
CHAPTER 1. GENERAL

- 1-1. PURPOSE. The Fair Housing and Equal Opportunity (FHEO) Complaint and Compliance Review System (CCRS) is an automated management information and reporting system designed to meet the basic needs for management control and evaluation of the complaint and compliance review program provided for under the following Civil Rights authorities:
- a. Title VIII of the Civil Rights Act of 1968
 - b. Title VI of the Civil Rights Act of 1964
 - c. Section 109 of the Housing and Community Development Act of 1974
 - d. Section 3 of the Housing and Urban Development Act of 1968
 - e. Executive Order 11063
 - f. Affirmative Fair Housing Marketing Regulation (AFHM)
 - g. Equal Employment Opportunity Contract Clause (EEO)
- 1-2. OVERVIEW. The Complaint and Compliance Review System is composed of three basic phases: (1) Input or source document preparation; (2) Edit error correction and data base creation; and (3) Output report preparation.
- a. The input or source documents which form the basis of the system are the complaint and compliance review logs: i.e., the HUD 930.1A, Regional Monthly Status Summary of Complaints Received - Title VIII of the CRA of 1968 and Executive Order 11063; HUD 930.1B, Regional Monthly Status Summary of Compliance Reviews - Title VIII of the CRA of 1968 and Affirmative Fair Housing Marketing; HUD 930.2, Regional Monthly Status Summary of Complaints Received and Compliance Reviews Conducted - Title VI of the CRA of 1964 and Section 109 of the Housing and Community Development Act of 1974; HUD 930.3, Regional Monthly Status Summary - Equal Employment Opportunity Contract Clause; HUD 930.4, Regional Monthly Status Summary of Complaints Received and Compliance Reviews Conducted - Section 3 of the Housing and Urban Development Act of 1968; and the HUD 948, State/local Referral Agency Report. These logs are maintained by Regional FHEO personnel in the FHEO Compliance Division and reflect the procedures for complaint and compliance review processing under the before-listed Civil Rights authorities. A complete explanation of the format and content of these documents is found in Handbook 8000.1 , Fair Housing and Equal Opportunity Complaint and Compliance Review Reporting and Control Procedure.

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- b. Data reported on the HUD 930.1A through 930.4 and HUD 948 are entered into the automated data base via Linolex terminals located in each of the ten Regional Offices. These data are then batched and processed weekly at the central computer sight in Headquarters. Initial processing consists of a series of computer edits on the six data base files which correspond to the six input documents. A computer generated edit-error correction listing is produced for each file and is transmitted each week to each Region.
- (1) Additions and changes to the data are prepared manually by FHEO personnel utilizing the procedures set forth in 8000.1 , Chapter 2 Section 5. These additions and changes are then re-entered via terminal to begin the next edit/update cycle.
- c. The final phase consists of preparation of output reports which are produced from the six files which compose the automated data base. There are four categories of reports: summary reports of workload under the various authorities, reports by Region of the status of case handling; a query report capability which allows the user to query each of the six data files for selected detailed information; and special reports. The query reports are requested via terminal by the Regional Office, produced at the Headquarters computer site, and transmitted over terminal lines for printing in the Regional Office. All other reports are requested through contacting FHEO Headquarters, Management Systems and Services Division and relayed over terminal lines for printing in the Regional Office. In addition, all reports may be requested by FHEO Headquarters and produced at the central site for Headquarters use. In addition, each Regional Office may request and have prepared summary and status reports on an "as needed" basis. Summary and status reports, however, will contain data for all Regions.
- 1-3. SCHEDULING. It is recommended that the input be keyed in by each Region on a weekly basis. On a schedule coordinated with that of the Department's Operating Plan System (OPLAN), FHEO Headquarters will have prepared status reports on a monthly and fiscal year cumulative basis for all Regional data bases. Concurrently, data will be automatically extracted from the system and input to the Department's OPLAN System to satisfy Executive Management Report (EMR) and Operating Plan Report requirements. On a less frequent basis, e.g., quarterly, or more often if the need arises, summary reports of workload under the various authorities will be produced. The query capability will be used by Headquarters to tap
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all Regional files on an "as needed" basis. It is primarily for this reason that weekly input by each Regional Office is recommended. In this way, output reports produced reflecting all Regional data will be current within one week of the date of preparation of each Report.

A document identification schematic has been employed to facilitate the understanding of the flow of specific data from input source document to output report.

Authority/Activity	Source Document and Edit/Correction Listing	Output Report Format Number
Title VIII/EO 11063/ AFHM Complaints	HUD 930.1A	1-1 thru 1-4, 1-6 1-8, 1-10, 1-11, 1-12, 1-13,
Compliance Reviews	HUD 930.1B	1-5, 1-7, 1-9
Title VI/Section 109 Complaints	HUD 930.2	2-1, 2-1A, 2-3, 2-6, 2-8, 2-10
Compliance Reviews		2-2, 2-2A, 2-5, 2-7, 2-9, 2-11
EEO Contract Clause Complaints	HUD 930.3	3-1, 3-3, 3-4, 3-6
Compliance Reviews		3-2, 3-5, 3-7
Section 3 Complaints	HUD 930.4	4-1, 4-3, 4-4, 4-6 4-8, 4-10
Compliance Reviews		4-2, 4-5, 4-7, 4-9, 4-11
State/Local Agency Processing of Title VIII Complaints	HUD 948	5-1
Reports on Multiple Authorities	HUD 930.1A thru 930.4	0-1, 0-2, 0-3