

Troubleshooting Guide: Consolidated Plan Template in IDIS

Section/ Screen Number/ Function	Table Name	Issue	Interim Solution
Adminstration			
AD-50, AD-55	N/A	Changes to the AD-50 screen are not saved.	Contact the FO directly to submit grantee information updates. The field office can then make the changes to the IDIS Online database and they will be reflected in this screen.
AD-26	N/A	In the standalone Annual Action Plan ONLY: users are unable to confirm that attachments were uploaded. Attachments don't appear on the screen or in the Word report. The image attachments (cover page image, report header image, and page header) work fine, but the appendices attachments do not show appear after being uploaded.	Add attachments to your Word report separately before putting out for public comments and mail attachments to the Field Office with your SF-424 and certifications.
Process			
PR-05 (Standalone AAP only)	Lead Agency	Lead Agency is incorrect for some grantees	Enter the correct lead agency in the narrative box and delete the incorrect lead agency from your word report for citizen participation
PR-10	First Table on this screen	Three agency/group types are missing: Services-victims; Services – housing.	Select "other" and then list each of the missing types in the designated space below.
PR-15, AP-12	Citizen Participation Outreach	"Public Hearing" is missing as a mode of outreach.	This option will be added in a later IDIS Release. For now, use the fourth button in the "Mode of Outreach" section of this table and enter "Public Hearing" in the blank.
Needs Assessment			
NA-10	Number of HH	Data for Total Households >100% missing	Subtract the sum of the previous four cells in the Total Households row from Total Households number in the table above. Enter this number in the Total Households >100% AMI field by clicking the "Alternate Data" button below the table. (See Note at the end of this document for instructions)
NA-10	Number of HH	"0"s displayed in the Word report for variables where no data is available (>100% category for Small Family, Large Family Households and households with one or more children 6 years old or younger need to be changed to say "No Data")	Change these values to "no data" in the word report circulated for public comment. There is no need to make this change in IDIS.

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NA-10	N/A	Narrative text boxes are missing for two required elements of the needs assessment: 1) "Describe the number and type of single person households in need of housing assistance;" and, 2) "Estimate the number and type of families in need of housing assistance who are disabled or victims of domestic violence, dating violence, sexual assault and stalking."	Copy and paste these questions from this document into the discussion box at the bottom of the screen and provide response.
NA-10	Crowding (More than one person per room)	Data is missing in the category >80% AMI for both renter and owner households. Data is in the CPD Maps database	Download the CPD Maps report for your CDBG Grantee area (see page 19 of the CPD Maps desk guide at http://www.hud.gov/offices/cpd/about/conplan/pdf/conplan_manual.pdf . Click "Alternate Data" and enter the missing data from the "Crowding (More than one person per room)" renter and owner tables in the "Housing Problems" tab of the excel output. The source will be ACS 2005-2009
NA-10	Number of HH	WORD Report: Asterisks are missing from the three categories where >100% data is not available.	Add Asterisks next to the values in the "80-100% HAMFI" column in rows for Small Family Households, Large Family Households and Households with one or more Children 6 years old or younger.
NA-15,NA-20, NA-25	All Tables	Data for these tables is missing for State Grantees	Contact HUD at conplan.mailbox@hud.gov . HUD will assist you with loading this data into your plan.
NA-35	Public Housing data	data missing in random cells	Review the data with your local PHA and confirm the correct values
NA-40	Rural Homelessness	A question is missing when the user selects the "all" button after the statement "Population Includes Rural Homeless"	Before selecting "all" copy and paste the question from the third text box into the discussion box at the bottom of the screen and provide a response. The question is: "If data is not available for the categories "number of persons becoming and exiting homelessness each year," and "number of days that persons experience homelessness," describe these categories for each homeless population type (including chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth)"
NA-45	HOPWA data	HOPWA data missing for some grantees	Download the CPD Maps report for your HOPWA Grantee area (see page 19 of the CPD Maps desk guide at http://www.hud.gov/offices/cpd/about/conplan/pdf/conplan_manual.pdf . Click "Alternate Data" and enter the data found in the "Special Needs" tab of the excel output. The sources will be noted in this report. (See Note at the end of this document for instructions)

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Market Analysis			
MA-10	All rental properties by number of units	table incorrectly labeled. Should be "Occupied Housing Units by Structure Type"	Correct this label in the word report circulated for public comment.
MA-15	Cost of Housing	"Most Recent Year" data is appearing as the "median Home Value" row. And the base year data is missing	Click the "Alternate Data" button and enter the number currently appearing for the Median Home Value in the Most Recent Year Column in the filed for Median Rent for Most Recent Year. Enter the number currently appearing in Median Home Value for the base year in the field for Median Home Value in the Most Recent Year column. The data source will be 2005-2009 ACS. (See Note at the end of this document for instructions)
MA-15	Housing Affordability	Data for this table is missing, even though it is available in CPD Maps	Download the CPD Maps report for your CDBG Grantee area (see page 19 of the CPD Maps desk guide at http://www.hud.gov/offices/cpd/about/conplan/pdf/conplan_manual.pdf . Click "Alternate Data" and enter the missing data from the "Housing Affordability" table in the "Housing Supply" tab of the excel output. The source will be ACS 2005-2009. (See Note at the end of this document for instructions)
MA-35 (State Plans Only)	N/A	Question that appears twice	Ignore the duplicate narrative question and text box. And delete it in the Word version of the plan used for public participation.
MA-45	Labor Force	Values for Unemployment Rate for Ages 16-24 and Unemployment Rate for Ages 25-65 are different than the values in the CPD Maps report	The data for these values in CPD Maps is incorrect. Rely on the data in IDIS.
MA-45	Occupations by Sector	Values displayed in the table are the median income for these occupations, not the number of persons employed in these occupations	Download the CPD Maps report for your CDBG Grantee area (see page 19 of the CPD Maps desk guide at http://www.hud.gov/offices/cpd/about/conplan/pdf/conplan_manual.pdf . Click "Alternate Data" and enter the data from the "Number" column in the "Occupation" table in the "Economic Context" tab of the excel output. The source will be ACS 2005-2009.
MA-45 (MS report)	Business Activity	Columns for Total Workers and Total Jobs should be removed from MS report. They are not present in the MA45 screen	Remove these columns in the word report circulated for public participation.
Strategic Plan			

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SP-10	N/A	When a target area (any type) is added or an existing target area is included on Geographic Priorities screen, system does not prompt the user to answer the required questions about the target area.	For each target area the user wishes to include in the plan, check the "include" box in the table. Then select "edit" and answer the questions on the next screen.
SP-10	N/A	A "Save and return" in the Admin screen within the Geographic Priorities screen returns the user to the main menu, rather the main Geographic Priorities screen.	HUD is aware of this flaw in the system and it will be corrected in a later IDIS release.
SP-40	First Table on this screen	Four categories are missing from the "Responsible Entity Type" drop-down menu: Community faith-based organizations; Philanthropic organizations; Continuums of Care; and, Departments and Agencies.	Select "other" and then list each of the missing types in the designated space below.
Annual Action Plan			
AP-05	N/A	Error message "Failed to export to IDIS" appears when adding a GIS Map in this screen.	To import maps into this screen, select the "Export to PDF" option instead and save the map to a file. The PDF document can be saved as a .jpg file and uploaded that way in this screen.
AP-05	N/A	Error message "Failed to export to IDIS" appears when adding a GIS Data in this screen.	To GIS Data into this screen, select "Finish" instead of "Export to IDIS" to download the data as an excel file. The table of interest in this file can be saved as a .jpg file and uploaded that way in this screen.
AP-35	N/A	There are no text boxes in the Project Screen to describe Target date for completion; and, Project location/address, which are required to be included in the Project description.	Include this information in the description box on the Add Project screen.
AP-90	N/A	Data entered in the screen for CDBG program specific requirements is not showing up in the Word report. (may not appear for all grantees)	Copy and paste any missing screen text into the Word document used for public participation.
General Issues			
Word Report - All Screens	Narrative Text Boxes	Error message that says response in narrative box can be no more than 4000 characters, but you think that you have entered less than 4000 characters.	Formatting adds extra characters that are not visible. Remove the formatting from your text to ensure that your text is below 4000 character.
Word Report - Annual Action Plan		An Annual Action Plan downloaded in word format plan report does not include consultation and citizen participation information.	Copy and paste information entered on these screens into the word report used for public participation.

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Word Report - Annual Action Plan	N/A	Grantee name in downloaded report is "California" even when that is not the grantee that printed the report	Correct grantee name in the downloaded word version until HUD implements the system correction.
GIS Data Insertion	Throughout	The system currently only allows the user to choose 100 or fewer Census Tracts (not other geographic areas) and only those within the users jurisdiction.	Use CPD Maps outside of IDIS to create and save maps or GIS data tables for states, places, counties, areas greater than 100 census tracts, or areas outside the users jurisdiction. These files can then be saved as .jpg files and uploaded to the plan that way.
Download as PDF	N/A	The "Download as PDF document" button is inactive on the con plan, action plan, and CAPER screen menus.	This functionality is not currently available. It will be added in a later IDIS release.
Downloading a Word Version of a Plan	N/A	System produces an error when word document is being downloaded	Contact HUD at conplan.mailbox@hud.gov for assistance
IDIS Log-in	N/A	After logging into IDIS, I don't see a menu for con plan, action plan, or CAPER of the left side of the screen.	Your user profile needs to be modified so that you have access to the Consolidated Plan and/or CAPER IDIS. Please contact your local IDIS administrator to get the appropriate privileges. Instructions for adding Consolidated Plan and CAPER privileges to an IDIS profile are provided in the May 16, 2012 webinar - Consolidated Plan Template. Recordings and slides of this webinar can be found at: https://www.onecpd.info/learning-center/conplan-training/#may16
Importing Maps to IDIS from CPD Maps	Throughout	When two maps with the same name are added at the same insertion point, the first map is lost.	Give maps at the same insertion point different names
Importing tables from CPD Maps.	Throughout	When two tables named "summary" are imported from CPD Maps, the first table is lost	There is no interim solution for this problem until a correction can be made in a future IDIS release. The two tables named "summary" cannot both be imported to the same insertion point.
Inserted Data Tables	Throughout	Data can only be entered one cell at a time in inserted tables	Enter data one cell at a time in inserted tables. Tables can also be saved as .jpg documents and upload to the plan that way.
Inserted text boxes	Throughout	Text formatting (bold, underline, or italicize) in inserted textbox does not appear downloaded Word reports.	Do not format text in inserted text boxes. Instead, format inserted text in the Word document circulated for public participation.
Pasting text from Word into IDIS	N/A	When text from a Word document is pasted into narrative text boxes in IDIS, special characters appear that did not appear in the Word document.	Follow the instructions posted on the Con Plan website at http://www.hud.gov/offices/cpd/about/conplan/pdf/cp_tags_text.pdf

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General	N/A	The system does not allow users to delete a draft plan that will not be completed and submitted to HUD.	This functionality is planned for a future IDIS release. Users should note that HUD cannot review any plans where the status has not been changed to "Submitted for Review" or "Open In Progress/FO Review". To avoid confusion when multiple plans are open, users can indicate in the version name which plans are not actively being worked on.
Problems saving plans when more than one person is logged into the same section of a plan	N/A	When more than one person is logged into the same plan section, the system produces an error message when one user tries to save their work.	One user should log out, then the other user will be able to save the plan.

NOTE: To correct data issues noted here, follow the following procedure. After clicking "Alternate Data", in screen AD-30, choose "Add Survey Data Source", name the source to match the source in the table where data is being corrected and enter the words "data correction from (source name)" in the response text box for the first question. Click "Save and Return" to return to AD-30. Check the box in the "Select" column next to the source that was just added, and click the "select" button to return to the template. The data fields will now be modifiable. This correction source can be used again when corrections are made in other tables from the same data source.