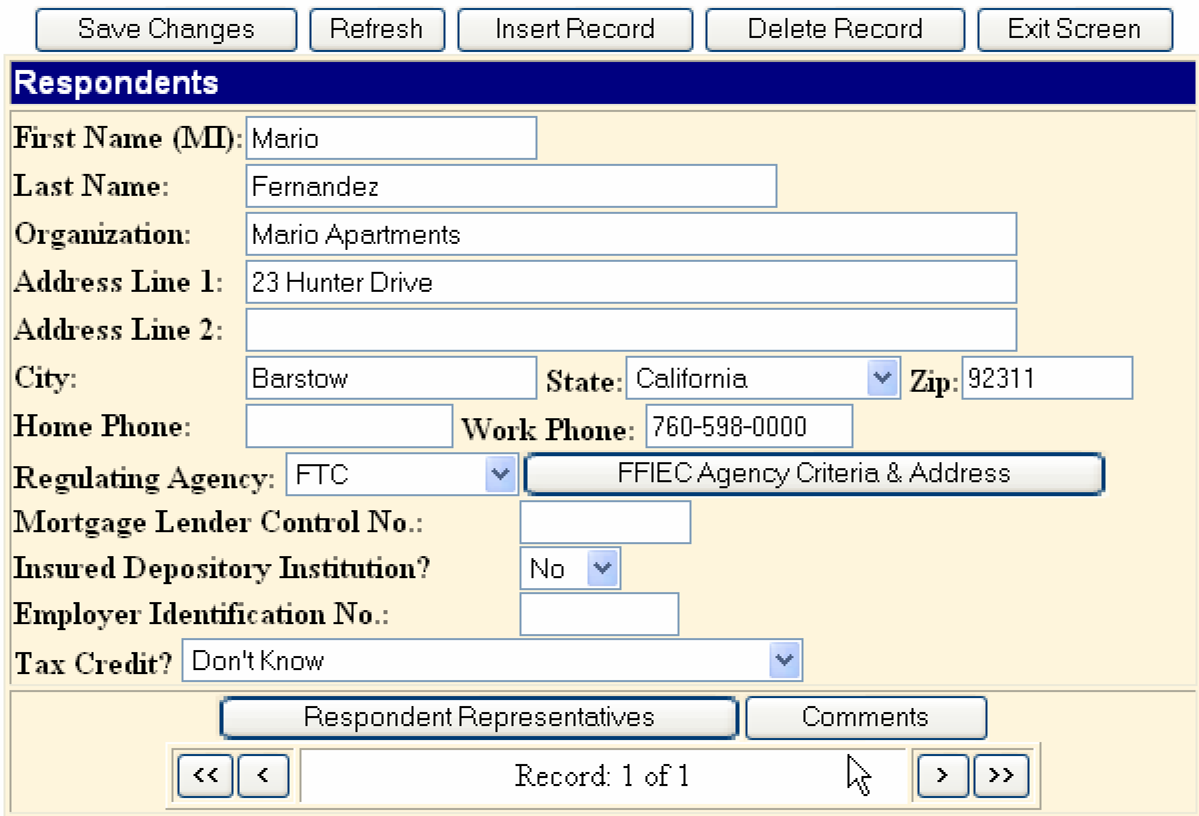
2. Modify the data on the record you selected.

3. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh* button to clear the screen of unsaved data.
   c. Click the *Insert Record* button to add a witness to the case.
   d. Click the *Delete Record* button to delete a witness to the case.
   e. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.1.10.16 Accessing Respondents Link in Names, Addresses, Etc.

The *Respondents* link in the *Names*, *Addresses*, *Etc.* screen leads you to the *Respondents* screen where details of the background information about the respondents involved in the case are entered.



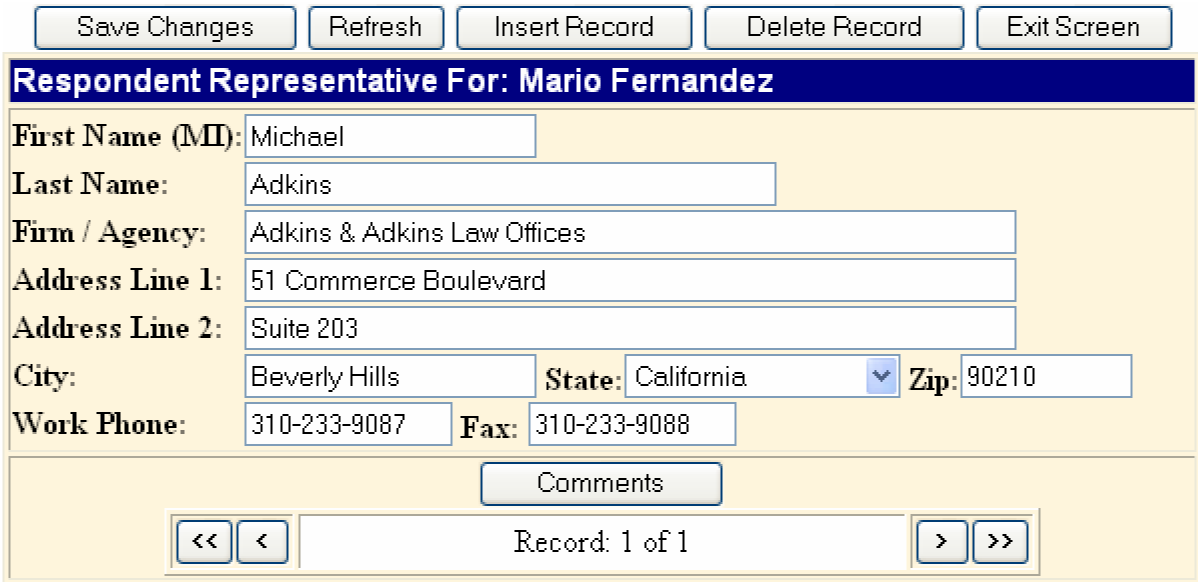
Refer to Section 4.2.4.1.4 Who Discriminated on how to add, edit or delete respondents in the case.

NOTE: The number corresponding to *Respondents* on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

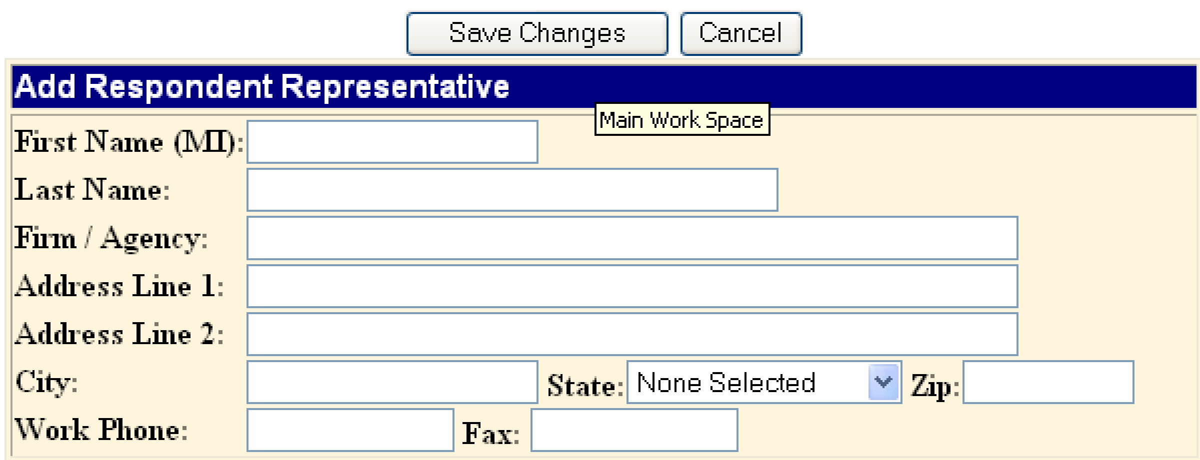
4.2.4.1.10.17 Accessing Respondent Representatives Link in Names, Addresses, Etc.

The *Respondent Representatives* link in the *Names, Addresses, Etc.* screen leads you to one of the following screens where information about the legal representative(s) for the respondent is entered.

If records of the respondent's legal representatives exist, the *Respondent Representative For:* screen is displayed.



However, if there are no existing records of the respondent's legal representatives, the *Add Respondent Representative* screen appears.



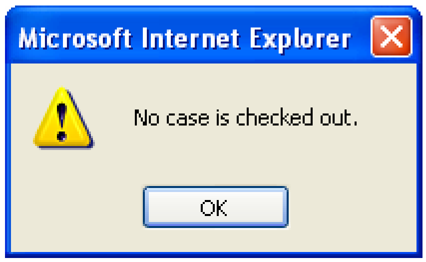
Refer to Section 4.2.4.1.4.2 Adding a Respondent Representative.

NOTE: The number corresponding to *Respondent Representatives* on the second column of the *Names, Addresses, Etc.* screen is automatically updated when a party is added or deleted.

4.2.4.2 Jurisdiction

The *Jurisdiction* function enables you to: Establish jurisdiction over a HUD case, Refer a case to a FHAP agency, Close an inquiry prior to establishing jurisdiction or close the case before it is subjected to full investigation, and Identify dual filing status.

Click the *Jurisdiction* link under Active Cases in the Main Menu to access the case that you checked out. If you attempt to access the *Jurisdiction* link without checking out a case, a message box appears notifying you that no case has been checked out.



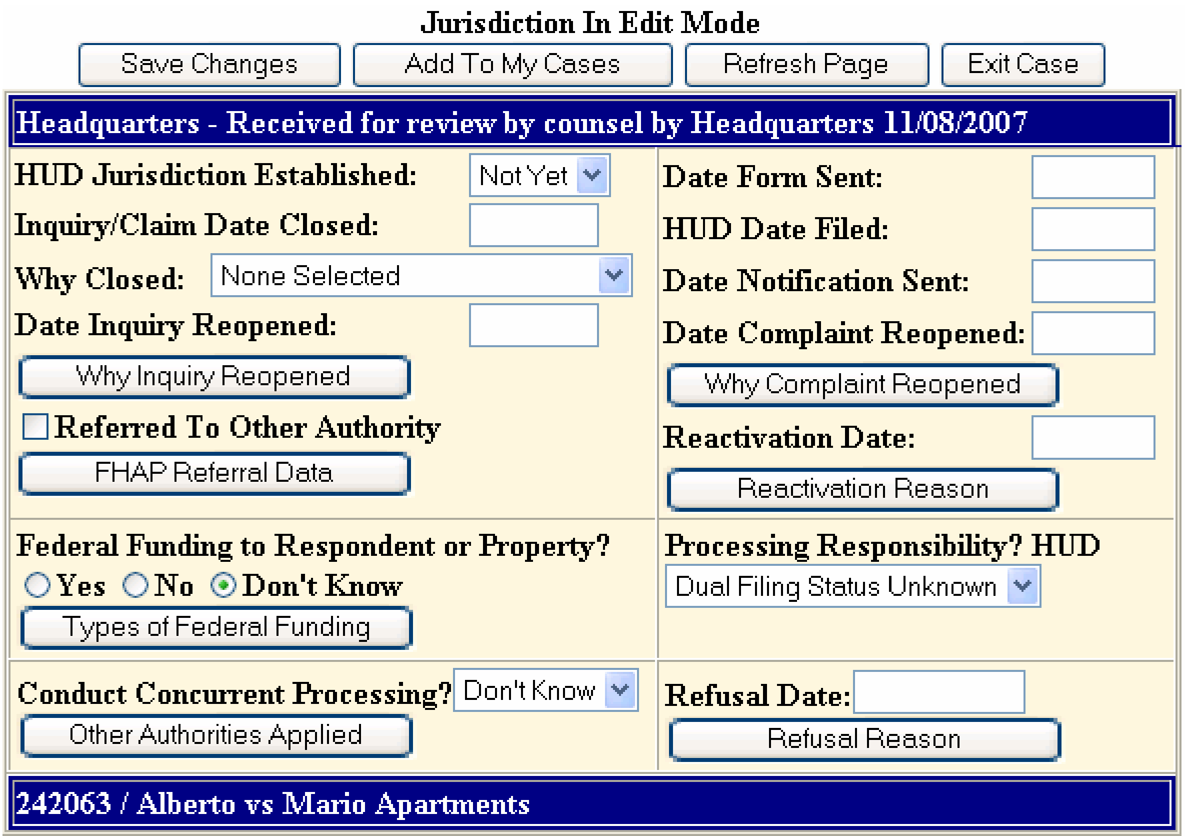
On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.2.3.2 Locator.

4.2.4.2.1 Jurisdiction Screen

The *Jurisdiction* screen is composed of input fields, links to sub-screens and memos where data pertaining to case status is entered.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.

NOTE: The user's task and access rights determine whether the *Jurisdiction* screen should function in Edit mode or in Read-Only mode

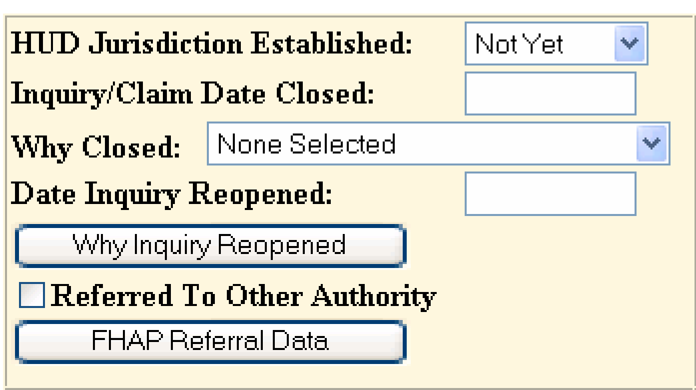


4.2.4.2.2 Entering data in the Jurisdiction Screen

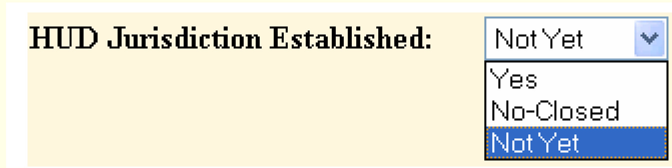
The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Jurisdiction* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Jurisdiction* screen appears. Enter the applicable information in the following fields. The fields described below are editable unless otherwise noted.



HUD Jurisdiction Established – This dropdown box contains the following options:

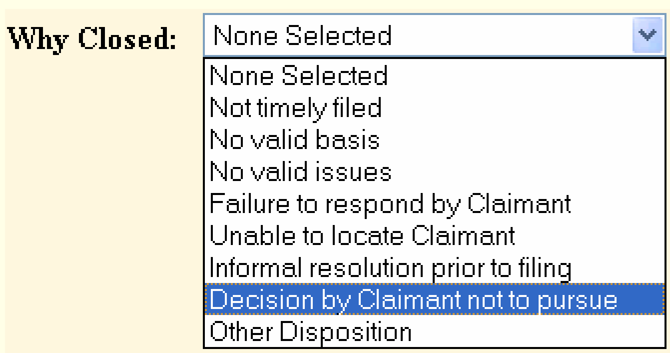


- Select *Yes*, if you want to establish jurisdiction. Refer to Section 4.2.4.2.3 Establishing Jurisdiction.
- Select *No-Closed*, if you wish to close the inquiry. Refer to Section 4.2.4.2.4 Closing an Inquiry Prior to Establishing Jurisdiction.
- Select *Not Yet*, if the decision is still pending.

NOTE: FHAP users are not allowed to modify the selection in the HUD Jurisdiction Established field.

Inquiry/Claim Date Closed – This field becomes mandatory, if you selected *No-Closed* in the HUD Jurisdiction Established field. In the textbox provided, type the date (MM/DD/YYYY) when the case was closed.

Why Closed – This field becomes mandatory, if you selected *No-Closed* in the HUD Jurisdiction Established field. On the dropdown box, select the reason why the case was closed.



Date Inquiry Reopened – If the case was reopened, type the date (MM/DD/YYYY) in the textbox provided.

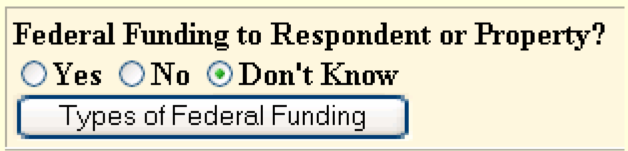
Why Inquiry Reopened – If the case was reopened, click the *Why Inquiry Reopened* button to access the memo screen and type the reason why the inquiry was reopened.

Referred to Other Authority – If the case was referred to another Authority, click the *Referred to Other Authority* checkbox.

FHAP Referral Data – This function enables HUD users to refer a HUD case to a FHAP agency. Click the *FHAP Referral Data* button to access the *FHAP Referral Data* screen. See Section 4.2.4.2.6 Referring a Case to a FHAP Agency.

NOTE: Referral of a case to a FHAP agency must be done before establishing jurisdiction. This is to ensure that the HUD Notification letter contains the necessary information of the FHAP agency involved.

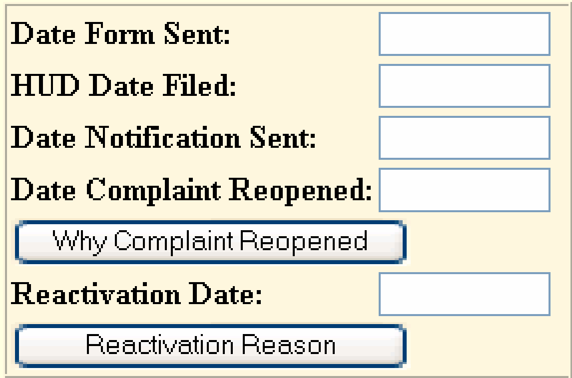
Federal Funding to Respondent or Property? – Click the *Yes*, *No*, or *Don't Know* radio button to indicate if the respondent or property is receiving federal funding.



Types of Federal Funding – If *Yes* was selected in the *Federal Funding to Respondent or Property?* field, click the *Types of Federal Funding* button to access the *Types of Federal Funding* screen. See Section 4.2.4.2.8 Selecting Types of Federal Funding.

Conduct Concurrent Processing? – Select *Yes*, *No*, or *Don't Know* from the dropdown box to identify if multiple processing applies to the case.

Other Authorities Applied – If *Yes* was selected in the *Conduct Concurrent Processing?* field, click the *Other Authorities Applied* button to access the *Other Applicable Authorities* screen. See Section 4.2.4.2.9 Entering Other Authorities Applied.



Date Form Sent – Type the date (MM/DD/YYYY) when the Complaint form was sent out to the complainant for signature.

HUD Date Filed – Type the date (MM/DD/YYYY) when establishment of jurisdiction was filed.

Date Notification Sent – Type the date (MM/DD/YYYY) when the notification letter was actually sent out of the office.

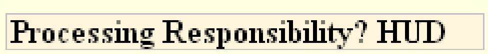
Date Complaint Reopened – Type the date (MM/DD/YYYY) when the complaint was reopened for investigation.

Why Complaint Reopened – Click *Why Complaint Reopened* button to access the memo screen to enter the reason why the complaint was reopened.

Reactivation Date – Type the date (MM/DD/YYYY) when the case was reactivated from the FHAP agency.

Reactivation Reason – Click the *Reactivation Reason* button to access the memo screen and enter the reason why the complaint was reactivated.

Processing Responsibility? – This field identifies which category is responsible for the case: HUD or FHAP. This field is automatically populated when Jurisdiction has been Established or when data has been entered in the Reactivation Date field.

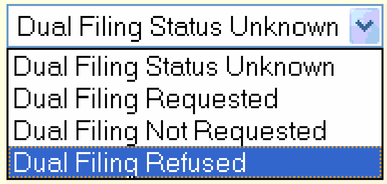


Dual Filing Status – This field enables FHAP users to request dual filing for a case, as well as enable HUD users to deny dual filing for a

NOTE:

FHAP users cannot modify the selection in the dropdown box if the current dual filing status is "Dual Filing Refused".

case. 'Dual Filing Status Unknown' is the default value. From the dropdown box, select the status of dual filing applicable to the case.



Refusal Date – If 'Dual Filing Refused' is selected, type the date (MM/DD/YYYY) when the case was refused for dual filing.

Refusal Reason – If the case was refused for dual filing, provide a reason why the case was denied. Click the *Refusal Reason* button to access the memo screen. This field is for HUD Use Only.

3. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Add To My Cases* button to add the case to My Cases. Refer to Section 4.2.3.1.3 Adding a Checked Out Case to My Cases.
   c. Click the *Refresh Page* button to clear the screen of unsaved data.
   d. Click the *Exit Case* button to check in the case.

4.2.4.2.3 Establishing Jurisdiction

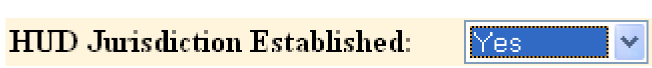
Jurisdiction can be established for HUD inquiries and for FHAP inquiries. Once jurisdiction is established, a HUD File Number will be automatically generated and assigned to the case, as well as an Acceptance Letter for distribution to all parties – complainants, respondents, and legal representatives.

> **NOTE:** All required information about the complainant and the respondent must first be completed before the system allows you to establish jurisdiction. Once jurisdiction is established, an 'Inquiry' will be considered a 'Complaint'.

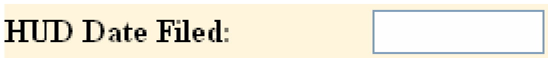
The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Jurisdiction* link under Active Case in the Main Menu to access the case you checked out.

2. The *Jurisdiction* screen appears. On the *HUD Jurisdiction Established* dropdown box, select *Yes*.



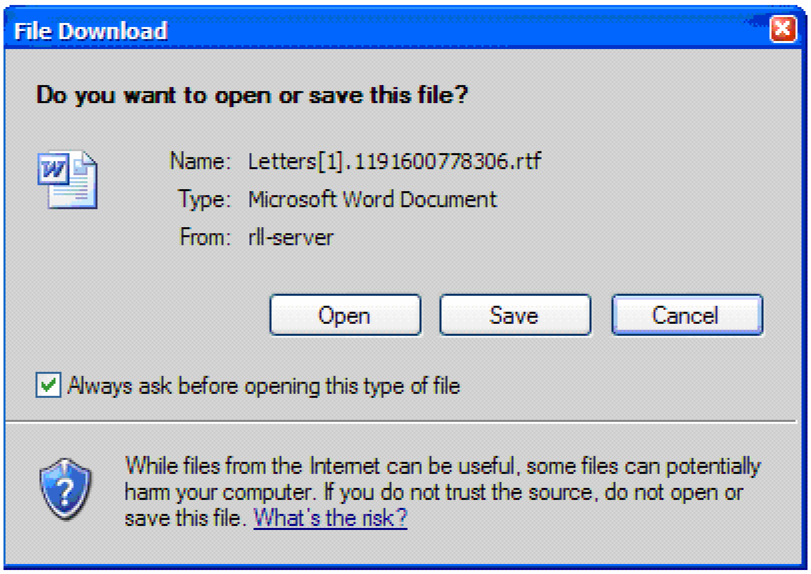
3. On the *HUD Date Filed* textbox, type the date (MM/DD/YYYY) when jurisdiction was established. This field does not allow a date entry greater than the current date.



4. Click the Save *Changes* button to save your entry. This action automatically generates the *Acceptance Letter*.

5. Depending on your Internet browser settings, the *Acceptance Letter* is displayed on the screen.

   Otherwise, a File Download message box appears on the screen.



6. On the File Download message box, you have the option to perform any of the following:

   a. Click the *Open* button to display the *Acceptance Letter*.
   b. Click the *Save* button to save the *Acceptance Letter* to your computer. You may print the letter from your desktop. The Notification Letter may be modified however; changes to the document will not be saved in the system. However, you may save the modified document on your personal desktop.
   c. Click the *Cancel* button to close the message box.

4.2.4.2.4 Closing an Inquiry Prior to Establishing Jurisdiction

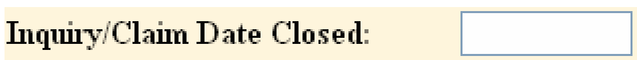
An Inquiry can be closed prior to establishing jurisdiction, and/or before the case is subject to full investigation.

> **NOTE:** The closed inquiry will be considered a non-accountable inquiry. Although the inquiry is closed, the data will still be retained in the database.

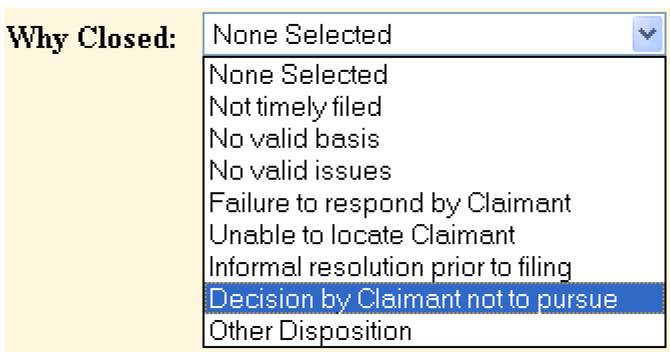
The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Jurisdiction* link under *Active Case* in the Main Menu to access the case you checked out.

2. On the *Inquiry/Claim Date Closed* textbox, type the date (MM/DD/YYYY) the inquiry was closed. This field does not allow a date entry greater than the current date.



3. On the *Why Closed* dropdown box, select the reason for closing the inquiry.



4. Click the *Save Changes* button to save your entry.

4.2.4.2.5 Identifying Dual Filing Status

Dual filing status is when cases originated by FHAPs are also managed by FHEO Headquarters.

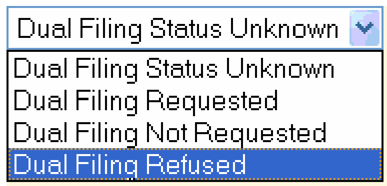
FHAP users may request dual filing for a case, as well as enable HUD users to deny dual filing for a case.

> **NOTE:** FHAP users are restricted from modifying a Dual Filing Refused status. This field is for HUD Use Only.

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Jurisdiction* link under *Active Case* in the Main Menu to access the case you checked out.

2. From the Dual Filing Status dropdown box, select the dual filing status applicable to the case.



3. If *Dual Filing Refused* is selected, you must complete the Refusal Date field. On the *Refusal Date* textbox, type the date (MM/DD/YYYY) when the case was refused for dual filing.

4. Click the *Refusal Reason* button to access the memo screen where you can enter reasons why the case was denied for dual filing.

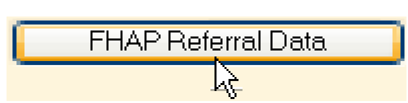
5. Click the *Save Changes* button to save your entry.

4.2.4.2.6 Referring a Case to a FHAP Agency

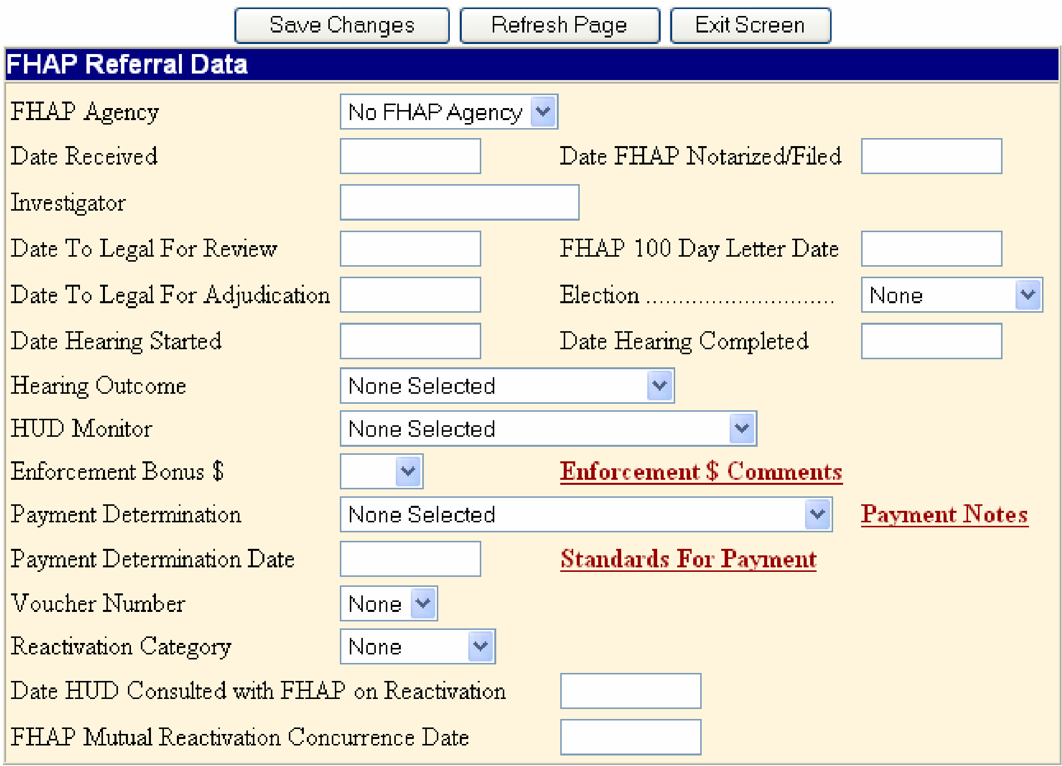
The following set of instructions describes how to refer a case to a specific FHAP agency. The following steps apply to users with edit rights to the specific case.

1. Click the *Jurisdiction* link under *Active Case* in the Main Menu to access the case you checked out.

2. On the *Jurisdiction* screen, click on the *FHAP Referral Data* button to access the *FHAP Referral Data* screen.



3. The *FHAP Referral Data* screen appears.



4. Provide the appropriate information in the textboxes and dropdown boxes provided.

   FHAP Agency – On the dropdown box, select the FHAP Agency the case is assigned to.

   Date Received – Enter the date (MM/DD/YYYY) when the case was received.

   Date FHAP Notarized/Filed – Enter the date (MM/DD/YYYY) of notarization and filing by FHAP.

   Investigator – Enter the name of the Investigator assigned to the case.

   Date To Legal For Review – Enter the date (MM/DD/YYYY) when the case was sent to the Legal department for review.

   FHAP 100 Day Letter Date – Enter the date (MM/DD/YYYY) of the FHAP 100-day Letter

   Date To Legal For Adjudication – Enter the date (MM/DD/YYYY) when the case was sent to the Legal department for adjudication.

   Election – Select None, Administrative or Judicial on the dropdown box.

   Date Hearing Started – Enter the date (MM/DD/YYYY) when the hearing commenced.

Date Hearing Completed – Enter the date (MM/DD/YYYY) when the hearing ended.

Hearing Outcome – From the dropdown box, select the results of the hearing.

HUD Monitor – From the dropdown box, select the name of the HUD representative monitoring the case.

Enforcement Bonus $ – Select 'Yes' or 'No' to indicate if enforcement bonus was provided.

Enforcement $ Comments – Click the link to access the memo screen and enter comments regarding enforcement payments.

> **NOTE:**
>
> FHAP Agency's are restricted from accessing the Enforcement Bonus $ dropdown box, Enforcement $ Comments screen, and Payment Determination fields.

Payment Determination – From the dropdown box, select None Selected, Accepted For Payment, Rejected; Additional Documentation Required, Rejected; Additional Processing Requested, Rejected; Reactivated, Rejected; Disposition None Of The Above, Reactivated but Approved for Payment.

Payment Notes – Click the link to access the memo box and enter additional notes regarding payments.

Payment Determination Date – Enter the date (MM/DD/YYYY) when payment determination was made.

Standards For Payment – Click the *Standards for Payment* link to access the *Standards for Payment* screen and enter the applicable information. Refer to Section 4.2.4.2.7 Entering Data for Standards of Payment.

Voucher Number – From the dropdown box, select the voucher payment number.

Reactivation Category – Select if the case was reactivated mutually or non-mutually; otherwise select None.

Date HUD Consulted with FHAP on Reactivation – Enter the date (MM/DD/YYYY) when HUD consulted with the FHAP agency regarding reactivating the case.

> **NOTE:** Once the case is referred to a FHAP Agency, the case will automatically appear in the agency's HUD Referrals Pending FHAP Case Number Assignment screen.

FHAP Mutual Reactivation Concurrence Date – Enter the date (MM/DD/YYYY) when the case was reactivated.

5. You have the option to perform any of the following functions:

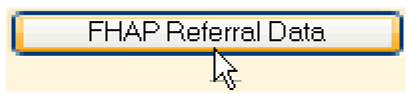
a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh Page* button to clear the screen of unsaved data.
c. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.2.7 Entering Data for Standards for Payment

The following set of instructions describes how to enter data in the *Standards for Payment* screen. The following steps apply to users with edit rights to the specific case.

1. Click the *Jurisdiction* link under *Active Case* in the Main Menu to access the case you checked out.

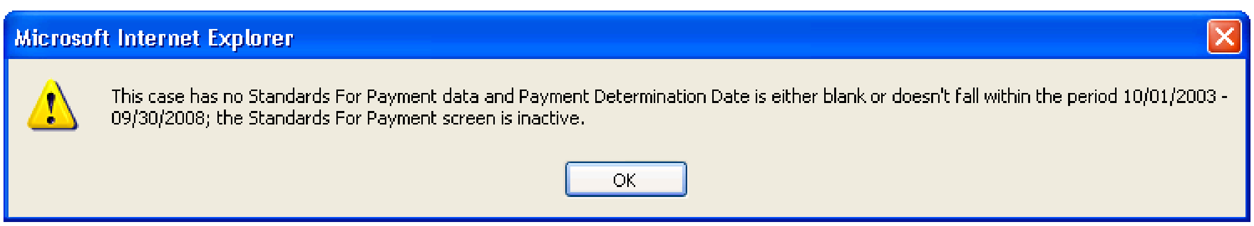
2. On the *Jurisdiction* screen, click on the *FHAP Referral Data* button to access the *FHAP Referral Data* screen.



3. The *FHAP Referral Data* screen appears.

4. On the screen, click the *Standards for Payment* link to access the *Standards for Payment* screen.

   The *Standards For Payment* screen appears if the case contains Standards for Payment data and if Determination Date falls within the period of 10/01/2003 to 09/30/2008. Otherwise, the *Standards For Payment* screen becomes inactive and the following message box appears.



5. This screen is divided into two sections: Payment Schedule and Additional Justification for $ Amount Approved. On the Payment Schedule section, click the checkbox to select the applicable type of case. Then, provide the corresponding amount on the Amount Approved textbox.

6. On the Additional Justification for $ Amount Approved section, click the checkbox if other justifications were entered under Payment Notes in the *FHAP Referral Data* screen.

Save Changes | Exit Screen | Refresh Page

Standards For Payment (Completed Thru FY 2007)

Payment Schedule

(Check one only)

Type of Case	Number Of Days	% of Case Processing	Equivalent $ Amount	Amount* Approved
Conciliated/settled or withdrawn after resolution, and:				
☐ Systemic or				$
☐ Complex/novel within	300 or less	100%	$2400	$
	301 to 350	90%	$2160	
	351 to 400	80%	$1920	
	401 or more	0 to 79%	determined by GTR	
	GTM may recommend higher amounts up to $2900 where warranted for extraordinary, complex cases.			
☐ Not systemic or complex/novel within	100 or less	100%	$2400	$
	101 to 150	90%	$2160	
	151 to 200	80%	$1920	
	201 to 250	70%	$1680	
	251 or more	0 to 69%	determined by GTR	
Cause or no-cause determination, and:				
☐ Systemic or				$
☐ Complex/novel within	350 or less	100%	$2400	$
	351 or more	Determined by GTR based on complexity, investigative challenges (subpoena, etc.) and degree of diligence		
	Cause cases that meet the requirements for a Charge receive a $500 bonus.			
	For No Cause, the GTM may recommend higher amounts up to $2900 where warranted for extraordinary, complex cases.			
☑ Not systemic or complex/novel within	150 or less	100%	$2400	$ 2400
	151 to 200	90%	$2160	
	201 to 250	80%	$1920	
	251 to 300	70%	$1680	
	301 or more	0 to 69%	determined by GTR	
	Cause cases that meet the requirements for a Charge receive a $500 bonus.			

Closed administratively:

☐	Unable To locate complainant or respondent, Unable to identify respondent within	100 or less 101 to 125 126 to 150 151 to 175 176 or more	100% 85% 70% 55% 0 to 54%	$1800 $1530 $1260 $990 determined by GTR	$
☐	Lack of jurisdiction or Untimely filed within	30 or less 31 to 45 46 to 60 61 or more	100% 75% 50% 0%	$2400 $1800 $1200 unless justified by GTR	$
☐	Failure to cooperate within	60 or less 61 to 75 76 to 100 101 or more	100% 75% 50% 0 to 49%	$2400 $1800 $1200 determined by GTR	$
☐	Withdrawal without resolution within	75 or less 76 to 100 101 to 125 126 to 150 151 or more	100% 90% 80% 70% 0 to 69%	$2400 $2160 $1920 $1680 determined by GTR	$
☐	Closed because trial has begun	...	0 to 100%	Max. $2400 determined by GTR	$

Reactivated cases:

☐	Reactivated case	...	0 to 100%	Max. $2400 determined by GTR	$

* *The amount approved need NOT equal a specific amount corresponding to a percentile as listed above (i.e. it could be between the amounts corresponding to percentiles as listed above).*

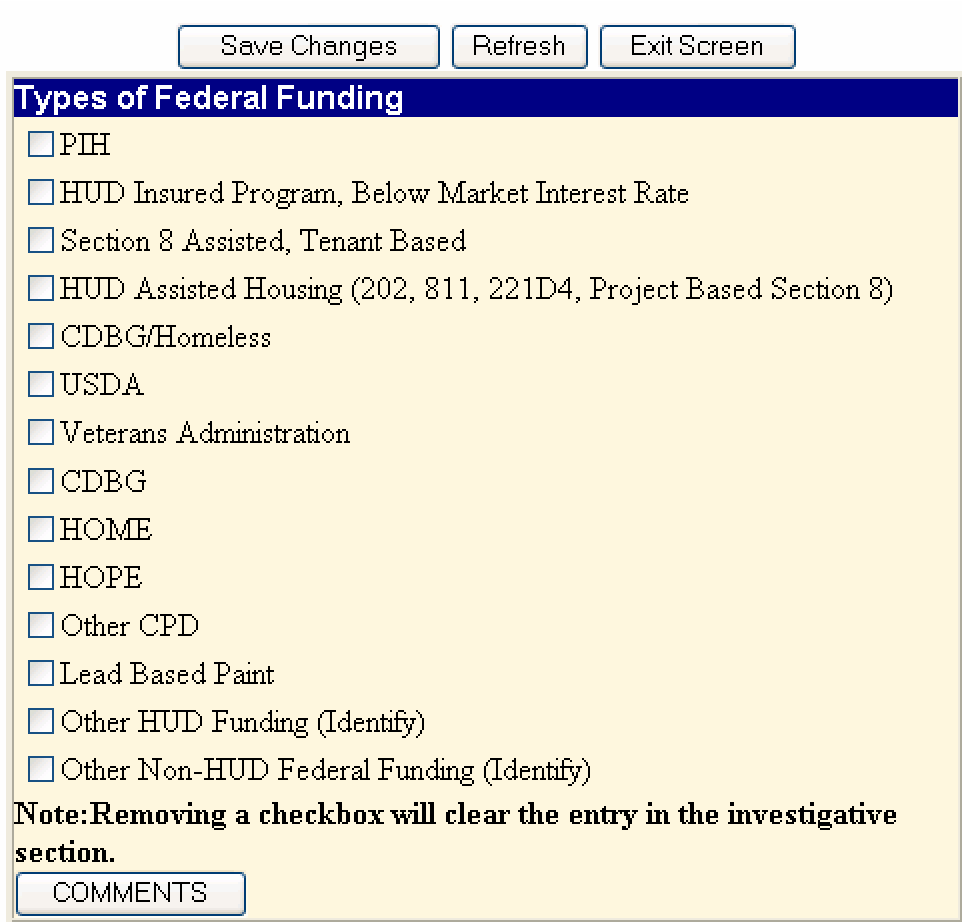
Additional Justification For $ Amount Approved

Check here if other justification entered in Payment Notes (FHAP Referral Data screen):

☐ For example, delays due to factors outside of the agency's control, TRO, subpoena issued, large number of witnesses, expended extensive resources, difficulty locating a witness imperative to the investigation, etc.

4.2.4.2.8 Selecting Types of Federal Funding

The following instructions describe how to select the type(s) of federal funding the respondent or property is receiving. The following steps apply to users with edit rights to the specific case.



1. Click the *Jurisdiction* link on the Main Menu to access the Jurisdiction screen. Your checked out case appears.

2. Click the *Types of Federal Funding* button to access the *Types of Federal Funding* screen.

3. Click the checkbox associated to the type of federal funding the respondent or property is receiving. Modifications to this screen will be concurrently reflected on the *Investigation* screen.

4. Click the *Comments* button to access the memo screen and enter applicable notes or remarks.

5. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.

b. Click the *Refresh* button to clear the screen of unsaved data.
c. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.2.9 Entering Other Authorities Applied

The following instructions describe how to enter data in the *Other Authorities Applied* screen. The following steps apply to users with edit rights to the specific case.

1. Click the *Jurisdiction* link on the Main Menu to access the Jurisdiction screen. Your checked out case appears.

2. If 'Yes' was selected in the Conduct Concurrent Processing? field, click the *Other Authorities Applied* button to access the *Other Authorities Applied* screen.

3. Click the checkbox associated to the appropriate authority.

4. Type the case number adjacent to the selected checkbox. If the Case Number information is not available you may provide the information at a later time.

5. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh* button to clear the screen of unsaved data.

c. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.3 Interviews

The *Interviews* function enables users to record all interviews conducted during case processing.

Click the *Interviews* link under Active Cases in the Main Menu to access the case you previously checked out. If you attempt to access the *Interviews* link without checking out a case, a message box appears notifying you that no case has been checked out.

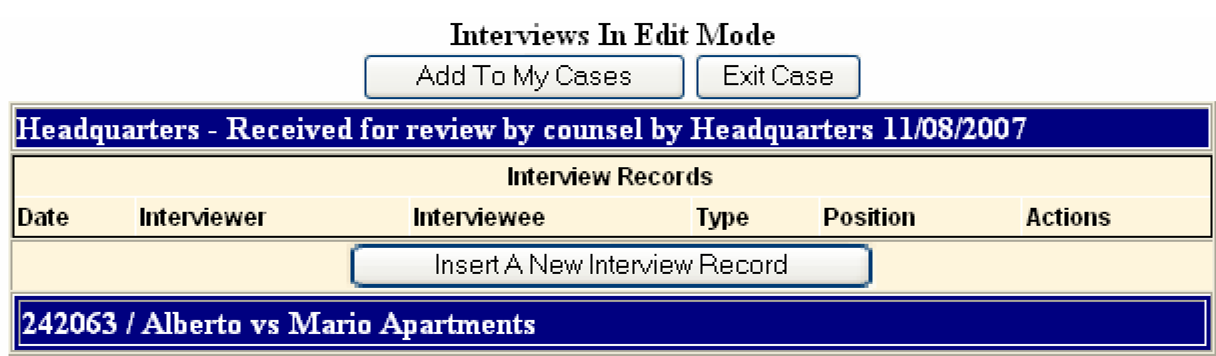
On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.3.2 Locator for more details.

4.2.4.3.1 Interviews Screen

The *Interviews* screen contains interview records pertaining to a specific case. The screen provides access to a sub-screen where interview data pertaining to the case is entered.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.

The screen is comprised of five columns: Date, Interviewer, Interviewee, Type, Position, and Actions. If no interview data exists, the columns will remain blank.



Otherwise, if interview data exists, the columns will contain data that function as links to the *Interview* screen where details of the interview are located. A Notes button and a *Delete* button will be displayed as well.

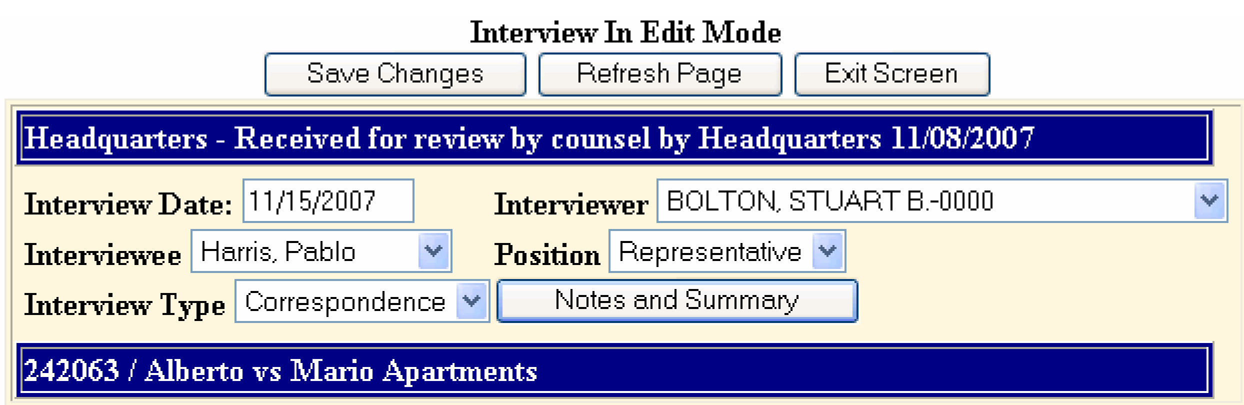
NOTE: The user's role and access rights determine whether the *Interviews* screen should function in Edit mode or in Read-Only mode.

4.2.4.3.2 Viewing Interview Data

To access a specific interview, follow these steps:

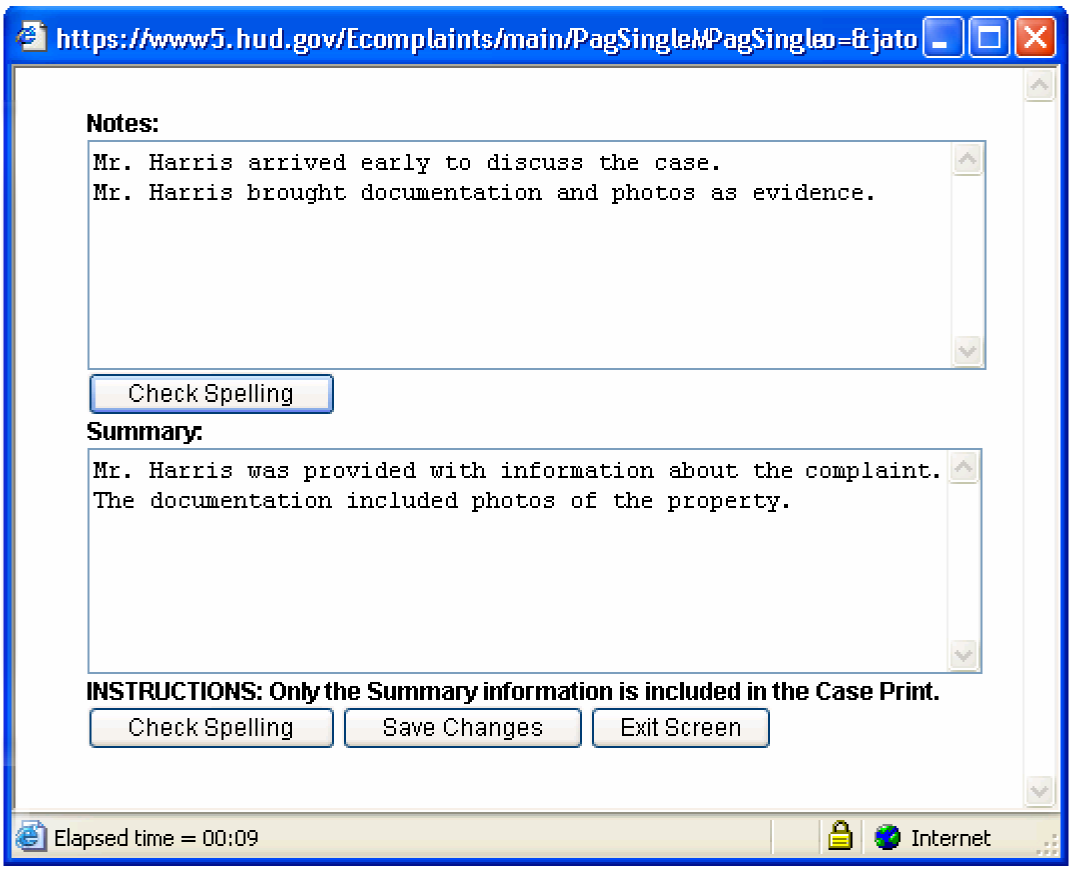
1. Click the link (under the Date, Interviewer, Interviewee, Type or Position column) corresponding to the record you want to access.

2. The *Interview* screen appears where data related to your selection is displayed. The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.



3. Click the *Notes and Summary* button on the *Interview* screen to access memos entered during the interview.

> **NOTE:**
>
> The Interview *Notes and Summary* screen can be accessed through the *Notes* button in the *Interviews* screen as well.



4. Click the button at the top right corner of the window to close the *Notes and Summary* screen.

5. On the Interview screen, click the *Exit Screen* button to return to Interviews screen.

4.2.4.3.3 Inserting a New Interview Record

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Interviews* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Interviews* screen appears. Click the *Insert a New Interview Record* button to add a new record.

3. On the *Interview* screen, enter the applicable information in the following fields. The fields described below are editable unless otherwise noted.

Interview Date – Enter the date (MM/DD/YYYY) of the interview. The date entered cannot be greater than the current date.

Interviewer – From the dropdown box, select the name of the person who conducted the interview.

Interviewer – From the dropdown box, select the name of the person who was interviewed.

Position – From the dropdown box, select the interviewee's role in the case.

> **NOTE:**
>
> The user's task and access rights determine whether the Interview screen should function in Edit mode or in Read-Only mode.

Interview Type – Select how the interview was performed: Correspondence, In-Person or Telephonic.

Notes and Summary – Click the *Notes and Summary* button to access the memo screen. On the screen, enter your interview notes and provide a summary of the interview.

4. You have the option to perform any of the following functions:

d. Click the *Save Changes* button to save your entry and remain on the current screen.
e. Click the *Refresh Page* button to clear the screen of unsaved data.
f. Click the *Exit Screen* button to save your entry and exit the screen.

5. Upon saving your changes the new interview record is displayed in the *Interview Records* table of the *Interviews* screen

4.2.4.3.4 Editing Interview Records

To edit an interview record, follow these steps:

1. On the *Interviews* screen, click the link corresponding to the interview record that you want to edit.

2. The *Interview* screen appears. This screen is where data related to the selected interview may be modified.

3. Edit the data with the appropriate information.

4. Click the *Notes and Summary* button to access the memo screen. Add or modify the data with the appropriate information.

5. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh Page* button to clear the screen of unsaved data.
   c. Click the *Exit Screen* button to save your entry and exit the screen.

6. Upon saving your changes the updated data is displayed in the *Interview Records* table of the *Interviews* screen

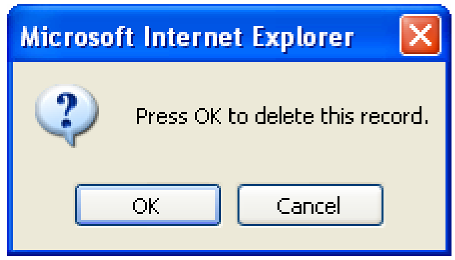
NOTE: The user's role and access rights determine whether the *Interviews* screen should function in Edit mode or in Read-Only mode.

4.2.4.3.5 Deleting Records in the Interviews Screen

To delete an interview record, follow these steps:

1. On the Interviews screen, click the *Delete* button corresponding to the selected record in the *Interview Records* table.

2. A message box appears to verify the request.



3. Click *OK* button to delete the record. The record is automatically deleted from the *Interview Records* table.

4.2.4.4 Investigation

The *Investigation* function enables the investigator to enter their case findings, and close a case at the conclusion of the investigation.

Click the *Investigation* link under Active Cases in the Main Menu to access the case you previously checked out. If you attempt to access the *Investigation* link without checking out a case, a message box appears notifying you that no case has been checked out.

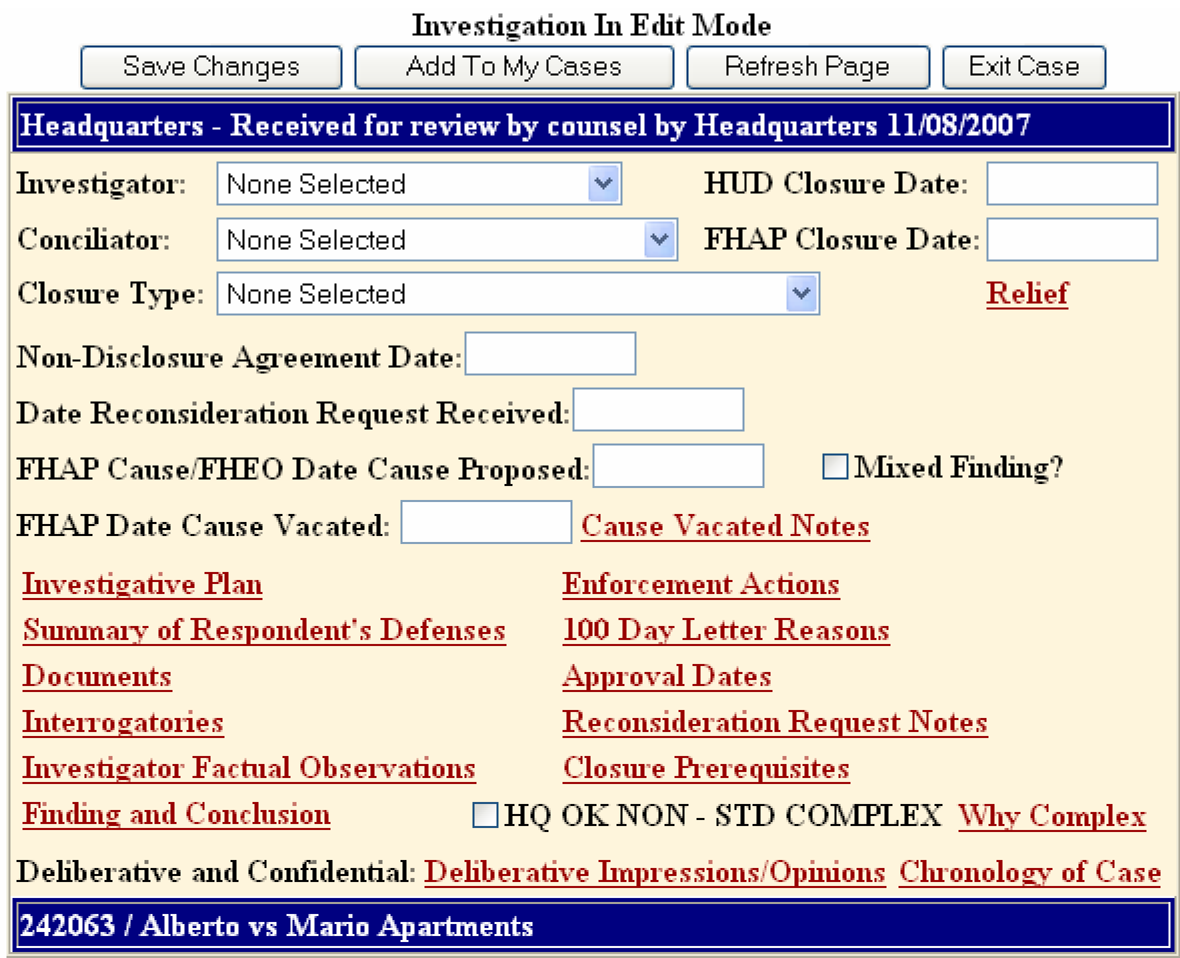
On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.2.3.2 Locator.

4.2.4.4.1 Investigation Screen

The screen is composed of input fields, links to sub-screens and memos where investigative findings pertaining to the case are entered.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.

> **NOTE:** The user's role and access rights determine whether the *Investigation* Screen should function in Edit mode or in Read-Only mode. The Investigator and the Conciliator assigned have permanent write-access privilege to the case.



4.2.4.4.2 Entering data in the Investigation screen

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Investigation* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Investigation* screen appears. Enter or Select the applicable information in the following fields. The fields described below are editable unless otherwise noted.

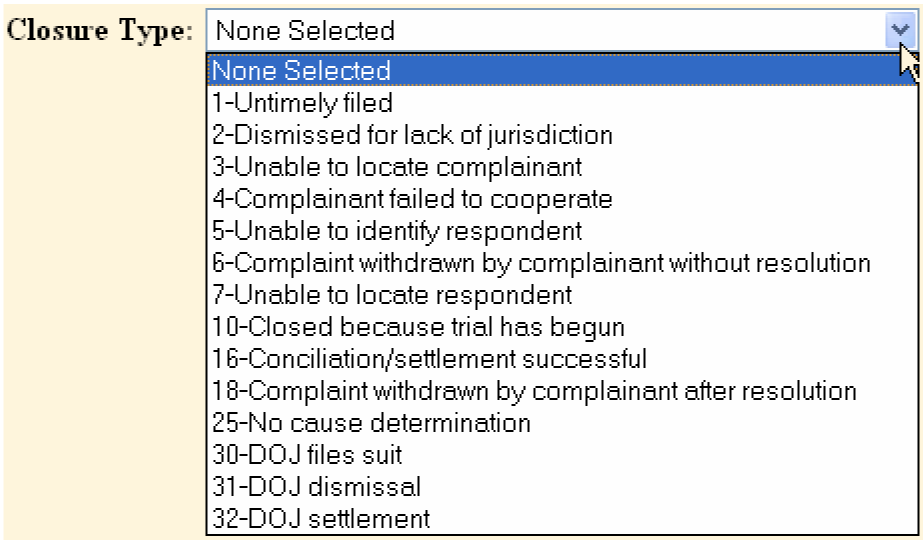
   Investigator – Select the name of the Investigator assigned to the case.

   Conciliator – Select the name of the Conciliator assigned to the case.

HUD Closure Date – Type the date (MM/DD/YYYY) when the HUD case was closed. The date should not be greater than the current date. This field is required to close the HUD case.

FHAP Closure Date – Type the date (MM/DD/YYYY) when the FHAP case was closed. The date should not be greater than the current date. This field is required to close the FHAP case.

Closure Type – On the dropdown box, select the reason why the case was closed.



Relief – Click the link to access the FHEO/FHAP Relief and Homeownership Opportunities Provided screen and enter relief data. Refer to Section 4.2.4.4.4 Entering Relief Data.

Non-Disclosure Agreement Date – Type the date (MM/DD/YYYY) when the Non-Disclosure Agreement was signed.

Date Reconsideration Request Received – Type the date (MM/DD/YYYY) when the request for reconsideration was received.

FHAP Cause/FHEO Date Cause Proposed – Type the date (MM/DD/YYYY) when the FHAP cause or FHEO cause was proposed.

Mixed Finding? – Click the checkbox if mixed findings were experienced during the investigation.

FHAP Date Cause Vacated – Type the date (MM/DD/YYYY) when FHAP cause was vacated.

Cause Vacated Notes – Click this link to access the memo screen to enter the reason(s) why the cause was vacated.

Investigative Plan – Click this link to access the *Investigative Plan* screen and enter the investigative information pertaining to the case. Refer to Section 4.2.4.4.2 Entering Data in the Investigative Plan.

Enforcement Actions – Click this link to access the *Enforcement Actions* screen where TRO Data, Breach of Conciliation, Request for Subpoena, and other enforcement data are entered. Refer to Section 4.2.4.4.6 Entering Enforcement Actions Data.

Summary of Respondent's Defenses – Click this link to enter the investigator's notes and summary of the respondent's argument or defense on the memo screen. This information will be reflected during Determination.

100-Day Letter Reasons – Click this link to access the *100-Day Letter Reasons* screen where the investigator identifies the reasons why the investigation cannot be completed within 100 days of filing the complaint, and the projected date of completion. The information stated in this screen will be reflected in the 100-Day Letter. Refer to Section 4.2.4.4.7 Entering Data in 100-Day Letter Reasons.

Documents – Click this link to access the *Documents* screen where all the documents obtained during case processing are identified. This information is reflected in the Final Investigative Report (F.I.R). Refer to Section 4.2.4.4.8 Identifying Case Documents.

Approval Dates – Click this link to access the Approval Dates screen. This function enables you to lock the final F.I.R and Determination documents. Refer to Section 4.2.4.4.9 Entering Approval Dates.

> **NOTE:** The Approval Dates screen is limited to users with System Administrator or Manager Rights only.

Interrogatories – Click this link to access the Interrogatories screen. This function enables you to record all interrogations submitted for the case. This information is reflected in the Final Investigative Report (F.I.R). Refer to Section 4.2.4.4.10 Entering Interrogatories.

Reconsideration Request Notes – Click this link to enter information about the request for reconsideration on the memo screen.

Investigator Factual Observations – Click this link to access the *Factual Observations* screen where all observations about the investigation are recorded. This information is reported in the Final Investigative Report (F.I.R). Refer to Section 4.2.4.4.11 Entering Factual Observations.

Closure Prerequisites – Click this link to access the *Closure Prerequisites* screen where case closure dates are recorded.). Refer to Section 4.2.4.4.12 Entering Closure Prerequisites.

Finding and Conclusion – Click this link to record findings and final results from the investigation on the memo screen. This information is reflected in the Determination Report.

HQ Ok Non-Std Complex – Click the checkbox, to indicate if the case falls under this category.

> **NOTE:** The *HQ Ok Non-Std Complex* field is restricted to HQ FHEO staff with Manager Rights.

Why Complex – Click this link to record on the memo screen the reasons for classifying the case as complex.

Deliberative Impressions/Opinions – Click the link to access the *Deliberative Impressions* screen where opinions about the case are recorded. Refer to Section 4.2.4.4.13 Entering Deliberative Impressions.

Chronology of Case – Click this link to record on the memo screen the case' sequence of events.

3. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Add To My Cases* button to add the case to My Cases. Refer to Section 4.2.3.1.3 Adding a Checked Out Case to My Cases.
c. Click the *Refresh Page* button to clear the screen of unsaved data.
d. Click the *Exit Case* button to check-in the case.

4.2.4.4.3 Closing a HUD or FHAP Case

Closing a HUD Case

1. In the *HUD Closure Date* textbox, enter the date (MM/DD/YYYY) when the HUD case was closed.

2. On the *Closure Type* dropdown box, select the reason why the case is being closed.

3. Click the *Save Changes* button to save your entry.

NOTE: Upon case closure, the header in the *Investigation* screen will indicate the case' closed status and closure date.

Closing a FHAP Case

1. In the *FHAP Closure Date* textbox, enter the date (MM/DD/YYYY) when the FHAP case was closed.

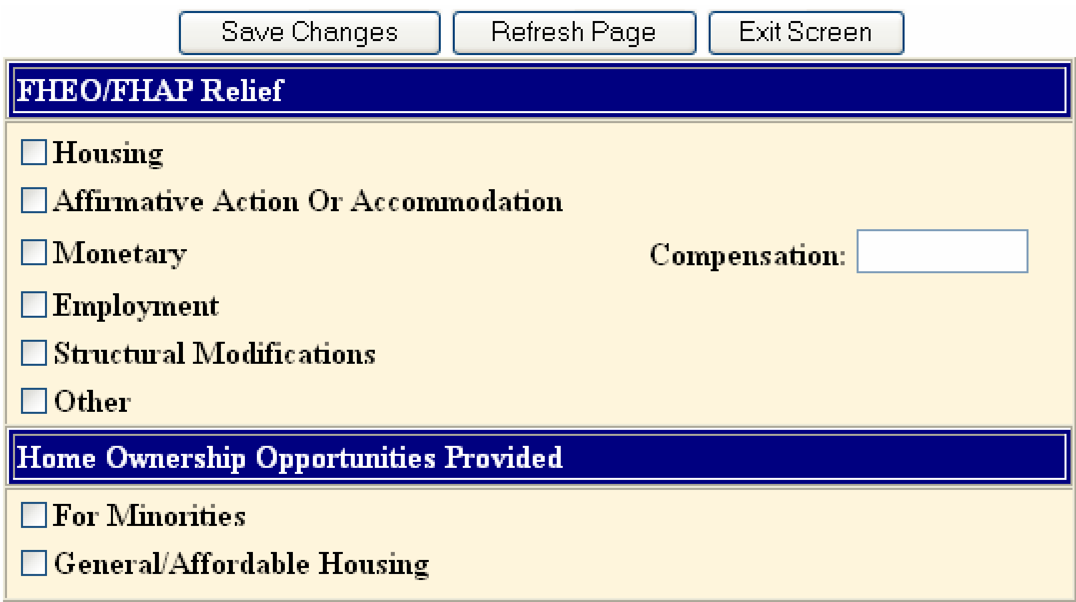
2. On the *Closure Type* dropdown box, select the reason why the case is being closed.

3. Click the *Save Changes* button to save your entry.

NOTE: Upon case closure, the header in the *Investigation* screen will indicate the case' closed status and closure date.

4.2.4.4.4 Entering Relief Data

To access the FHEO/FHAP Relief – Homeownership Opportunities Provided screen, click the *Relief* link in the *Investigation* screen. The *FHEO/FHAP Relief – Homeownership Opportunities Provided* screen appears.



4.2.4.4.4.1 FHEO/FHAP Relief

1. On the *FHEO/FHAP Relief* section, select the checkbox(es) that apply to the case.

   If the *Monetary* checkbox is selected, you must type the applicable dollar amount on the *Compensation* textbox. The amount should be the actual quantifiable monetary value only, less attorney fees etc. This textbox only accepts whole numbers.

2. Click the *Save Changes* button to save the entry.

3. Click the *Exit Screen* button to return to the *Investigation* screen.

4.2.4.4.4.2 Home Ownership Opportunities Provided

1. If the case is considered closed as conciliated or settled, the *Home Ownership Opportunities Provided* section is available for you to make a selection. The choices are: For Minorities or General/Affordable Housing. Select the checkbox that apply to the case.

2. If you selected *For Minorities* checkbox, the *Home Ownership Opportunities – Minorities* screen appears. Enter the applicable data. Refer to Section 4.2.4.4.4.3 Entering data in Home Ownership Opportunities – Minorities.

   > **NOTE:**
   > On a HUD-processed case, closure due to a successful conciliation/settlement is permitted only if the final conciliation agreement is entered.

   If you selected *General/Affordable Housing* checkbox, the *Home Ownership Opportunities – General/Affordable Housing* screen appears. Enter the applicable data. Refer to Section 4.2.4.4.4.4 Entering data in Home Ownership Opportunities – General/Affordable Housing.

3. If you do not enter data in the input screen associated to the checkbox you selected, the checkbox in the *Home Ownership Opportunities Provided* section will be automatically unselected.

4. Click the *Save Changes* button to save the entry.

5. Click the *Exit Screen* button to return to the *Investigation* screen.

4.2.4.4.4.3 Entering Data in Home Ownership Opportunities – Minorities

1. On the *Home Ownership Opportunities* **–** *Minorities* screen, enter the applicable information in the following fields. The fields described below are editable unless otherwise noted.

   > **NOTE:**
   > All input fields in *Home Ownership Opportunities* **–** *Minorities* screen only accepts whole numbers.

   Rental Units - number – number of rental units

   Rental Adjustments - units modified – number of units modified in Rental Adjustments

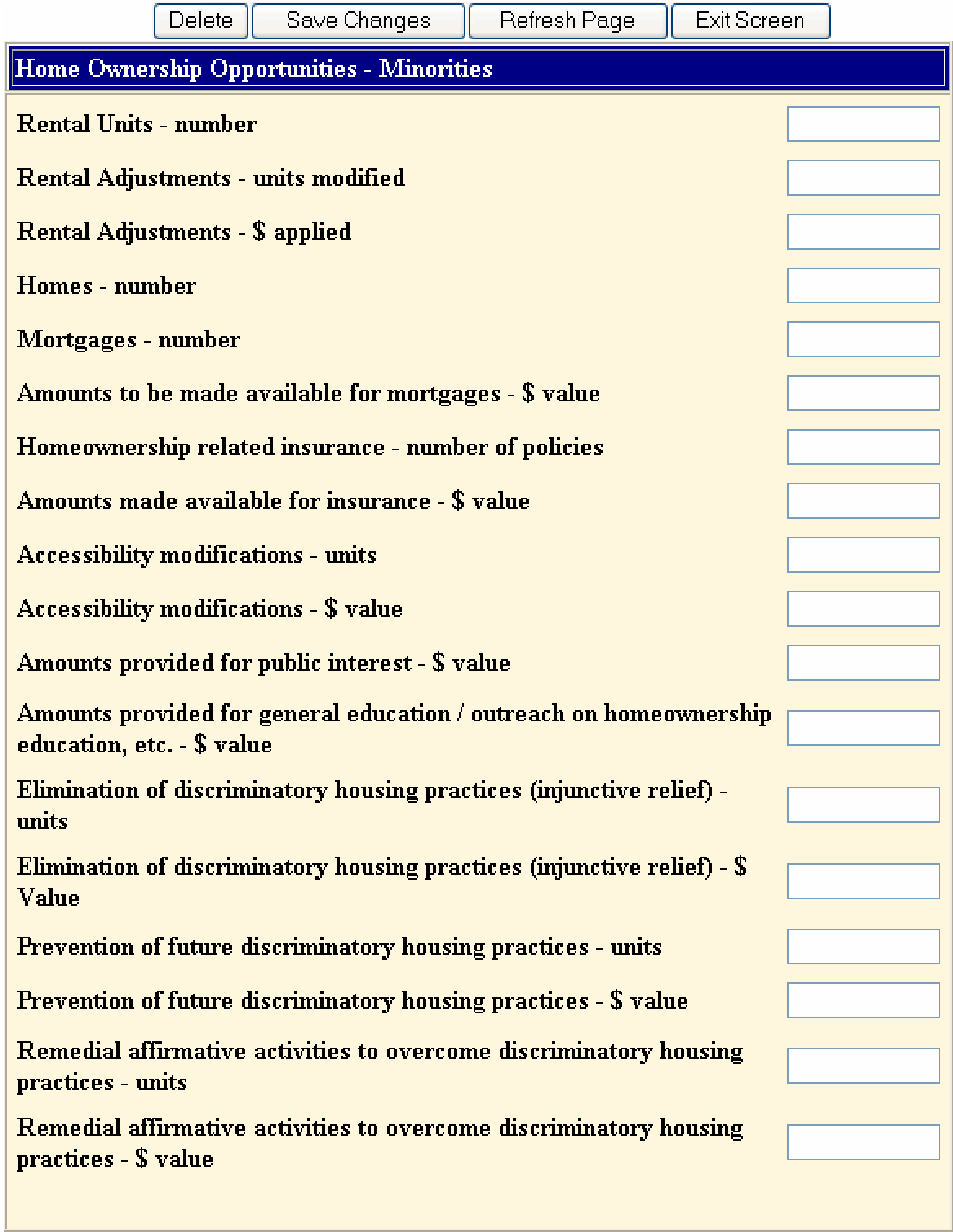
   Rental Adjustments - $ applied – dollar amount applied in Rental Adjustments

   Homes - number – number of homes

   Mortgages - number – number of mortgages

   Amounts to be made available for mortgages - $ value – dollar amount to be made available for mortgages

   Homeownership related insurance - number of policies – number of insurance policies applicable



Amounts made available for insurance - $ value – dollar amount made available for insurance

Accessibility modifications - units – number of units that have accessibility modifications

Accessibility modifications - $ value – dollar amount towards accessibility modifications

Amounts provided for public interest - $ value – dollar amount provided for public interest

Amounts provided for general education / outreach on homeownership education, etc. - $ value – dollar amount provided for general education/outreach on homeownership

Elimination of discriminatory housing practices (injunctive relief) - units – number of units under injunctive relief

Elimination of discriminatory housing practices (injunctive relief) - $ Value – dollar amount towards injunctive relief

Prevention of future discriminatory housing practices - units – number of units under the prevention of future discriminatory housing practices

Prevention of future discriminatory housing practices - $ value – dollar amount towards the prevention of future discriminatory housing practices

Remedial affirmative activities to overcome discriminatory housing practices - units – number of units under Remedial affirmative activities to overcome discriminatory housing practices

Remedial affirmative activities to overcome discriminatory housing practices - $ value – dollar amount provided to Remedial affirmative activities to overcome discriminatory housing practices

2. You have the option to perform any of the following functions:

   a. Click the *Delete* button to delete the record displayed on the screen.
   b. Click the *Save Changes* button to save your entry and remain on the current screen.
   c. Click the *Refresh Page* button to clear the screen of unsaved data.
   d. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.4.4.4 Entering Data in Home Ownership Opportunities – General/Affordable Housing

1. On the *Home Ownership Opportunities* **–** *General/Affordable Housing* screen, enter the applicable information in the following fields. The fields described below are editable unless otherwise noted.

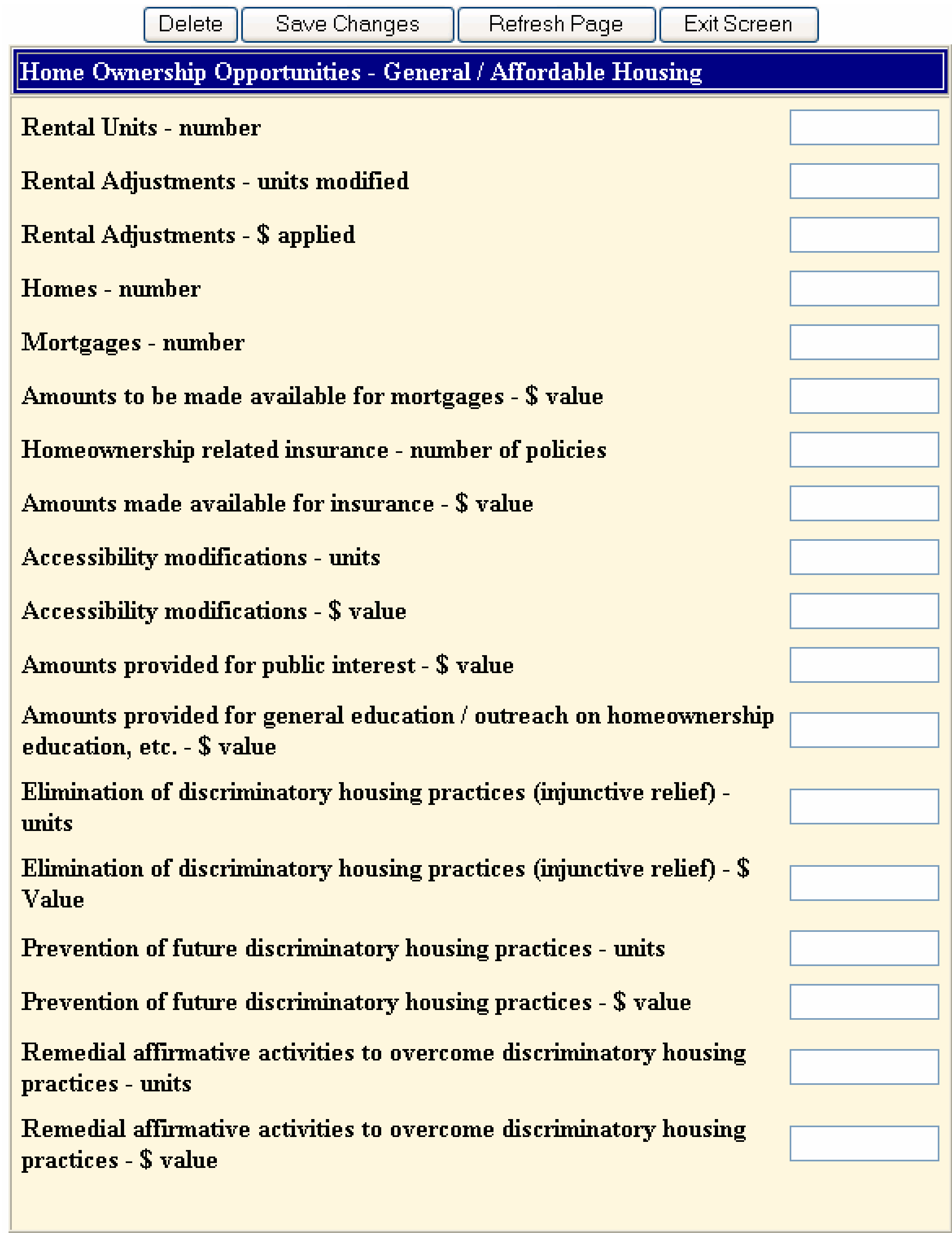
   Rental Units - number – number of rental units

   Rental Adjustments - units modified – number of units modified in Rental Adjustments

   Rental Adjustments - $ applied – dollar amount applied in Rental Adjustments

Homes - number – number of homes

Mortgages - number – number of mortgages



Amounts to be made available for mortgages - $ value – dollar amount to be made available for mortgages

Homeownership related insurance - number of policies – number of insurance policies applicable

Amounts made available for insurance - $ value – dollar amount made available for insurance

Accessibility modifications - units – number of units that have accessibility modifications

NOTE:
All input fields in *Home Ownership Opportunities – General/Affordable Housing* screen only accepts whole numbers.

Accessibility modifications - $ value – dollar amount towards accessibility modifications

Amounts provided for public interest - $ value – dollar amount provided for public interest

Amounts provided for general education / outreach on homeownership education, etc. - $ value – dollar amount provided for general education/outreach on homeownership

Elimination of discriminatory housing practices (injunctive relief) - units – number of units under injunctive relief

Elimination of discriminatory housing practices (injunctive relief) - $ Value – dollar amount towards injunctive relief

Prevention of future discriminatory housing practices - units – number of units under the prevention of future discriminatory housing practices

Prevention of future discriminatory housing practices - $ value – dollar amount towards the prevention of future discriminatory housing practices

Remedial affirmative activities to overcome discriminatory housing practices - units – number of units under Remedial affirmative activities to overcome discriminatory housing practices

Remedial affirmative activities to overcome discriminatory housing practices - $ value – dollar amount provided to Remedial affirmative activities to overcome discriminatory housing practices

2. You have the option to perform any of the following functions:

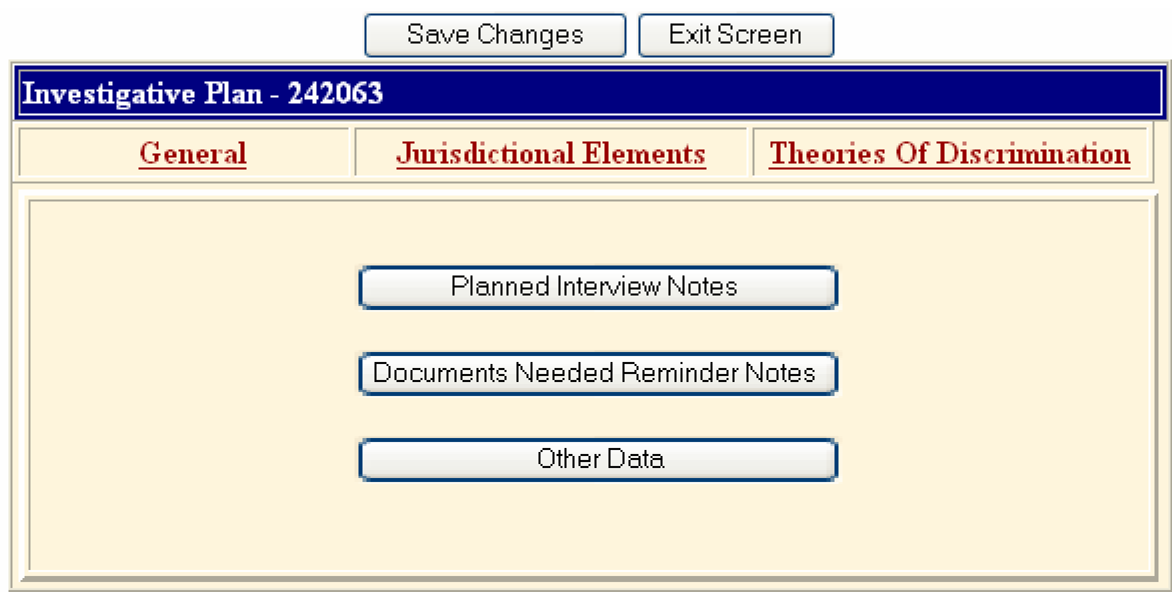
a. Click the *Delete* button to delete the record displayed on the screen.
b. Click the *Save Changes* button to save your entry and remain on the current screen.
c. Click the *Refresh Page* button to clear the screen of unsaved data.
d. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.4.5 Entering Data in Investigative Plan

The Investigative Plan allows you to record planned/needed travel, general notes, and documents needed reminder notes, and identify jurisdictional elements and theories of discriminatory data.

To access the Investigative Plan screen, follow these steps:

1. Click the *Investigative Plan* link in the *Investigation* screen. The *Investigative Plan* screen appears.



The *Investigative Plan* screen is composed of three tabs: General, Jurisdictional Elements and Theories of Discrimination.

4.2.4.4.5.1 General

Click the *General* link on the *Investigative Plan* screen to access the *General* screen. This screen contains three buttons: Planned Interview Notes, Documents Needed Reminder Notes and Other Data.

Planned Interview Notes – This button takes you to a memo screen where notes pertaining to interview plans are recorded.

NOTE: Actual interviews must be stored in the Interviews screen.

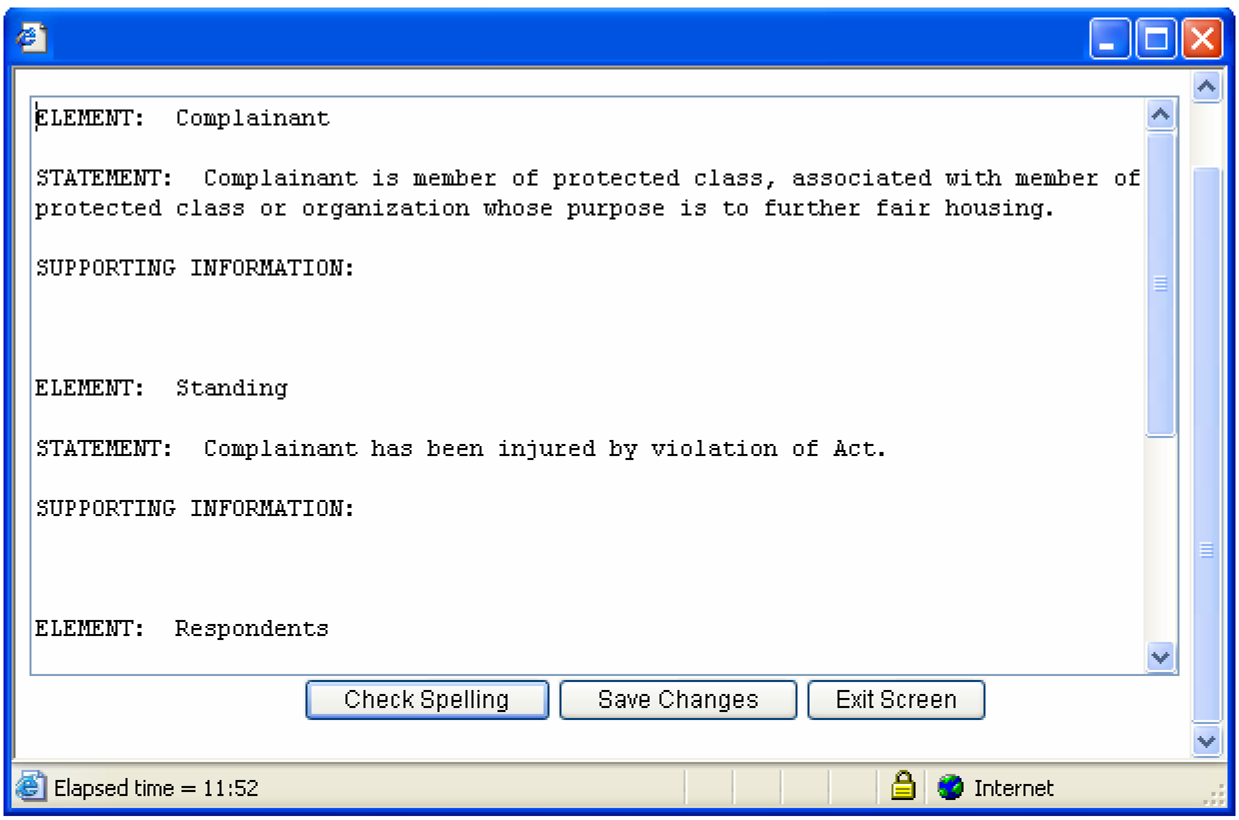
Documents Needed Reminder Notes – This button takes you to a memo screen where you may note down titles or description of documents that are required.

NOTE: Actual documents must be stored in the *Documents* screen, which is accessed through the *Documents* button on the *Investigation* screen.

Other Data – This button takes you to a memo screen where additional comments or remarks are recorded.

4.2.4.4.5.2 Jurisdictional Elements

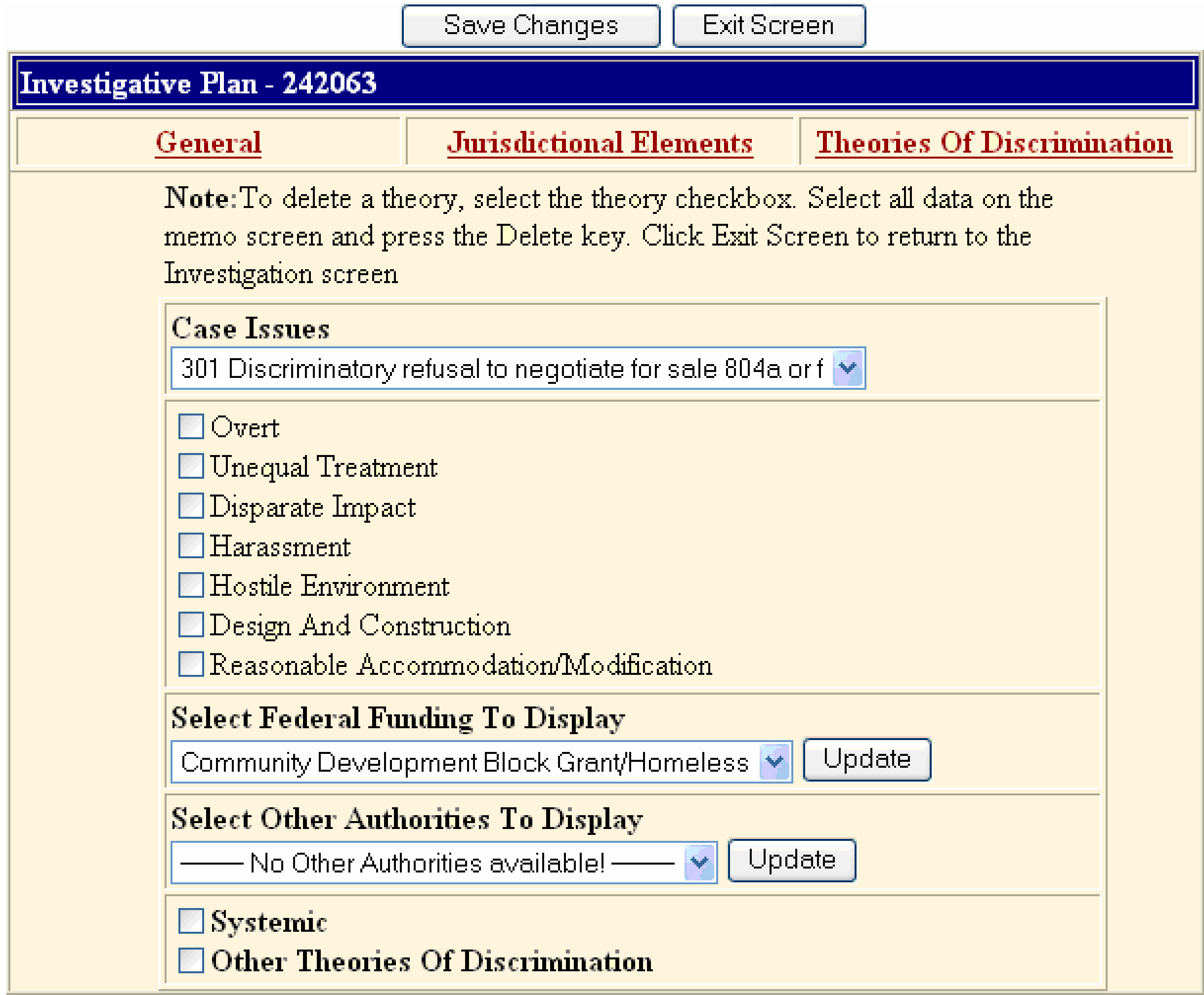
Click the *Jurisdictional Elements* link on the *Investigative Plan* screen to access the *Jurisdictional Elements* screen. This screen is a memo screen where elements and statements pertaining to the case are identified, and where supporting information and multiple respondent defenses are recorded.



4.2.4.4.5.3 Theories of Discrimination

Click the *Theories of Discrimination* link on the *Investigative Plan* screen to access the *Theories of Discrimination* screen. This screen allows you to identify the applicable discriminatory theories that apply to the appropriate case issue.

excluding Systemic and Other Theories of Discrimination. For each type of funding and authorities selected from the Jurisdiction screen, a corresponding Investigative record is added to enter information and identify needed interviews, documents and other data.



1. By default, the *Case Issues* dropdown box is populated with issues listed in the *What Happened* screen (Intake). Select a case issue.

2. Below the *Case Issues* dropdown box are the Theories of Discrimination checkboxes (Overt, Unequal Treatment, Disparate Impact, Harassment, Hostile Environment, Design and Construction, Reasonable Accommodation/Modification). To associate the selected case issue to a theory, click the appropriate checkbox.

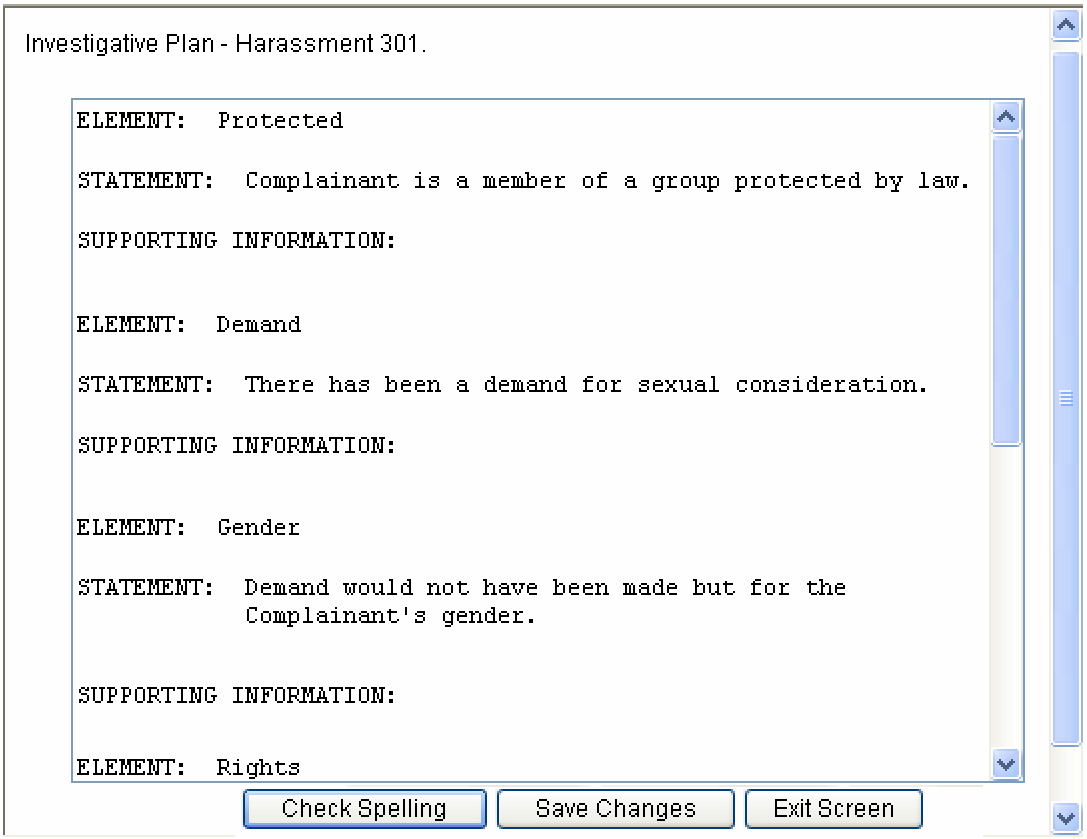
   > **NOTE:** Each case issue must be associated with a theory of discrimination.

3. A memo screen associated to the theory you selected appears. This screen is where elements and statements pertaining to the case are identified, and where supporting information and respondent defenses are recorded. Enter the required information on the respective memo screen.

   You have the option to perform one of the following functions:

a. To perform a spell check, click the *Check Spelling* button. Refer to [Section 3.3.1 Spell Check].
b. To save your entry and remain on the screen, click the *Save Changes* button.
c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
d. To close the screen without saving, click the button at the top right corner of the window.

The image below displays a graphical representation of the *Harassment* memo screen.



4. By default, the *Select Federal Funding To Display* dropdown box is populated with data selected in the *Types of Federal Funding* screen (Jurisdiction). Click the *Update* button to access the *Theories of Proof – Federal Funding* screen. Refer to [Section 4.2.4.4.5.4 Entering Data in Theories of Proof – Federal Funding]. The required data should be provided to each type of federal funding applicable to the case.

5. By default, the *Select Other Authorities To Display* dropdown box is populated with data selected in the *Other Applicable Authorities* screen (Jurisdiction). Click the *Update* button to access the *Theories of Proof – Other Authorities* screen. Refer to [Section 4.2.4.4.5.5 Entering Data in Theories of Proof – Other Authorities]. The required data should be provided to each "other authorities" applicable to the case.

6. If systemic theory applies to the case issue, click the *Systemic* checkbox. A memo screen appears where elements and statements pertaining to the case are identified, and where supporting information and respondent defenses are recorded. Enter the required information.

   You have the option to perform one of the following functions:

   a. To perform a spell check, click the *Check Spelling* button. Refer to Section 3.3.1 Spell Check.
   b. To save your entry and remain on the screen, click the *Save Changes* button.
   c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
   d. To close the screen without saving, click the ☒ button at the top right corner of the window.

7. If discrimination theories other than those listed on the screen applies to the case issue, click the *Other Theories of Discrimination* checkbox. A memo screen appears where elements and statements pertaining to the case are identified, and where supporting information and respondent defenses are recorded. Enter the required information.

   You have the option to perform one of the following functions:

   a. To perform a spell check, click the *Check Spelling* button. Refer to Section 3.3.1 Spell Check.
   b. To save your entry and remain on the screen, click the *Save Changes* button.
   c. To save your entry and exit the screen, click the *Exit Screen* button. A message box appears to confirm your request. Click the *OK* button.
   d. To close the screen without saving, click the ☒ button at the top right corner of the window.

8. Click the *Save Changes* button to save your entries.

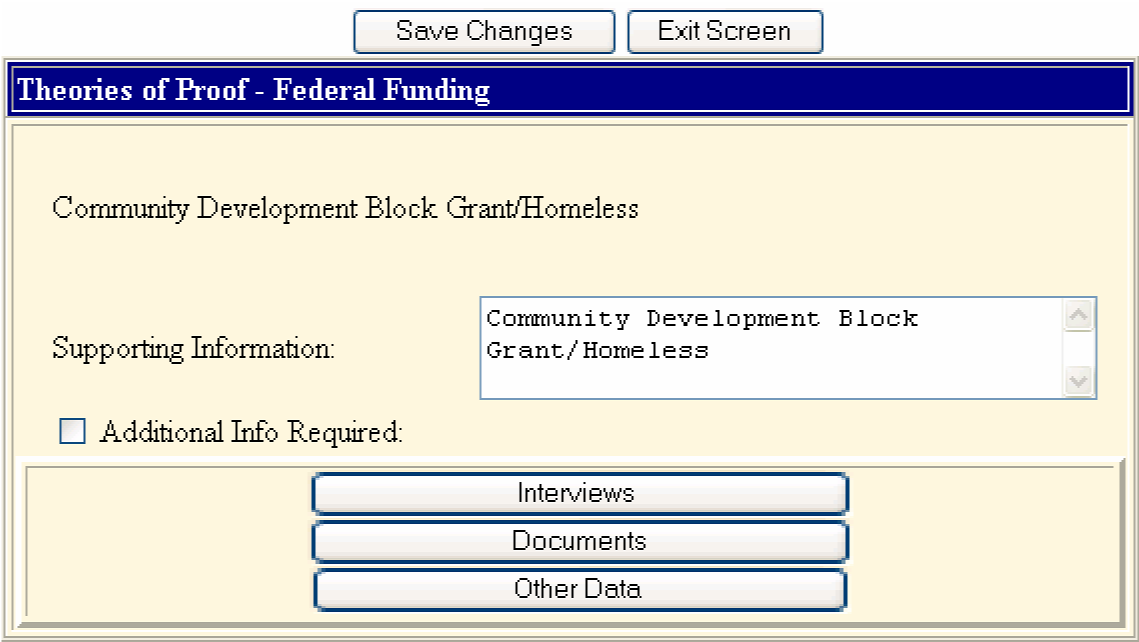
9. Click the *Exit Screen* button to return to the Investigation screen

4.2.4.4.5.4 Entering Data in Theories of Proof – Federal Funding

To enter data in the *Theories of Proof – Federal Funding* screen, follow these steps:

1. In the memo box, enter the supporting information applicable to the type of federal funding specified on the screen.

2. If more information is required, select the *Additional Info Required* checkbox.



3. Click the *Interviews* button to access the memo screen and to note required interviews.

4. Click the *Documents* button to access the memo screen and to note required documentation.

5. Click the *Other Data* button to access the memo screen and to note additional information.

6. To save your entry, click the *Save Changes* button.

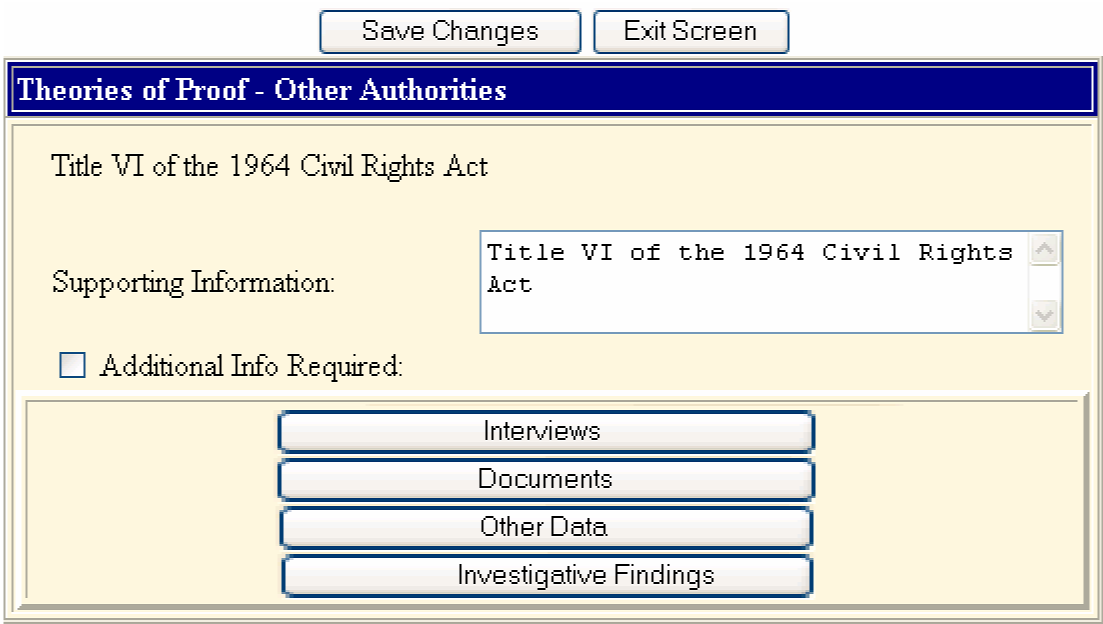
7. To return to the *Investigative Plan - Theories of Discrimination* screen, click the *Exit Screen* button.

4.2.4.4.5.5 Entering Data in Theories of Proof – Other Authorities

To enter data in the *Theories of Proof – Other Authorities* screen, follow these steps:

1. In the memo box, enter the supporting information applicable to the type of federal funding specified on the screen.

2. If more information is required, select the *Additional Info Required* checkbox.



3. Click the *Interviews* button to access the memo screen and to note required interviews.

4. Click the *Documents* button to access the memo screen and to note required documentation.

5. Click the *Other Data* button to access the memo screen and to note additional information.

6. Click the *Investigative Findings* button to access the memo screen and to note findings from the investigation.

7. To save your entry, click the *Save Changes* button.

8. To return to the *Investigative Plan - Theories of Discrimination* screen, click the *Exit Screen* button.

4.2.4.4.6 Entering Enforcement Actions Data

Jurisdiction must be established before entering data in the Enforcement Actions screen.

To access the Enforcement Actions screen, follow these steps:

1. Click the *Enforcement Actions* link in the *Investigation* screen. The *Enforcement Actions* screen appears.

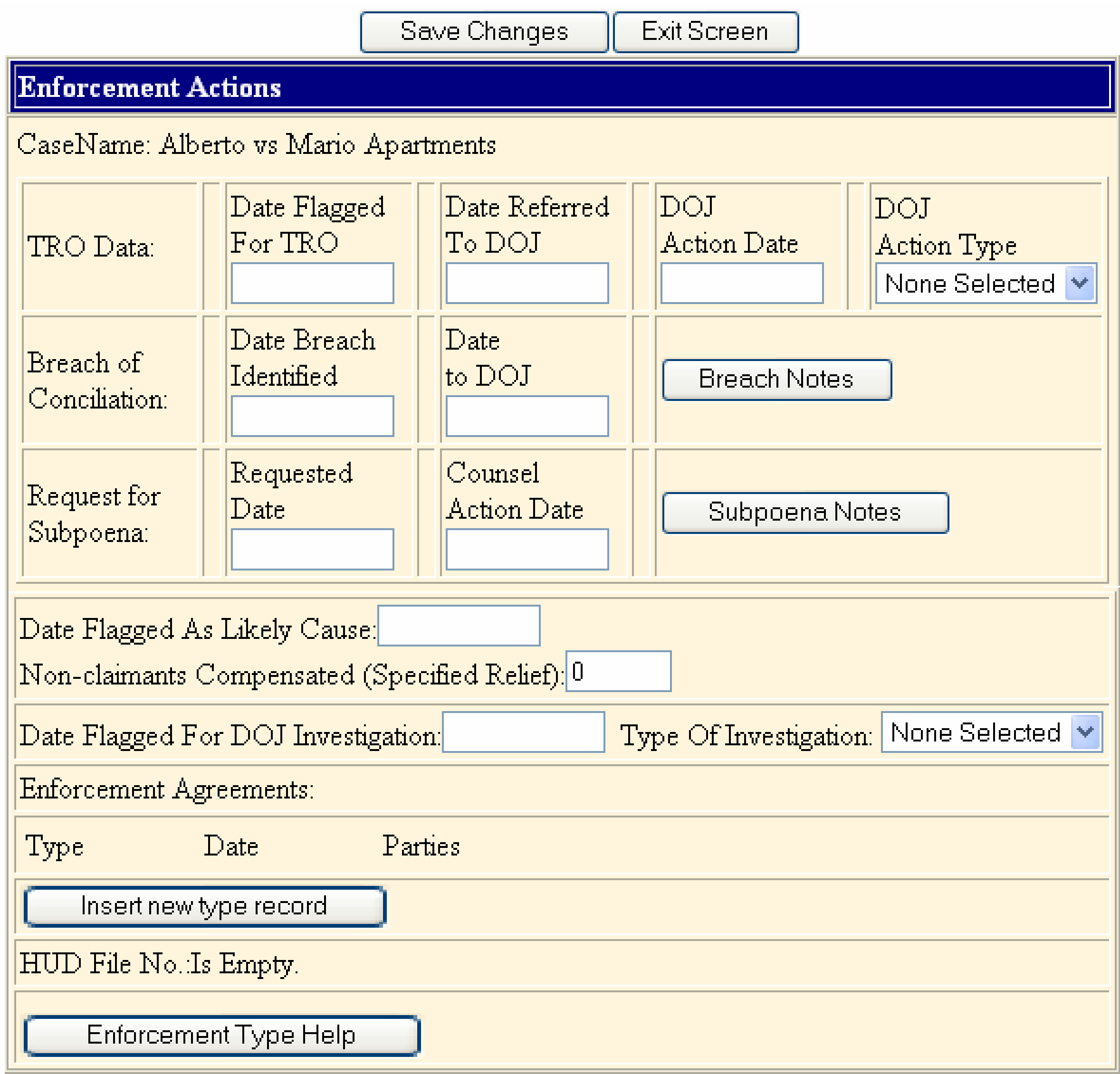
2. Enter the applicable information in the **TRO Data** field. Date entries must be in MM/DD/YYYY format and should not be greater than the current date:

   a. **Date Flagged for TRO –** Type the date when the case was flagged for temporary restraining order.

b. **Date Referred to DOJ –** Type the date when the case was referred to DOJ.

c. **DOJ Action Date –** Type the date of DOJ action on the case.

d. **DOJ Action Type –** Indicate if the TRO status is considered ‘issued’ or ‘rejected’ by selecting from the dropdown box.



3. Enter the applicable information in the **Breach of Conciliation** field. Date entries must be in MM/DD/YYYY format and should not be greater than the current date.

    a. **Date Breach Identified –** Type the date when the breach was identified.

    b. **Date to DOJ –** Type the date when sent to DOJ.

c. **Breach Notes –** Click the button to access a memo screen and record information about the breach.

4. Enter the applicable information in the **Request for Subpoena** field. Date entries must be in MM/DD/YYYY format and should not be greater than the current date.

   a. **Requested Date –** Type the requested date of the subpoena.

   b. **Counsel Action Date –** Type the date of action by counsel.

   c. **Subpoena Notes –** Click the button to access a memo screen and record information about the subpoena.

5. **Date Flagged As Likely Cause –** Type the date (MM/DD/YYYY) when the case was considered a Likely Cause case. This date must not be greater than the current date.

6. **Non-Claimants Compensated (Specified Relief) –** Type the number of non-claimants compensated. Default is "0".

7. **Date Flagged for DOJ Investigation –** Type the date (MM/DD/YYYY) when the case was flagged for DOJ investigation. This date must be entered to receive any enforcement actions credit and to transfer the case to DOJ. This date must not be greater than the current date.

8. **Type of Investigation –** select the type of investigation being conducted on the dropdown box.

9. To add or delete Enforcement Agreements records, refer to Section 4.2.4.4.6.1 Inserting and Deleting Enforcement Agreements Records.

10. Click the *Save Changes* button to save your entry.

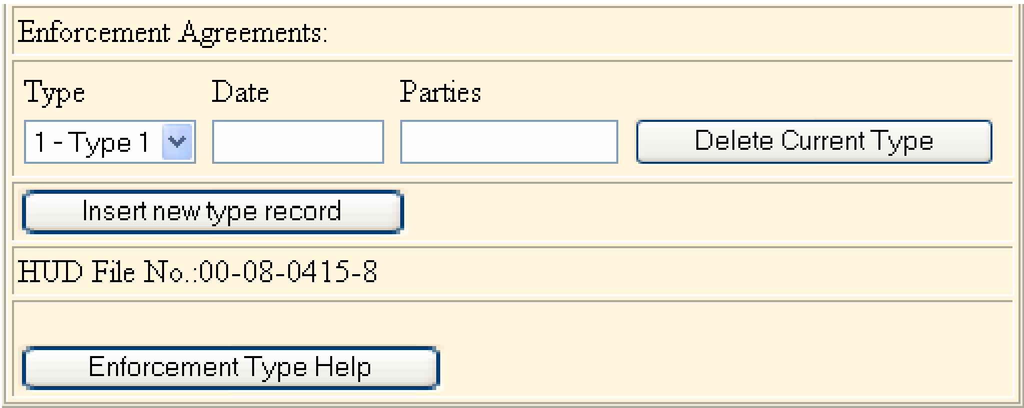
11. Click the *Exit Screen* button to return to the *Investigation* screen.

4.2.4.4.6.1 Inserting and Deleting Enforcement Agreements Records

Inserting a Record

1. To enter additional enforcement agreement records, click the *Insert New Type Record* button on the *Enforcement Actions* screen.

2. The Enforcement Agreements section expands to display the following input fields: Type, Date, Parties. Each time you click the *Insert New Type Record* button, another row of input fields appear.



3. Identify the type of enforcement by selecting from the Type dropdown box. This is a mandatory field. (Tip: Click the *Enforcement Type Help* button for a complete definition of each Enforcement Agreement Type.)

4. Enter the date (MM/DD/YYYY) when the enforcement was issued. This date must not be greater than the current date. This is a mandatory field.

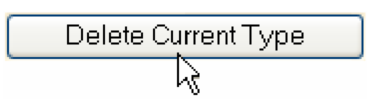
5. In the *Parties* textbox, type the parties involved (the number of characters is not limited to the visible field size). This is a mandatory field.

6. Click the *Save Changes* button to save your entry.

7. Click the *Exit Screen* button to return to the *Investigation* screen.

Deleting a Record

1. To delete an enforcement agreement record, click the *Delete Current Type* button adjacent to the record you want to delete.



2. The record is automatically deleted.

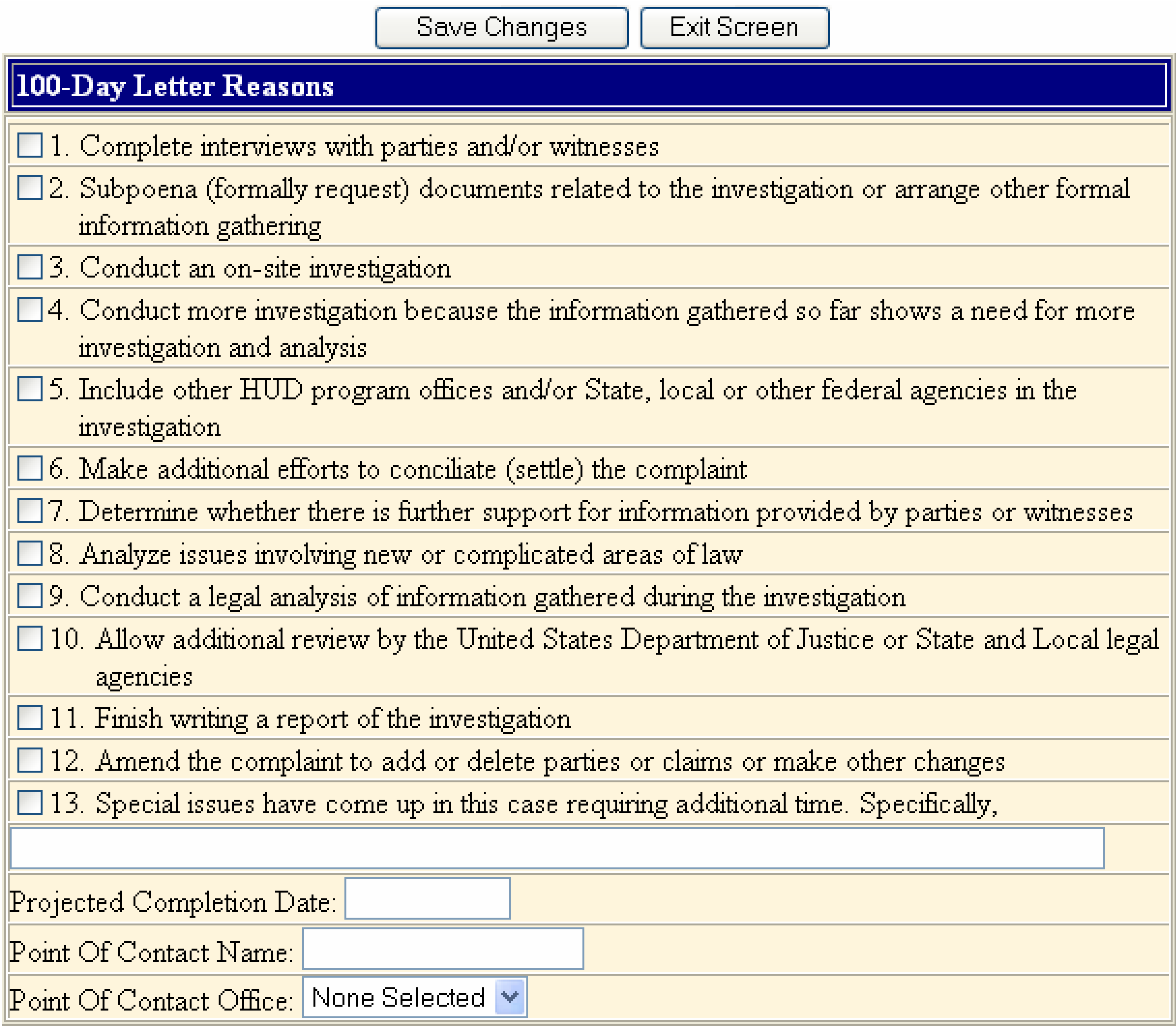
4.2.4.4.7 Entering Data in 100-Day Letter Reasons

The *100-Day Letter Reasons* screen allows you to identify reasons why the investigation cannot be completed within 100 days of filing the complaint. The information you provide will be stated in the 100-Day Letter.

To access the *100-Day Letter Reasons* screen, follow these steps:

1. Click the *100-Day Letter Reasons* link in the *Investigation* screen to access the *100-Day Letter Reasons* screen.

2. In the *100-Day Letter Reasons* screen, select the checkbox(es) identifying the reason(s) why the investigation cannot be completed within 100 days of filing the complaint.



3. If you select item number 13, the memo field becomes mandatory. You must identify the special issue in the memo box by completing the sentence starting with the word '*Specifically'* as provided. DO NOT capitalize the first word you are entering.

4. In the *Projected Completion Date* textbox, type the projected completion date (MM/DD/YYYY). The entry date must be a future date. This is a mandatory field.

5. In the *Point of Contact Name* textbox, type the name of the contact person. This is a mandatory field.

6. Select a contact office in the *Point of Contact Office* dropdown box. This is a mandatory field.

7. Click the *Save Changes* button to save your entry.

8. Click the *Exit Screen* button to return to the *Investigation* screen.

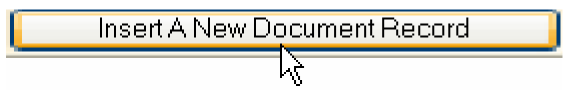
4.2.4.4.8 Identifying Case Documents

The Documents screen allows you to identify and view all documents obtained for case processing. This information is reported in the Final Investigative Report (F.I.R).

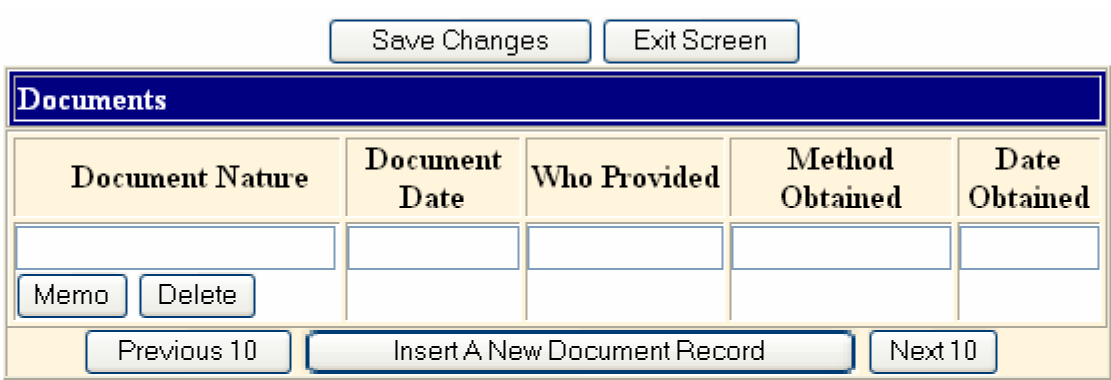
To access the *100-Day Letter Reasons* screen, follow these steps:

1. Click the *Documents* link in the *Investigation* screen to access the *Documents* screen.

2. In the *Documents* screen, click the *Insert A New Document Record* button.



3. The screen expands to display the following input fields: Document Nature, Document Date, Who Provided, Method Obtained, Date Obtained and Memo. Each time you click the *Insert A New Document Record* button, a new row of input fields appear.



4. Enter the following information:

   Document Nature – nature of the document

   Document Date – date (MM/DD/YYYY) of the document

   Who Provided – name of the person who provided the document

   Method Obtained – how the document was obtained

   Date Obtained – date (MM/DD/YYYY) when the document was received

5. Click the *Memo* button to access the memo screen and to enter additional information.

6. Click the *Save Changes* button to save your entry.

7. Click the *Exit Screen* button to return to the *Investigation* screen.

4.2.4.4.8.1 Viewing and Deleting Document Records

Viewing Document Records

1. Each page in the *Documents* screen displays up to ten (10) records. To view the next set of records, click the *Next 10* button.

2. To return to the previous screen, click the *Previous 10* button.

Deleting Document Records

1. To delete a document record, click the *Delete* button corresponding to the record you want to delete.

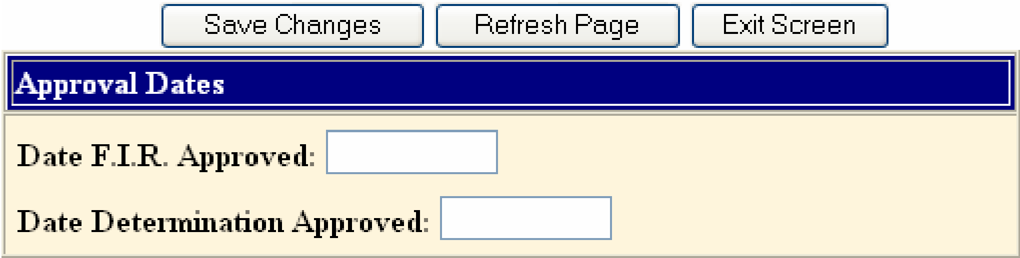
2. The record is automatically deleted.

4.2.4.4.9 Entering Approval Dates

The *Approval Dates* screen allows you to lock the final FIR and Determination documents. The screen is limited to users with System Administrators or Manager rights who are able remove the lock dates, and re-enter them later if needed. If locked, re-generation of the locked versions will re-print the final version only, not re-generate another version.

To access the *Approval Dates* screen, follow these steps:

1. Click the *Approval Dates* link in the *Investigation* screen to access the *Approval Dates* screen.



2. In the **Date F.I.R Approved** textbox, enter the date (MM/DD/YYYY) when the Final Investigative Report was approved.

3. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh Page* button to clear the screen of unsaved data.
   c. Click the *Exit Screen* button to save your entry and exit the screen.

4. Upon saving your entry, a message box appears to confirm that the approval date has been added and the F.I.R. is locked.

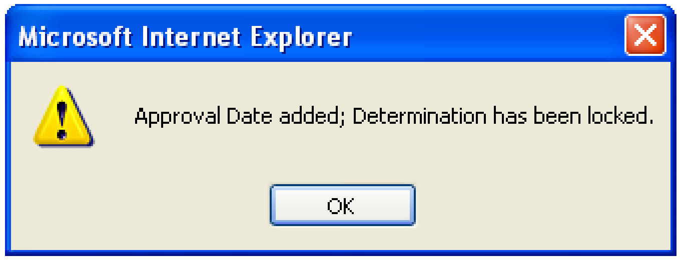
5. Click the *OK* button.

6. In the **Date Determination Approved** textbox, enter the date (MM/DD/YYYY) when the determination was approved.

7. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh Page* button to clear the screen of unsaved data.
   c. Click the *Exit Screen* button to save your entry and exit the screen.

8. Upon saving your entry, a message box appears to confirm that the approval date has been added and the Determination is locked.



9. Click the *OK* button.

10. Click the *Exit Screen* button to return to the *Investigation* screen.

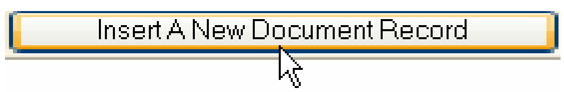
4.2.4.4.10 Entering Interrogatories

The *Interrogatories* screen allows you to record all interrogatories submitted for the case. This information is reported in the Final Investigative Report (F.I.R).

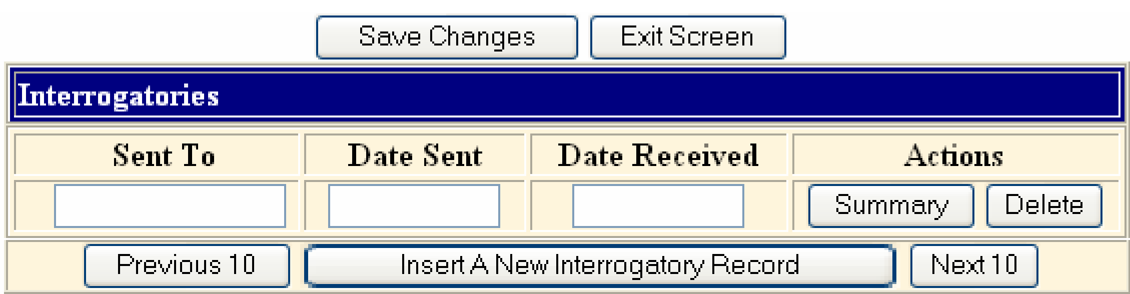
To access the *Interrogatories* screen, follow these steps:

1. Click the *Interrogatories* link in the *Investigation* screen to access the *Interrogatories* screen.

2. In the *Interrogatories* screen, click the *Insert A New Document Record* button.



3. The screen expands to display the following input fields: Sent To, Date Sent, Date Received and Summary. Each time you click the *Insert A New Document Record* button, a new row of input fields appear.



4. Enter the following information:

   Sent To – name of the person to whom the information request is being sent to

   Date Sent – date (MM/DD/YYYY) when the information was sent

Date Received – date (MM/DD/YYYY) when the information was received

5. Click the *Summary* button to access the memo screen and to enter additional information.

6. Click the *Save Changes* button to save your entry.

7. Click the *Exit Screen* button to return to the *Investigation* screen.

4.2.4.4.10.1 Viewing and Deleting Document Records

Viewing Interrogatory Records

1. Each page in the *Interrogatories* screen displays up to ten (10) records. To view the next set of records, click the *Next 10* button.

2. To return to the previous screen, click the *Previous 10* button.

Deleting Interrogatory Records

1. To delete an interrogatory record, click the *Delete* button corresponding to the record you want to delete.

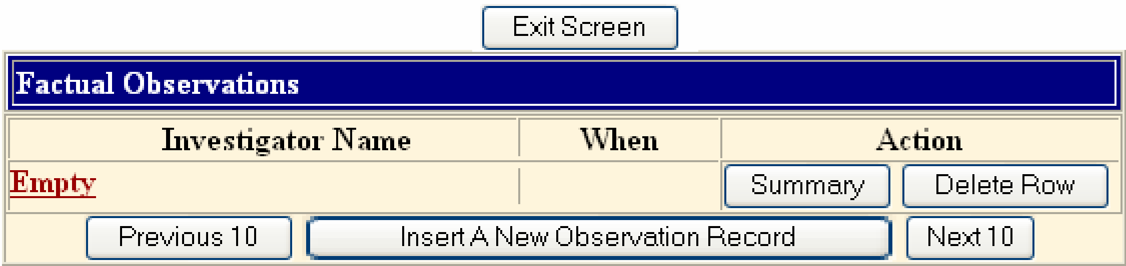
2. The record is automatically deleted.

4.2.4.4.11 Entering Factual Observations

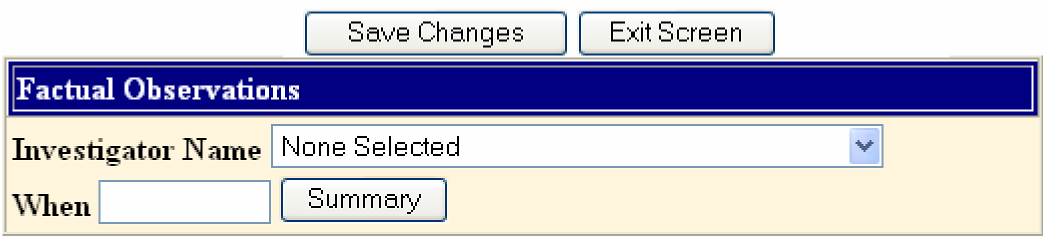
The *Investigator Factual Observations* screen allows you to record all investigative observations for the case. This information is reported in the Final Investigative Report (F.I.R).

To access the *Factual Observations* screen, follow these steps:

1. Click the *Investigator Factual Observations* link in the *Investigation* screen to access the *Factual Observations* screen.



2. Click the *Empty* link on the *Factual Observations* screen to access the *Factual Observations* sub-screen.



   a. Enter the following information:

      Investigator Name – select the name of the investigator in the dropdown box

      When – date (MM/DD/YYYY) when the observations were made

   b. Click the *Summary* button to access the memo screen and to enter additional information.

   c. Click the *Save Changes* button to save your entry.

   d. Click the *Exit Screen* button to return to the *Factual Observations* screen.

3. In the *Factual Observations* screen, notice the data you entered is displayed.

4. To add a new observation record, click the *Insert A New Observation Record* button.

5. A new row appears with the *Empty* link displayed. Follow Step 2.

4.2.4.4.11.1 Viewing and Deleting Observation Records

Viewing Observation Records

1. Each page in the *Factual Observations* screen displays up to ten (10) records. To view the next set of records, click the *Next 10* button.

2. To return to the previous screen, click the *Previous 10* button.

Deleting Observation Records

1. To delete an observation record, click the *DeleteRow* button corresponding to the record you want to delete.

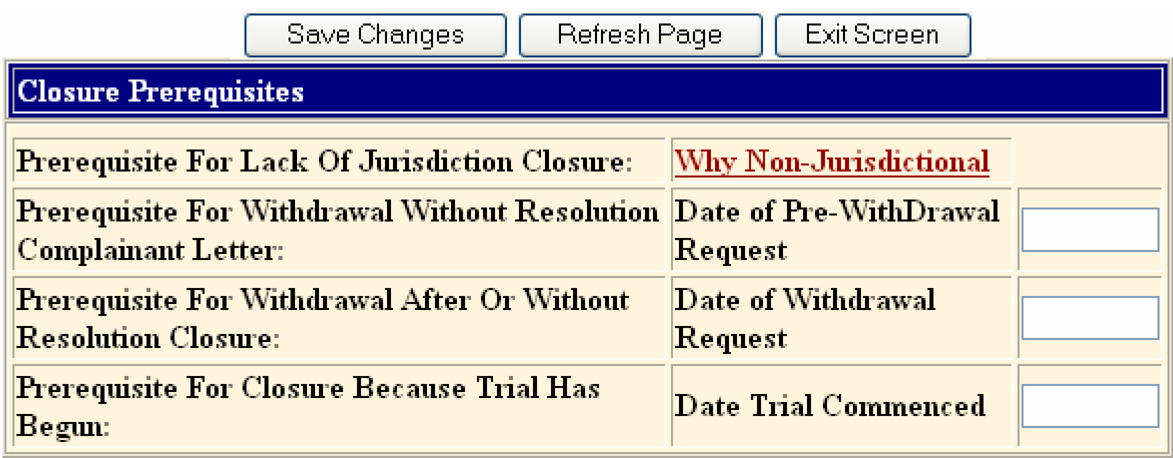
2. The record is automatically deleted.

4.2.4.4.12 Entering Closure Prerequisites

The *Closure Prerequisites* screen is where case closure dates are recorded.

To access the *Closure Prerequisites* screen, follow these steps:

1. Click the *Closure Prerequisites* link in the *Investigation* screen to access the *Closure Prerequisites* screen.



2. Enter the information applicable to the case:

   Click the *Why Non-Jurisdictional* link to access the memo screen and to enter information regarding case closure due to lack of jurisdiction.

   Date of Pre-Withdrawal Request – If case closure is due to withdrawal without a resolution complainant letter, type the date (MM/DD/YYYY) when pre-withdrawal was requested.

Date of Withdrawal Request – If case closure is due to withdrawal after or without resolution, type the date (MM/DD/YYYY) when the withdrawal was requested.

Date Trial Commenced – If case closure is because the trial has begun, type the date (MM/DD/YYYY) when the trial commenced.

3. You have the option to perform any of the following functions:

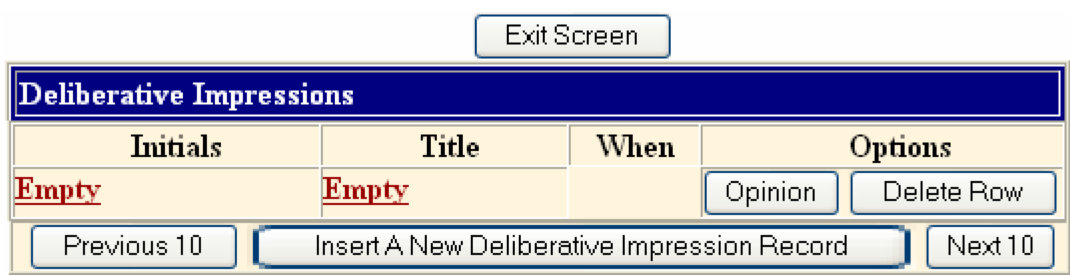
a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh Page* button to clear the screen of unsaved data.
c. Click the *Exit Screen* button to save your entry and exit the screen.

4.2.4.4.13 Entering Deliberative Impressions

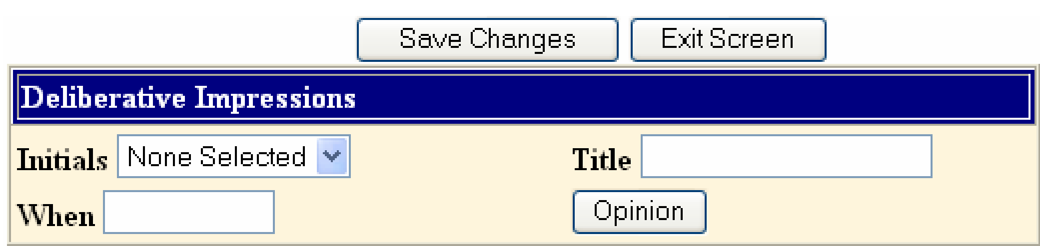
The *Deliberative Impressions* screen allows you to record informal impressions and opinions about the case.

To access the *Deliberative Impressions* screen, follow these steps:

1. Click the *Deliberative Impressions* link in the *Investigation* screen to access the *Deliberative Impressions* screen.



2. Click the *Empty* link on the *Deliberative Impressions* screen to access the *Deliberative Impressions* sub-screen.



a. In the *Deliberative Impressions* sub-screen, enter the following information:

Initials – select the staff member initials and related Office ID from the dropdown box

Title – enter the position of the staff member

When – date (MM/DD/YYYY) when the opinions were recorded

b. Click the *Opinion* button to access the memo screen and to enter additional information.

c. Click the *Save Changes* button to save your entry.

d. Click the *Exit Screen* button to return to the *Deliberative Impressions* screen.

3. In the *Deliberative Impressions* screen, notice the data you entered is displayed.
4. To add a new record, click the *Insert A New Deliberative Impression Record* button.
5. A new row appears with the *Empty* link displayed. Follow Step 2.

4.2.4.4.13.1 Viewing and Deleting Deliberative Impressions Records

<u>Viewing Deliberative Impressions Records</u>

1. Each page in the *Deliberative Impressions* screen displays up to ten (10) records. To view the next set of records, click the *Next 10* button.

2. To return to the previous screen, click the *Previous 10* button.

<u>Deleting Deliberative Impressions Records</u>

1. To delete an observation record, click the *Delete Row* button corresponding to the record you want to delete.

2. The record is automatically deleted.

4.2.4.5 Case Management

The *Case Management* function enables you to record all case assignments and perform HUD Inter-Office transfers.

Click the *Case Management* link under Active Cases in the Main Menu to access the case you previously checked out. If you attempt to access the *Case Management* link without checking out a case, a message box appears notifying you that no case has been checked out.

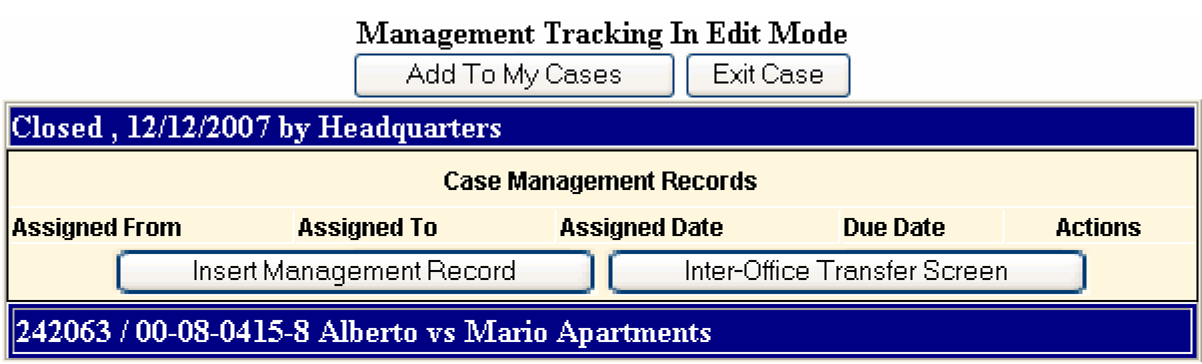
On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.2.3.2 Locator.

4.2.4.5.1 Management Tracking Screen

The *Management Tracking* screen contains case management records pertaining to a specific case. The screen provides access to sub-screens where management data pertaining to the case is entered and inter-office transfers are recorded.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.

The screen is comprised of five columns: Assigned From, Assigned To, Assigned Date, Due Date, and Actions. If no case management data exists, the columns will remain blank.



Otherwise, if case management data exists, the columns will contain data that function as links to the *Management Tracking* screen where details of the case assignments are located. A Notes button and a *Delete Row* button will be displayed as well.

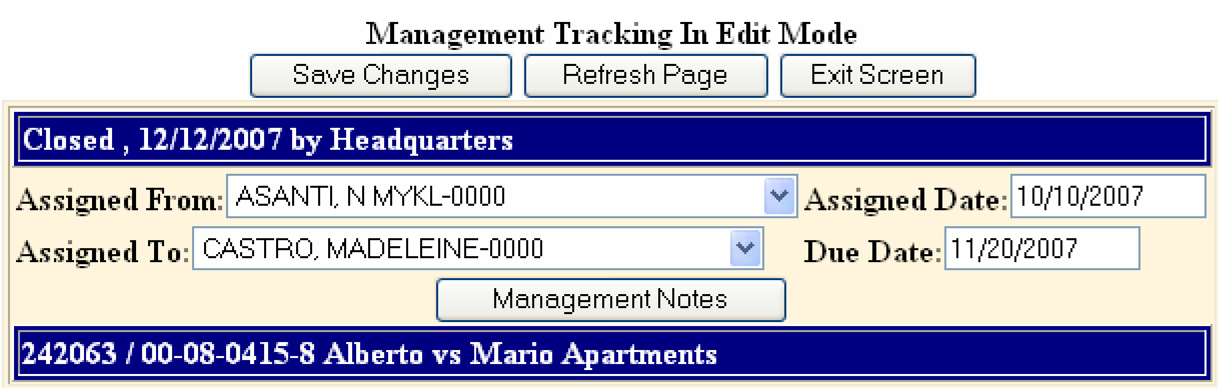
NOTE: The user's task and access rights determine whether the *Management Tracking* screen should function in Edit mode or in Read-Only mode.

4.2.4.5.2 Viewing Case Assignment Data

To access a specific case management record, follow these steps:

1. Click the link (under the Assigned From, Assigned To, Assigned Date or Due Date column) corresponding to the record you want to access.

2. The *Management Tracking* screen appears where data related to your selection is displayed. The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.



3. Click the *Management Notes* button on the *Management Tracking* sub-screen to access the memo screen.

4. Click the button at the top right corner of the window to close the memo screen.

NOTE:

The *Management Notes* memo screen can be accessed through the *Notes* button in the *Management Tracking* screen as well.

5. On the *Management Tracking* sub-screen, click the *Exit Screen* button to return to *Management Tracking* screen.

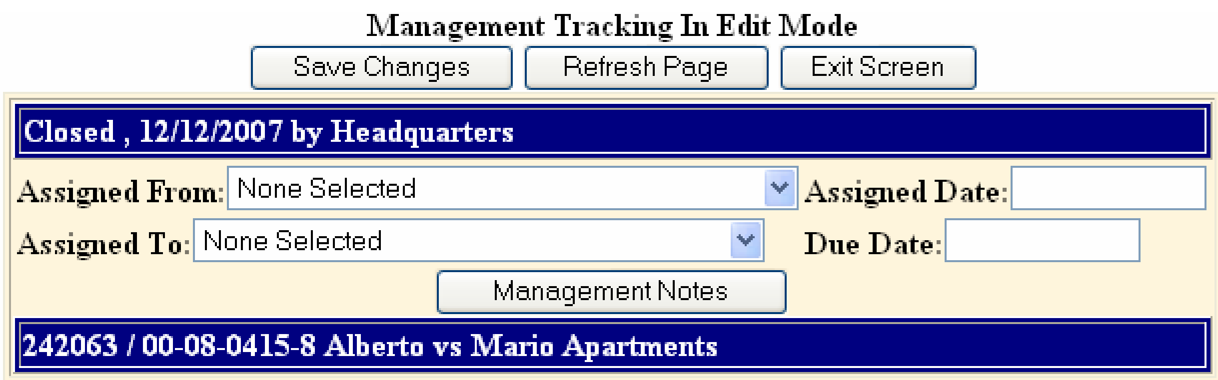
4.2.4.5.3 Inserting a New Case Management Record

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Case Management* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Management Tracking* screen appears. Click the *Insert Management Record* button to add a new record.

3. On the *Management Tracking* sub-screen, enter the required information in the following fields below. The fields described below are editable unless otherwise noted.



Assigned From – On the dropdown box, select the name of the staff member from whom the case was assigned.

Assigned To – On the dropdown box, select the name of the staff member to whom the case will be assigned.

Assigned Date – Enter the date (MM/DD/YYYY) when the case was assigned.

> **NOTE:**
> Assigning a user in this fashion, gives that user edit rights to the case, while retaining the assigned Assessor, Investigator, Monitor and Conciliator assigned edit rights.

Due Date – Enter the date (MM/DD/YYYY) for case assignment completion.

Management Notes – Click the *Management Notes* button to access the memo screen and enter notes regarding the case.

4. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh Page* button to clear the screen of unsaved data.
   c. Click the *Exit Screen* button to save your entry and exit the screen.

5. Upon saving your changes the new record is displayed in the *Case Management Records* table of the *Management Tracking* screen.

4.2.4.5.4 Editing Case Management Records

To edit a management record, follow these steps:

1. On the *Management Tracking* screen, click the link corresponding to the record that you want to edit.

2. The *Management Tracking* sub-screen appears. This screen is where data related to the selected record may be modified.

3. Edit the data with the appropriate information.

4. Click the *Management Notes* button to access the memo screen. Add or modify the data with the appropriate information.

5. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Refresh Page* button to clear the screen of unsaved data.
   c. Click the *Exit Screen* button to save your entry and exit the screen.

6. Upon saving your changes, the updated data is displayed in the *Case Management Records* table of the *Management Tracking* screen.

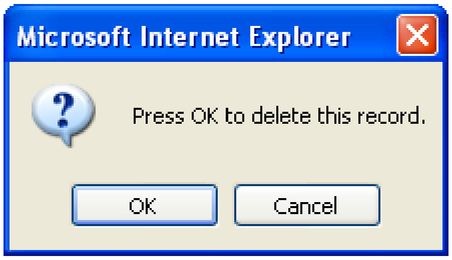
NOTE: The user's role and access rights determine whether the *Management Tracking* screen should function in Edit mode or in Read-Only mode.

4.2.4.5.5 Deleting Case Management Records

To delete a case management record, follow these steps:

1. On the *Management Tracking* screen, click the *Delete Row* button corresponding to the selected assignment record in the *Case Management Records* table.

2. A message box appears to verify the request.



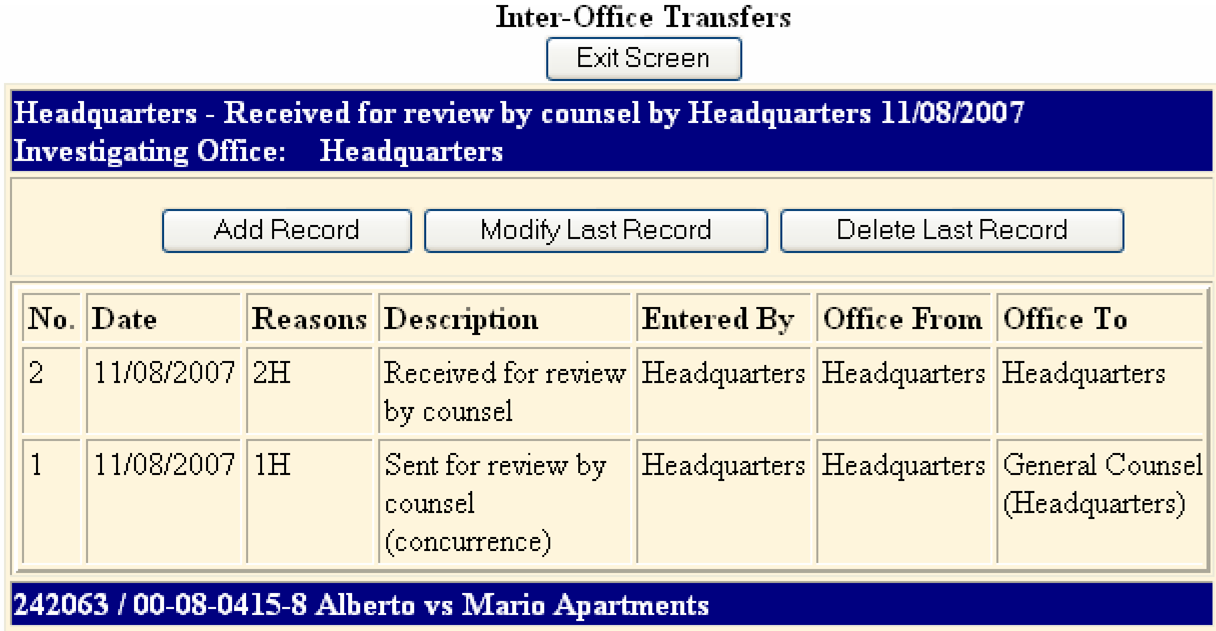
3. Click *OK* button to delete the record. The record is automatically deleted from the *Case Management Records* table.

4.2.4.5.6 Inter-Office Transfer

The Inter-Office Transfer function allows HUD offices to transfer a case to another office: within a given region, from region to region, and to and from HQ FHEO and Counsel. Cases must be both transferred to another office and received the same way by the receiving office before responsibility is passed and write authority can be established in the receiving office.

When a case is transferred, the *Office From* site will continue to have write-authority to the case until the *Office To* site receives the case. The *Office To* site will have read-only access until the case is received. Once the case is received, the *Office To* site will have write authority and the *Office From* site will lose access to the case, except for transfers to Counsel (including ‘for concurrence’) and DOJ and HQ FHEO (‘for review’) where the *Office From* site retains write authority.

> **NOTE:** The last indicated site under the *Office From* column can only delete the last transfer record. If a received transfer record is deleted, the case location and responsibility are automatically returned to the sending site.



Inter-Office Transfers

Exit Screen

Headquarters - Received for review by counsel by Headquarters 11/08/2007
Investigating Office: Headquarters

Add Record | Modify Last Record | Delete Last Record

No.	Date	Reasons	Description	Entered By	Office From	Office To
2	11/08/2007	2H	Received for review by counsel	Headquarters	Headquarters	Headquarters
1	11/08/2007	1H	Sent for review by counsel (concurrence)	Headquarters	Headquarters	General Counsel (Headquarters)

242063 / 00-08-0415-8 Alberto vs Mario Apartments

4.2.4.5.7 Creating a Transfer Record

To create a Transfer record, follow these steps:

1. Click the *Case Management* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Management Tracking* screen appears. Click the *Inter-Office Transfer Screen* button to access the *Inter-Office Transfers* screen.

3. Click the *Add Record* button.

4. The *Inter-Office Transfers* sub-screen appears.

5. Select the appropriate transfer code from the *Transfer Codes* dropdown box.

6. The *Transfer Date* textbox is automatically populated with the current date; however you may modify the field with the appropriate date (MM/DD/YYYY).

7. Click the *Update* button to save your entry.

8. Click the *Exit Screen* button to return to the *Management Tracking* screen.

NOTE:

Transfer options/codes may not be available unless certain required actions or data are entered earlier in the case (e.g., the enforcement actions flag for non-cause processing by DOJ is required or the associated transfer type/code to DOJ will not be available).

4.2.4.5.8 Modifying the Last Transfer Record

Only the last case transfer record may be modified. To modify the record, follow these steps:

1. Click the *Case Management* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Management Tracking* screen appears. Click the *Inter-Office Transfer Screen* button to access the *Inter-Office Transfers* screen.

3. Click the *Modify Last Record* button.

4. The *Inter-Office Transfers* sub-screen appears.


Inter-Office Transfers

Exit Screen

Headquarters - Received for review by counsel by Headquarters 11/08/2007
Investigating Office: Headquarters

Transfer Date: 11/08/2007

Update Cancel

No.	Date	Reasons	Description	Entered By	Office From	Office To
2	11/08/2007	2H	Received for review by counsel	Headquarters	Headquarters	Headquarters
1	11/08/2007	1H	Sent for review by counsel (concurrence)	Headquarters	Headquarters	General Counsel (Headquarters)

242063 / 00-08-0415-8 Alberto vs Mario Apartments

5. Modify the entry in the *Transfer Date* textbox to the appropriate date (MM/DD/YYYY).

6. Click the *Update* button to save your entry.

7. Click the *Exit Screen* button to return to the *Management Tracking* screen.

4.2.4.5.9 Deleting the Last Transfer Record

Only the last case transfer record may be deleted. To delete the record, follow these steps:

1. Click the *Case Management* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Management Tracking* screen appears. Click the *Inter-Office Transfer Screen* button to access the *Inter-Office Transfers* screen.

3. Click the *Delete Last Record* button.

4. The last record on the screen is automatically deleted.

4.2.4.6 Tracks

The *Tracks* function enables you to identify the type(s) of investigation processes issued for the case.

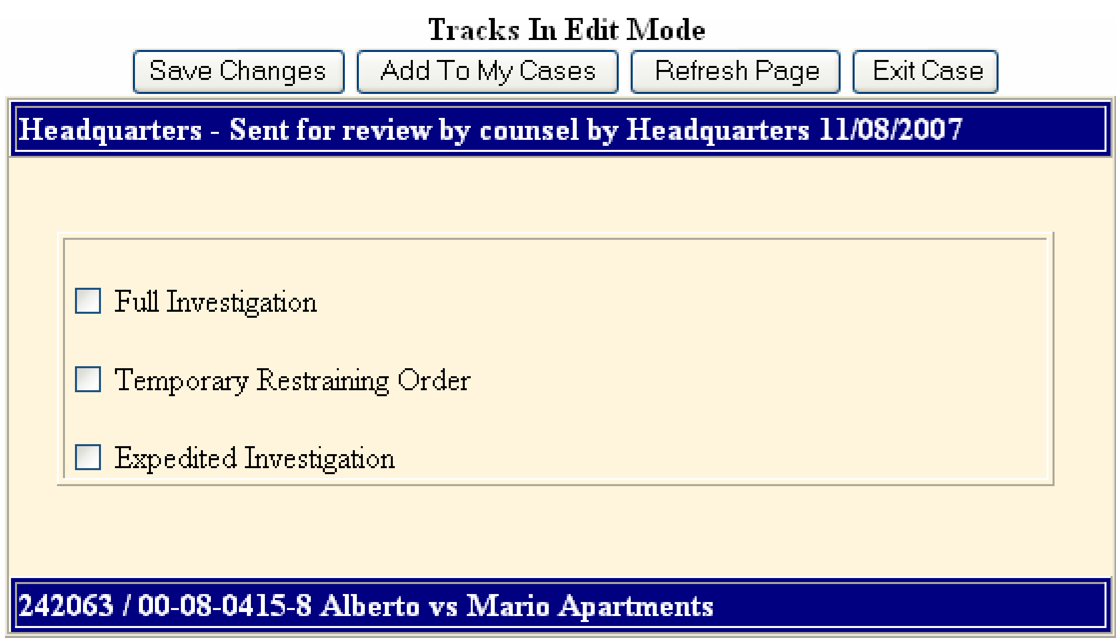
Click the *Tracks* link under Active Cases in the Main Menu to access the case you previously checked out. If you attempt to access the *Tracks* link without checking out a case, a message box appears notifying you that no case has been checked out.

On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.2.3.2 Locator.

4.2.4.6.1 Tracks Screen

The *Tracks* screen contains checkboxes for you to identify the type(s) of investigation processes issued for the case.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.



NOTE: The user's task and access rights determine whether the *Tracks* screen should function in Edit mode or in Read-Only mode.

4.2.4.6.2 Identifying Tracks Data

To identify the type(s) of investigation processes issued for the case, follow these steps:

1. Click the *Tracks* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Tracks* screen appears containing three types of investigation processes issued for the case: Full Investigation, Temporary Restraining Order and Expedited Investigation.

3. Select the checkbox applicable to the case. The fields described below are editable unless otherwise noted.

4. You have the option to perform any of the following functions:

   a. Click the *Save Changes* button to save your entry and remain on the current screen.
   b. Click the *Add To My Cases* button to add the case to My Cases. Refer to Section 4.2.3.1.3 Adding a Checked Out Case to My Cases.
   c. Click the *Refresh Page* button to clear the screen of unsaved data.
   d. Click the *Exit Case* button to check in the case.

4.2.4.7 Conciliation

The *Conciliation* function enables you to record all conciliation attempts made with any primary party or both parties (complainant(s) and respondent(s)). If an agreement is signed, there is no further action on the complaint.

Click the *Conciliation* link under Active Cases in the Main Menu to access the case you previously checked out. If you attempt to access the *Conciliation* link without checking out a case, a message box appears notifying you that no case has been checked out.

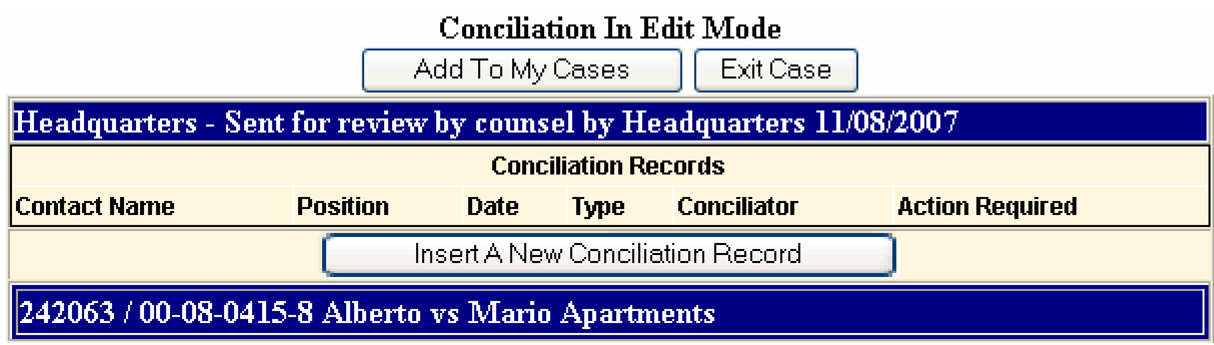
On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.3.2 Locator for more details.

4.2.4.7.1 Conciliation Screen

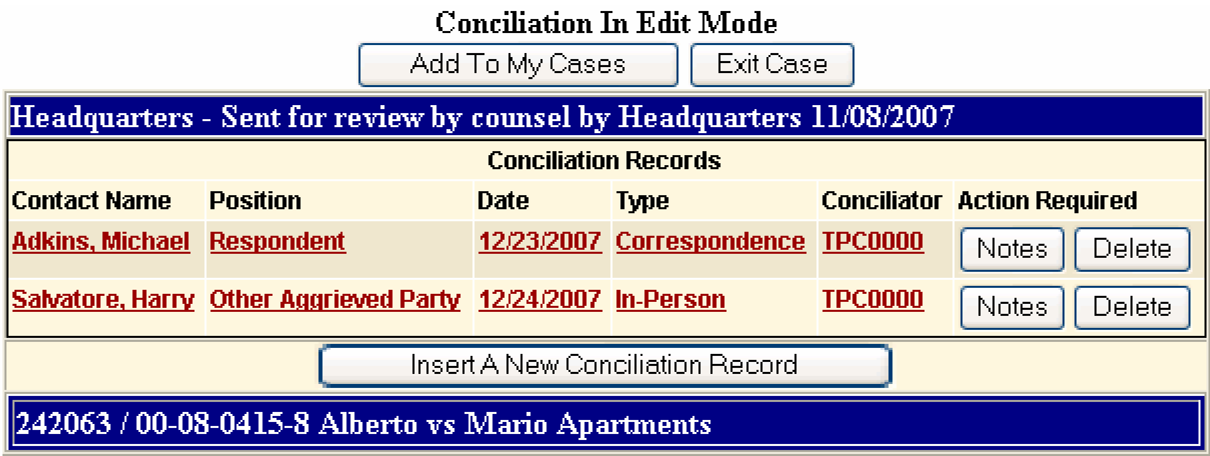
The *Conciliation* screen contains conciliation records pertaining to a specific case. The screen provides access to a sub-screen where conciliation data pertaining to the case is entered.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.

The screen is comprised of five columns: Contact Name, Position, Date, Type, Conciliator and Action Required. If no conciliation data exists, the columns will remain blank.



Otherwise, if conciliation data exists, the columns will contain data that function as links to the *Conciliation* screen where details of the conciliation records are located. A *Notes* button and a *Delete* button will be displayed as well.



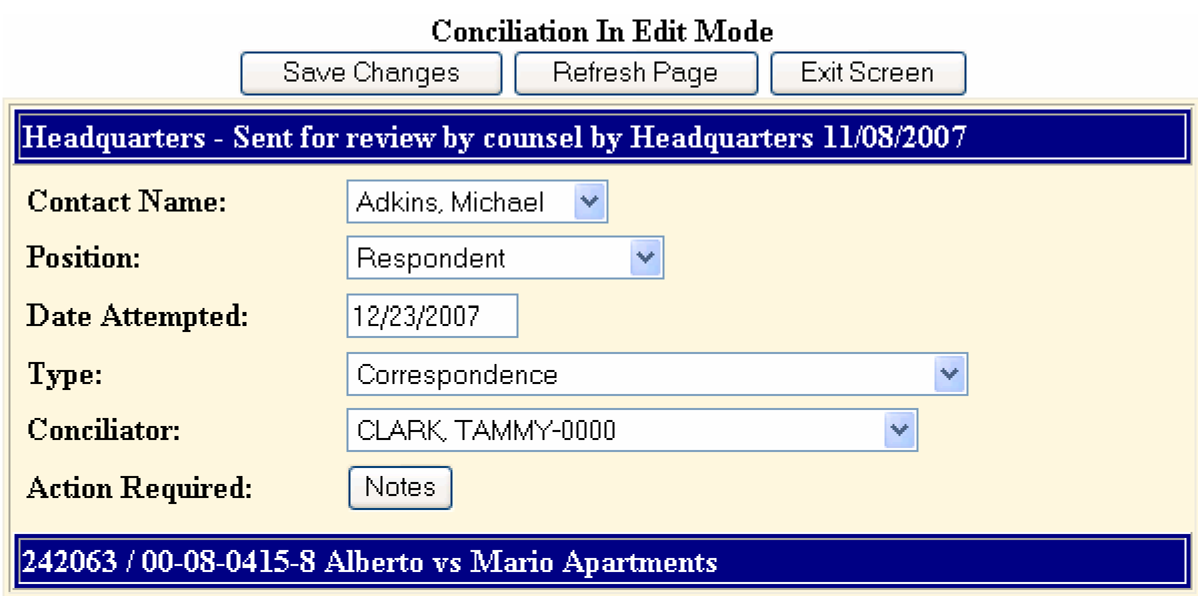
NOTE: The user's task and access rights determine whether the *Interviews* screen should function in Edit mode or in Read-Only mode.

4.2.4.7.2 Viewing Conciliation Data

To access a specific conciliation record, follow these steps:

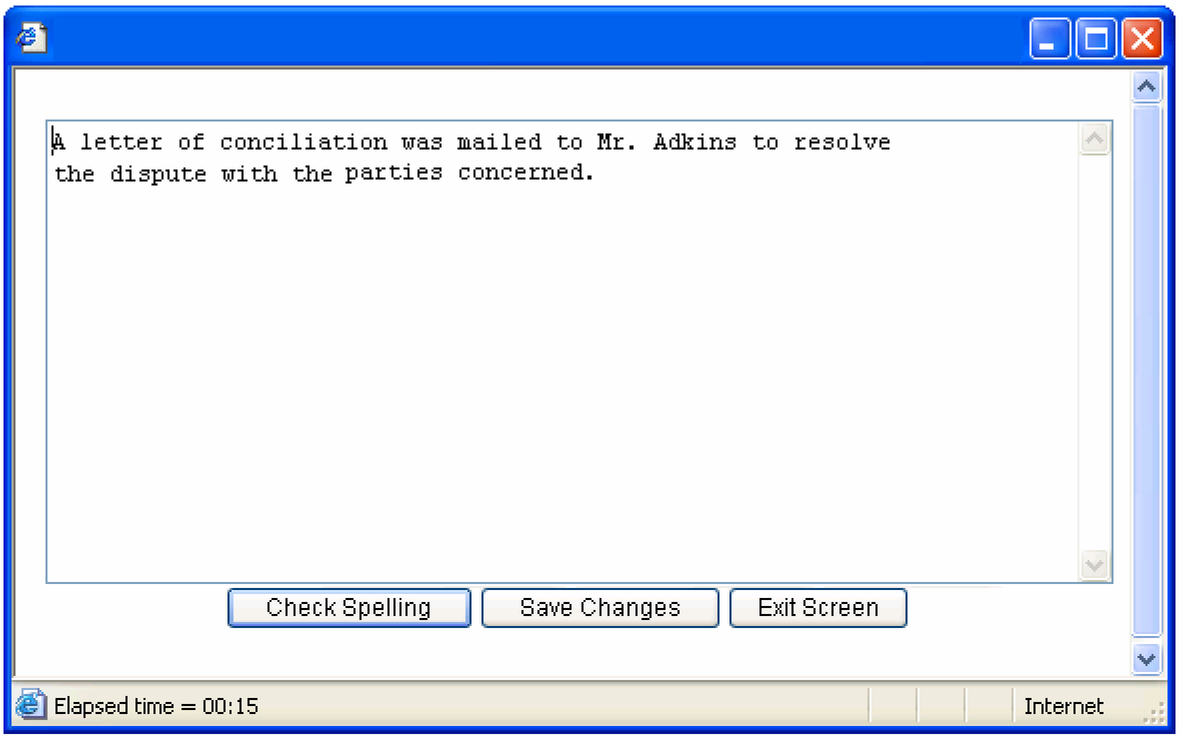
1. Click the link (under the Contact Name, Position, Date, Type and Conciliator column) corresponding to the record you want to access.

2. The *Conciliation* sub-screen appears where data related to your selection is displayed. The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.



3. Click the *Notes* button on the *Conciliation* sub-screen to access memos entered during the interview.

> **NOTE:**
> The Conciliation memo screen can be accessed through the *Notes* button in the *Conciliation* screen as well.



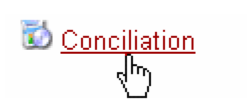
4. Click the button at the top right corner of the window to close the *Notes* screen.

5. On the *Conciliation* sub-screen, click the *Exit Screen* button to return to *Conciliation* screen.

4.2.4.7.3 Inserting a New Conciliation Record

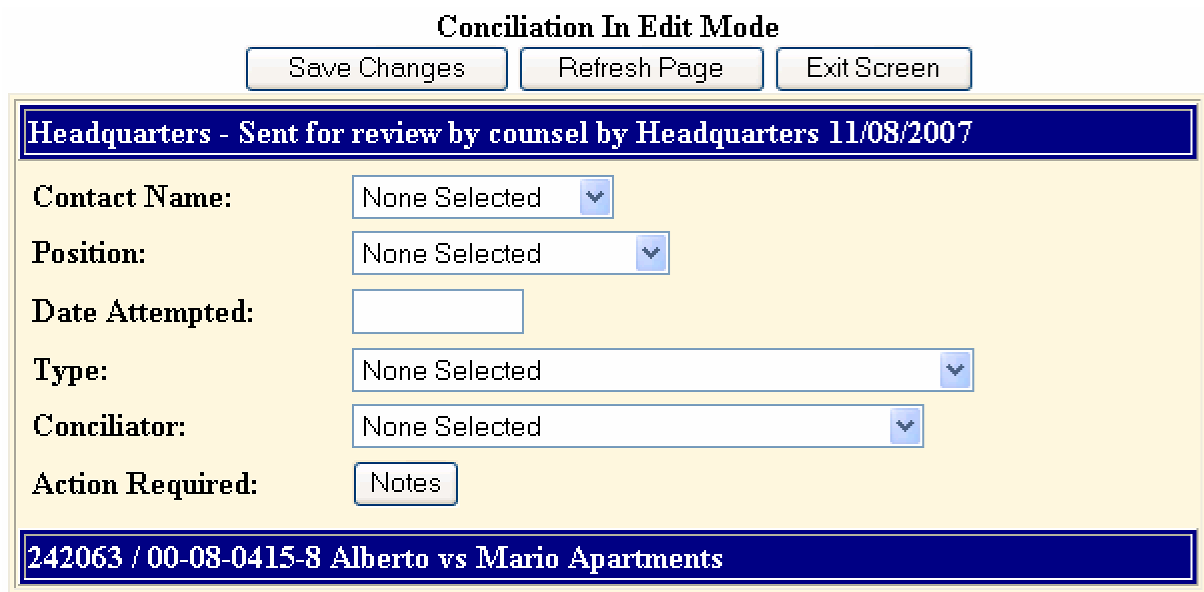
The following set of instructions applies to users with edit rights to the specific case.

1. Click the *Conciliation* link under Active Cases in the Main Menu to access the case you previously checked out.



2. The *Conciliation* screen appears. Click the *Insert a New Conciliation Record* button to add a new record.

3. On the *Conciliation* sub-screen, enter the applicable information in the following fields. The fields described below are editable unless otherwise noted.



Contact Name – From the dropdown box, select the name of the person with whom the conciliation was attempted.

Position – From the dropdown box, select the contact person's position in the case (Complainant, Respondent, Witness, Other Aggrieved Party or Contact Representative.)

Date Attempted – Type the date (MM/DD/YYYY) when conciliation was attempted

> **NOTE:**
> The user's task and access rights determine whether the Conciliation screen should function in Edit mode or in Read-Only mode.

Type – From the dropdown box, select how the conciliation agreement was made. There are five available options: Correspondence, In-Person, Telephonic, Draft Conciliation Agreement – DO NOT Release, and Final Conciliation Agreement. None Selected is the default value.

Conciliator – From the dropdown box, select the name of the Conciliator.

Notes – Click the *Notes* button to access the memo screen. On the screen, enter the conciliation agreement text or additional information.

4. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh Page* button to clear the screen of unsaved data.
c. Click the *Exit Screen* button to save your entry and exit the screen.

5. Upon saving your changes the new conciliation record is displayed in the *Conciliation Records* table of the *Conciliation* screen

4.2.4.7.4 Editing Conciliation Records

To edit a conciliation record, follow these steps:

1. On the *Conciliation* screen, click the link corresponding to the conciliation record that you want to edit.

2. The *Conciliation* screen appears. This screen is where data related to the selected conciliation record may be modified.

3. Edit the data with the appropriate information.

4. Click the *Notes* button to access the memo screen. Add or modify the data with the appropriate information.

5. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Refresh Page* button to clear the screen of unsaved data.
c. Click the *Exit Screen* button to save your entry and exit the screen.

6. Upon saving your changes, the updated data is displayed in the *Conciliation Records* table of the *Conciliation* screen.

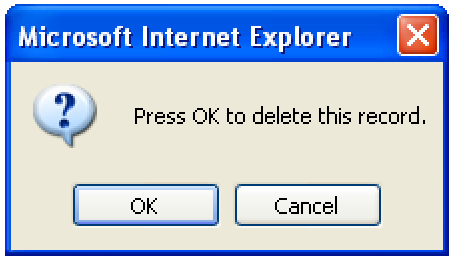
NOTE: The user's role and access rights determine whether the *Conciliation* screen should function in Edit mode or in Read-Only mode.

4.2.4.7.5 Deleting Records in the Conciliation Screen

To delete a conciliation record, follow these steps:

1. On the Conciliation screen, click the *Delete* button corresponding to the selected record in the *Conciliation Records* table.

2. A message box appears to verify the request.



3. Click *OK* button to delete the record. The record is automatically deleted from the *Conciliation Records* table.

4.2.4.8 General Counsel

The *General Counsel* function enables the Office of General Counsel (OGC) personnel to enter information pertaining to cases that have been transferred to Counsel for processing.

Click the *General Counsel* link under Active Cases in the Main Menu to access the case you previously checked out. Cases must be selected from the *Locator* screen and received via the *Inter-Office Transfer* screen before cases can be edited.

If you attempt to access the *General Counsel* link without checking out a case, a message box appears notifying you that no case has been checked out.

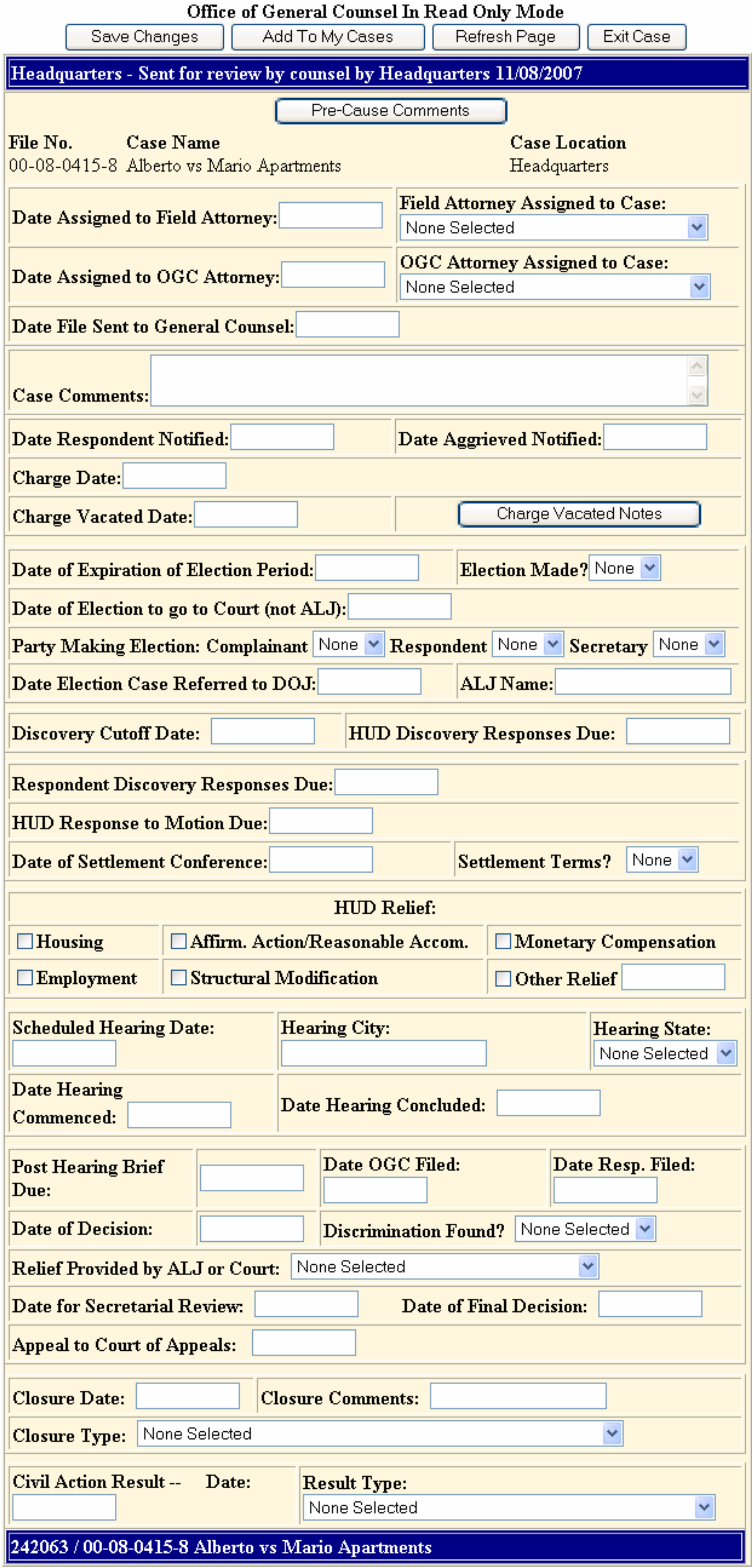
On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.2.3.2 Locator.

4.2.4.8.1 General Counsel Screen

The *General Counsel* screen is composed of input fields, links to sub-screens and memos where information pertaining to cases that have been transferred to Counsel for processing are entered.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.

NOTE: The user's role and access rights determine whether the *General Counsel* screen should function in Edit mode or in Read-Only mode. Only General Counsel personnel can edit data in the *General Counsel* screen.



Office of General Counsel In Read Only Mode

Save Changes | Add To My Cases | Refresh Page | Exit Case

Headquarters - Sent for review by counsel by Headquarters 11/08/2007

Pre-Cause Comments

File No.	Case Name	Case Location
00-08-0415-8	Alberto vs Mario Apartments	Headquarters

Date Assigned to Field Attorney:

Field Attorney Assigned to Case: None Selected

Date Assigned to OGC Attorney:

OGC Attorney Assigned to Case: None Selected

Date File Sent to General Counsel:

Case Comments:

Date Respondent Notified:

Date Aggrieved Notified:

Charge Date:

Charge Vacated Date:

Charge Vacated Notes

Date of Expiration of Election Period:

Election Made? None

Date of Election to go to Court (not ALJ):

Party Making Election: Complainant None Respondent None Secretary None

Date Election Case Referred to DOJ:

ALJ Name:

Discovery Cutoff Date:

HUD Discovery Responses Due:

Respondent Discovery Responses Due:

HUD Response to Motion Due:

Date of Settlement Conference:

Settlement Terms? None

HUD Relief:

- Housing
- Affirm. Action/Reasonable Accom.
- Monetary Compensation
- Employment
- Structural Modification
- Other Relief

Scheduled Hearing Date:

Hearing City:

Hearing State: None Selected

Date Hearing Commenced:

Date Hearing Concluded:

Post Hearing Brief Due:

Date OGC Filed:

Date Resp. Filed:

Date of Decision:

Discrimination Found? None Selected

Relief Provided by ALJ or Court: None Selected

Date for Secretarial Review:

Date of Final Decision:

Appeal to Court of Appeals:

Closure Date:

Closure Comments:

Closure Type: None Selected

Civil Action Result -- Date:

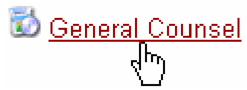
Result Type: None Selected

242063 / 00-08-0415-8 Alberto vs Mario Apartments

4.2.4.8.2 Entering data in the General Counsel screen

The following set of instructions applies to users with edit rights to the specific case.

1. Click the *General Counsel* link under Active Cases in the Main Menu to access the case you previously checked out.



2. The *General Counsel* screen appears. Enter or Select the applicable information in the following fields.

   Pre-Cause Comments – Click the button to access the memo screen and enter any pre-cause notes (opinions, concurrence comments, etc.) pertinent to the case.

   > **NOTE:** Before the remaining fields can be edited, the case must be received by counsel.

   Date Assigned to Field Attorney – Enter the date (MM/DD/YYYY) when the case was assigned to a field attorney

   Field Attorney Assigned to Case – From the dropdown box, select the name of the field attorney assigned to the case.

   Date Assigned to OGC Attorney – Enter the date (MM/DD/YYYY) when the case was assigned to an OGC attorney

   OGC Attorney Assigned to Case – From the dropdown box, select the name of the OGC attorney assigned to the case

   Date File Sent to General Counsel – Enter the date (MM/DD/YYYY) when the case file was sent to General Counsel

   Case Comments – Click the button to access the memo screen and enter post-cause notes pertinent to the case

   Date Respondent Notified – Enter the date (MM/DD/YYYY) when the respondent was notified

   Date Aggrieved Notified – Enter the date (MM/DD/YYYY) when the aggrieved party was notified

   Charge Date – Enter the date (MM/DD/YYYY) when the respondent was charged

   Charge Vacated Date – Enter the charge vacate date (MM/DD/YYYY)

NOTE: The Charge Date must be deleted before the Charge Vacated Date can be saved.

Charge Vacated Notes – Click the button to access the memo screen and enter any comments pertinent to the reason why the charge was vacated

Date of Expiration of Election Period – Enter the expiration date (MM/DD/YYYY) of the election period

Election Made? – From the dropdown box, select (None, Yes or No) to indicate if an election was made for the case

Date of Election to go to Court (not ALJ) – Enter the elected court date (MM/DD/YYYY)

Party Making Election – On this field, identify the party(s) making the election by selecting (None, Yes or No) from each of the Complainant, Respondent, and Secretary dropdown boxes

Date Election Case Referred to DOJ – Enter the date (MM/DD/YYYY) when the case was referred to DOJ

ALJ Name – Enter the name of the Administrative Law Judge

Discovery Cutoff Date – Enter the cutoff date (MM/DD/YYYY)

HUD Discovery Responses Due – Enter the due date (MM/DD/YYYY) for HUD discovery responses

Respondent Discovery Responses Due – Enter the due date (MM/DD/YYYY) for the Respondent discovery responses

HUD Response to Motion Due – Enter the due date (MM/DD/YYYY) for HUD's response to motion

Date of Settlement Conference – Enter the settlement date (MM/DD/YYYY)

Settlement Terms? – Identify (None, Yes or No) if settlement terms were applied to the case

HUD Relief – Select the applicable checkboxes (Housing, Affirmative Action/Reasonable Accommodation, Monetary Compensation, Employment, Structural Modification and Other Relief) to identify the types of relief obtained in the case

Scheduled Hearing Date – Enter the hearing date (MM/DD/YYYY)

Hearing City – Enter the city where the hearing will take place

Hearing State – From the dropdown box, select the state where the hearing will take place

Date Hearing Commenced – Enter the start date (MM/DD/YYYY) of the hearing

Date Hearing Concluded – Enter the end date (MM/DD/YYYY) of the hearing

Post Hearing Brief Due – Enter the due date (MM/DD/YYYY) of the post hearing brief

Date OGC Filed – Enter the date (MM/DD/YYYY) when OGC filed their response to the post hearing brief

Date Resp. Filed – Enter the date (MM/DD/YYYY) when the Respondent filed their response to the post hearing brief

Date of Decision – Enter the date (MM/DD/YYYY) when the hearing decision was reached

Discrimination Found? – From the dropdown box, indicate (None Selected, Yes or No) whether discrimination occurred in the case

Relief Provided by ALJ or Court – From the dropdown box, select the type of relief awarded by the ALJ or Court

Date for Secretarial Review – Enter the date (MM/DD/YYYY) for Secretarial Review

Date of Final Decision – Enter the date (MM/DD/YYYY) when the final decision was reached

Appeal to Court of Appeals – Enter the date (MM/DD/YYY) when the case can be appealed

Closure Date – Enter the date (MM/DD/YYYY) when the case was closed. When saved, this date is displayed in the *Jurisdiction* screen

Closure Comments – Enter closure comments

Closure Type – From the dropdown box, select how the case was closed

NOTE: ALJ Consent Order must be used for conciliation closure after a Charge was issued.

Civil Action Result -- Date – Enter the date (MM/DD/YYYY) when DOJ civil court action decision was reached

Result Type – From the dropdown box, select the result of the DOJ civil court action decision

3. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Add To My Cases* button to add the case to My Cases. Refer to Section 4.2.3.1.3 Adding a Checked Out Case to My Cases.
c. Click the *Refresh Page* button to clear the screen of unsaved data.

d. Click the *Exit Case* button to check-in the case.

4.2.4.9 Case Reports

The *Case Reports* function enables you to print reports pertaining to a particular case.

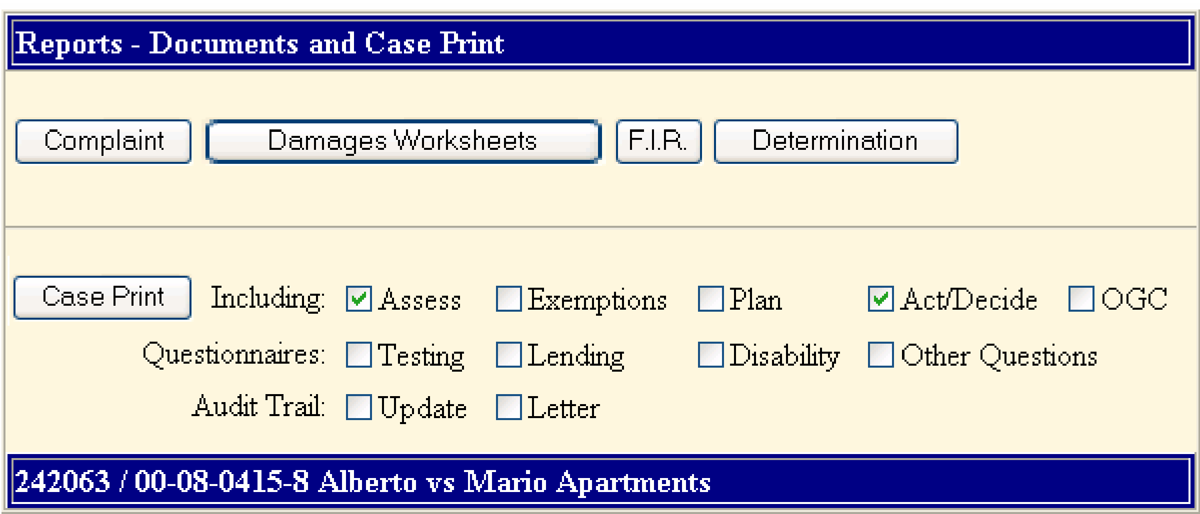
Click the *Case Reports* link under Active Cases in the Main Menu to access the case you previously checked out. If you attempt to access the *Case Reports* link without checking out a case, a message box appears notifying you that no case has been checked out.

On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.2.3.2 Locator.

4.2.4.9.1 Reports - Documents and Case Print Screen

The *Reports - Documents and Case Print* screen contains buttons and checkboxes for you to identify the type(s) of letters/reports that you want to print.

The header displays the title of the screen. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.



4.2.4.9.2 Printing the Complaint Report

To print the Complaint Report for the case, follow these steps:

> **NOTE:** Any (off line) editing (i.e. MS WORD) of system generated documents will **not** be saved in TEAPOTS.

1. Click the *Case Reports* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Reports - Documents and Case Print* screen appears.

3. Click the *Complaint* button. If the initial complaint is requested, one copy of the document will be produced for each complainant recorded in the case. Each copy will contain a unique signature block and will show the name or organization of the complainant.

   Depending on your browser configuration, the document automatically appears on the screen. Otherwise, a File Download message box appears. Click the *Open* button to access the document.

4. Use the MS Word print functionality to print the report.

4.2.4.9.3 Printing Damages Worksheets

The Personal Damages and Organization Damages Worksheets are used to help the complainant(s) identify the damages desired. To print the case' Damages Worksheets, follow these steps:

> **NOTE:** Any (off line) editing (i.e. MS WORD) of system generated documents will **not** be saved in TEAPOTS.

1. Click the *Case Reports* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Reports - Documents and Case Print* screen appears.

3. Click the *Damages Worksheets* button.

   Depending on your browser configuration, the document automatically appears on the screen. Otherwise, a File Download message box appears. Click the *Open* button to access the document.

4. Use the MS Word print functionality to print the report.

4.2.4.9.4 Printing Final Investigative Report

If the Final Investigative Report (F.I.R.) is requested, one copy is produced with the signature block taken from the Update Signature Block for FIR (Form 2 of 4). To print the case' F.I.R., follow these steps:

> **NOTE:** Any (off line) editing (i.e. MS WORD) of system generated documents will **not** be saved in TEAPOTS.

1. Click the *Case Reports* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Reports - Documents and Case Print* screen appears.

3. Click the *F.I.R.* button.

   Depending on your browser configuration, the document automatically appears on the screen. Otherwise, a File Download message box appears. Click the *Open* button to access the document.

4. Use the MS Word print functionality to print the report.

4.2.4.9.5 Printing Determination Report

If the Determination Report is requested, one copy is produced with the signature block taken from the Update Signature Block for Determination (Form 1 of 4). To print the Determination Report, follow these steps:

> **NOTE:** Any (off line) editing (i.e. MS WORD) of system generated documents will **not** be saved in TEAPOTS.

1. Click the *Case Reports* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Reports - Documents and Case Print* screen appears.

3. Click the *Determination* button.

   Depending on your browser configuration, the document automatically appears on the screen. Otherwise, a File Download message box appears. Click the *Open* button to access the document.

4. Use the MS Word print functionality to print the report.

4.2.4.9.6 Case Print

The Case Print button allows you to print data associated to a case. You are allowed to select up to eleven categories of data to print.

> **NOTE:** Case Print is a simple way to review an entire case.

1. Click the *Case Reports* link under Active Cases in the Main Menu to access the case you previously checked out.

2. The *Reports - Documents and Case Print* screen appears. Identify the items that you want to appear in the report by selecting the checkbox(es) provided in the following sections: Including, Questionnaires, and Audit Trail.

   Including section includes all information related to the Intake and Jurisdiction screen.

   Questionnaires section includes all information related to the following questionnaires: Testing, Lending, Disability, and Other Questions.

   Audit Trail section contains all key audited information to a case (Inquiry No., HUD File No., Case Name, FHAP Case No., transfers, closure data, etc.). This function provides a chronological listing of all modifications made to key case fields.

   The Letters function provides detailed data on case letters generated or regenerated.

3. Click the *Case Print* button. The report appears on your browser screen.

4. Click the *Print* link to print the report. The Windows Print dialog box appears. Select the printer and print options. Click the *OK* button to print the report.

5. Click the *Exit* link to return to the *Reports - Documents and Case Print* screen.

4.2.4.10 Child Cases

The *Child Cases* function enables you to transfer designated information from one case (parent) to another (companion) case. Multiple child cases can be added to a parent case, one at a time. In order to perform this function, the following conditions must be met:

- The Parent case must be opened to perform the copy function
- The user must possess edit rights to the child (companion) case
- The child case(s) must be within the investigation responsibility of the Region (or FHAP), including cases outside their offices for review. Only the office that has current responsibility for the investigation may copy cases that are outside their region of investigation.
- The following fields may be copied: Investigation screen – Documents, Summary of respondent's Defenses, Findings and Conclusions, IP data (Planned Interviews Notes, Other Data Notes, Jurisdiction Elements, Theories of Discrimination by Issues).
- The child case must contain the same Issues as the Parent case, and no IP data should exist in the Child case IP fields enumerated.
- A case can only be a child case once, but it can be a Parent case for a different Child case.

Click the *Child Cases* link under Active Cases in the Main Menu to access the case you previously checked out. If you attempt to access the *Child Cases* link without checking out a case, a message box appears notifying you that no case has been checked out.

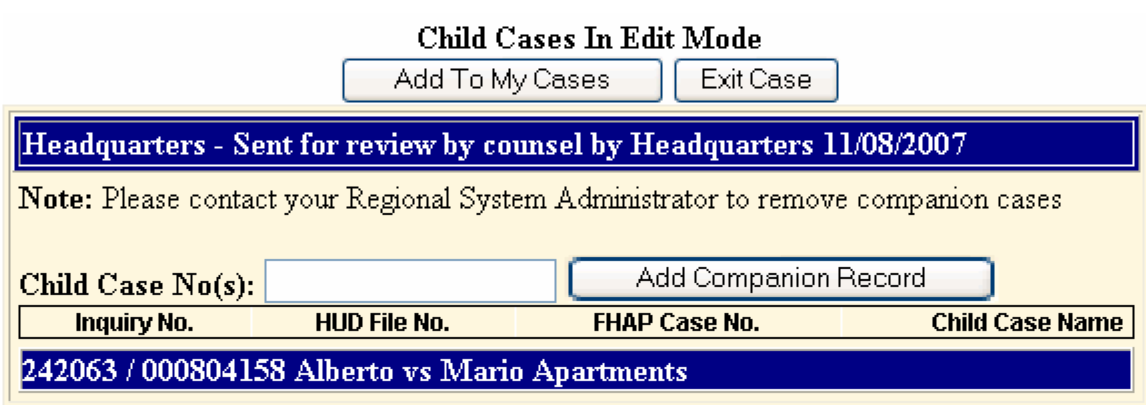
On the message box, click the *OK* button to return to the *Locator* screen where you can check out a case. Refer to Section 4.3.2 Locator for more details.

4.2.4.10.1 Child Cases Screen

The *Child Cases* screen is where you may copy designated information from one case (parent) to another (companion) case.

The header displays the region where the case was filed and the status of the case. The footer displays the Inquiry Number, HUD File Number (if applicable) and Case Name.

The screen is comprised of four columns: Inquiry No., HUD File No., FHAP Case No. and Child Case Name. If no child cases exist, the columns will remain blank.



Otherwise, if child case(s) exists, the columns will contain data that function as links to the *Child Case* screen where details of the child case records are located.

> **NOTE:** The user's role and access rights determine whether the *Child Case* screen should function in Edit mode or in Read-Only mode.

4.2.4.10.2 Adding a Child Case to a Parent Case

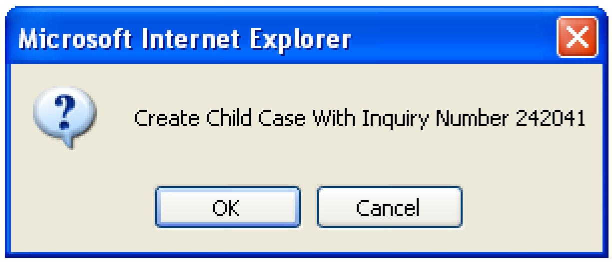
Ensure that the required conditions to create a child case are met before adding the case to a parent case. Refer to Section 4.2.4.10 Child Cases.

To add a child case to a parent case, follow these steps:

1. Click the *Child Cases* link on the Main Menu to access the *Child Cases* screen.

2. Type the inquiry number of the child case on the *Child Case No.* textbox.

3. Click the *Add Companion Record* button. A message box will appear to confirm your request to create a child case.



4. Click the *OK* button. The new child case record is automatically displayed in the *Child Cases* screen.

5. You have the option to perform any of the following functions:

   a. Click the *Add To My Cases* button to add the case to My Cases. Refer to Section 4.2.3.1.3 Adding a Checked Out Case to My Cases.
   b. Click the *Exit Case* button to check-in the case.

4.2.4.10.3 Opening a Child Case Record

To open a child case record, follow these steps:

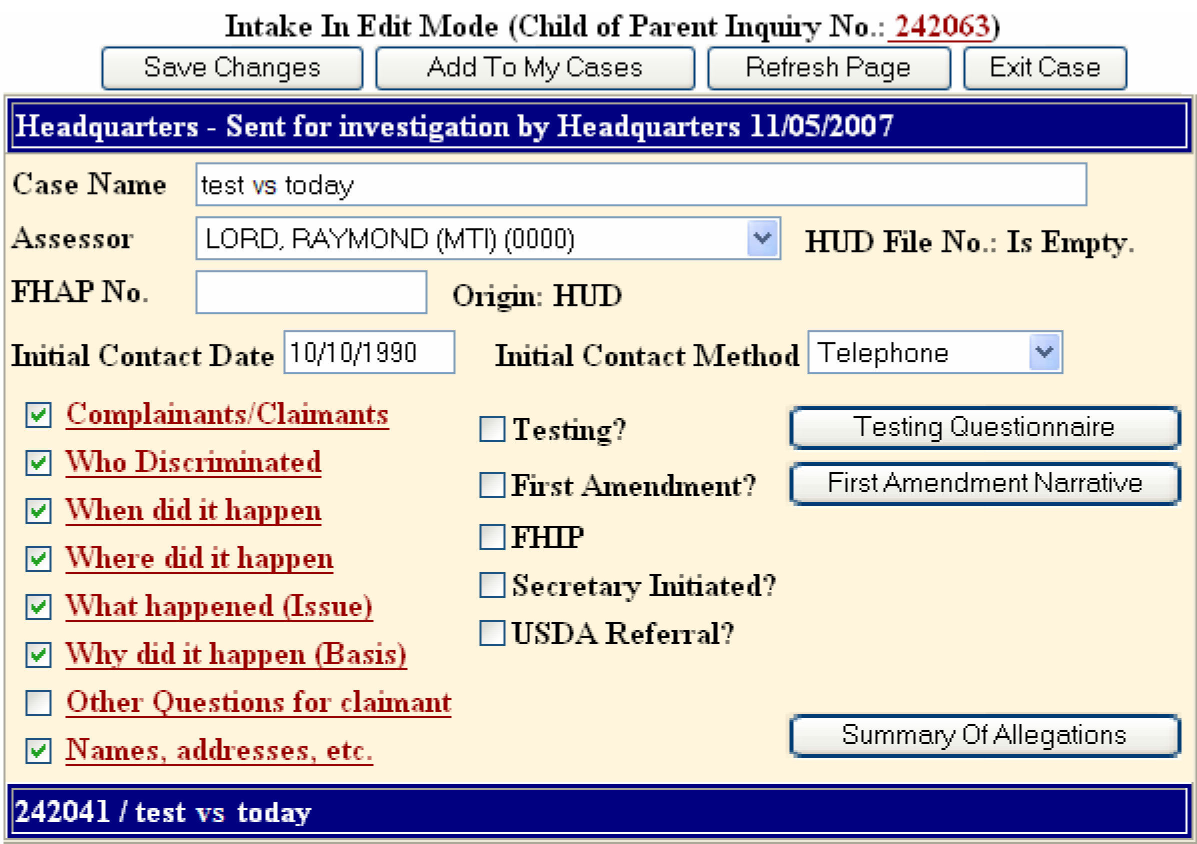
1. Click the *Child Cases* link on the Main Menu to access the *Child Cases* screen.

2. On the *Child Cases* screen, click the link (Inquiry No., HUD File No., FHAP Case No. or Child Case Name column) corresponding to the record you want to access.

3. A message box appears requesting confirmation to open the child case record that you selected.

4. Click the *OK* button to confirm the request.

5. The child case record is displayed.



4. You have the option to perform any of the following functions:

a. Click the *Save Changes* button to save your entry and remain on the current screen.
b. Click the *Add To My Cases* button to add the case to My Cases. Refer to Section 4.2.3.1.3 Adding a Checked Out Case to My Cases.
c. Click the *Refresh Page* button to clear the screen of unsaved data.
d. Click the *Exit Case* button to check in the case.

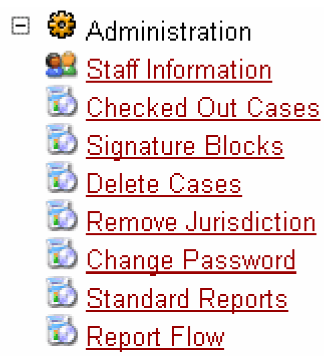
4.2.4.10.4 Deleting a Child Case to a Parent Case

To remove companion cases, you must contact your Regional System Administrator.

4.2.5 Administration

The Administration menu item is comprised of eight (8) submenus: Staff Information, Checked Out Cases, Signature Blocks, Delete Cases, Remove Jurisdiction, Change Password, Standard Reports and Report Flow.

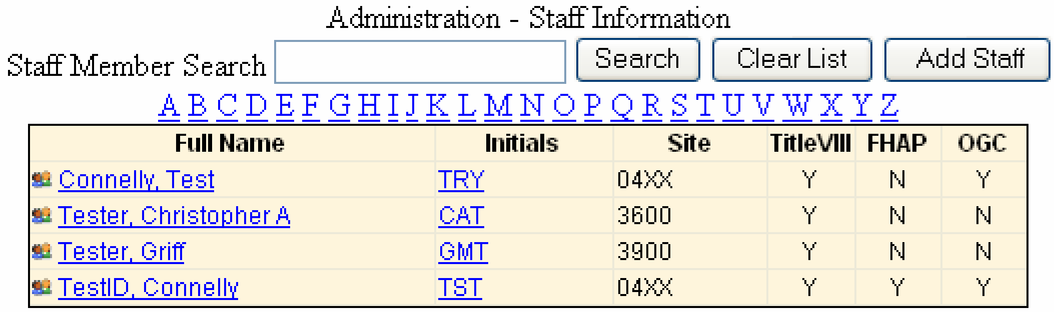
To expand the Administration menu and access the submenus, click the plus sign adjacent to Administration.



4.2.5.1 Staff Information

The *Staff Information* function enables the System Administrator or Manager to manage user account information.

Click the *Staff Information* link under Administration in the Main Menu to access the *Administration - Staff Information* screen. This screen is where System Administrators or Managers can search, add staff and maintain user accounts.

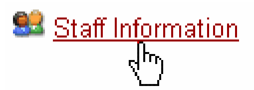


Full Name	Initials	Site	TitleVIII	FHAP	OGC
Connelly, Test	TRY	04XX	Y	N	Y
Tester, Christopher A	CAT	3600	Y	N	N
Tester, Griff	GMT	3900	Y	N	N
TestID, Connelly	TST	04XX	Y	Y	Y

4.2.5.1.1 Using the Staff Member Search Function

To search for a user(s) by using the Staff Member Search function, follow these steps:

1. Click the *Staff Information* link under Administration in the Main Menu.



2. The *Administration - Staff Information* screen appears.

3. Enter your search condition in the *Staff Member Search* textbox. This field is not case-sensitive.

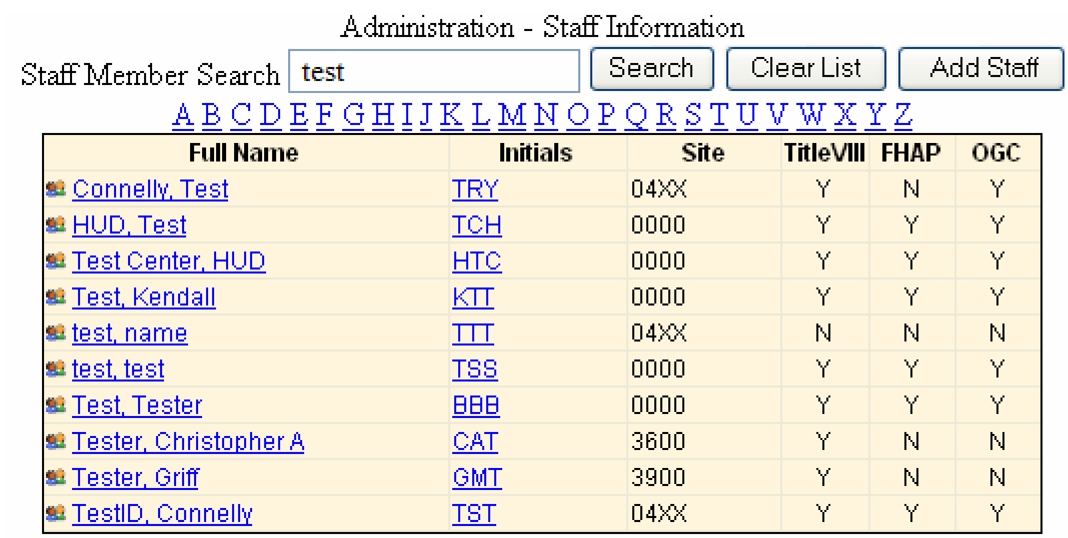
   You may enter any of the following criteria:

   - The entire or partial User ID of the staff member you are searching for.
   - The entire or partial name of the staff member you are searching for.

> **NOTE:** This search function does not search by Site ID.

4. Click the *Search* button.

5. If the search condition you defined did not generate a result, the results table remains blank. However, if the search condition you defined match one or more user accounts, the results screen will populate with the data that matches your specified criteria.

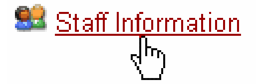


Full Name	Initials	Site	TitleVIII	FHAP	OGC
Connelly, Test	TRY	04XX	Y	N	Y
HUD, Test	TCH	0000	Y	Y	Y
Test Center, HUD	HTC	0000	Y	Y	Y
Test, Kendall	KTT	0000	Y	Y	Y
test, name	TTT	04XX	N	N	N
test, test	TSS	0000	Y	Y	Y
Test, Tester	BBB	0000	Y	Y	Y
Tester, Christopher A	CAT	3600	Y	N	N
Tester, Griff	GMT	3900	Y	N	N
TestID, Connelly	TST	04XX	Y	Y	Y

4.2.5.1.2 Using the Search by Alphabet Function

To search for a user(s) by using the Search by Alphabet function, follow these steps:

1. Click the *Staff Information* link under Administration in the Main Menu.



2. The *Administration - Staff Information* screen appears.

> **NOTE:**
> By default, the *Administration - Staff Information* table contains all user information based on the System Administrator's or Manager's access rights.

3. Click any one of the alphabet links on the screen.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

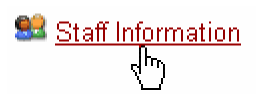
4. If the search condition you selected did not generate a result, the results table remains blank. However, if the search condition you selected match one or more user accounts, the results screen will populate with the data that matches your specified criteria.

> **NOTE:**
> To clear the search results and return to the default results, click on the *Clear List* button.

4.2.5.1.3 Adding a New User

To add a new user, follow these steps:

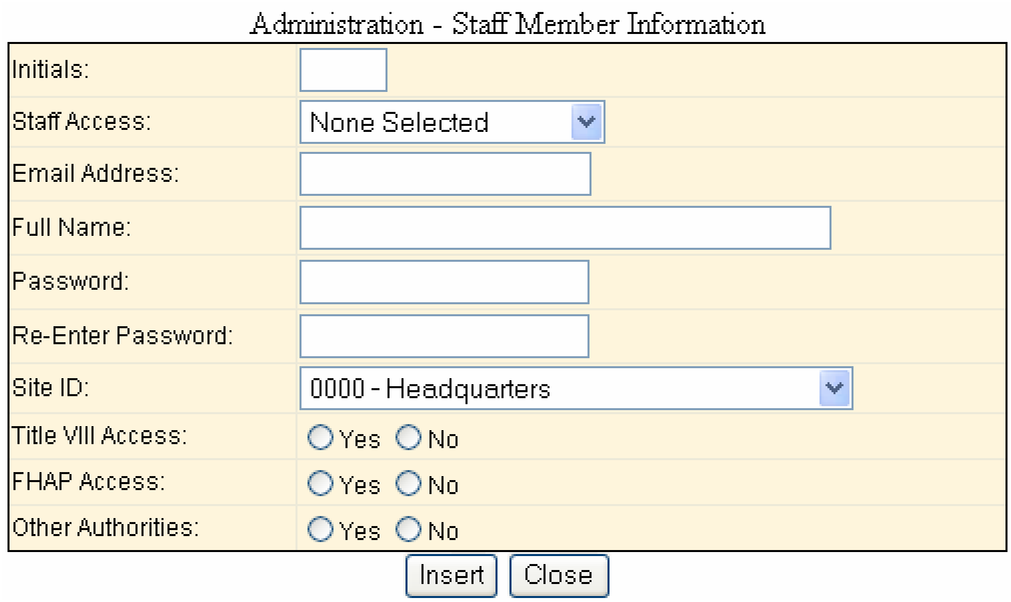
1. Click the *Staff Information* link under Administration in the Main Menu.



2. The *Administration - Staff Information* screen appears.

3. Click the *Add Staff* button.

4. The *Administration - Staff Member Information* screen appears.



5. Enter the applicable information pertaining to the staff member in the following fields. The fields described below are editable unless otherwise noted.

NOTE: The user is identified by Site ID, user initials, and full name of user.

Initials – Enter the three-character initials of the staff member. This entry will be the User ID. However, if the User ID is already in use, you must re-enter a unique three-character initial.

Staff Access – Select the user's access privileges:

- *Read Only* **–** provided to users who are only allowed to view data in the system. These users are not directly involved with data entry tasks.
- *Data Entry* **–** provided to users who are actively working on cases, but are not System Administrators or Managers. Data Entry users can add or modify data to cases which they have access rights to.
- *System Administrator* **–** grants full access to the system within the respective region to add users, modify user privileges, and perform case maintenance.
- *Suspended* **–** denies all user access rights; however, the User ID remains in the staff member list.
- *Manager* **–** similar rights as System Administrators, including write authority to cases within the respective site; however, Managers are not allowed to access Signature Blocks, Delete Case and Remove Jurisdiction.

Email Address – Enter the email address of the staff member

Full Name – Enter the full name of the staff member in the *First Name* textbox using the "Last Name, First Name Middle Initial" format. Middle Initial is optional.

Password – Enter a system password. Your password must consist of at least 8 characters in length which includes a minimum of the following:

- 1 uppercase letter (A-Z)
- 1 number (0-9)
- 1 special character (!@#$%^&*()_-+=\/?:;<>~`)

Re-Enter Password – Re-enter the password you previously typed in the *Password* textbox.

Site ID – Select the staff member's site location. This selection will determine the user's rights to cases within a specified region or office.

Title VIII Access – Indicate if the staff member is allowed access to Title VIII by selecting the Yes or No radio button

FHAP Access – Indicate if the staff member is allowed access to FHAP by selecting the Yes or No radio button

Other Authorities – Indicate if the staff member is allowed access to Other Authorities by selecting the Yes or No radio button

6. Click the *Insert* button to submit the user's information.
7. A message box appears notifying you that the user has been added.

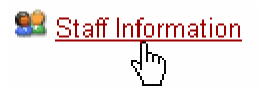
8. Click the *OK* button to return to the *Administration - Staff Information* screen.

NOTE: Password Change provides the date and time of the user's last password change. Passwords expire in 90 days.

4.2.5.1.4 Editing User Information

To modify a user's information, follow these steps:

1. Click the *Staff Information* link under Administration in the Main Menu.



2. The *Administration - Staff Information* screen appears.

3. Click any one of the links associated to the user profile that you want to modify.

4. The *Administration - Staff Member Information* screen appears containing the current information of the user.

5. Modify the user's information with the applicable data.

6. Click the *Update* button to save your changes.

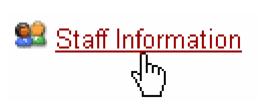
7. A message box appears notifying you that the changes have been saved.

8. Click the *OK* button to return to the *Administration - Staff Information* screen.

4.2.5.1.5 Deleting a User Profile

To delete a user profile, follow these steps:

1. Click the *Staff Information* link under Administration in the Main Menu.



2. The *Administration - Staff Information* screen appears.

3. Click any one of the links associated to the user profile that you want to delete.

4. The *Administration - Staff Member Information* screen appears containing the current information of the user.

5. Click the *Delete* button.

6. A message box appears notifying you that the user has been deleted.

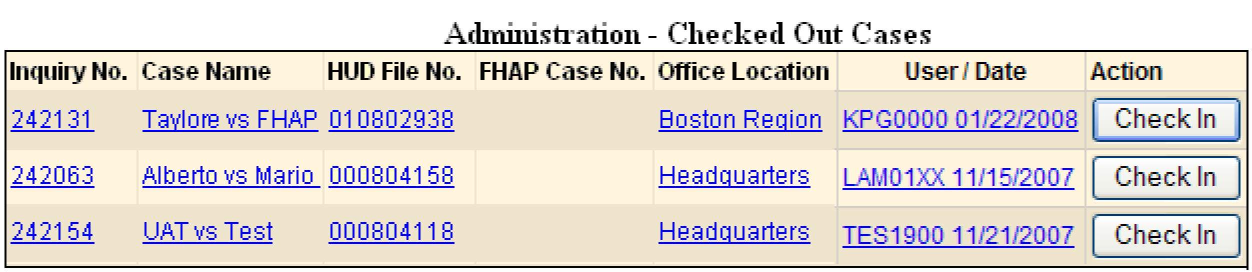
7. Click the *OK* button to return to the *Administration - Staff Information* screen.

NOTE: Never remove a user from the staff table. Previous staff (system users) must remain on the staff table in case they ever had rights to any case. Removing them from the staff table WILL remove them from cases. You can suspend users if they leave or transfer, but do not remove them.

4.2.5.2 Checked Out Cases

The *Checked Out Cases* function enables the System Administrator or Manager to check-in cases within their authorized region(s).

Click the *Checked Out Cases* link under Administration in the Main Menu to access the *Administration – Checked Out Cases* screen. The screen is composed of a table containing a list of checked out cases. The table includes five columns (Inquiry No., Case Name, HUD File No., FHAP Case No., Office Location and User/Date) and a check-in button.



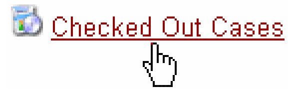
Administration - Checked Out Cases

Inquiry No.	Case Name	HUD File No.	FHAP Case No.	Office Location	User / Date	Action
242131	Taylore vs FHAP	010802938		Boston Region	KPG0000 01/22/2008	Check In
242063	Alberto vs Mario	000804158		Headquarters	LAM01XX 11/15/2007	Check In
242154	UAT vs Test	000804118		Headquarters	TES1900 11/21/2007	Check In

4.2.5.2.1 Checking In a Case

To check in a case, follow these steps:

1. Click the *Checked Out Cases* link under Administration in the Main Menu.



2. The *Administration – Checked Out Cases* screen appears containing a list of checked out cases.

3. To successfully check in a case, you must ensure that the user who checked out the specific case is not currently online.

   Click the *Check In* button associated to the case that you want to check in. Notice that the case is automatically removed from the *Administration – Checked Out Cases* screen.

4. Click any of the links in the Main Menu to exit the current screen.

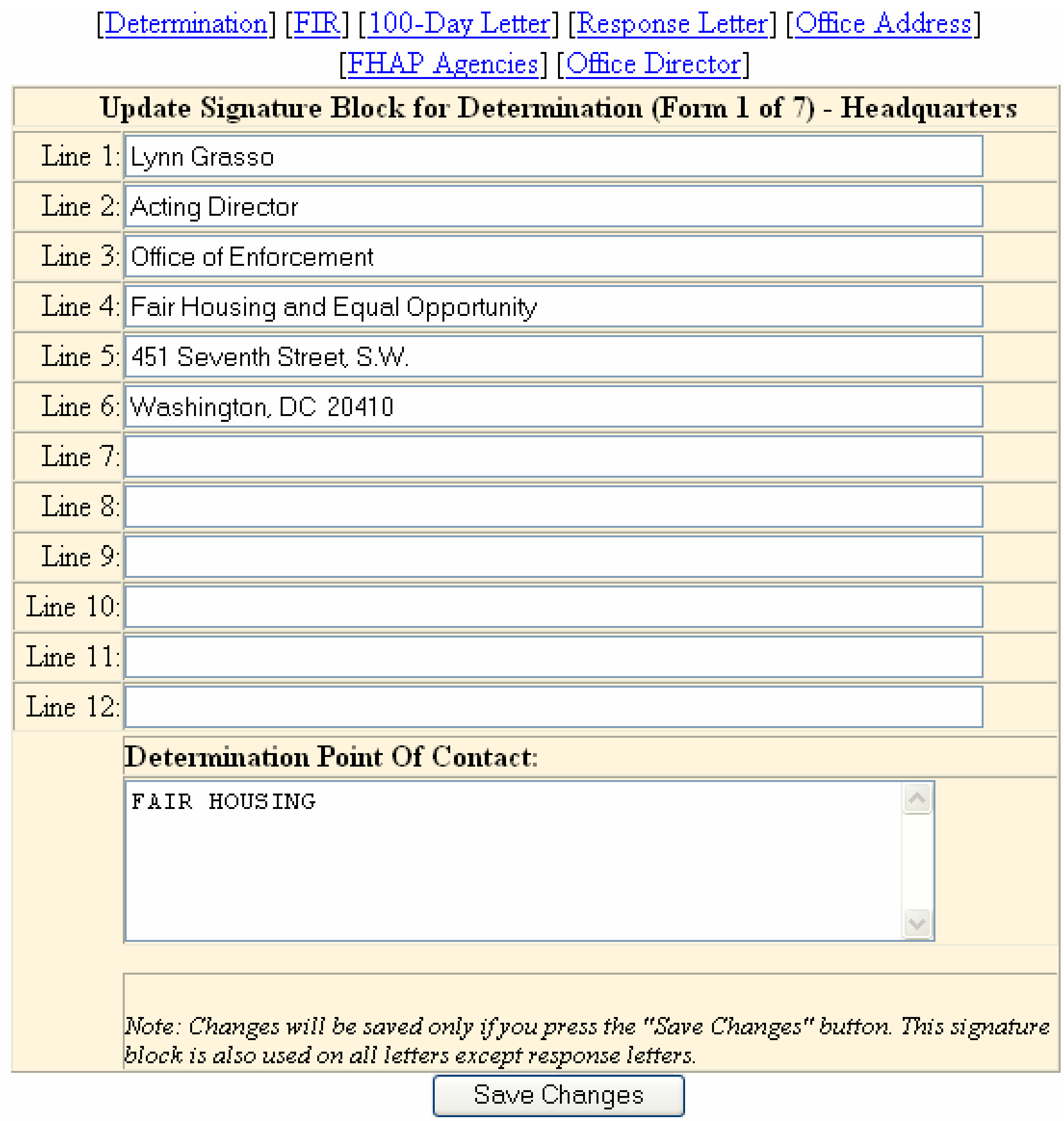
If the System Administrator or Manager attempts to check-in a case and the user who checked out the specific case is currently online, a message box appears indicating that the case is checked out and the user is still online.

4.2.5.3 Signature Blocks

The *Signature Blocks* function enables the System Administrator to add or update the signature blocks and office address data for the respective site.

Click the *Signature Blocks* link under Administration in the Main Menu. The default screen, *Signature Block for Determination* appears.

> **NOTE:** The *Signature Blocks* screen does not allow you to view signature blocks at other sites. FHAPs have the ability to update information for their site.



4.2.5.3.1 Updating Signature Blocks

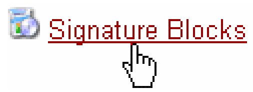
Signature blocks (for Determination, FIR, 100-Day Letter, Response Letter, Office Address, FHAP Agencies or Office Director) may be updated. The following document signature and address data are editable:

- Determination Report (Form 1 of 4)
- FIR (Form 2 of 4)
- 100-Day Letter Point of Contact (Form 3 of 4) - Headquarters
- Response Letter (Form 4 of 4) – Headquarters
- Office Address (letterhead data used in agency generated system letters (100-Day)
- FHAP Agencies (used in the body of HUD generated Notification/Acceptance letters for cases referred to agencies). Certified agency names and telephone numbers can also be edited.

However, certified or decertified agency data is hard-coded and is the responsibility of HQ FHEO.

To update a signature block, follow these steps:

1. Click the *Signature Blocks* link under Administration in the Main Menu.



2. The default screen, *Signature Block for Determination* appears.

3. Select the link associated to the signature block that you want to update. The selections are: Determination, FIR, 100-Day Letter, Response Letter, Office Address, FHAP Agencies or Office Director.

4. Update the information with the appropriate data.

5. Click the *Save Changes* button.

6. A message box appears confirming that the changes have been saved.

7. Click the OK button to close the message box.

8. Click any of the links in the Main Menu to exit the current screen.

4.2.5.4 Delete Cases

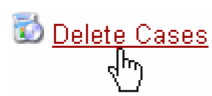
The *Delete Cases* function enables the System Administrator to delete cases within their respective site. Only inquiries can be deleted. HUD, FHAP and OGC cases cannot be deleted. Headquarters users with System Administrator rights are allowed to remove jurisdiction from a complaint; thus, converting the case to Inquiry status before it is deleted.

Click the *Delete Cases* link under Administration in the Main Menu to access the *Delete Case* screen.

4.2.5.4.1 Using the Delete Cases Function

The *Case Deletion* function allows System Administrators to delete an inquiry. To delete an inquiry, you must first define the search criteria. Follow these steps:

1. Click the *Delete Cases* link under Administration in the Main Menu.



2. The *Delete Case* screen appears.

3. Define the inquiry that you want to delete by providing one or any combination of the following criteria:

Inquiry No. – Identification number assigned to the inquiry. This number is system-generated and was designated to the case upon submitting the information of the alleged violation into the system. Type the Inquiry Number in the textbox provided.

Region – By default, the *Region* dropdown box displays the user's designated region. A regional user is limited to their specific region. For Headquarters users, the default is *All Regions*. Headquarters users may select *All Regions*, *Headquarters* or any one of the following regions: *Boston*, *New York*, *Philadelphia*, *Atlanta*, *Fort Worth*, *Kansas City*, *Denver*, *San Francisco*, *Seattle* and *Chicago*.

Site – By default, the *Site* dropdown box displays the user's authorized regional site location. For Headquarters users, the default is *All Sites*. For Headquarters users to select a specific site, first make a selection in the *Region* dropdown box. The screen refreshes to populate the *Site* dropdown box with site ID/Location associated to the region selected. Proceed to select from the *Site* dropdown box.

HUD File No. – Make a selection in the *HUD File No.* dropdown box. Choose from: Begins with or Equal to. Then, in the textbox provided, type the entire or partial HUD File Number depending on the condition selected.

FHAP Case No. – Make a selection in the *FHAP Case No.* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial FHAP Case Number depending on the condition selected.

Case Name – Make a selection in the *Case Name* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial Case Name depending on the condition selected. This field is not case-sensitive.

4. Click the *Search for Case* button.

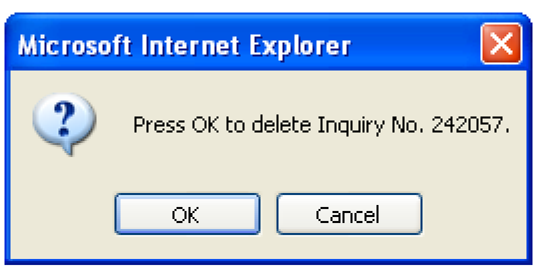
5. A list of cases matching the criteria you provided is displayed in the *Delete Case* table.

Delete Case

Inquiry No.	HUD File No.	FHAP Case No.	Case Name	Delete
240033		123456789	TEST VS FHAP	Delete
242042			Test Doe vs Boston	Delete
242047			TESTER vs. DOLE	Delete
242055		123456	Test vs FHAP	Delete
242081		FH123456	Test 3 vs Comm.	Delete
242093	000804088		Test Case vs FHEO	Delete
242179	040800078		testing v testing	Delete

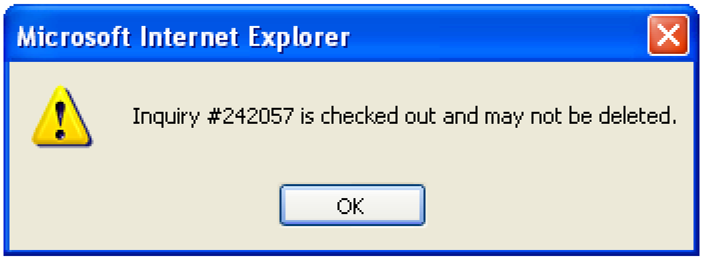
6. Click the *Delete* button associated to the case that you want to delete.

7. A message box appears to confirm the request.

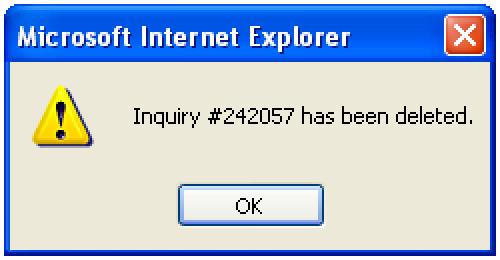


8. Click the *OK* button.

9. If the case is currently checked out, a message box appears informing you that the case cannot be deleted.



Otherwise, a message box appears confirming that the inquiry has been deleted.



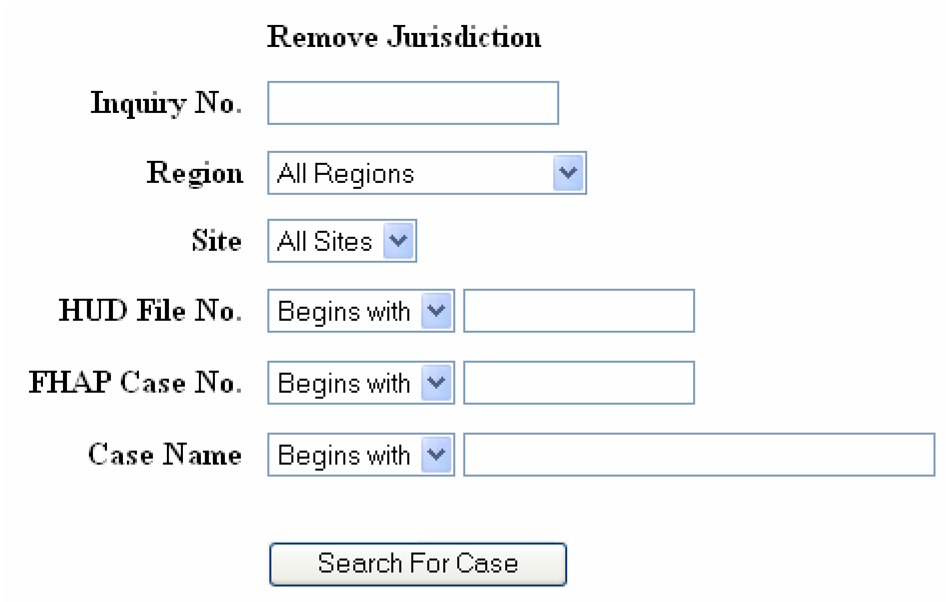
10. Click the *OK* button.

11. Once deleted, the case is removed from the *Delete Case* table.

4.2.5.5 Remove Jurisdiction

The *Remove Jurisdiction* function allows System Administrators to remove jurisdiction from a case thereby returning it to an inquiry status.

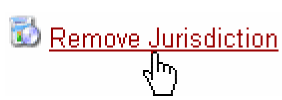
Click the *Remove Jurisdiction* link under Administration in the Main Menu to access the *Remove Jurisdiction* screen.



4.2.5.5.1 Using the Remove Jurisdiction Function

The *Remove Jurisdiction* function allows System Administrators to remove jurisdiction from a case thereby returning it to an inquiry status. To remove jurisdiction from a case, you must first define the search criteria, follow these steps:

1. Click the *Remove Jurisdiction* link under Administration in the Main Menu.



2. The *Remove Jurisdiction* screen appears.

3. Define your criteria to search for a specific case by providing one or any combination of the following:

   Inquiry No. – Identification number assigned to the inquiry. This number is system-generated and was designated to the case upon submitting the information of the alleged violation into the system. Type the Inquiry Number in the textbox provided.

   Region – By default, the *Region* dropdown box displays the user's designated region. A regional user is limited to their specific region. For Headquarters users, the default is *All Regions*. Headquarters users may select *All Regions*, *Headquarters* or any one of the following regions: *Boston*, *New York*, *Philadelphia*, *Atlanta*, *Fort Worth*, *Kansas City*, *Denver*, *San Francisco*, *Seattle* and *Chicago*.

   Site – By default, the *Site* dropdown box displays the user's authorized regional site location. For Headquarters users, the default is *All Sites*. For Headquarters users to select a specific site, first make a selection in the *Region* dropdown box. The screen refreshes to populate the *Site* dropdown box with site ID/Location associated to the region selected. Proceed to select from the *Site* dropdown box.

HUD File No. – Make a selection in the *HUD File No.* dropdown box. Choose from: Begins with or Equal to. Then, in the textbox provided, type the entire or partial HUD File Number depending on the condition selected.

FHAP Case No. – Make a selection in the *FHAP Case No.* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial FHAP Case Number depending on the condition selected.

Case Name – Make a selection in the *Case Name* dropdown box. Choose from: Begins with, Equal to, or Contains. Then, in the textbox provided, type the entire or partial Case Name depending on the condition selected. This field is not case-sensitive.

4. Click the *Search for Case* button.

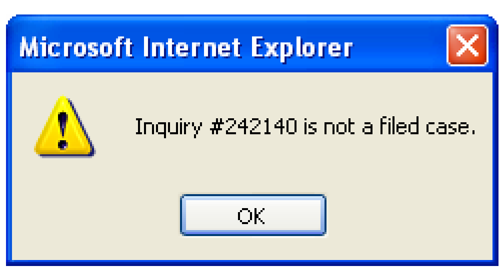
5. A list of cases matching the criteria you provided is displayed in the *Remove Jurisdiction* table.

Remove Jurisdiction

Inquiry No.	HUD File No.	FHAP Case No.	Case Name	Remove
240033		123456789	TEST VS FHAP	Remove Jurisdiction
242042			Test Doe vs Boston	Remove Jurisdiction
242047			TESTER vs. DOLE	Remove Jurisdiction
242055		123456	Test vs FHAP	Remove Jurisdiction
242081		FH123456	Test 3 vs Comm.	Remove Jurisdiction
242093	000804088		Test Case vs FHEO	Remove Jurisdiction
242123			tester v tester	Remove Jurisdiction
242179	040800078		testing v testing	Remove Jurisdiction

6. Click the *Remove Jurisdiction* button associated to the case that you want to return to inquiry status.

7. If the selected case is currently an inquiry, a message box appears informing you that the case is not a filed case.



Otherwise, a message box appears confirming that jurisdiction has been removed from the case.

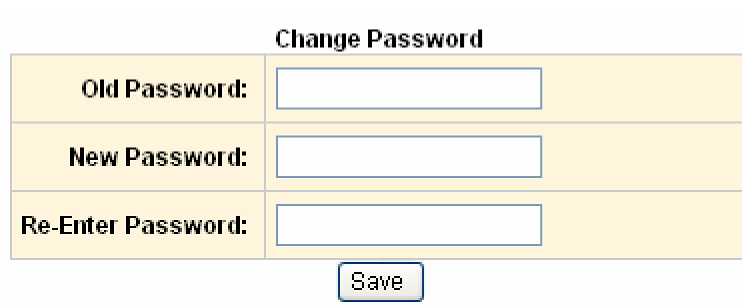
8. Click the *OK* button.

9. Once jurisdiction is removed from the case, the HUD File No. and/or FHAP Case No. will not appear in the *Remove Jurisdiction* table.

4.2.5.6 Change Password

The *Change Password* function enables the user to reset their password to a NIST-compliant password.

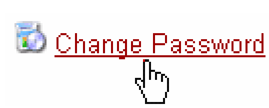
Click the *Change Password* link under Administration in the Main Menu to access the *Change Password* screen.



4.2.5.6.1 Using the Change Password Function

To change your password, follow these steps:

1. Click the *Change Password* link under Administration in the Main Menu.



2. The *Change Password* screen appears.

3. Type your current password in the *Old Password* textbox.

4. Type your new password in the *New Password* textbox. Your password must consist of at least 8 characters in length which includes a minimum of the following:

   - 1 uppercase letter (A-Z)
   - 1 number (0-9)
   - 1 special character (!@#$%^&*()_-+=\/?:;<>~`)

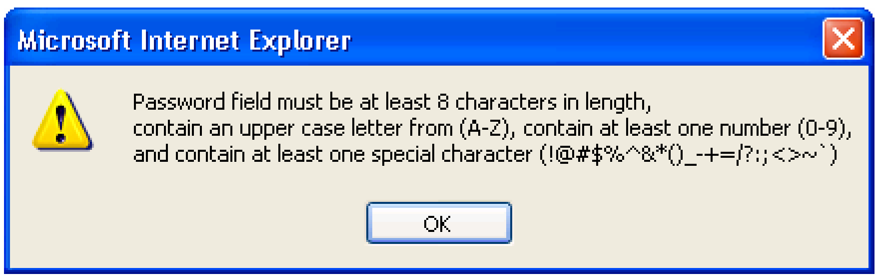
5. Confirm your password by re-typing the new password on the *Re-Enter Password* textbox.

> **NOTE:**
>
> You are not allowed to re-use your old password to your new password.

6. Click the *Save* button.

   If the system detects an error in your entry, one of the following notifications may appear:

   If the entry in the *New Password* textbox does not meet the password requirements, then the following message box appears.



   If the entry in the *Old Password* textbox does not match your current password, then the following message box appears.

   If the entry in the *New Password* textbox and *Re-Enter Password* textbox does not match, then the following message box appears.

Click the *OK* button. Re-enter the correct information in the *Change Password* screen and then click the *Save* button.

7. If your entry was successful, a message box appears confirming that your password has been changed.

8. Click the *OK* button to accept the notification.

4.2.5.7 Standard Reports

All authorized TEAPOTS users from the FHEO Headquarters, FHEC, and FHAP agencies generate output data in the form of reports and letters. The *Standard Reports* function in the Main Menu enables the System Administrator or Manager to generate reports for a specific reporting period. FHAP System Administrators or Managers have access to reports within their region, while detailed data reports will contain their own cases. HUD counsel office users have access to counsel specific and select general use summary reports.

Thirty-four (34) standard reports are readily available to the user through the *Standard Reports* function:

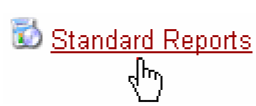
- E08AAA - System Reports Codes and Full Meanings
- E08CAC - Counsel Summary Report
- E08DBC - Region/Agency Inventory Report
- E08DCC - Standard Aging Summary
- E08DDCA - Open HUD Complaints - Over 100 Days Old
- E08DDCB - Open FHAP Complaints - Over 100 Days Old
- E08DEC - FHAP-Processed Cases Filed Broken Out By Agency And Basis
- E08DFC - Homeownership Opportunities Provided By Title VIII Conciliated/Settled Complaints
- E08DGC - Open HUD-Processed Complaints With Overdue Milestones

- E08EAC - Case Processing Activity Summary
- E08EBC - Open Inquiries
- E08ECC - Closed Inquiries
- E08EDCA - Open Case Inventory - HUD Claims
- E08EDCB - Open Case Inventory - HUD Complaints
- E08EDCC - Open Case Inventory - FHAP Complaints
- E08EECA - Closed Case Inventory - HUD Claims
- E08EECB - Closed Case Inventory - HUD Complaints
- E08EECC - Closed Case Inventory - FHAP Complaints
- E08EFCA - Case Processing Activity Detail Report - Pending Cases
- E08EFCB - Case Processing Activity Detail Report - Determinations
- E08EFCC - Case Processing Activity Detail Report - Receipts by Region (HUD-Originated Cases Only)
- E08EFCD - Case Processing Activity Detail Report - Administrative Closures
- E08EFCE - Case Processing Activity Detail Report - Conciliations/Settlements
- E08EGC - FHAP Closed Complaints Pending HUD Closure
- E08EHC - FHIP Referral Detail Report
- E08EIC - HUD-Processed Tax Credit Cases with Charges/Cause Findings
- E08EJC - 100-Day Letter Report
- E08EKC - Cases Referred By FFIEC Agencies
- E08ELC - FFIEC Complaints Filed
- E08EMC - FFIEC Agency Recap
- E08ETC - Cases Due Tax Credit Letters
- EA - Enforcement Actions Summary
- EADETL - Enforcement Actions Detail Report
- FHEO2 - Annual Reports

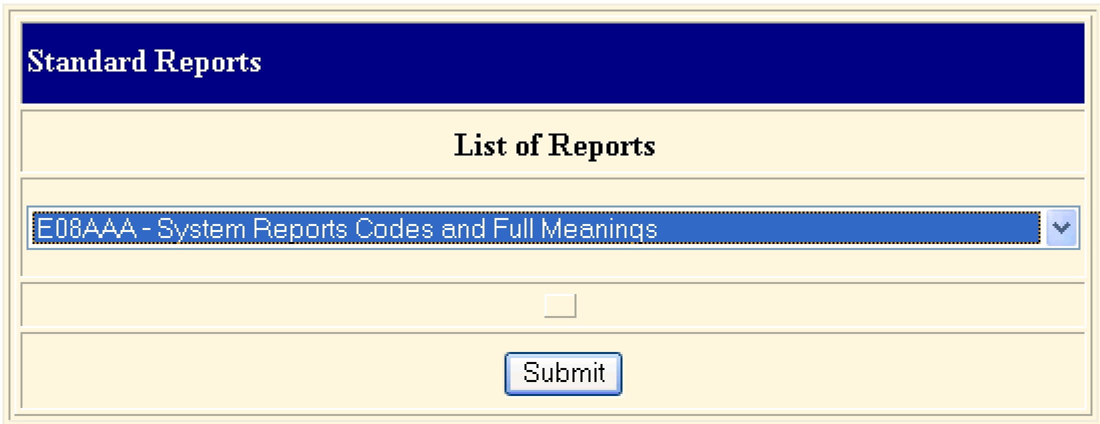
4.2.5.7.1 Downloading a Standard Report

To generate a standard report, follow these steps:

1. Click the *Standard Reports* link under Administration in the Main Menu.



2. The *Standard Reports* screen appears. The graphic representation below displays the default screen.



3. On the *List of Reports* dropdown box, select the type of report that you want to generate.

4. The screen refreshes. Depending upon your selection, any of the following input fields may appear:

   > **NOTE:** E08AAA does not contain input fields.

   Start Date – Enter the start date (MM/DD/YYYY) when you want the report to begin.

   End Date – Enter the date (MM/DD/YYYY) when you want the report to end.

   Region – On the dropdown box, select the region which the report should cover

   Agency Breakout – select the checkbox if Agency Breakout applies.

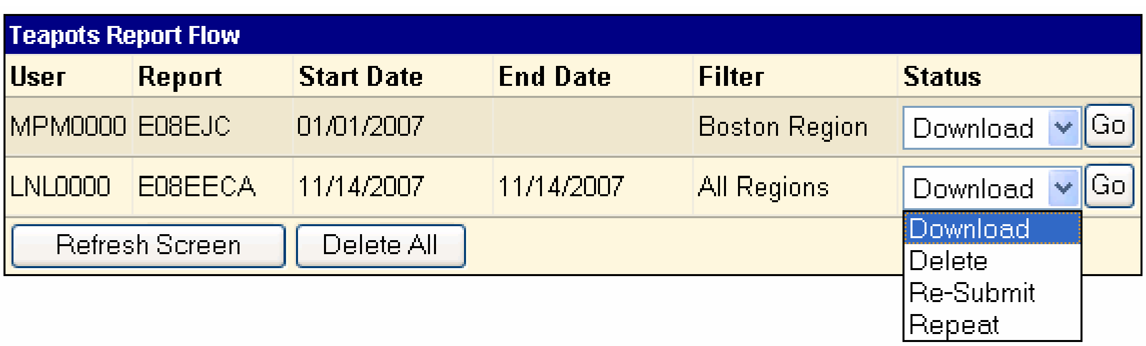
5. Click the *Submit* button.

6. The *Teapots Report Flow* screen appears containing a list of reports on the queue.

7. Locate your request from the list. If your request is being processed, the report is marked as "Processing".

8. Once the process is completed, a dropdown box appears.

9. Select 'Download' from the dropdown box.



10. Click the *Go* button.

11. Depending on your browser configuration, the report you selected will either automatically display on the screen, or

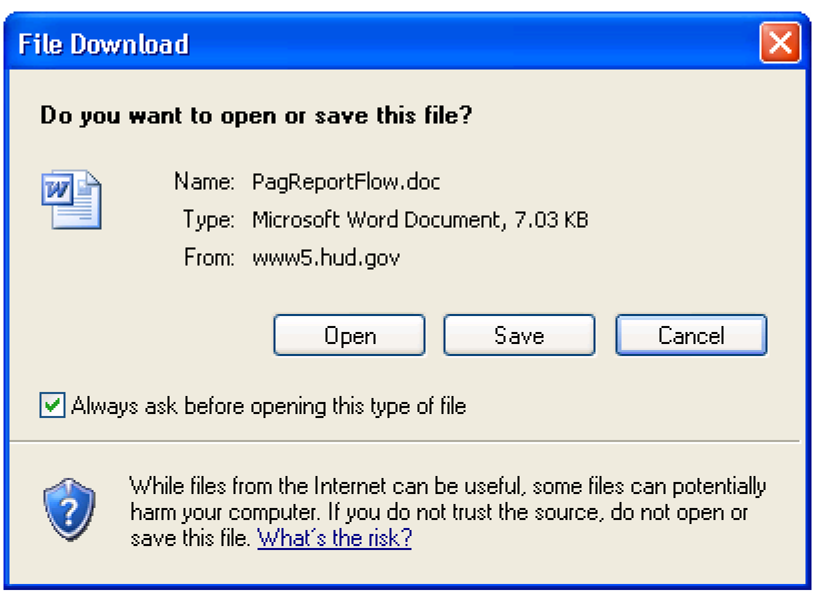
E08AAA Office Of Fair Housing And Equal Opportunity 01/10/2008
PAGE 1

System Reports Codes and Full Meanings

Part 1 - Basis Codes

Code	Description
----------	--
RA WH	Race - White
RA BL	Race - Black or African American
RANAM	Race - American Indian or Alaska Native
RAAPA	Race - Asian or Pacific Islander (historical only)
RASIAN	Race - Asian
R HIPI	Race - Hawaiian or Pacific Islander
MRAIAW	Race - American Indian or Alaska Native and White
MRAS W	Race - Asian and White
MRBL W	Race - Black or African American and White
MROTHR	Race - Balance (all other multi-racial combinations)
SEXM	Sex - Male
SEXF	Sex - Female
HARASS	Sex - Harassment
COLOR	Color

A *File Download* message box will appear with the option to open or save the file.



You may perform any of the following functions:

a. Click the *Open* button to view the file on the screen.
b. Click the *Save* button to save the file to your computer.
c. Click the Cancel button to discontinue the request.

4.2.5.8 Report Flow

A Report Flow feature has been added to streamline report processing. This function enables the System Administrator to manage the report queue.

Click the *Report Flow* link under Administration in the Main Menu to access the *Teapots Report Flow* screen.

4.2.5.8.1 Downloading a Report from the Report Flow Screen

To download your report from the queue, follow these steps:

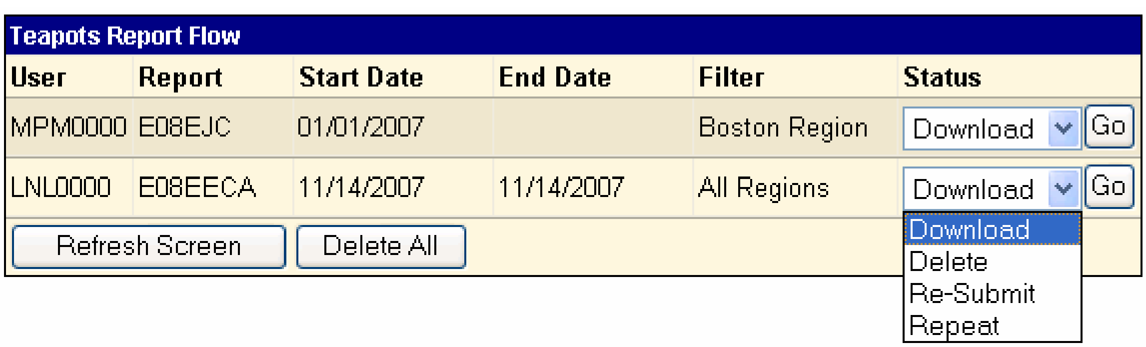
1. Click the *Report Flow* link under Administration in the Main Menu.

2. The *Teapots Report Flow* screen appears containing a list of reports on the queue.

3. Locate the report that you want to download.

> **NOTE:** You are only allowed to download your own report from the Teapots Report Flow screen.

4. Select 'Download' from the dropdown box.



Teapots Report Flow

User	Report	Start Date	End Date	Filter	Status
MPM0000	E08EJC	01/01/2007		Boston Region	Download Go
LNL0000	E08EECA	11/14/2007	11/14/2007	All Regions	Download Go

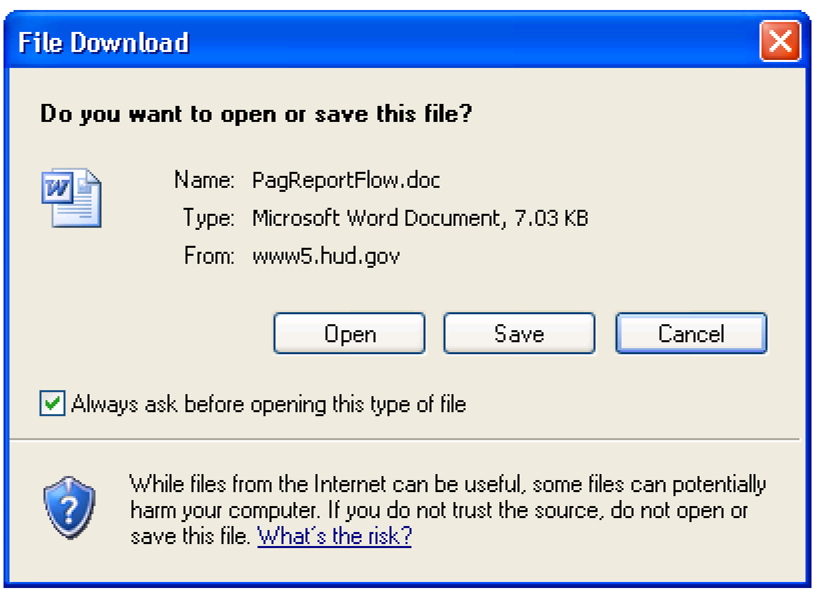
5. Click the *Go* button.

6. Depending on your browser configuration, the report you selected will either automatically display on the screen, or

```
E08AAA      Office Of Fair Housing And Equal Opportunity    01/10/2008
                                                                PAGE 1
               System Reports Codes and Full Meanings
Part 1 - Basis Codes
```

Code	Description
RA WH	Race - White
RA BL	Race - Black or African American
RANAM	Race - American Indian or Alaska Native
RAAPA	Race - Asian or Pacific Islander (historical only)
RASIAN	Race - Asian
R HIPI	Race - Hawaiian or Pacific Islander
MRAIAW	Race - American Indian or Alaska Native and White
MRAS W	Race - Asian and White
MRBL W	Race - Black or African American and White
MROTHR	Race - Balance (all other multi-racial combinations)
SEXM	Sex - Male
SEXF	Sex - Female
HARASS	Sex - Harassment
COLOR	Color

A *File Download* message box will appear with the option to open or save the file.



You may perform any of the following functions:

a. Click the *Open* button to view the file on the screen.
b. Click the *Save* button to save the file to your computer.
c. Click the Cancel button to discontinue the request.

4.2.5.8.2 Deleting a Report in the Report Flow Screen

To delete your report from the report queue, follow these steps:

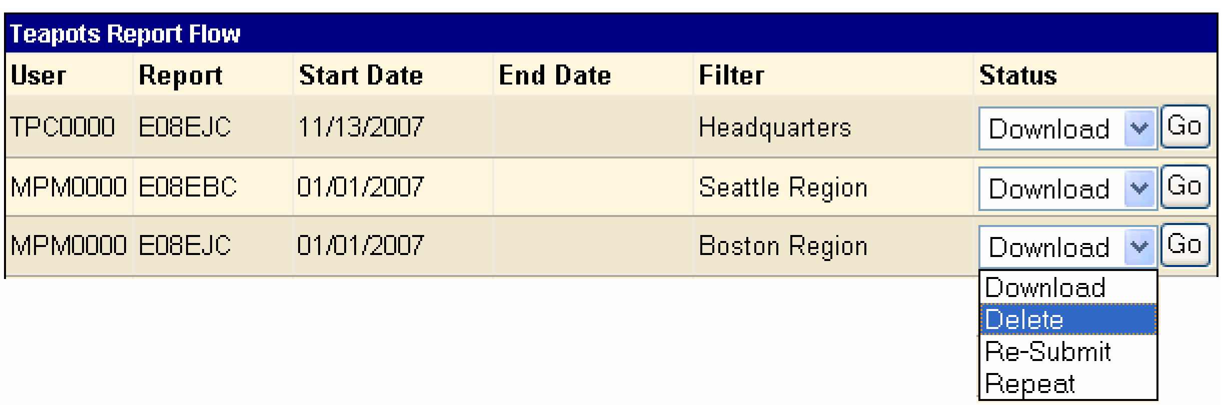
1. Click the *Report Flow* link under Administration in the Main Menu.

2. The *Teapots Report Flow* screen appears containing a list of reports on the queue.

3. Locate the report that you want to delete.

> **NOTE:** You are only allowed to delete your own report in the Teapots Report Flow screen.

4. Select 'Delete' from the dropdown box.



Teapots Report Flow

User	Report	Start Date	End Date	Filter	Status
TPC0000	E08EJC	11/13/2007		Headquarters	Download Go
MPM0000	E08EBC	01/01/2007		Seattle Region	Download Go
MPM0000	E08EJC	01/01/2007		Boston Region	Download Go

5. Click the *Go* button.

6. The report is automatically deleted from the queue.

4.2.5.8.3 Re-Submitting a Report in the Report Flow Screen

To re-submit your report in the queue, follow these steps:

1. Click the *Report Flow* link under Administration in the Main Menu.

2. The *Teapots Report Flow* screen appears containing a list of reports in the print queue.

3. Locate the report that you want to re-submit.

> **NOTE:** You are only allowed to re-submit your own report in the Teapots Report Flow screen.

4. Select ‘Re-Submit’ from the dropdown box.

5. Click the *Go* button to initiate processing.

6. The report you selected is marked, “Processing” while the request is being processed.

7. Once completed, a dropdown box appears.

8. Select ‘Download’ from the dropdown box.

9. Click the *Go* button.

10. Depending on your browser configuration, the report you selected will either automatically display on the screen, or A *File Download* message box appears where you may perform any of the following functions:

    a. Click the *Open* button to view the file on the screen.
    b. Click the *Save* button to save the file to your computer.
    c. Click the Cancel button to discontinue the request.

4.2.5.8.4 Repeating a Report Request in the Report Flow Screen

To repeat your report request on the report queue, follow these steps:

1. Click the *Report Flow* link under Administration in the Main Menu.

2. The *Teapots Report Flow* screen appears containing a list of reports in the print queue.

3. Locate the report that you want to repeat.

> **NOTE:** You are only allowed to repeat the request on your own report in the Teapots Report Flow screen.

4. Select ‘Repeat’ from the dropdown box.

5. Click the *Go* button to initiate processing.

6. The report you selected is marked, “Processing” while the request is being processed.

7. Once completed, a dropdown box appears.

8. Select ‘Download’ from the dropdown box.

9. Click the *Go* button.

10. Depending on your browser configuration, the report you selected will either automatically display on the screen, or A *File Download* message box appears where you may perform any of the following functions:

    a. Click the *Open* button to view the file on the screen.
    b. Click the *Save* button to save the file to your computer.
    c. Click the Cancel button to discontinue the request.

4.2.5.8.5 Refreshing the Report Flow Screen

To reset the processing status of your reports on queue, follow these steps:

1. Click the *Report Flow* link under Administration in the Main Menu.

2. The *Teapots Report Flow* screen appears containing a list of reports in the print queue.

3. Click the *Refresh Screen* button.

> **NOTE:** You are only allowed to refresh your own in the Teapots Report Flow screen.

4. The screen refreshes.

5. The report on the queue previously marked, “Processing” is replaced with a dropdown box.

4.2.5.8.6 Deleting All My Reports in the Report Flow Screen

To remove your entire report request on queue, follow these steps:

1. Click the *Report Flow* link under Administration in the Main Menu.

2. The *Teapots Report Flow* screen appears containing a list of reports on queue.

> **NOTE:** You are only allowed to delete your own reports in the Teapots Report Flow screen.

3. Click the *Delete All My Reports* button.
4. The screen refreshes.
5. Reports belonging to you are automatically removed from the Teapots Report Flow screen.

4.2.6 Transfers Pending

The Transfers Pending menu item is comprised of three (3) submenus: HUD-to-HUD, HUD-to-FHAP and FHAP-to-HUD.

To expand the menu and access the submenus, click the plus sign ⊞ adjacent to Transfers Pending.

4.2.6.1 HUD to HUD

The *HUD-to-HUD* function enables you to access a list of cases that are pending transfer.

1. Click the *HUD-to-HUD* link under Transfers Pending in the Main Menu to access the *HUD-to-HUD Transfers* screen.
2. On the *HUD-to-HUD Transfers* screen, the *Transfers Pending Receipt* table is displayed containing a list of cases that are pending transfer. The table consists of five columns: Inquiry No., Case Name, HUD File No., FHAP Case No. and Office Location.

HUD-to-HUD Transfers

Transfers Pending Receipt				
Inquiry No.	Case Name	HUD File No.	FHAP Case No.	Office Location
226078	Second CAMP v. Town of Independent Living	010701998		Boston Region
166009	Buffalos v. Town of PrestonJeffrey	010411238		Boston Region
196003	Feeney v. Town of Star Properties	010603048		Boston Region
137375	97 Alpine Grove, LLC v. City of Malden Village	010205898		Boston Region
215921	Rowell, Albert v. Henry Center	030618098		Philadelphia Region
239062	Park Management v. Park Place Realty	040710098		Boston Region

4.2.6.2 HUD to FHAP

The *HUD-to-FHAP* function enables you to access a list of cases that are pending transfer to a FHAP.

Click the *HUD-to-FHAP* link under Transfers Pending in the Main Menu to access the *HUD-to-FHAP Transfers* screen. The screen is available to FHAP users only.

4.2.6.3 FHAP to HUD

The *FHAP-to-HUD* function enables you to search for cases pending dual filing.

Click the *FHAP-to-HUD* link under Transfers Pending in the Main Menu to access the *Search for Dual Filings Pending* screen.

Search For Dual Filings Pending

Region: All Regions

Site: All Sites

Inquiry No.	HUD File No.	FHAP Case No.	Case Name	Status

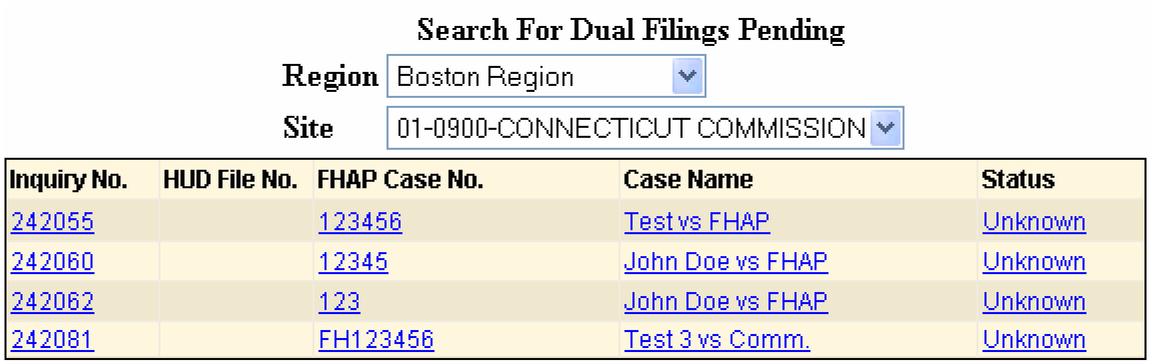
4.2.6.3.1 Searching For Dual Filings Pending

1. On the *Search For Dual Filings Pending* screen, begin your search by defining your criteria using any of the following fields:

   Region – From the dropdown box, you may perform your search by choosing a specific region from one of the ten regions listed, Headquarters, or All Regions. This dropdown box defaults to the specific region of the user. As for Headquarters System Administrators, the default is 'All Regions'.

   Site – To perform a search based on site, you must first make a selection from the *Region* dropdown box. Then, select from the *Site* dropdown box. This dropdown box defaults to the user's specific site location in their region. As for Headquarters System Administrators, the default is All Sites.

2. The screen refreshes. A table containing a list of cases pending dual filing is displayed.



Search For Dual Filings Pending

Region Boston Region

Site 01-0900-CONNECTICUT COMMISSION

Inquiry No.	HUD File No.	FHAP Case No.	Case Name	Status
242055		123456	Test vs FHAP	Unknown
242060		12345	John Doe vs FHAP	Unknown
242062		123	John Doe vs FHAP	Unknown
242081		FH123456	Test 3 vs Comm.	Unknown

The table consists of five columns: Inquiry No., HUD File No., FHAP Case No., Case Name and Status (Requested or Unknown).

4.2.7 Other Authorities

The Other Authorities enables you to access cases filed under Authorities other than Title VIII and the Executive Orders. Other Authorities includes Title VI, Title IX, Section 109, Section 504, Americans with Disabilities Act (ADA), and Age Discrimination Act (AGE).

The Other Authorities menu item is comprised of two (2) submenus: Find Case and Reports.

To expand the menu and access the submenus, click the plus sign ⊞ adjacent to Other Authorities.

4.2.7.1 Find Case

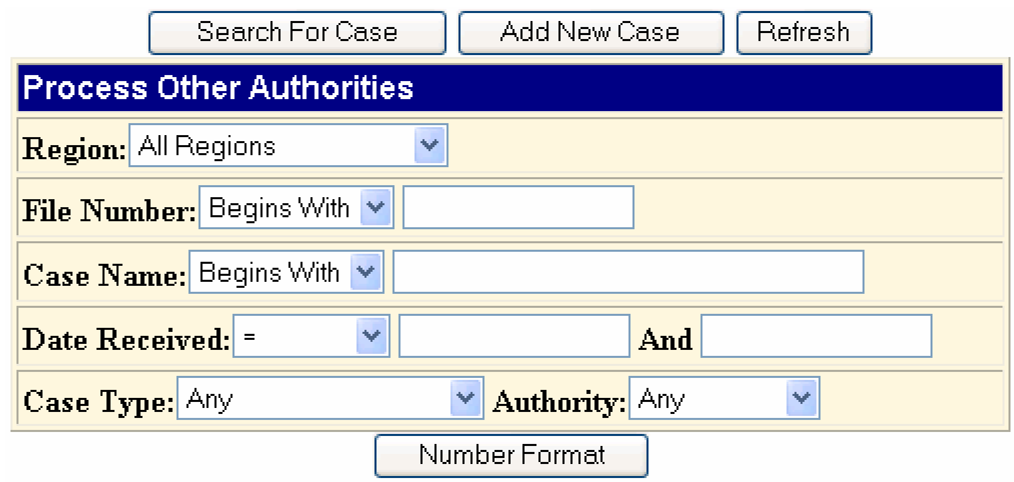
The *Find Case* function enables the System Administrator or Manager to search for Other Authorities Complaint-type and Compliance Review-type cases.

4.2.7.1.1 Searching for Complaint-type Cases in Other Authorities

To search for complaint-type cases under Other Authorities, follow these steps:

1. Click the *Find Case* link under Other Authorities in the Main Menu.

2. The *Process Other Authorities* screen appears.



3. Enter your search condition in any of the following fields:

Region – From the dropdown box, you may narrow your search by choosing one of the following: Select a specific region from one of the ten regions, Select Headquarters, or Select All Regions. The dropdown box defaults to the specific region of the user. As for Headquarters System Administrators, the default is *All Regions*.

File Number – This criterion enables you to search for a case based on the HUD File Number. Select 'Begins with', 'Equal to', or 'Contains' from the dropdown box. *Begins With* is the default selection. Type the entire or partial HUD File Number in textbox provided.

Case Name – This criterion enables you to search for a case by specifying the Case Name. Select 'Begins with', 'Equal to', or 'Contains' from the dropdown box. *Begins With* is the default selection. Type the entire or partial Case Name in textbox provided. This field is not case-sensitive.

Date Received – This criterion enables you to search for a case based on the Initial Contact Date. Select an operand from the dropdown box. Choose from: Equal To (=), Between, Less Than Or Equal To (< =), or Greater Than Or Equal To (> =). *Equal To* is the default selection. In the textbox, type the date (MM/DD/YYYY) when the case was received. When using the "Between" condition, type a date range (MM/DD/YYYY).

Case Type – This criterion enables you to search based on the type of case: Any, Complaints, or Compliance Reviews. Any is the default selection. To search for a Complaint-type case, select 'Complaints' on the dropdown box.

Authority – This criterion enables you to search for a case based on the Authority the case is associated with. On the dropdown box, select: Any, Title VI, Title IX, ADA, Section 109, Section 504, or Age. Any is the default selection.

4. Click the *Search for Case* button.

5. The *Process Other Authorities List* screen appears.

Process Other Authorities List

HUD File No.	Case Name
010000006	Long v. Melrose Authority
010000004	Collinv. PJM
010000006	BJ v. Providence
010000004	Bo v. RJHousing Authority
010000006	Fernand:vs. Estates
01000004D	Pedro v. Lynn
010000054	Ann,v. New
010000056	Ann,v. New
01000005D	Joanne v. East
010000044	Riding, v. wood
010000040	Cop v. Put
010000040	Seigel vs. AssociatesPlace
010000050	Seigel vs. AssociatesPlace
010000050	Golv. Heights Associates
010000050	La vs. Village

Cases 1 thru 15 of 1652.

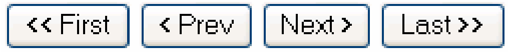
<< First | < Prev | Next > | Last >>

6. Each page displays search results of up to fifteen (15) records. The label below the table indicates the record set currently displayed.

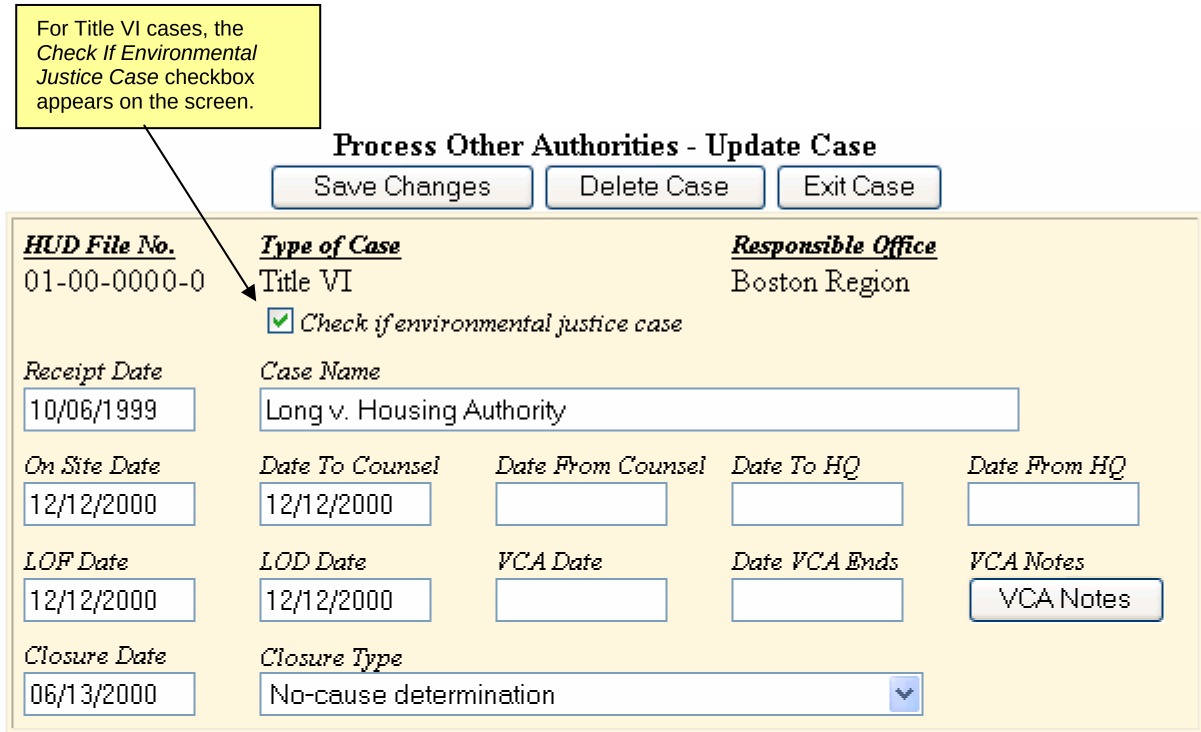
Cases 1 thru 15 of 1652

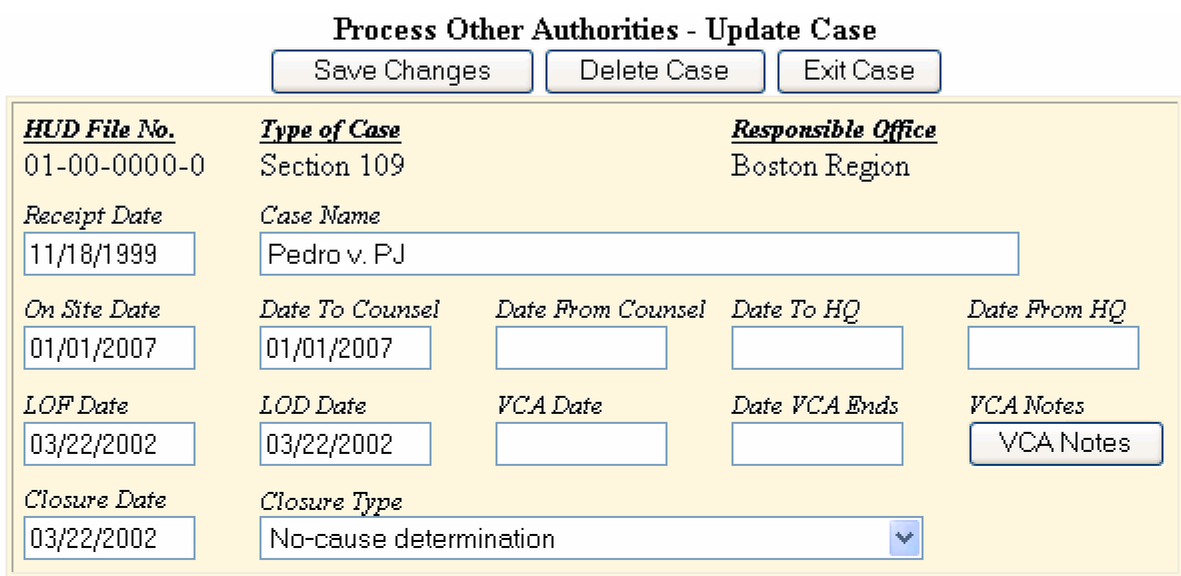
To browse through the results generated by the search, click the navigation buttons.

Double Left Arrow button takes you to the first set of results.	Left Arrow button takes you to the previous set of results.	Right Arrow button takes you to the next set of results.	Double Right Arrow button takes you to the last set of results.



7. To access a record or check out a case, click any one of the following links under HUD File No. or Case Name. The link will lead you to the *Process Other Authorities - Update Case* screen.



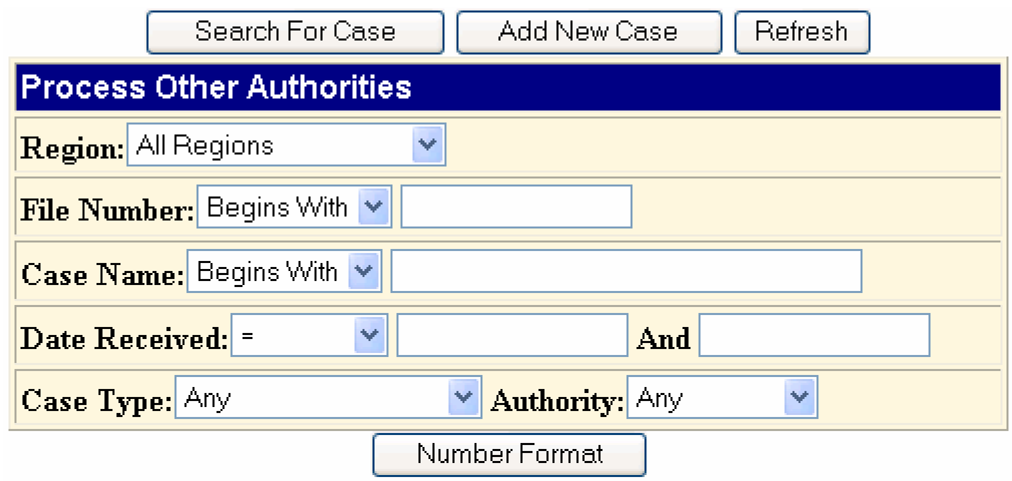


4.2.7.1.2 Searching for Complaints-type Cases in Other Authorities

To search for complaints-type cases under Other Authorities, follow these steps:

1. Click the *Find Case* link under Other Authorities in the Main Menu.

2. The *Process Other Authorities* screen appears.



3. Enter your search condition in any of the following fields:

   Region – From the dropdown box, you may narrow your search by choosing one of the following: Select a specific region from one of the ten regions, Select Headquarters, or Select All Regions. The dropdown box defaults to the specific region of the user. As for Headquarters System Administrators, the default is *All Regions*.

   File Number – This criterion enables you to search for a case based on the HUD File Number. Select ‘Begins with’, ‘Equal to’, or ‘Contains’ from the dropdown box. *Begins With* is the default selection. Type the entire or partial HUD File Number in textbox provided.

   Case Name – This criterion enables you to search for a case by specifying the Case Name. Select ‘Begins with’, ‘Equal to’, or ‘Contains’ from the dropdown box. *Begins With* is the default selection. Type the entire or partial Case Name in textbox provided. This field is not case-sensitive.

   Date Received – This criterion enables you to search for a case based on the Initial Contact Date. Select an operand from the dropdown box. Choose from: Equal To (=), Between, Less Than Or Equal To (< =), or Greater Than Or Equal To (> =). *Equal To* is the default selection. In the textbox, type the date (MM/DD/YYYY) when the case was received. When using the “Between” condition, type a date range (MM/DD/YYYY).

Case Type – This criterion enables you to search based on the type of case: Any, Complaints, or Compliance Reviews. Any is the default selection. To search for a Compliance Reviews-type case, select 'Compliance Reviews' on the dropdown box.

Authority – This criterion enables you to search for a case based on the Authority the case is associated with. On the dropdown box, select: Any, Title VI, Title IX, ADA, Section 109, Section 504, or Age. Any is the default selection.

4. Click the *Search for Case* button.

5. The *Process Other Authorities List* screen appears.

Process Other Authorities List

HUD File No.	Case Name
0100R0011	Boston Housing Authority
0102R0011	Bradford Housing Authority
0102R0011	Wayland (MA) Housing Authority
0102R0022	Coventry (RI) Housing Authority
0102R0022	Cumberland (RI) Housing Authority
0102R0033	Cumberland (RI) Housing Authority
0102R0033	Manchester (NH) Housing Authority
0102R0044	Waterville (ME) Housing Authority
0102R0044	Portland (ME) Housing Authority
0102R0055	Wayland (MA) Housing Authority
0102R0066	East Housing Authority
0102R0077	Manchester (NH) Housing Authority
0103R0011	Waltham (MA) Housing Authority
0103R0011	North Housing Authority
0103R0022	Northampton (MA) Housing Authority

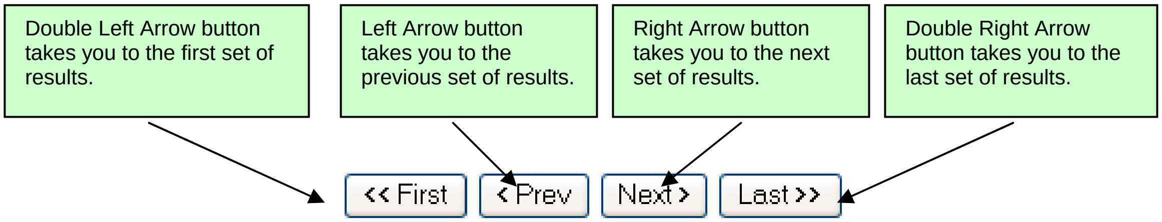
Cases 1 thru 15 of 94.

<< First | < Prev | Next > | Last >>

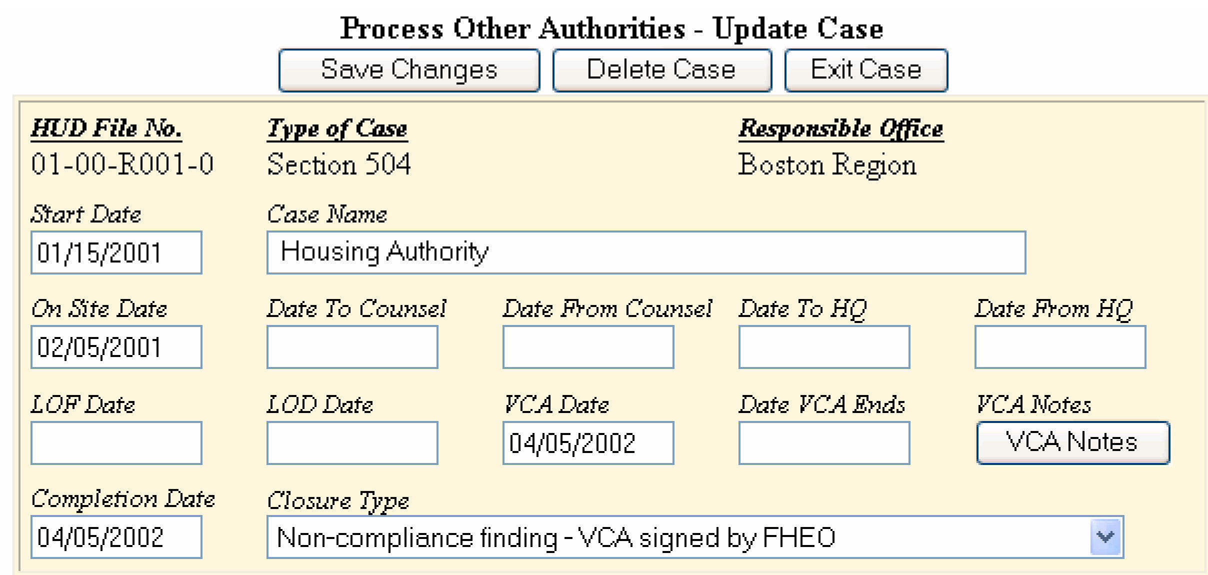
6. Each page displays search results of up to fifteen (15) records. The label below the table indicates the record set currently displayed.

Cases 1 thru 15 of 94.

To browse through the results generated by the search, click the navigation buttons.



8. To access a record or check out a case, click any one of the following links under HUD File No. or Case Name. The link will lead you to the *Process Other Authorities - Update Case* screen.



4.2.7.1.3 Updating an Other Authorities Case

To update an Other Authorities case, follow these steps:

1. Click the *Find Case* link under Other Authorities in the Main Menu.

2. The *Process Other Authorities* screen appears. Enter your search condition.
3. Click the *Search for Case* button.
4. The *Process Other Authorities List* screen appears.
5. Locate and click the link associated to the case that you want to edit.

6. The link will lead you to the *Process Other Authorities - Update Case* screen. The screens for Complaints-type cases and Compliance Reviews-type cases are identical with the following exceptions: Complaints-type cases contain Receipt Date, and Closure Date while Compliance Reviews-type cases contain a Start Date, and Completion Date.

7. To edit the case, enter the appropriate data in fields provided.

8. Click the *Save Changes* button to save your entry.

4.2.7.1.4 Deleting an Other Authorities Case

To delete an Other Authorities case, follow these steps:

1. Click the *Find Case* link under Other Authorities in the Main Menu.

2. The *Process Other Authorities* screen appears. Enter your search condition.

3. Click the *Search for Case* button.

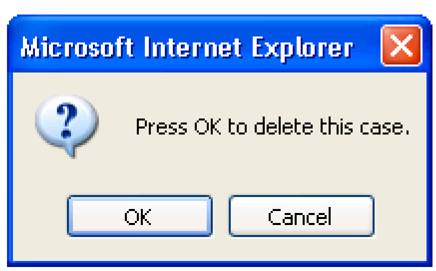
4. The *Process Other Authorities List* screen appears.

5. Locate and click the link associated to the case that you want to delete.

6. The link will lead you to the *Process Other Authorities - Update Case* screen.

7. Click the *Delete Case* button to delete the case.

8. A message box appears requiring you to confirm your request. Click OK.



9. The case is deleted and the *Process Other Authorities List* screen appears.

4.2.7.1.5 Adding a New Case to Other Authorities

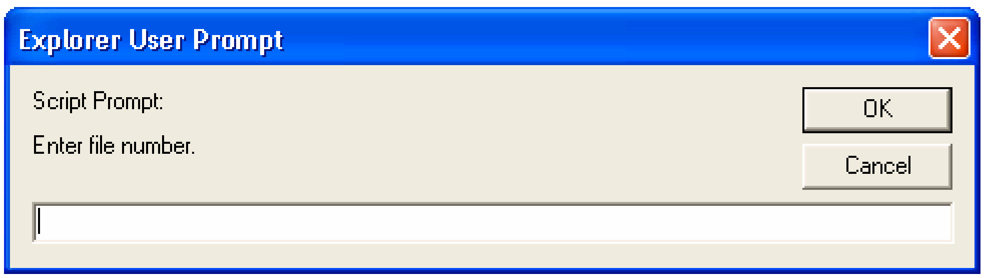
To add a new case under Other Authorities, follow these steps:

1. Click the *Find Case* link under Other Authorities in the Main Menu.

2. The *Process Other Authorities* screen appears. Enter your search condition.

3. Click the *Add New Case* button.

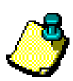
4. A message box appears prompting the user to enter a HUD File Number for the new case under Other Authorities. Type the file number and click OK.



5. Once the system accepts your entry, the *Process Other Authorities - Update Case* screen appears.

6. Enter the case data in the fields provided.

7. Click the *Save Changes* button.



NOTE: To find out how to create a HUD File Number, click on the Number Format link under the Menu Items column to open the Number Format Help screen.

4.2.7.1.6 Number Format

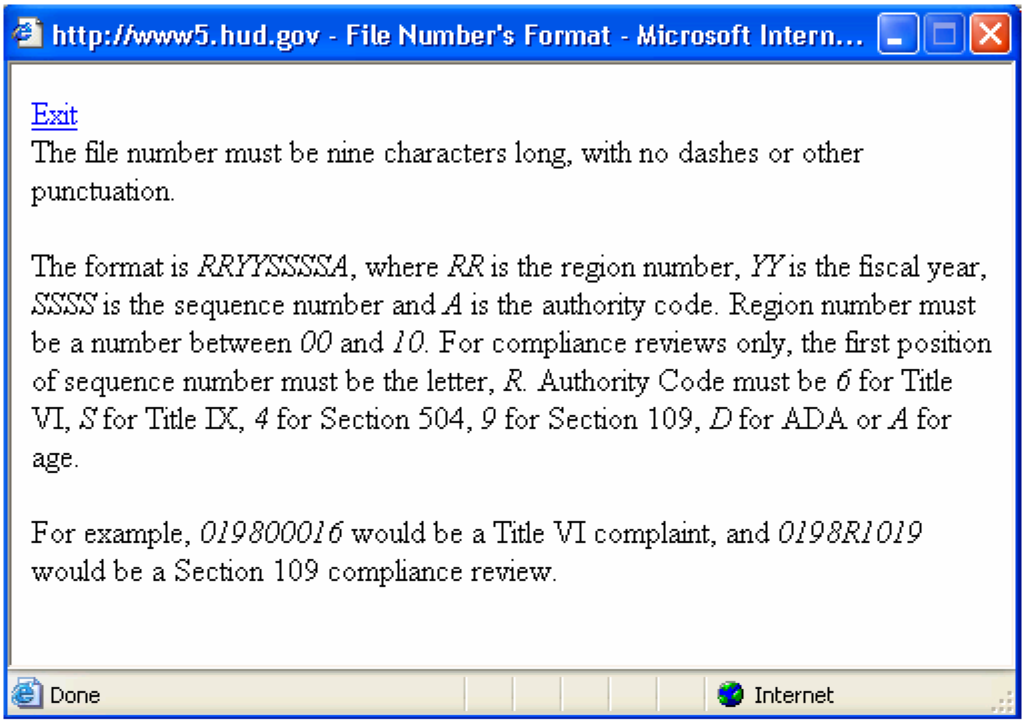
Number format describes the properties of a HUD File Number. It serves as a guide for users on how to create a HUD file number for a new case being added to Other Authorities.

Click the Other Authorities link under the Menu Items column. The Process Other Authorities screen appears. Click the Number Format link. The File Number's Format screen appears.

1. Click the *Find Case* link under Other Authorities in the Main Menu.

2. The *Process Other Authorities* screen appears.

3. Click the *Number Format* button.



4. To close the Number Format screen, click the *Exit* link.

4.2.7.2 Reports

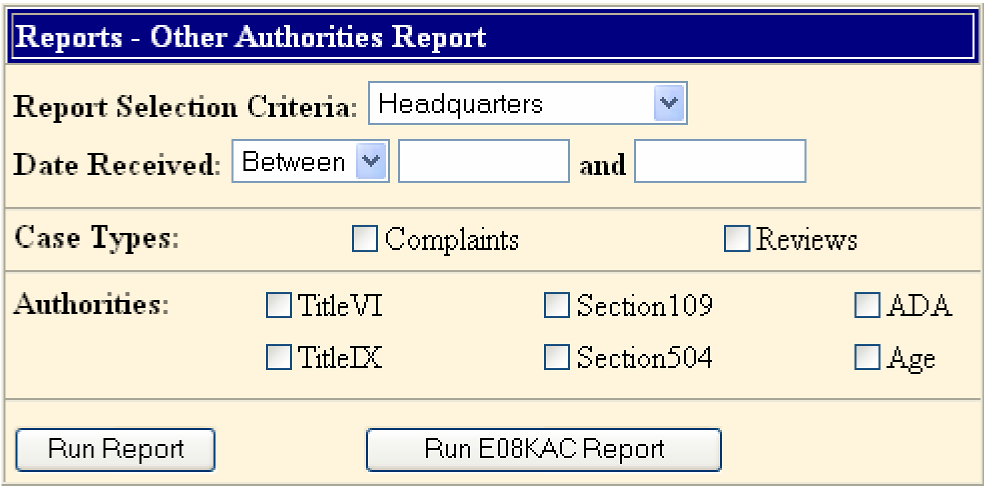
The Reports function enables the user to search and generate Standard Other Authority Reports or the E08KAC Report.

4.2.7.2.1 Generating Standard Other Authority Reports or the E08KAC Report

To search and generate Standard Other Authority Reports, follow these steps:

1. Click the *Reports* link under Other Authorities in the Main Menu.

2. The *Reports - Other Authorities Report* screen appears. The screen consists of three sections: Reports Selection Criteria/Date Received, Case Types, and Authorities.



3. Begin your search by defining your *Report Selection Criteria*. On the dropdown box, select a specific region from one of the ten regions, select Headquarters, or select All Regions. The dropdown box defaults to the user's designated region.

4. You may narrow your search by defining a date criteria in the *Date Received* field. From the dropdown box, select Between, Equal To (=), Less Than Or Equal To (< =), or Greater Than Or Equal To (> =). Then, type the date (MM/DD/YYYY) in the textbox provided. When using the "Between" operator, type a date range the textboxes provided. Between is the default selection.

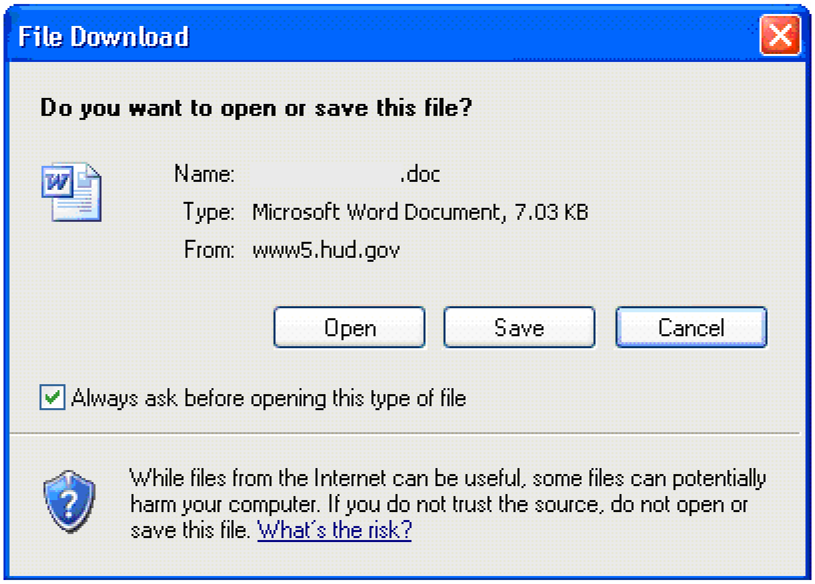
> **NOTE:** To generate an E08KAC Report, you must provide a criteria for Date Received using the "between" condition.

5. On the *Case Types* section, select the *Complaints* or *Reviews* checkbox.

6. On the *Authorities* section, select one or more of the following: Title VI, Title IX, Section 109, Section 504, ADA, or Age.

7. To generate the report, click the *Run Report* button or to generate an E08KAC Report, click the *Run E08KAC Report* button.

8. Depending on your browser configuration, the letter you selected will either automatically display on the screen, or a *File Download* message box will appear with the option to open or save the file.



You may perform any of the following functions:

a. Click the *Open* button to view the file on the screen.
b. Click the *Save* button to save the file to your computer where you can view and print the letter later.
c. Click the Cancel button to discontinue the request.

4.2.8 Letters

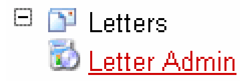
Only System Administrators and Managers have access to the Letters function. FHAP System Administrators and Managers only have access to letters within their region.

The Letters function allows you to generate and/or regenerate the following letters for a specific date or case:

- 100-Day Letters
- Tax Credit Letters
- HQ FFIEC Letters (not available to FHAPs)
- Response Letters
- Acceptance Letters (Regenerate only. The original is system generated)
- Field FFIEC Letters
- Pre-Closure Letters

The Letters menu item is comprised of one (1) submenu: Letter Admin.

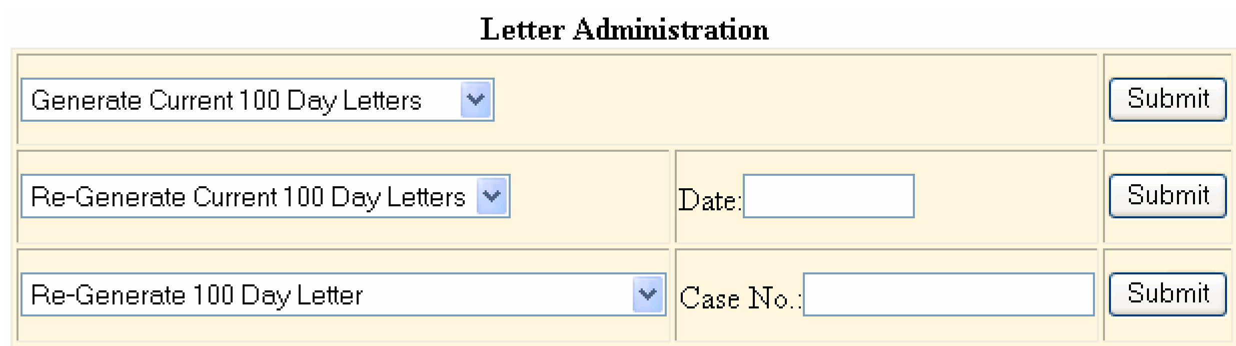
To expand the menu and access the submenu, click the plus sign ⊞ adjacent to Letters.



4.2.8.1 *Letter Admin*

The *Letter Admin* function enables the System Administrator or Manager to generate letters within their region based on a specified date.

Click the *Letter Admin* link in the Main Menu to access the *Letter Administration* screen.



4.2.8.1.1 Generating 100-Day Letters or Response Letters

To generate 100-Day Letters or Response Letters, follow these steps:

1. Click the *Letter Admin* link under Letters in the Main Menu.

2. The *Letter Administration* screen appears.

3. On the dropdown box, select ‘Generate Current 100-Day Letters’ or ‘Generate Current Response Letters’

4. Click the *Submit* button.

5. Depending on your browser configuration, the letter you selected will either automatically display on the screen, or

U.S. Department Of Housing and Urban Development
FAIR HOUSING & EQUAL OPPORTUNITY

January 14, 2008

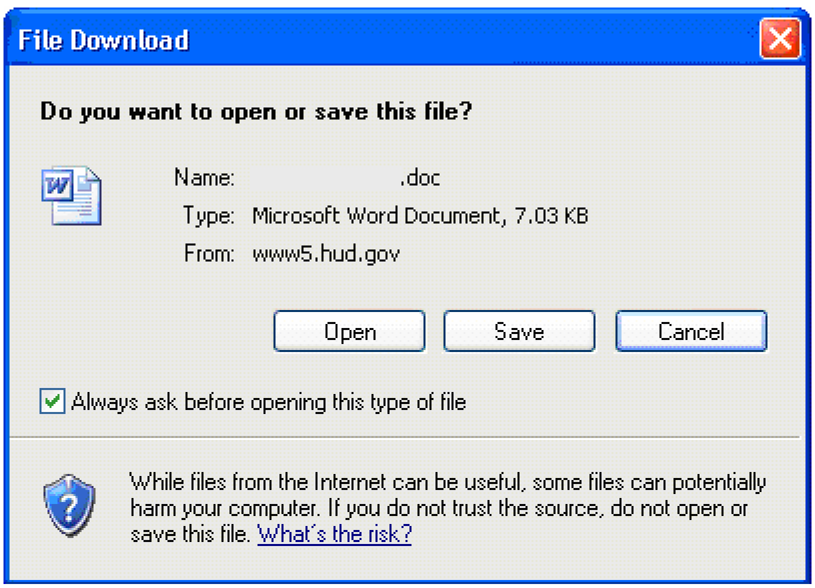
TENANT VALLEY
c/o P.O. BOX 2723
ALEXANDRIA, VA, 01232

Dear Claimant:

Subject: Fair Housing Violation Inquiry
Inquiry No. 51170

The Department needs more information from you to proceed with the evaluation of your fair housing violation inquiry. This office has been unsuccessful in its attempts to contact you. It is imperative that you ca office so that the allegations set forth in your inquiry can be discussed.

A *File Download* message box will appear with the option to open or save the file.



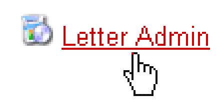
You may perform any of the following functions:

a. Click the *Open* button to view the file on the screen.
b. Click the *Save* button to save the file to your computer where you can view and print the letter later.
c. Click the Cancel button to discontinue the request.

4.2.8.1.2 Regenerating Letters - Date

To re-generate Letters, follow these steps:

9. Click the *Letter Admin* link under Letters in the Main Menu.



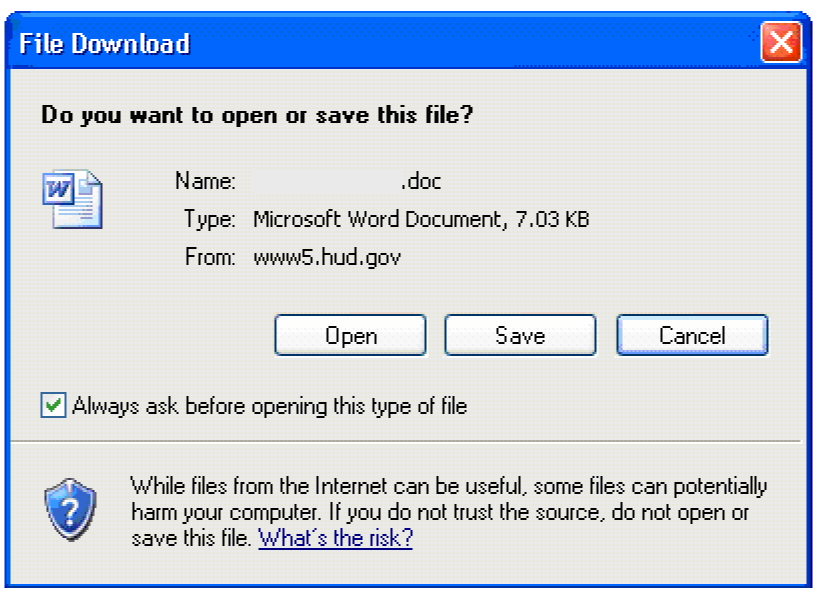
10. The *Letter Administration* screen appears.

11. On the dropdown box, select ‘Re-Generate Current 100-Day Letters’ or ‘Re-Generate Current Response Letters For’

12. Enter the date (MM/DD/YYYY) in the textbox provided.

13. Click the *Submit* button.

14. Depending on your browser configuration, the letter you selected will either automatically display on the screen, or a *File Download* message box will appear with the option to open or save the file.



You may perform any of the following functions:

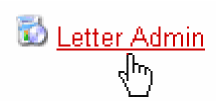
d. Click the *Open* button to view the file on the screen.
e. Click the *Save* button to save the file to your computer where you can view and print the letter later.

f. Click the Cancel button to discontinue the request.

4.2.8.1.3 Regenerating Letters - Case

To re-generate Letters, follow these steps:

1. Click the *Letter Admin* link under Letters in the Main Menu.



2. The *Letter Administration* screen appears.

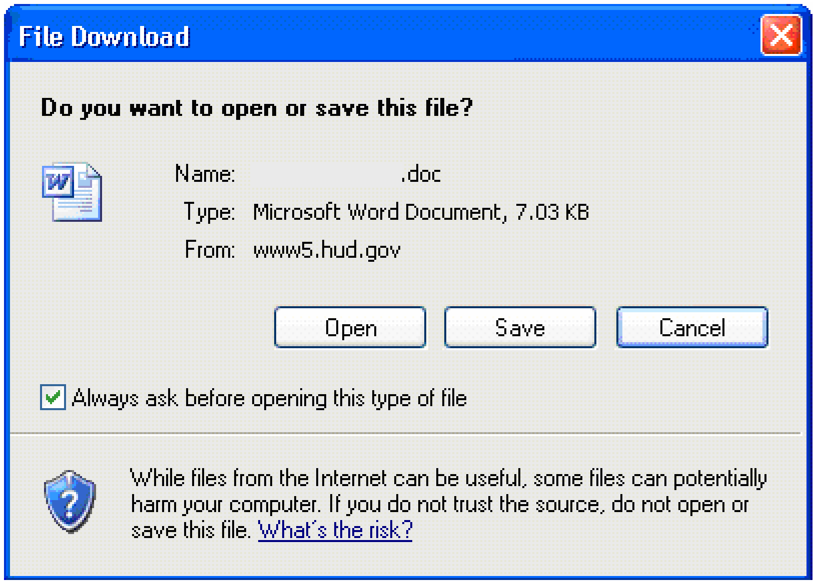
3. On the dropdown box, select any one of the following:

   - Re-Generate 100 Day Letter
   - Generate Tax Credit Letter
   - Generate HQ FFIEC Letter
   - Re-Generate Response Letter
   - Re-Generate Acceptance Letter
   - Re-Generate Field FFIEC Letter
   - Re-Generate Closure Letter
   - Unable To Locate Complainant Pre-Closure Letter
   - Failure To Cooperate Pre-Closure
   - Unable To Identify Respondent Pre-Closure Letter
   - Withdrawal Without Resolution Complainant Letter

4. Enter the Case Number in the textbox provided.

5. Click the *Submit* button.

6. Depending on your browser configuration, the letter you selected will either automatically display on the screen, or a *File Download* message box will appear with the option to open or save the file.



You may perform any of the following functions:

a. Click the *Open* button to view the file on the screen.
b. Click the *Save* button to save the file to your computer where you can view and print the letter later.
c. Click the Cancel button to discontinue the request.

4.3 Special Instructions for Error Correction

The table below provides cross-reference between the messages that may appear in TEAPOTS during data-entry. It gives you a better explanation of what may have caused the message to appear.

ID	AREA	ALERT MESSAGE / PROBLEM AREA
1	Respondents	Either Organization OR both First Name and Last Name are required for each Respondent.
2	Respondent Address missing	Address Line 1 OR City OR State is missing from at least one Respondent.
3	Received Date	Contact Date is a required field.
4	Received Date	The transfer date on an inter-office transfer record is prior to Contact Date.
5	Date Reopened	Date Reopened may not be prior to HUD Date Filed.
6	Date Reopened	Date Reopened may not be prior to Reactivation Date.
7	HUDDateFiled	HUD Date Filed may not be entered if jurisdiction has not been established.
8	HUDDateFiled	HUD Date Filed may not be prior to Contact Date.
9	HUDDateFiled	HUD Date Filed may not be more than one year after Violation Date (unless the case is closed untimely filed).
10	HUDDateFiled	On a FHAP-originated case, HUD Date Filed may not be prior to FHAP Date Received.

ID	AREA	ALERT MESSAGE / PROBLEM AREA
11	ProcessingResponsibility	This case is FHAP-processed, but has no FHAP Referral Data.
12	ReentryDate	Reactivation Date may be entered only if jurisdiction is established.
13	ReentryDate	Reactivation Date may not be prior to FHAP Date Received.
14	ReentryDate	This case has a Reactivation Date, but has no FHAP Referral Data.
15	ReentryDate	Reactivation Date may not be prior to HUD Date Filed.
16	Date Reopened	Date Reopened may be entered only if jurisdiction has been established.
17	Charge Date	Charge Date may be entered only if Cause Date is present.
18	Cause Date	Cause Date may not be prior to HUD Date Filed.
19	FHAP Closure Date	FHAP Closure Date may be entered only if FHAP Date Received is present.
20	FHAP Closure Date	FHAP Closure Date may not be prior to HUD Date Filed.
21	Why Closed Filed	On the Investigation tab, Closure Type is required if either FHAP or HUD Closure Date is present.
22	Why Closed Filed	DOJ closures (30, 31, 32) are not permitted for cases not in DOJ.
23	Why Closed Filed	Only DOJ closures (30, 31, 32) are permitted for cases in DOJ.
24	Date Closed Filed	HUD Closure Date is prior to an inter-office Transfer Date.
25	Date Closed Filed	HUD Closure Date is prior to an Enforcement Agreement Date.
26	Date Closed Filed	HUD Closure Date is prior to Charge Date.
27	Date Closed Filed	HUD Closure Date is prior to TRO Date Referred To DOJ.
28	Date Closed Filed	HUD Closure Date is prior to TRO DOJ Action Date.
29	Date Closed Prior	On the Jurisdiction tab, Date Closed may not be prior to Contact Date.
30	FHAPDateToLegal	FHAP Date To Legal may not be prior to HUD Date Filed.
31	FHAPDateToLegal	FHAP Date To Legal may not be prior to FHAP Date Received.
32	HUDDateFiled	If jurisdiction has been established, HUD Date Filed must be entered.
33	HUDDateFiled	HUD Date Filed may not be prior to Violation Date.
34	HUDDateFiled	On a HUD-originated case, FHAP Date Received may not be prior to HUD Date Filed.
35	HUDDateFiled	Enforcement Agreement Date is prior to HUD Date Filed.
36	TRODateReferredToDOJ	TRO Date Referred To DOJ may be entered only if the case is HUD-processed.
37	TRODateReferredToDOJ	TRO Date Referred To DOJ may be entered only if jurisdiction has been established.
38	TRODOJActionDate	TRO DOJ Action Date may be entered only if TRO Date Referred To DOJ is present.
39	TRODOJActionCode	If TRO DOJ Action Date is entered, TRO DOJ Action Type must be 'Issued' or 'Rejected'.
40	TRODOJActionCode	If TRO DOJ Action Date is blank, TRO DOJ Action Type must be 'None Selected'.
41	FHAPCaseNo	FHAP Case Number is missing.
42	caseissues	To establish jurisdiction, at least one issue must be specified.

ID	AREA	ALERT MESSAGE / PROBLEM AREA
43	casenames	This case has no Complainants.
44	casewhen	Violation Date is a required field.
45	CaseWhere.State	State of Violation is a required field.
46	CaseWhy	To establish jurisdiction, at least one basis must be specified.
47	EnforcementAgreements	Enforcement Agreements may be entered only if jurisdiction has been established.
48	TRODateReferredToDOJ	TRO Date Referred To DOJ may not be prior to HUD Date Filed.
49	TRODOJActionDate	TRO DOJ Action Date may not be prior to TRO Date Referred To DOJ.
50	CaseNames	Either Organization OR both First Name and Last Name are required for each Complainant.
51	Casewhere.County	County of Violation is a required field.
52	ComplainantReps	Either Firm/Agency OR both First Name and Last Name are required for each Complainant Representative.
53	AgreementNames	The Parties are missing from an Enforcement Agreement.
54	Date Closed Filed	HUD Closure Date is prior to Reactivation Date.
55	Date Closed Filed	HUD Closure Date is prior to Date Reopened.
56	Date Closed Filed	HUD Closure Date is prior to Cause Date.
57	FHAPDateToLegal	FHAP Date To Legal may be entered only if FHAP Date Received is present.
58	Charge Date	Charge Date may not be prior to Cause Date.
59	FHAPPaymentcode	On a FHAP-processed case, HUD Closure Date may be entered only if a Payment Determination has been entered.
60	Cause Date	Cause Date may not be prior to Reactivation Date.
61	Reasons	On the 100-day letter reasons screen, no reasons are checked.
62	RespondentReps	Either Firm/Agency OR both First Name and Last Name are required for each Respondent Representative.
63	Date Closed Filed	On the Investigation tab, HUD Closure Date may be entered only if jurisdiction has been established.
64	Date Closed Filed	On a FHAP-processed case, HUD Closure Date may be entered only if FHAP Closure Date is present.
65	Date Closed Filed	HUD Closure Date is prior to FHAP Closure Date.
66	Date Closed Filed	HUD Closure Date is prior to HUD Date Filed.
67	Complainant Address missing	Address Line 1 OR City OR State is missing from at least one Complainant.
68	RegulatingAgency	On a Respondent flagged as an Insured Depository Institution, the Regulating Agency is not an FFIEC Agency.
69	FHAP Closure Date	FHAP Closure Date may not be prior to FHAP Date Received.
70	FHAP Closure Date	FHAP Closure Date may not be prior to FHAP Date To Legal.
71	FHAP Closure Date	FHAP Closure Date may not be prior to Cause Date.
72	Why Closed Filed	On the Investigation tab, Closure Type must be 'None selected' if neither FHAP nor HUD Closure Date is present.
73	Why Closed Filed	Closure Type may be 'Conciliation unsuccessful' on pre-1994 FHAP closures only.
74	Why Closed Filed	Closure Type may not be 'No cause' if Cause Date is present.

ID	AREA	ALERT MESSAGE / PROBLEM AREA
75	Reasons	On the 100-day letter screen, reason 13 is checked but no explanation is provided.
76	Reasons	On the 100-day letter screen, an explanation was entered without checking reason 13.
77	Reasons	On the 100-day letter screen, Projected Completion Date is missing.
78	Reasons	On the 100-day letter screen, Contact Name is missing.
79	Reasons	On the 100-day letter screen, Contact Office is missing.
80	casenames	This case has no Respondents.
81	Date Cause Vacated	Cause Date must be removed when Date Cause Vacated is entered.
82	Why Closed Filed	Closure Type (< 40) is not valid on a charged complaint.
83	Tax Credit	None of the Respondent Tax Credit indicators may be 'Don't Know' on a caused case.
84	ManagementTracking	On the Case Management screen, a Due Date pre-dates the Date Assigned.
85	Date Charge Vacated	Charge Date must be removed when Date Charge Vacated is entered.
86	CaseWhy	On the Basis screen, a maximum of one race category may be selected.
87	Date Inquiry Reopened	Inquiry/Claim Date Closed is prior to Date Inquiry Reopened.
88	Home Ownership Opportunities HUDDateFiled	Home Ownership Opportunities may be checked only if the case is closed as conciliated or settled.
89	dateclosedprior	\"How Learned of FHAct\" has not been specified for every complainant.
90	Reactivation Reason	Reactivation Reason is a required entry on reactivated cases.
91	FHAPDateFiled	Date FHAP Notarized/Filed may be entered only if FHAP Case Number is entered.
92	FHAPPayments	Entry of an amount on the Standards For Payment screen is permitted only if the case has been accepted for payment and has a Payment Determination Date.
93	FHAPPayments	Entry of an amount on the Standards For Payment screen is permitted only if Payment Determination Date is on or after 10/1/3.
94	FHAPPaymentDate	Payment Determination Date falls outside of the period covered by this case's Standards For Payment data.
95	FHAPPaymentDate	Payment Determination Date is required if a Payment Determination is entered on a case caused, closed by HUD or reactivated.
96	FHAPPaymentCode	A Payment Determination type must be selected if Payment Determination Date is entered.
97	FHAPPayments	This case has been accepted for payment; you MUST enter an amount on the Standards For Payment screen (amount may be zero).
98	FHAPPaymentDate	Payment Determination Date must fall between HUD Date Filed and HUD Closure Date.
99	DateInquiryReopened	HUD Date Filed is prior to Date Inquiry Reopened.
100	DateInquiryReopened	Date Inquiry Reopened may be entered only if the audit trail indicates that the inquiry was closed prior to reopening.

ID	AREA	ALERT MESSAGE / PROBLEM AREA
101	DateInquiryReopened	Date Inquiry Reopened is prior to Initial Contact Date.
102	HqOkNonStdComplex	\"Why Complex\" is a required entry on cases approved by HQ as non-standard complex cases.
103	DateTrialCommenced	On a HUD-processed case, closure because trial has begun is permitted only if Date Trial Commenced is entered.
104	DateTrialCommenced	HUD Closure Date is prior to Date Trial Commenced.
105	Why Non-Jurisdictional	On a HUD-processed case, closure due to lack of jurisdiction is permitted only if Why Non-Jurisdictional is entered.
106	DateWithdrawalRequest	On a HUD-processed case, closure due to a withdrawal with or without resolution is permitted only if Date Of Withdrawal Request is entered.
107	DateWithdrawalRequest	HUD Closure Date is prior to Date Of Withdrawal Request.
108	DateAttempted	On a HUD-processed case, closure due to a successful conciliation/settlement is permitted only if the final conciliation agreement is entered.
109	DateAttempted	HUD Closure Date is prior to a conciliation date.

4.4 Caveats and Exceptions

Listed below are special actions for the user to ensure that data is properly saved or that the functions execute properly.

<u>Change Your Password</u>
The password must be changed every 90 days to ensure continuous access to the system, otherwise your account will be suspended. You must contact your Regional System Administrator to reset your password.

<u>Session Timeout</u>
In order to keep a session active, you must perform a system function (e.g. clicking on a link or button, etc.) at least every forty-five (45) minutes. You will be redirected to the Log In page if you click on a system function after your session has expired.

<u>Mandatory Fields</u>
You must complete all mandatory fields in order to ensure a successful submission of data. The system detects whether a mandatory field is not populated with data. A validation message box appears prompting you to fill out the mandatory field.

<u>Check In/Check Out</u>
If you log out of TEAPOTS without checking in the current case, the case will remain in check out status. The system will not allow you to check out a new case until the current case is checked in; however, you may create a new inquiry even if you have a case checked out.

<u>Compliance to Business Rules</u>
The system will not allow you to check in a case if the case does not meet all TEAPOTS business rules. The system will repeatedly remind you to input or correct the data.

If you log out of the system without meeting the business rules, the case remains in check out status. Therefore, when you log in again and attempt to check out another case, a validation message box will appear reminding you to input or correct your entry on the currently checked out case.

Date Fields
All date entries must be in MM/DD/YYYY format. The system automatically validates each date field. If you enter the date format incorrectly, a message box appears prompting you to correct the entry.

Wait for the System to Complete a Task
The system scans through the database when performing a search; therefore please wait for the page to complete the task before performing another action.

Report Queue
When generating a Standard Report, the user may perform another task while the report is on queue.

Access Keys
Access keys provide keyboard shortcuts to important links. The TEAPOTS menu located on each page provides access keys for easy and quick navigation to important links by disabled users. You must press Alt and the underlined letter (i.e., Alt-M) to activate the link.

Activate Accessibility
JAWS for Windows and Dragon Naturally Speaking are the designated standard assistive technology for use with TEAPOTS, version 5.2. The disabled user must have a working knowledge of keyboard commands within these software applications and MS Windows 95 or higher for TEAPOTS compatibility. The Activate Accessibility checkbox located on the Log In screen must be checked when using JAWS for Windows.

5.0 USING THE SYSTEM (BATCH)

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This section does not apply. TEAPOTS is not a batch system.

6.0 QUERYING

6.0 QUERYING

6.1 Query Capabilities

No query name or code is required to execute a query. SQL scripts have been pre-programmed and hard-coded in TEAPOTS to provide the user with an automated and user-friendly search capability.

This section has been addressed in Section 4.0, “Using the System Online” of the TEAPOTS User Manual.

6.2 Query Procedures

This section has been addressed in Section 4.0, “Using the System Online” of the TEAPOTS User Manual.

7.0 REPORTING

7.0 REPORTING

7.1 Report Capabilities

This section has been addressed in Section 4.0, “Using the System Online” of the TEAPOTS User Manual

In addition to the TEAPOTS Reports generated by the system application, Ad Hoc Reports and Impromptu Reports are generated through the TEAPOTS database system.

- Quarterly, Monthly and Ad Hoc Reports (as needed basis)
- Impromptu Reports

7.2 Report Procedures

This section has been addressed in Section 4.0, “Using the System Online” of the TEAPOTS User Manual.

Below is a brief description of Ad Hoc and Impromptu Reporting procedures.

Ad Hoc Reporting

Ad Hoc Reports are generated quarterly, monthly and on an annual schedule. Additional Ad Hoc reports are generated by the contractor as requests are received by Headquarters FHEO.

Impromptu Reports

COGNOS Impromptu is a COTS application used by TEAPOTS field users to generate ad hoc reports. Impromptu runs against the TEAPOTS PROD2 database. PROD2 resides in a SQL Server environment. PROD2 imports data from the TEAPOTS Oracle database. This task is scheduled to run nightly. Data in PROD2 is one day older than the data in the TEAPOTS Oracle database.