
 CHAPTER 2. SUBMISSION REQUIREMENTS AND GENERAL INSTRUCTIONS

- 2-1 REPORT SUBMISSION REQUIREMENTS. Each Fair Housing and Equal Opportunity Office shall submit to the Headquarters Fair Housing and Equal Opportunity Office of Management and Field Coordination by the 10th day of each month two (2) copies of the logs described herein. These logs as submitted will be input to the automated Complaint and Compliance Review System (CCRS). All logs shall be maintained on a current basis so that the exact status of each complaint and compliance review is indicated. Accordingly, preparation of the monthly submissions should require little special effort if entries are recorded on the logs as each of these actions occurs.
- 2-2 GENERAL INSTRUCTIONS. Detail instructions for the completion of each individual log are contained in this handbook as follows;

Chapter	Authority	Form Number
3	Title VIII EO 11063 AFHM Regulations	930.1A 930.1B
4	Title VI Section 109	930.2
5	Equal Employment Opportunity Contract Clause	930.3
6	Section 3	930.4
7	Section 504 (temporary manual system - see chapter 7 for general instructions)	930.5
8	State/Local Referral Agency Activity	948

The following general instructions are applicable to the 930.1A, 930.1B, 930.2, 930.3, and 930.4.

When a complaint is received or a compliance review is opened, the following descriptive items shall be recorded on the logs as applicable: file number, date received or opened, complainant and respondent identification, State and County, issue, program, basis, date of violation, EO Specialist assigned, and specifically for compliance reviews the determination code, date of last review, and

file number of initiating complaint. Then, as each milestone action is completed the date of completion shall be entered in the appropriate column.

Finally, when a complaint or compliance review is closed, the date of closure and appropriate closing code shall also be entered on the log. Note that under this system there is no separate closing log and, therefore, no need to transfer closure information to another document.

All entries will be keyed from the original source documents to convert the information into machine readable form. Consequently, it is necessary to identify precisely what information should be keyed in a given month's submission. To properly identify this information the following procedures shall be followed.

- a. Additions. When a complaint or compliance review is recorded for the first time, enter "A" in the left margin in red. This will cause all entries pertaining to the complaint or compliance review to be entered into the system.
- b. Changes. To identify completed milestone actions, the entry of any other new data, or changes to date previously submitted, (1) enter "C" in the left margin in red; (2) circle in red the file number of the complaint or compliance review; and (3) circle in red all new and/or changed items. This procedure also applies to the deletion of items with the exception of the file number. If it becomes necessary to change the file numbers this procedure may not be used. Instead, to effect a file number change, the old case must be deleted and the new case entered as an addition.
- c. Deletions. To delete a complaint or compliance review from the system enter "D" in the left margin in red and circle in red the file number of complaint or compliance review.

In submitting each month the two (2) required copies of the logs it is necessary to submit one (1) copy with all annotations in red. The second copy may be a zerox copy. The first copy with the red annotations will be the copy used to convert the data into machine readable form.

The above instructions do not apply to the HUD 948, the State/Local Referral Agency Reporting Form. As indicated in more detail in Chapter 8, the 948 is the vehicle on which a referral agency records complete information concerning its processing

of a Title VIII complaint. After referral agency processing of a complaint is completed and the case is recorded as closed on the 930.1A, the completed 948 form is to be submitted to Headquarters in duplicate. Because this form is submitted after a complaint is closed, there should be no need to change entries previously recorded.
