



User's Manual

For

HUD Enforcement Management System

Fair Housing Discrimination Modules

Prepared by Kevin Gilbert
Office of Fair Housing and Equal Opportunity

March 2023

Contents

1. Introduction	5
2. Logging in to HEMS	5
3. Home Screen Overview.....	8
4. Searching for an Existing Inquiry/Case.....	9
4.1. Quick Search	9
4.2. Case Search	10
4.3. Location Based Search	12
5. The Title VIII Inquiries/Cases Dashboard	13
6. Creating an Inquiry.....	13
7. General Editing Functions	15
8. Bookmarking an Inquiry/Case.....	17
9. Editing an Inquiry/Case – Intake Screen	18
9.1. Overview Section	18
9.2. What Happened (Violations/Issues)	21
9.3. When did it happen (Violation Date).....	22
9.4. Why did it happen (Basis)	22
9.5. Where did it happen (Location)	23
10. Editing an Inquiry/Case – Parties and Witnesses Screen.....	24
10.1. Adding a New Party or Witness	24
10.2. Editing an Existing Party or Witness	26
11. Editing an Inquiry/Case – Investigation Screen	26
11.1. Entering/Editing Investigation Summary Information.....	27
11.2. Entering Hundred Day Letter Information.....	28
11.3. Entering/Editing Interviews	29
11.4. Entering/Editing Document Information	30
11.5. Attaching Files to Documents	32
11.6. Adding a Link to Additional Documents.....	33
11.7. Entering/Editing Interrogatories.....	33
11.8. Entering/Editing Factual Observations	34
11.9. Entering/Editing Deliberative Impressions	35
11.10. Entering/Editing Findings and Conclusions.....	36
12. Closing/Reopening Inquiries	37
12.1. Closing Inquiries using the Processing - Inquiries Screen	37

HEMS User Manual for Fair Housing Discrimination Complaint Modules

- 12.2. Editing or Deleting an Inquiry Closure 38
- 12.3. Reopening an Inquiry 38
- 13. Filing a Case (HUD Users Only)..... 38
- 14. Processing – Case Screen 39
 - 14.1. The Processing Summary 39
 - 14.2. Assigning Users 39
 - 14.3. Entering/Editing Processing Event Information..... 41
- 15. Identifying Federal Funding and Associated Other Authority Cases 42
 - 15.1. Editing the Federal Funding 42
 - 15.2. Adding Other Authorities..... 42
- 16. Entering FHAP Referral Data 44
 - 16.1. Assigning a FHAP Agency 44
 - 16.2. Entering Additional FHAP Referral Data 45
- 17. Editing a Case - Investigative Plan..... 46
 - 17.1. Accessing the Investigative Plan 46
 - 17.2. Investigative Plan Questions 46
- 18. Editing a Case – Conciliations..... 50
 - 18.1. Entering/Editing Conciliation Attempt Entries..... 50
 - 18.2. Entering Conciliation/VCA Monitoring Information 51
- 19. Editing a Case – General Counsel..... 51
- 20. Transferring an Inquiry/Case 52
 - 20.1. Adding a Transfer 53
 - 20.2. Editing or Deleting a Transfer 54
- 21. Letters 54
 - 21.1. Generating Letters 55
 - 21.2. The VAWA only Acceptance Letter 55
 - 21.3. Acceptance Letters Zipped with Signed Complaint(s) 56
- 22. Generating Case Reports 56
 - 22.1. Generating a Case Print 56
 - 22.2. Generating a Complaint 57
 - 22.3. The Damages Worksheet 57
 - 22.4. The Determination 57
 - 22.5. The Final Investigative Report..... 58
 - 22.6. The Audit Trail Report..... 58
 - 22.7. The Digital Case File 58

HEMS User Manual for Fair Housing Discrimination Complaint Modules

23.	Closing a FHAP Processed Case.....	59
23.1.	A FHAP User Enters Relief (if necessary).....	59
23.2.	A FHAP User Closes the Case	60
23.3.	A HUD User Completes the FHAP Case Review	61
23.4.	A HUD User Completes the FHAP Payments Section.....	61
23.5.	A HUD User Closes a FHAP Case	62
24.	Closing a HUD Processed Case	63
25.	Editing a Closure	63
26.	Reopening a Closed Case	63
27.	Reactivating a FHAP Case.....	65
28.	Handling Parent/Child Case Relationships.....	65
29.	Milestones.....	66
30.	Other Authority Cases and Reviews.....	67
30.1.	Creating a New Other Authority Case from a Title VIII Case	68
30.2.	Creating an Other Authority Only Inquiry.....	68
30.3.	Creating Independent Other Authority Cases and Reviews	69
30.4.	Editing and Searching for an Other Authority Case or Review	70
30.5.	Other Information on Other Authority Cases/Reviews	72
31.	Running Reports.....	72
32.	The HUD Form 903 Admin	74
32.1.	Accessing HUD Form 903 Admin.....	74
32.3.	Using the Form 903 Dashboard	75
32.4.	Viewing Submission Data.....	76
32.5.	Editing Entries	77
32.6.	Pushing a Submission to HEMS.....	78
32.7.	Searching for Submissions	80
33.	Administration Modules	83
33.1.	Staff Administration	83
33.2.	Site Administration	87
33.3.	Signature Blocks.....	88
33.4.	Remove Jurisdiction	91
33.5.	Delete Case	92
34.	Appendix I – Adding Users to HEMS (and WASS)	93
34.1.	HUD User Registration Process.....	93
34.2.	FHAP User Registration Process.....	93

HEMS User Manual for Fair Housing Discrimination Complaint Modules

- 34.3. FHAP User Registration Assistance 96
- 34.4. Assigning a WASS user a HEMS Role..... 97
- 34.5. Reactivating WASS Accounts 97
- 34.6. Resetting WASS Passwords..... 98
- 35. Appendix II – HEMS User Roles..... 99
- 36. Appendix III – Editing Text Fields 100
- 37. Appendix IV - Required Fields in HEMS..... 102
 - 37.1. Required Fields for Creating an Inquiry 102
 - 37.2. Required Fields for Filing/Dual-Filing a Case..... 102
 - 37.3. Required Fields for Doing a FHAP Dual-Filed Case Closure 103
 - 37.4. Required Fields for Doing a HUD Case Closure 103

1. Introduction

The HUD Enforcement Management System (HEMS) is used to record Fair Housing Act investigations for HUD's Office of Fair Housing and Equal Opportunity (FHEO).

HEMS can be accessed by HUD users, Fair Housing Assistance Program (FHAP) users and Fair Housing Initiatives Program (FHIP) users who have been given access and roles. FHIP users do not have access to the case investigation modules.

2. Logging in to HEMS

All users access HEMS through HUD's user authentication system Secure Systems (WASS) though HUD users, FHAP users and FHIP users access it differently so use the URL for your type of access. See section 34 for instructions on registering for the system.

2.1. HUD users with an H (HUD employees) or C (HUD contractors) id should go to <https://hudapps.hud.gov/ssmaster>. If you are logged into VPN or the HUD network at a HUD office you will not have to enter your credentials, but if you are not then you will need to enter your id and LAN password. Note that if you are logged into VPN the URL <https://hudapps.hud.gov/hems> may also work and bypass the list of systems in WASS.

FHAP and FHIP users should go to https://hudapps.hud.gov/HUD_Systems. This URL will only work for users with user IDs that begin with M (FHAP/FHIP users).

2.2. If a login screen appears like the one below, enter your user ID and password and click the Login button. For HUD users this will be your LAN password.

The screenshot shows a web-based login interface. On the left, a blue sidebar contains the text "Secure Systems Single Sign On" and a house icon. The main content area is white and titled "User Login". It features two input fields: "User ID" and "Password". Below these fields are "Login" and "Cancel" buttons. A red warning message states: "ATTENTION: This computer system, and all the systems associated with this system for User Authorization and Authentication, are protected by a computer security system; unauthorized access to these systems is not permitted; and usage may be monitored." Below this is a note: "NOTE: There is an inactivity timeout of 30 minutes. Please save your work periodically to avoid being logged out. Please also note that there is a 4 hour session timeout, after which, you will need to re-authenticate. You can then resume where you left off." At the bottom left, it says "Content updated March 2, 2007". At the bottom right, there is contact information for the U.S. Department of Housing and Urban Development: "451 7th Street S.W., Washington, DC 20410 Telephone: (202) 708-1112 TTY: (202) 708-1455". There are also links for "Home" and "Privacy Statement".

2.3. A legal warning page will appear.

Scroll down if necessary and click on the Accept button.

2.4. The next screen will display the systems available to the user. FHAP users will probably only see HEMS, but HUD users may see a number of systems available through Single Sign On, like PIC.

Click on the 'HUD Enforcement Management System (HEMS)' link to go to the HEMS system.

Secure Systems

Welcome KEVIN GILBERT

system administration

- Business Partners Maintenance
- Data Warehouse
- Password Change
- User Maintenance

systems

- Assessment of Fair Housing (AFH) [UNAVAILABLE]
- Business Intelligence (BIMSTR)
- Financial Assessment Submission - PHA (FASPHA)
- Grants Interface Management System (GIMS II)
- HUD Enforcement Management System (HEMS)
- HUD Form 903 Admin
- Mark-to-Market (M2M)
- Public Housing Assessment System: Scores and Status (NASS)
- Physical Assessment Subsystem (PASS)
- PIH Information Center (PIC)
- Quality Assurance Subsystem (QASS)
- Integrated Real Estate Management System (iREMS)

Main Menu [faq](#) | [help](#) | [search](#) | [home](#) | [logout](#)

Systems

- Assessment of Fair Housing (AFH) [Unavailable](#)
- [Business Intelligence \(BIMSTR\)](#)
- [Financial Assessment Submission - PHA \(FASPHA\)](#)
- [Grants Interface Management System \(GIMS II\)](#)
- [HUD Enforcement Management System \(HEMS\)](#)
- [HUD Form 903 Admin](#)
- [Mark-to-Market \(M2M\)](#)
- [Public Housing Assessment System: Scores and Status \(NASS\)](#)
- [Physical Assessment Subsystem \(PASS\)](#)
- [PIH Information Center \(PIC\)](#)
- [Quality Assurance Subsystem \(QASS\)](#)
- [Integrated Real Estate Management System \(iREMS\)](#)

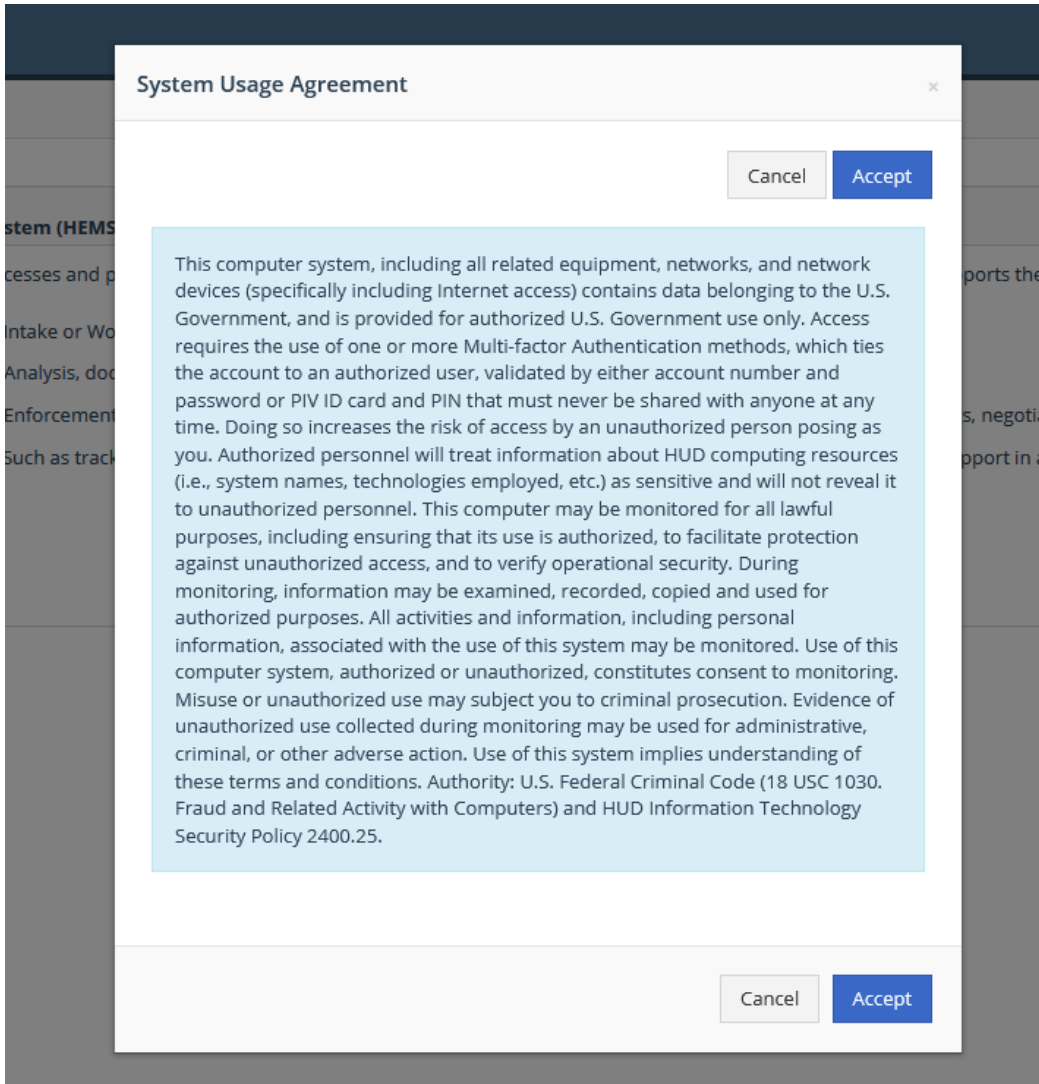
System Administration

- [Business Partners Maintenance](#)
- [Data Warehouse Password Change](#)
- [User Maintenance](#)

Content updated January 6, 2018 [Back to Top](#)

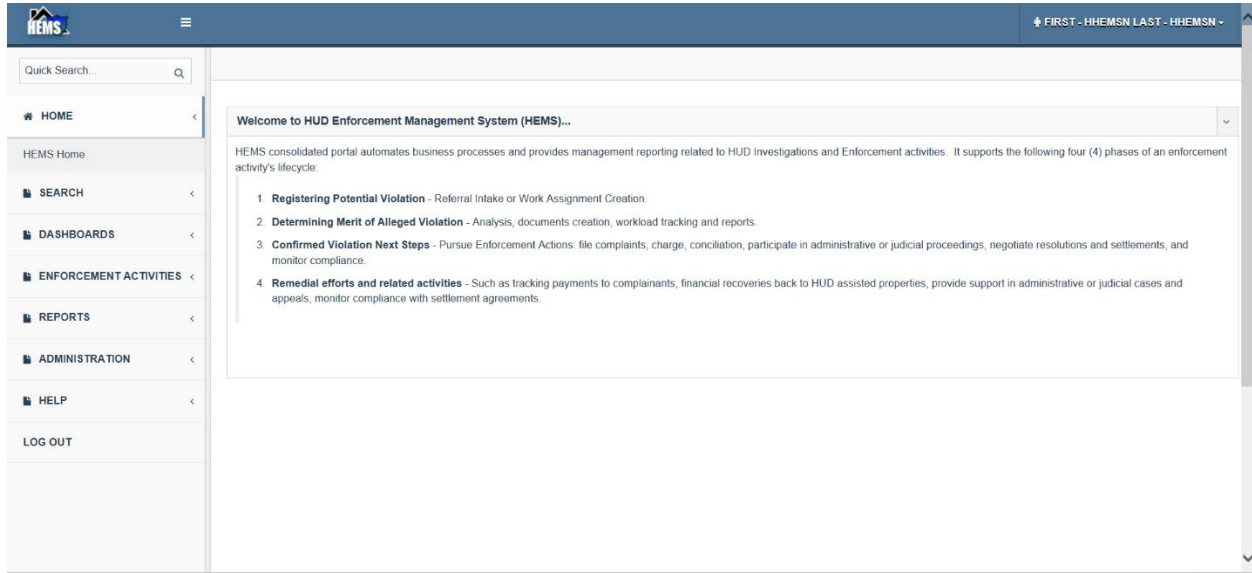
U.S. Department of Housing and Urban Development
451 7th Street S.W., Washington, DC 20410
Telephone: (202) 708-1112 TTY: (202) 708-1455

A System Usage Agreement will appear. Please read and accept the terms.



3. Home Screen Overview

- 3.1. Normally you will be taken to your Title VIII dashboard after accepting the System Usage Agreement, but you may see the Home screen shown below.



- 3.2. On the left is the main menu. At the top is the Quick Search field where inquiry numbers, HUD case numbers (with or without hyphens), or FHAP case numbers can be entered to search for them directly.
- 3.3. Below that is the Home > FHEO Users Home which is this page. Since the FHEO system is the only system currently available, this is not very useful.
- 3.4. The Search option allows the user to search for inquiries/cases based on various criteria (see section [4](#)).
- 3.5. The Dashboards option has four options for Title VIII Inquiries/Cases, Other Authority Cases, HUD Form 903 Admin, and FHIP, though not all users will see the last two options. If you want to create a new entry or you have already bookmarked an inquiry/case, go to the Title VIII inquiries/cases dashboard (see section [5](#)).

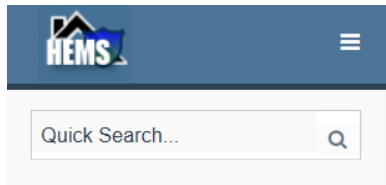
- 3.6. Enforcement Activities can only be expanded if there is an inquiry or case being reviewed.
- 3.7. The Reports option can be expanded to see the report sets available. FHEO Reports can be used to run canned FHEO reports (see section [31](#)).
- 3.8. The Administration option allows HEMS administrators to add new user accounts, edit office information, remove jurisdiction on filed cases and delete inquiries (see section [33](#)).
- 3.9. The Help option has a link to this manual.

4. Searching for an Existing Inquiry/Case

There are two ways to search for a case or inquiry: the quick search and the case search.

4.1. Quick Search

In the top left of all HEMS screens is the Quick Search field if the user knows the inquiry number, HUD case number or FHAP case number they want.

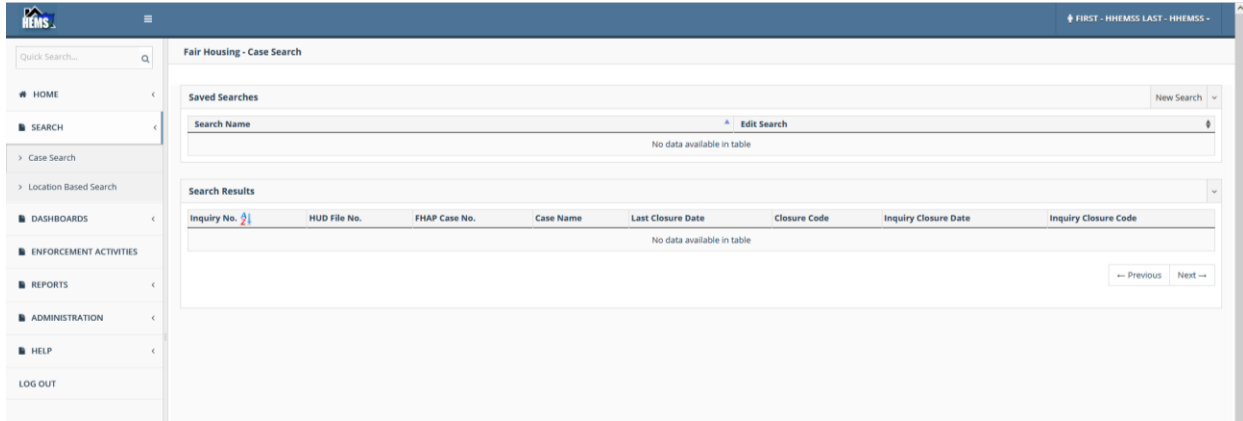


Type in an inquiry number, a HUD case number with or without hyphens, or a FHAP case number (case sensitive) and click Enter or the magnifying glass button to execute the search.

Typing in the first few characters will also work to search for all the numbers that begin with those characters so 03-14 will bring up all of the Region 3 cases filed in FY2014.

4.2. Case Search

4.2.1. Click on Search in the left menu to expand the list beneath it (which has a Case Search and Location Based Search options) and click on Case Search to bring up the case search screen. A common saved search might be all of the cases where the user is the investigator.



4.2.2. If you want to use a search you have saved, click on the name of the search in the list of saved searches.

Otherwise, to do a new search, click on the New Search button to the right of Saved Searches to bring up the Saved Search – Edit pop-up.

A screenshot of the 'Saved Search - Edit' pop-up form. The form has a title bar with a close button. At the top right, there are three buttons: 'Run Search', 'Cancel', and 'Save'. Below the buttons is a light blue instruction box that says 'Please fill out the form below.' The form contains several input fields: 'Search Name' (text input), 'Inquiry No.' (text input), 'Region' (dropdown menu), 'Site' (dropdown menu), 'HUD File No.' (text input with a 'Begins with' dropdown), 'FHAP Case No.' (text input with a 'Begins with' dropdown), and 'Case Name' (text input).

4.2.3. If you want to save the search to use again, enter a search name, but if you just want to do a single search it is not required. You can search for an inquiry number, part of a HUD File (case) number (with hyphens), part of a FHAP Case Number, part of a case name, the

initial contact date, an assessor, an investigator, whether the case was jurisdictional (filed), the HUD closure date, a complainant's or respondent's name or organization, or a tag.

In addition to the complainant's or respondent's names, there are checkboxes for CP Contact and CP Representative incorporated into the Complainant search which can be selected along with or instead of the Complainant. Similar functionality is associated with the Respondent search.

The screenshot displays a search interface with two main sections: Complainant and Respondent. Each section has a header with radio buttons: Complainant CP Contact CP Representative for the top section, and Respondent RP Contact RP Representative for the bottom section. Below each header are three search criteria: 'Complainant Last Name:', 'Complainant First Name:', and 'Complainant Organization:' (or 'Respondent Last Name:', 'Respondent First Name:', and 'Respondent Organization:'). Each criterion includes a 'Begins with' dropdown menu and a text input field. At the bottom of the form, there are two text input fields labeled 'Phrase in the Allegations:' and 'And a Second Phrase in the Allegations:'.

There is an allegations search at the bottom for one or two phrases in the allegations. Note that searching the allegations may take some time and a phrase is words in a sequence so if you want **reasonable accommodation** as a phrase just use one of the search fields, but if you want cases with both words, but not necessarily together you can put **reasonable** in one field and **accommodation** in the other.

Note that FHAP users will not have the option to filter by Region or Site since they only have access to cases at their Region and Site.

Multiple search criteria can be used for the same search, but HEMS does not do well with complex searches so try to minimize the search criteria. It is not a good idea to try to search for a complainant and a respondent in the same search.

- 4.2.4. After entering the search criteria, click on Save Search to save the search with the entered Search Name, or click on Run Search to run the search.

4.3. Location Based Search

4.3.1. The location-based search works like the case search but looks at the violation location address (by default) and/or the addresses of complainants, respondents, or other parties. Checking multiple checkboxes expands the search. Selecting all parties includes the complainants and respondents as well as all other parties. The results will show the violation address and a party address if that fits the criteria. There may be more than one entry associated with an inquiry or case if multiple parties match the criteria.

Please fill out the form below.

Violation location **Complainant** **Repondent** **All Party**

Search Name:

Street:
Begins with

City:
Begins with

State:

Contact Date:

Between

HUD Closure Date:

Between

Jurisdiction Established:

5. The Title VIII Inquiries/Cases Dashboard

For FHEO or FHAP users, the Title VIII Inquiries/Cases dashboard acts like a home screen. From here you can see bookmarked inquiries/cases, open inquiries/cases, and create new inquiries. Because HEMS includes other areas besides Title VIII, this is not the default home screen when you log in to the system.

- 5.1. To get to the Title VIII Inquiries/Cases dashboard, expand the Dashboards menu item on the left and select the Title VIII Inquiries/Cases option.

Fair Housing - Dashboard				
Quick Search...				
<ul style="list-style-type: none"> HOME SEARCH DASHBOARDS ENFORCEMENT ACTIVITIES REPORTS ADMINISTRATION HELP LOG OUT 				
Cases I've Bookmarked Create New Inquiry				
Inquiry No.	HUD File No.	FHAP Case No.	Case Name	HUD File Date
537585			Gilbert v Hopkins	
Open Cases I'm Assigned To Create New Inquiry				
Inquiry No.	HUD File No.	FHAP Case No.	Case Name	HUD File Date
537585			Gilbert v Hopkins	
537625			Gilbert v Hill	
Open Cases At My Site Create New Inquiry				
Inquiry No.	HUD File No.	FHAP Case No.	Case Name	HUD File Date
302263			Cramer v. Bank of America	
348093	04-13-0327-8		AIFHA v. HSBC Bank USA, NA et al.	01/29/2013
348095	04-13-0042-8		Wells v. Bank of America Corporation (Systemic)	10/16/2012
348096	04-13-0329-8		Steiner v. Deutsche Bank National Trust Company	01/29/2013
349540	04-13-0016-8		Dahl v. Lerner	10/05/2012
349598	10-13-0161-8		Liu v Keats	03/12/2013

Any bookmarked inquiries or cases are in the list at the top under Cases I've Bookmarked. Open cases where the user is the assigned assessor, investigator, or conciliator is the second list under Open Cases I'm Assigned To. And all open inquiries/cases at the user's site is the third list under Open Cases At My Site. Finally, at the bottom is a list of cases recently transferred to the user's site. Note that this does not list cases going from HUD to FHAP or vice versa.

6. Creating an Inquiry

- 6.1. From the menu on the left side of the screen, expand **Dashboards** and select **Title VIII Inquiries/Cases** from the list. This will bring up the **Fair Housing - Dashboard**.
- 6.2. To the right of the headers for any of the sections are buttons for **Create New Inquiry**. Click on any of these buttons. (If there are no buttons available you may only have read only rights.)
- 6.3. The **Inquiry - New** pop-up will appear where you can enter the data necessary to create an inquiry.
- 6.4. There are three options at the top for Title VIII, Other Authority Case Only, and Other Authority Review Only. If the second or third option are selected, additional checkboxes will appear for each other authority. If these are checked then an other authority case (or review) will be created an associated with the new inquiry. These options are intended for use when there are no Title VIII issues and the inquiry will be used as a repository for the other authority

case/review information. If one of these options is selected, no other fields on this screen are required. The initial contact date will be used as the receipt date. It will still be possible to file this inquiry as a Title VIII case if the situation changes.

Inquiry - New

Cancel Save Save and Close

Please fill out the form below.

Title VIII

Other Authority Case Only

Other Authority Review Only

Generate Title VI of the Civil Rights Act of 1964 Case Number

Generate Section 504 of the Rehabilitation Act of 1973 Case Number

Generate Section 109 of the Housing and Community Development Act of 1974 Case Number

Generate Americans with Disabilities Act of 1990 Case Number

Violence Against Women Act of 1994 Case Number

Generate Age Discrimination Act of 1975 Case Number

Generate Affirmatively Furthering Fair Housing Case Number

6.5. If the default Title VIII is selected there are required fields listed below.

- Complainant First Name, or Complainant Organization
- Complainant Last Name, or Complainant Organization
- Initial Contact Date (prepopulated with the current date)
- Initial Contact Method

If a complainant organization is entered, the complainant first name and last name are not required.

6.6. Enter the required information and any additional information you wish to put in the available fields and click on the **Save** button available at the top and the bottom of the pop-up.

6.7. Any text typed in the Complainant Interview Summary will be saved as an interview. (Note that this text is not saved as the allegations.)

Cancel will exit the screen without creating an inquiry.

6.8. When the Save button has been pressed, the Intake screen for the newly created inquiry will appear, the inquiry number will appear at the top of the screen in the Case Status section, and the user who created the inquiry will be the default assessor and identified in the Overview section. Since the user is the assessor, the inquiry will appear in the 'Open Cases I'm Assigned To' section of the Title VIII Inquiries/Cases dashboard.

7. General Editing Functions

When an inquiry/case is created or selected, the user is taken to the Intake screen. There are two ways to get to other screens: by using the options beneath Enforcement Activities on the left or by using the dropdown at the top of the screen. If the user zooms in, the options on the left may disappear. They can be viewed by clicking on the icon with three horizontal bars in the upper left corner.

The screenshot displays the HEMS interface for the 'Fair Housing - Intake' module. On the left, there is a navigation sidebar with a search bar and a list of menu items under 'ENFORCEMENT ACTIVITIES': Intake, Parties and Witnesses, Processing - Inquiries, Processing - Case, Processing - Other Authority, Processing - Closures/Reactivat..., FHAP Referral, Investigative Plan, Investigation, Conciliation, General Counsel, and Transfers. At the top of the main content area, there is a dropdown menu currently open, listing the following options: Intake, Parties and Witnesses, Processing - Inquiry, Processing - Case, Processing - Other Authority, Processing - Closures/Reactivations, FHAP Referral, Investigative Plan, Investigation, Conciliation, General Counsel, Transfers, Letters, and Case Reports. The main content area shows a 'Case Status' section, an 'Overview' section with various fields (e.g., Initial Contact Method: Internet, Initial Contact Date: 09/20/2022), and a 'What Happened (Violations / Issues)' section at the bottom.

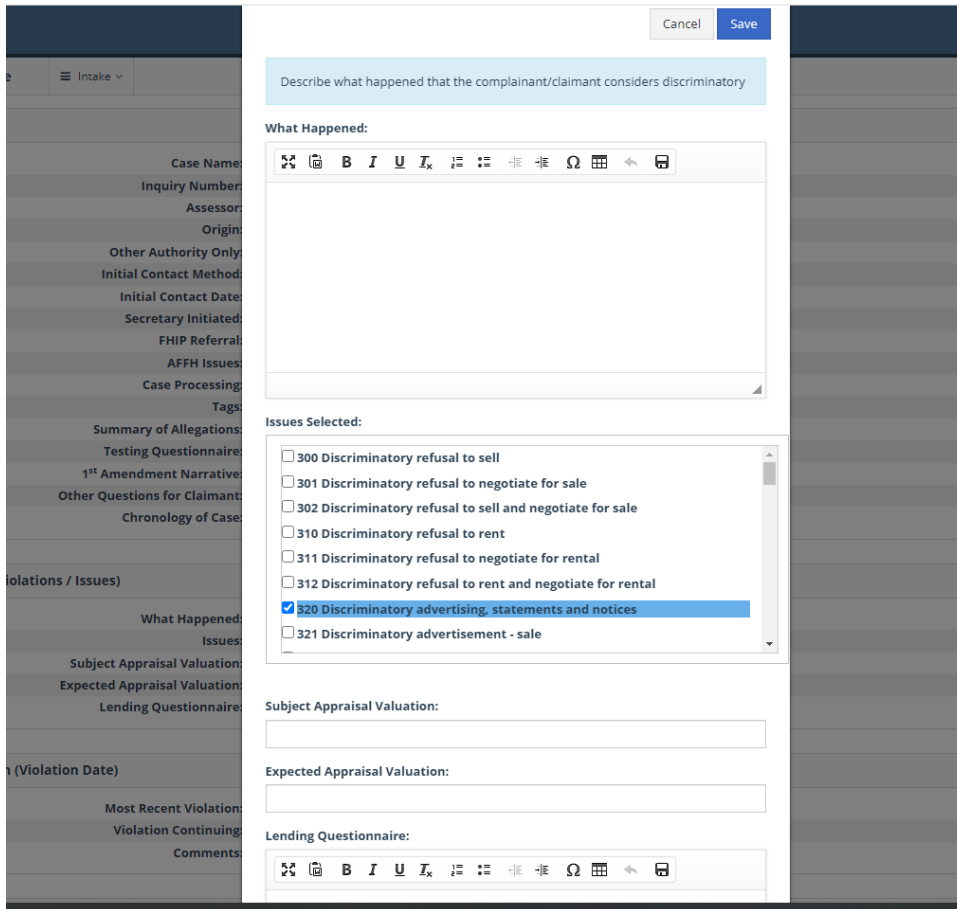
HEMS User Manual for Fair Housing Discrimination Complaint Modules

On any screen, if the user has edit rights to a section there will be an Edit button to the far right of the section header. Users may not have Edit rights to all sections or cases. FHAP users can only view or edit inquiries/cases where their agency is the selected FHAP Agency. FHEO users can only edit cases in their region and they cannot make edits to the General Counsel screen.

The screenshot displays the 'Fair Housing - Intake' interface. At the top right, there is a navigation bar with 'FIRST - HHEMSS LAST - HHEMSS'. Below this, the 'Intake' menu is visible. The main content area is divided into three sections, each with an 'Edit' button on the right:

- Overview:** This section contains the following fields:
 - Case Name: Kevin FHAP closure test
 - Inquiry Number: 318009
 - Assessor: IHEMS1 FHAP, Boston FHC Read Write (IHEMS1) - 2501
 - Origin: FHAP
 - Other Authority Only:
 - Initial Contact Method: Internet
 - Initial Contact Date: 04/01/2011
 - Secretary Initiated: No
 - FHAP Referral: No
 - AFFH Issues: No
 - Case Processing:
 - Tags:
 - Summary of Allegations: ff ffffff 2 ffffff.
 - Testing Questionnaire:
 - 1st Amendment Narrative:
 - Other Questions for Claimant:
 - Chronology of Case:
- What Happened (Violations / Issues):** This section contains:
 - What Happened:
 - Issues: 320 Discriminatory advertising, statements and notices
 - Subject Appraisal Valuation:
 - Expected Appraisal Valuation:
 - Lending Questionnaire:
- When did it happen (Violation Date):** This section contains:
 - Most Recent Violation: 03/26/2011
 - Violation Continuing: No
 - Comments:

Clicking on an Edit button will open a pop-up where data can be edited. There is a mix of text fields, date fields, checkboxes, radio buttons, etc. used to enter data. For some large text fields there is a Load template button beneath the text input area which will load a template form to direct data entry.

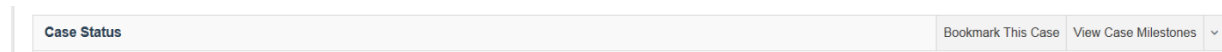


Once any data has been entered or edited, click on the Save buttons that are generally at the bottom and top of the pop-ups. If there are any problems with the data, a message will appear at the top of the pop-up so it may be necessary to scroll to the top if you used the bottom Save button.

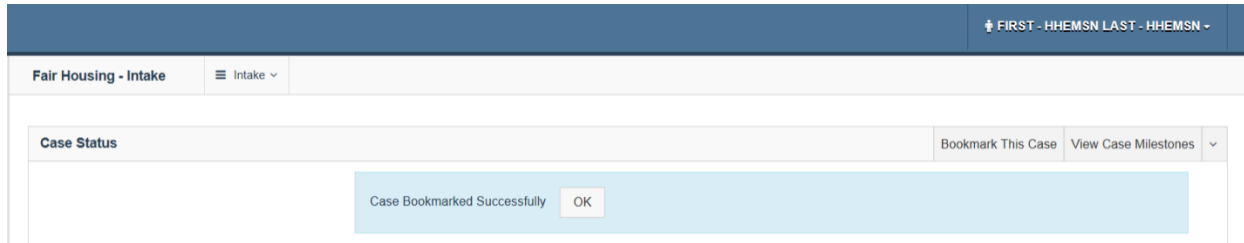
8. Bookmarking an Inquiry/Case

A user may want to reference an inquiry/case repeatedly so they can bookmark the case so it will appear in a list of bookmarked cases.

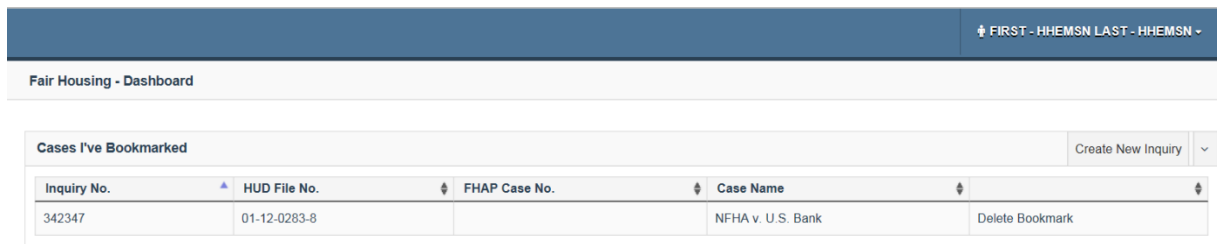
8.1. When in an inquiry/case, click on the Bookmark this Case button in the upper right to bookmark the case.



8.2. A screen will appear saying that the case was bookmarked successfully. Click on the OK button.



8.3. The inquiry/case should now appear on the Title VIII Inquiries/Cases dashboard under Cases I've Bookmarked. You can click on the Inquiry No., HUD File No., FHAP Case No., or Case Name to access the inquiry/case.



8.4. To remove any bookmark from your Cases I've Bookmarked list, click on the Delete Bookmark link to the right of that entry.

9. Editing an Inquiry/Case – Intake Screen

The Intake screen is where you can enter and edit the jurisdictional elements for an inquiry or case. If you are in an active inquiry/case either select Intake under Enforcement Activities in the menu on the left or select Intake from the dropdown located beside the header at the top of the screen.

There are six sections on the Intake screen: Case Status (which cannot be edited), Overview, What Happened (Violations/Issues), When did it Happen (Violation Date), Why did it Happen (Basis), and Where did it Happen (Location). If you have edit rights to this case and screen (counsel users do not have edit rights to the Intake screen

Additionally, to the right of the Case Status header, there are buttons to Bookmark the case or to view the case milestones.

If you have edit rights to the inquiry/case, you can edit any of the sections by clicking on the Edit link on the right side of the screen beside the relevant section.

9.1. Overview Section

9.1.1. Clicking on Edit to the right of the Overview header on the Intake screen will take you to the edit pop-up for this section. When an inquiry is created only a few fields are required so the remaining fields will need to be completed before a case can be filed. Those fields

are identified with red asterisks here and include the case name. The default Assessor is the person who created the inquiry. The origin is fixed as HUD or FHAP depending on which created the inquiry. There are dropdowns for Secretary Initiated, FHIP Referral and Affirmatively Furthering Fair Housing AFFH Issues. Cases should only be identified as Secretary initiated if HUD (the 'Secretary') is a complainant.

Intake - Overview - Edit

Cancel Save

Please fill out the form below.

Case Name: *

Assessor: *

Contractor1, User1 (CHEMS1) - 0000

Origin:

HUD

Initial Contact Method: *

Telephone

Initial Contact Date: *

02/03/2015

Secretary Initiated:

Not Selected

FHIP Referral:

Not Selected

9.1.2. Other checkboxes are consolidated in the Case Processing and Tags lists. These lists may be edited by Headquarters administrators as new tags are needed. It is important that these checkboxes are checked when warranted to flag specific types of cases like Covid-19 cases that may be needed for a media request or a speech.

Case Processing:

- Systemic
- Testing
- Amended Complaint
- USDA Referral

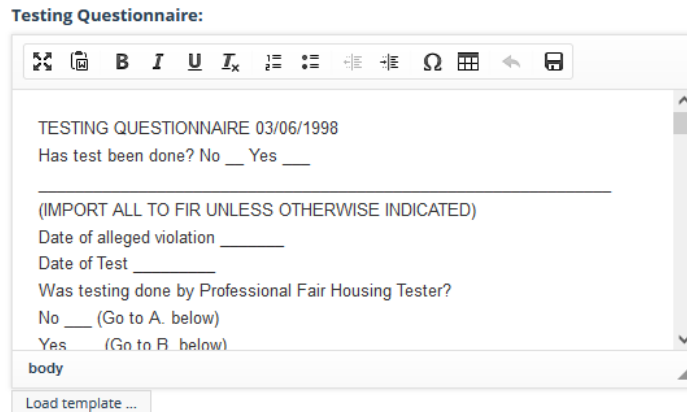
Tags:

- COVID-19
- Eviction During Moratorium
- Eviction Post Moratorium
- Foreclosure During Moratorium
- Foreclosure Post Moratorium
- Disparate Effects
- Environmental Justice
- Source of Income Issues
- Affirmatively Furthering Fair Housing (AFFH)
- Maternity Leave Lending Issues
- Criminal Records Policy
- Disaster Recovery/Hurricane
- Lead Paint

9.1.3. An important Case Processing option is FHEO to FHAP for Intake which will include that inquiry in FHAP intake reports instead of FHEO. This is for online submissions pushed to HEMS and assigned to FHAPs for intake.

9.1.4. Towards the bottom of the edit pop-up are text fields for the Summary of Allegations, Testing Questionnaire, 1st Amendment Narrative, and Other Questions for Claimant. All of these have similar controls above the text box to facilitate editing described below.

9.1.5. All except the Summary of Allegations have Load template buttons below the textbox to load templates into the text boxes as shown below for the Testing Questionnaire which can then be completed or edited.



9.1.6. Click the Save button at the top or the bottom of the Edit pop-up to close the pop-up and save the data. If there were any errors in the data, an error message will appear at the top of the pop-up. (You may have to scroll to the top of the pop-up to see it.)

The Cancel button will close the pop-up without saving any of the edited data.

9.1.7. Note how the information entered for the Overview section of the Intake screen is displayed. Only items that were selected in the Case Processing and Tags sections are displayed. The table in the Summary of Allegations expands to use more of the screen to make reading easier. The 1st Amendment Narrative and Other Questions for Claimant sections had no entries, so no text is shown. The Testing Questionnaire template was loaded and contains a lot of text, so the default is to only show the first few lines. If you want to see the full questionnaire, click on the More button below the Testing Questionnaire section. If a section has been expanded, a Less button will be available at the bottom of the section to hide all but the first few lines.

Fair Housing - Intake | Intake

Overview Edit

Case Name: Edwards v. Housing Authority of the City of Hartford

Inquiry Number: 538458

Assessor: FHAP4, User4 (HEMS4) - 2501

Origin: FHAP

Other Authority Only:

Initial Contact Method: Correspondence

Initial Contact Date: 12/14/2020

Secretary Initiated: Not Selected

FHP Referral: Not Selected

AFFH Issues: Not Selected

Case Processing: FHEO to FHAP for Intake

Tags: COVID-19

Summary of Allegations:

Mike Miller	100 Main St.	San Francisco	CA

Testing Questionnaire: TESTING QUESTIONNAIRE 03/06/1998
Has test been done? No __ Yes __X__

1st Amendment Narrative:

Other Questions for Claimant:

Chronology of Case: chron

9.2. What Happened (Violations/Issues)

9.2.1. This is where issues are selected, and a property's Subject Appraisal Value and Expected Appraisal Value are entered for appraisal cases. It also includes the What Happened section and the Lending Questionnaire. Note that the Summary of Allegations is what appears in the HEMS generated complaint, not what is entered in the What Happened section.

9.2.2. Click on the Edit button to the right of the What Happened header to get to the pop-up where the information can be edited. The two textboxes can be edited as described in the Overview section. Issues can be selected by scrolling through the list and checking the appropriate checkboxes.

Issues Selected:

- 300 Discriminatory refusal to sell
- 301 Discriminatory refusal to negotiate for sale
- 302 Discriminatory refusal to sell and negotiate for sale
- 310 Discriminatory refusal to rent
- 311 Discriminatory refusal to negotiate for rental
- 312 Discriminatory refusal to rent and negotiate for rental
- 320 Discriminatory advertising, statements and notices
- 321 Discriminatory advertisement - sale
- 322 Discriminatory advertisement - rental

Click the Save button at the top or bottom of the pop-up to save the data and close the pop-up. The selected issues will be displayed on the Intake screen.



The screenshot shows a pop-up window titled "What Happened (Violations / Issues)" with an "Edit" button in the top right corner. Below the title, there is a section labeled "What Happened:" followed by a list of issues:

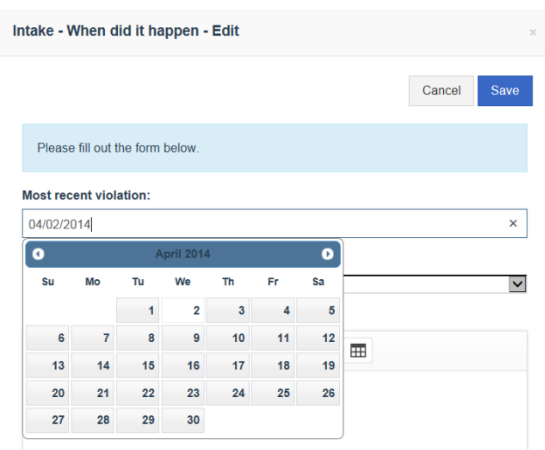
- Issues: 310 Discriminatory refusal to rent
- 311 Discriminatory refusal to negotiate for rental
- 321 Discriminatory advertisement - sale

The issues that end with a 0 in the issue codes are considered the parents of issue codes ending in 1, 2, etc. so '311 Discriminatory refusal to negotiate for rental' is within the '310 Discriminatory refusal to rent' issue group. This is important in HEMS generated documents like the complaint.

9.3. When did it happen (Violation Date)

This is a very straightforward section with areas for the violation date, whether the violation is continuing and comments about the violation date.

When you click on the field to enter a date a date selector will appear which can be used to select a date. Alternatively, a date may be typed in and it does not have to be in exactly the same format as the date shown. This date could be typed as 4/2/14.



The screenshot shows a form titled "Intake - When did it happen - Edit" with "Cancel" and "Save" buttons at the top right. Below the buttons is a light blue box with the text "Please fill out the form below." Underneath, there is a section labeled "Most recent violation:" with a text input field containing "04/02/2014". A date selector calendar is open, showing the month of April 2014. The calendar grid shows days from 1 to 30. To the right of the calendar is a dropdown menu.

Note that when a case is filed the filing date must be within a year of the most recent violation unless it is identified as a continuing violation here.

9.4. Why did it happen (Basis)

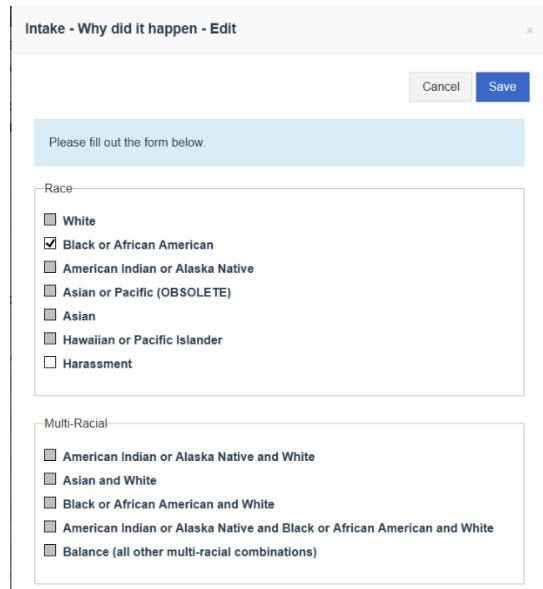
This is where bases can be selected, and the disability questionnaire can be completed. As with the other sections, it can be edited by clicking on the Edit button to the right of the header to bring up the editing pop-up.

Since only one race selection can be made in addition to Harassment, all of the remaining race options are greyed out if one is selected. Harassment cannot be selected in any section until

another selection is made in the same group. A specific national origin or religion cannot be selected until Not Hispanic or Latino or Religion is selected respectively.

The disability questionnaire template can be loaded by clicking on the button beneath the text box. See section 0 for a description of the text control features in the text box.

Click Save at the top or bottom of the pop-up to save the data.



Intake - Why did it happen - Edit

Cancel Save

Please fill out the form below.

Race

- White
- Black or African American
- American Indian or Alaska Native
- Asian or Pacific (OBSOLETE)
- Asian
- Hawaiian or Pacific Islander
- Harassment

Multi-Racial

- American Indian or Alaska Native and White
- Asian and White
- Black or African American and White
- American Indian or Alaska Native and Black or African American and White
- Balance (all other multi-racial combinations)

9.5. Where did it happen (Location)

This is where the location and exemption information can be entered. Only the selected exemptions will appear on the Intake screen. Click on the Edit button to the right of the header to bring up the editing pop-up.

The fields in this section are fairly straightforward with all of the exemption options at the bottom. It should be noted that the County dropdown will populate based on the State selected and the State selected will determine the Tax Credit agency options available for the respondents.

The City, County and State fields are required fields to file the case.

The Property Type Other field is only editable if Other is selected for the Property Type.

Click Save at the top or bottom of the pop-up to save the data.

10. Editing an Inquiry/Case – Parties and Witnesses Screen

All complainants, respondents, other aggrieved parties, contacts, representatives, and witnesses are displayed on this page with their contact information.

New parties or witness can be added by using the New link to the right of the Parties and Witnesses header. Existing entries can be edited by clicking on the Edit link to the right of the contact information. If you do not see these links, then you do not have rights to edit the case.

10.1. Adding a New Party or Witness

10.1.1. Click on the New link to the right of the Parties and Witnesses header.

10.1.2. The pop-up shown below will appear with links to select what type of party/witness you want to enter. Click on the appropriate type.

Parties and Witnesses - Edit

Cancel

Please fill out the form below.

Select the Party/Witness type:

- Complainant
- Complainant Contact
- Complainant Representative
- Respondent
- Respondent Contact
- Respondent Representative
- Witness
- Other Aggrieved Party

Cancel

10.1.3. The pop-up below will appear. Enter any information necessary. This screen will vary somewhat depending on the type of party/witness selected. For respondents there are Registered Agent and C/O checkboxes and for complainants there is a C/O checkbox. When any of these is selected, the organization will be listed first in addresses and the named person will be shown beneath it after the label Registered Agent or C/O.

Parties and Witnesses - Edit

Cancel Save

Please fill out the form below.

Contact Type:
Respondent

Registered Agent C/O

* (If checkbox selected, First Name, Last Name and Organization are required)

First Name:

Middle Initial:

Last Name:

Organization:

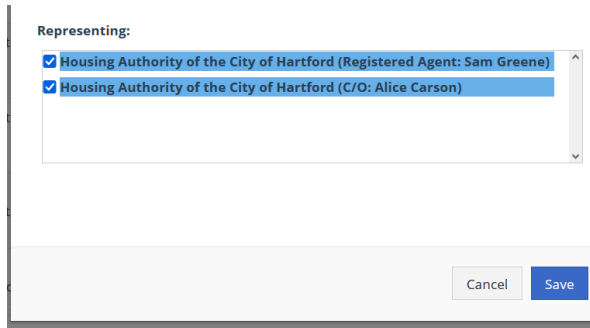
Apartment Complex Name:

10.1.4. If addresses have already been entered for some contacts, those addresses can be used for other contacts in the same household or office using the Use an Existing Address dropdown.

10.1.5. For respondents there is a Respondent Type dropdown to identify various categories of respondents. It is not a required field and can be left as Not Selected. There are dropdowns for Housing Authority, CDBG Grantees and Multifamily which are populated when the respondent's state has been selected. If no respondent organization has been entered when an entity from one of these dropdowns is selected, then the entity will be inserted into the Organization field. All of these fields are to specify respondents more clearly when identifying respondents with multiple cases.

10.1.6. It is especially important to indicate how complainants learned of the Fair Housing Act and if respondents receive tax credits or are subject to FFIEC oversight. Note that the tax credit agency options associated with a respondent are determined by the state of violation so the state of violation should be entered prior to identifying a respondent as receiving tax credits.

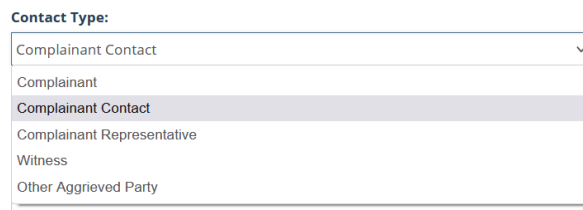
- 10.1.7. **Representatives and Contacts** are associated with Complainants or Respondents. At the bottom of the edit pop-up for Representatives and Contacts is an area to select the already entered complaints or respondents that they are associated with. If additional Complainants/Respondents are added later, the data for any associated Representatives or Contacts will need to be edited.



- 10.1.8. When all of the information has been entered, click on the Save button at the top or bottom of the pop-up.

10.2. Editing an Existing Party or Witness

- 10.2.1. On the Parties and Witnesses screen, click on the Edit button to the right of the party or witness you wish to edit.
- 10.2.2. Edit the fields necessary and click on the Save button.
- 10.2.3. Now party types can be changed using the dropdown at the top.



11. Editing an Inquiry/Case – Investigation Screen

(Previously this section had been later in the manual to correspond with its place in the Enforcement Activities list, but the Interviews 11.3 and Documents 11.4 sections are relevant to the Intake process.)

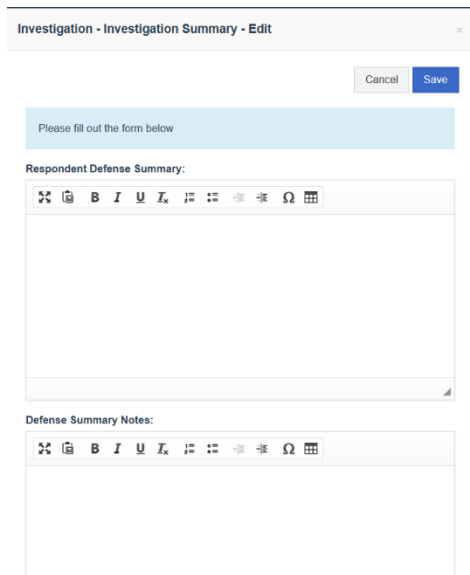
The Investigation screen captures the information that is gathered during the investigation through interviews, documents, interrogatories, and factual observations. The 100-day letter information and the findings and conclusions are also on this screen. In the Documents section, files can be attached to the entries.

Click on the Investigation link in the left side menu of an active case or select Investigation from the dropdown.

11.1. Entering/Editing Investigation Summary Information

The Investigation Summary section of the Investigation screen contains the respondent's defenses, the chronology, and the investigation notes.

11.1.1. To edit or enter data in the Investigation Summary section, click on the Edit link to the right of the header to bring up the Investigation Summary – Edit pop-up as shown below.



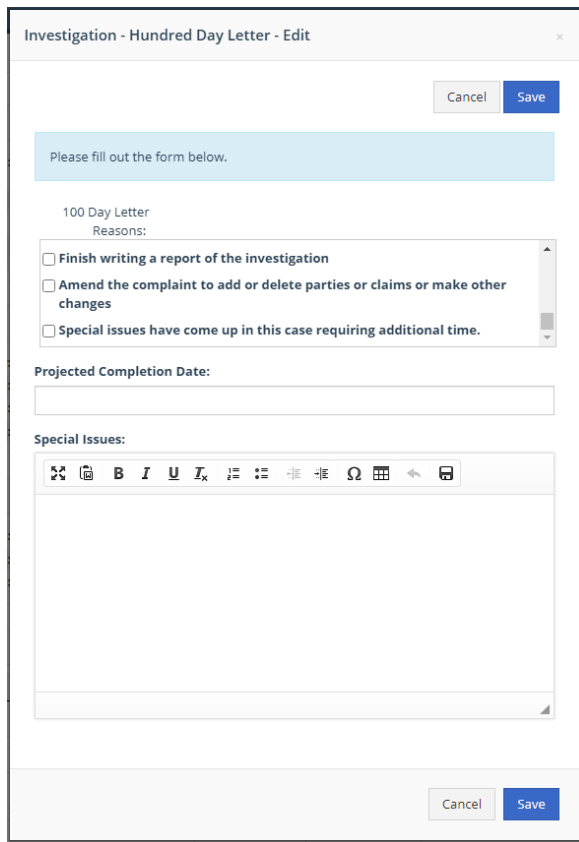
11.1.2. All of these fields are text fields where text can be entered and edited as needed.

11.1.3. Click on the Save button at the top or bottom of the screen to save the edits.

11.2. Entering Hundred Day Letter Information

Cases that are open over 100 days require that a 100-Day Letter be mailed to the complainants, respondents, and their representatives. The information necessary to populate those letters can be entered in this section.

11.2.1. To edit or enter data in the Hundred Day Letter section, click on the Edit link to the right of the header to bring up the Hundred Day Letter – Edit pop-up as shown below.



11.2.2. All of the fields here are required for the 100-day letters, though the special issues section is only needed if the special issues checkbox is selected. Select one or more of the 100-day letter reasons. Choose a projected completion date. Select a point of contact person and whether Headquarters or Regional.

If the 'Special issues have come up in this case requiring additional time.' checkbox is checked as a reason, then the special issues should be described in the Special Issues section for inclusion in the letters.

11.2.3. Click on the Save button at the top or bottom of the screen to save the edits.

Note that the 100-Day Letters are created for each case so the user should go to the Letters option (see section 21) for the case when the 100-day letters need to be sent out.

11.3. Entering/Editing Interviews

11.3.1. To enter a new interview in the Interviews section, click on the **New** link to the right of the header to bring up the Interviews – Edit pop-up as shown below. To edit an existing interview entry, click on the Edit link to the right of the interview entry on the Investigation screen.

The screenshot shows a web-based form titled "Investigation - Interviews - Edit". At the top right, there are "Cancel" and "Save" buttons. Below the title bar is a light blue instruction box that says "Please fill out the form below." The form contains several input fields: "Interview Date:" with a date picker, "Interviewer:" with a dropdown menu showing "HUDN, UserN (HHEMSN) - 01XX", "Interviewee:" with a dropdown menu, and "Interview Method:" with a dropdown menu. Below these are two rich text editors: "Interview Notes:" and "Interview Summary:". Each rich text editor has a toolbar with icons for bold (B), italic (I), underline (U), link (L), unlink (L), list (L), and other text formatting options. At the bottom right of the form, there are "Cancel" and "Save" buttons.

11.3.2. Select the interview date using the date picker or type the date in.

11.3.3. Select the interviewer from the dropdown of HEMS users. The default interviewer will be the assigned investigator.

11.3.4. Select the interviewee from the dropdown list of parties and witnesses. All interviews should be with people identified on the Parties and Witnesses screen. It is not necessary to Add the Interviewee to the Interviewees box unless there are more than one interviewee.

11.3.5. If there are more than one interviewee, then select the first one and click the Add button to move them to the Interviewees box and then select another Interviewee. This can be repeated multiple times. The last interviewee does not need to be added to the Interviewees box if they are selected in the Interviewee field.

11.3.6. Select and interview method from the dropdown.

11.3.7. Enter any interview notes and the interview summary. The summary will appear in the final investigative report while the notes will not.

11.3.8. In the Section of Case File dropdown, select where this interview should go in the digital case file. As the party type should already be apparent and identify the correct section (i.e. an interview with a complainant should go in Section B) this is primarily for witness interviews that should not go in Section D by default.

11.3.9. Click on the Save button at the top or bottom of the screen to save the edits.

11.4. Entering/Editing Document Information

HEMS has the ability to attach documents to minimize the need for a paper case file. While this makes it easier to review the documents associated with a case, it does not remove the requirement to enter document summaries because these are what will appear in the final investigative report. The digital case file available in HEMS is in development and does not include all of the content in HEMS.

For the digital case file functionality, all documents should be in pdf form. Word documents can be saved as pdfs and emails can be printed as pdfs and attached.

While this is a limitation for the digital case file, many types of uploads can be made including pictures, audio files and video files.

Only one attachment can be made per entry, but if up to five uploads are done when a document entry is being created, HEMS will create a separate entry for each upload with the same document information and summary.

11.4.1. To enter a new document in the Documents section, click on the **New** link to the right of the header to bring up the Documents – Edit pop-up as shown below. To edit an existing document entry, click on the Edit link to the right of the document entry on the Investigation screen.

11.4.2. The Document Type is optional, but it should be used to identify key documents that should go in particular sections of a digital case file. In the Documents section on this screen, these documents will be at the top of the Documents section to find easier, but they will be in order by their receipt date in the Final Investigative Report. If there is no Document Description the Document Type will be copied into the Document Description, but it can be changed. The Digital Case File Document Type will not appear in the digital case file because it would identify a complete digital case file document upload so including it in a HEMS generated digital case file would duplicate documents.

Investigation - Documents - Edit

Auto Save Cancel Save and Close

Please fill out the form below. (Auto Save wouldn't upload file.)

Document Type:

Document Description: * (required if Document Type not selected) *

Document Date:

Who Provided:

Optionally, select from the dropdown:

Method Obtained:

Date Obtained:

Document Summary:

B I U Ix **¶** **☰** **☰** **Ω** **↶** **↷**

body

Section Of Digital Case File:

File: (Special characters (/, \, ., ?, *, %, &, #) are not allowed - only spaces, numbers, dashes and/or underscores.)
No more than 5 files can be uploaded.

Choose Files No file chosen

User Defined File Name (do NOT include an extension):

Cancel Save and Close

- 11.4.3. The document description is a required field. The document description is a short descriptive title for the document like 'Complaint's Lease'. Note that fairly long document descriptions are allowed along with special characters, BUT if a document is going to be attached special characters and document descriptions longer than 30 characters may cause the attachment to fail.
- 11.4.4. Enter the document date if relevant. The document date is the date the document was created or signed.
- 11.4.5. Enter who provided the document and the method obtained if that is relevant. There is a dropdown containing all of the parties and witnesses that can be used to select Who Provided.
- 11.4.6. Enter the date the document was received. This will determine the order the documents appear in the Final Investigative Report.
- 11.4.7. Summarize the relevant points of the document for the final investigative report.
- 11.4.8. Select the Section of the Digital Case File the document should appear in. The Document Type may override whatever is selected here. If no selection is made here or in the Document Type, it will be put in Section D.
- 11.4.9. Attachments do not have to be done at the same time the document information is entered. To attach a file, see the next section. Click on the Save button at the top or bottom of the screen to save the edits.

11.5. Attaching Files to Documents

As mentioned above, many types of files can be attached to a document entry including PDF, Word, Excel, JPG, AVI, etc., but only pdf documents will be included in the HEMS generated digital case file.

- 11.5.1. To attach a file, there is a File field at the bottom of the Documents – Edit pop-up. Click on the Browse button to find and select the file(s) that will be attached. When a document entry is first created, up to five files can be uploaded, but when they are saved they will be broken up into multiple document entries with the same data in all of the fields. This can simplify entry if one person sends multiple documents on the same day.

File: (Special characters (/, \, ., ?, *, %, &, #) are not allowed - only spaces, numbers, dashes and/or underscores.)
No more than 5 files can be uploaded.

No file chosen

User Defined File Name (do NOT include an extension):

11.5.2. A more descriptive name can be entered in the User Defined File Name field. Although a path extension is shown for the default file name. That is not needed if the name is edited.

11.5.3. Special characters in file names can cause uploads to fail. In addition to the ones noted on the screen /, \, \, ?, *, %, &, # , Word can contain special characters like dashes instead of hyphens that can cause uploads to fail.

11.5.4. Click on the Save button at the top or bottom of the screen to save the edits.

11.6. Adding a Link to Additional Documents

As some documents may be very large and will not upload in HEMS, they can be put in a Sharepoint location and the URL of the Sharepoint location entered here.

URL for folder with additional documents not uploaded in HEMS	
Shared Location:	null

11.7. Entering/Editing Interrogatories

11.7.1. To enter a new interrogatory in the Interrogatories section, click on the New link to the right of the header to bring up the Interrogatories – Edit pop-up as shown below. To edit an existing interrogatory entry, click on the Edit link to the right of the interrogatory entry on the Investigation screen.

Investigation - Interrogatories - Edit

Cancel Save

Please fill out the form below

Interrogatory Sent To:

Date Sent:

Date Returned:

Interrogatory Summary:

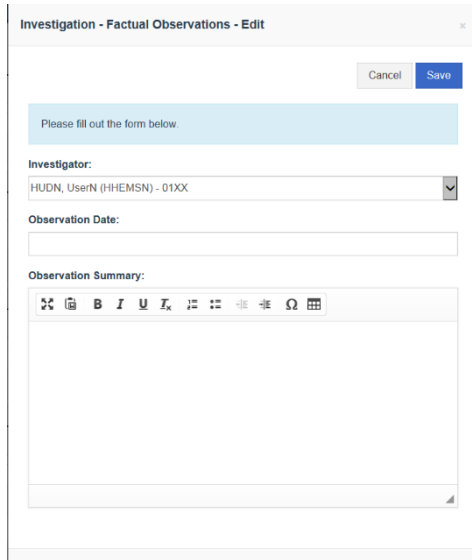
Rich text editor toolbar: Bold, Italic, Underline, Strikethrough, Bulleted List, Numbered List, Link, Unlink, Insert Table

11.7.2. Enter who the interrogatory was sent to, select the date it was sent, select the date it was returned if relevant, and summarize the interrogatory. You may attach the interrogatory in the Documents section.

11.7.3. Click on the Save button at the top or bottom of the screen to save the edits.

11.8. Entering/Editing Factual Observations

11.8.1. To enter a new factual observation in the Factual Observations section, click on the New link to the right of the header to bring up the Factual Observations – Edit pop-up as shown below. To edit an existing factual observation entry, click on the Edit link to the right of the factual observation entry on the Investigation screen.



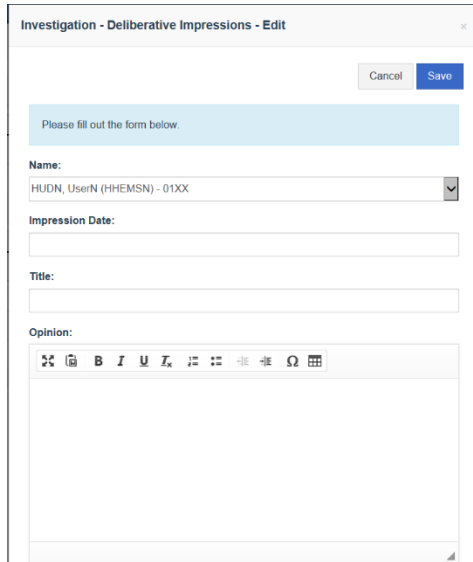
The screenshot shows a web-based form titled "Investigation - Factual Observations - Edit". At the top right, there are "Cancel" and "Save" buttons. Below the title bar is a light blue instruction box that says "Please fill out the form below". The form contains three main sections: 1. "Investigator:" with a dropdown menu currently showing "HUDN, UserN (HHEMSN) - 01XX". 2. "Observation Date:" with an empty text input field. 3. "Observation Summary:" with a rich text editor toolbar containing icons for bold, italic, underline, strikethrough, bulleted list, numbered list, link, unlink, and insert table, followed by a large empty text area for the summary.

11.8.2. The investigator is the investigator associated with the case, but it can be changed. Select the observation date and summarize the observation. You may attach a file associated with the observation in the Documents section. If the observation involved photos, it may be easier to put multiple photos into a single document instead of making factual observation entries for each one.

11.8.3. Click on the Save button at the top or bottom of the screen to save the edits.

11.9. Entering/Editing Deliberative Impressions

- 11.9.1. To enter a new deliberative impression in the Deliberative Impressions section, click on the **New** link to the right of the header to bring up the Deliberative Impressions – Edit pop-up as shown below. To edit an existing deliberative impression entry, click on the Edit link to the right of the deliberative impression entry on the Investigation screen.



The screenshot shows a web form titled "Investigation - Deliberative Impressions - Edit". At the top right, there are "Cancel" and "Save" buttons. Below the title bar is a light blue instruction box that says "Please fill out the form below." The form contains several fields: a "Name:" dropdown menu with the selected value "HUDN, UserN (HHEMSN) - 01XX"; an "Impression Date:" text input field; a "Title:" text input field; and an "Opinion:" section with a rich text editor toolbar (including icons for bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, link, unlink, and table) and a large text area for entering the opinion.

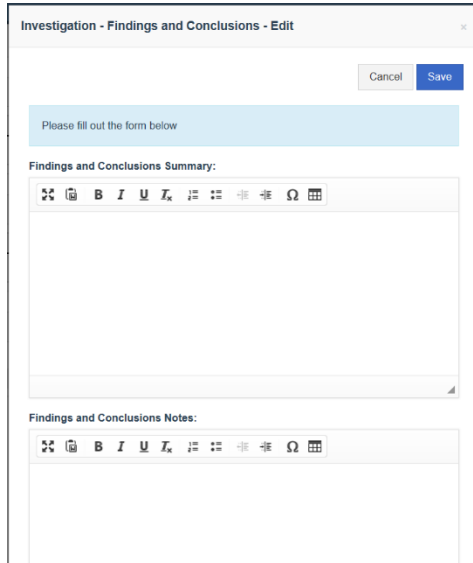
- 11.9.2. The default name is the investigator associated with the case, but it can be changed. Select the impression date and enter the opinion.

- 11.9.3. If there is a document, it can be attached similar to how a document is attached in the Documents section, though only a single document can be selected in the Deliberative Impressions section.

- 11.9.4. Click on the Save button at the top or bottom of the screen to save the edits.

11.10. Entering/Editing Findings and Conclusions

- 11.10.1. To enter or edit the findings and conclusions, click on the Edit link to the right of the header to bring up the Findings and Conclusions – Edit pop-up as shown below.



- 11.10.2. Enter the findings and conclusions in the summary field and any notes in the notes field. Only the summary will appear in the determination.
- 11.10.3. Click on the Save button at the top or bottom of the screen to save the edits.

12. Closing/Reopening Inquiries

12.1. Closing Inquiries using the Processing - Inquiries Screen

HUD-originated inquiries are closed as inquiries using the Processing – Inquiries screen. On the same screen a HUD user can file (convert) an inquiry into a case or reopen an inquiry that has been closed.

FHAP users can also close non-dual-filed inquiries on this screen, or they could use the Processing – Closures/Reactivations screen (see section [23.2](#)).

12.1.1. To get to the Processing – Inquiries screen, click on Processing – Inquiries in the menu on the left side in an active case.

12.1.2. As shown below, the Processing – Inquiry screen has a top section to close or reopen an inquiry and the second section is to file a case which is discussed in Section [13](#). Unless an inquiry has been closed, the reopen option is not available and is discussed in Section [12.3](#). In the example below, the inquiry was closed on 12/17/2021, reopened on 12/18/2021, and filed on 12/20/2021.

The screenshot shows the 'Fair Housing - Processing - Inquiry' interface. It features a top navigation bar with a hamburger menu and a dropdown for 'Processing - Inquiry'. Below this, there are three main sections:

- Case Status:** Displays case details including 'Case Status: 538458 / 01-22-7946-8 - Edwards v. Housing Authority of the City of Hartford', '01-22-7946-6', '01-22-7946-4', 'Open - No Transfers', and 'Processing Office: Boston Fair Housing Commission - 2501'. It also includes links for 'Identify Parent Case', 'Bookmark This Case', and 'View Case Milestones'.
- Close/Reopen Inquiry:** A table with columns for 'Closure Date', 'Closure Reason', 'Reopen Date', and 'Action'. One entry is shown with a closure date of 12/17/2021, reason 'No Valid Basis', and a reopen date of 12/18/2021. An 'Action' column contains a 'Delete' link.
- File Case:** Displays filing information such as 'HUD Filing Date: 12/20/2021', 'Last Violation Date: 12/20/2021', and 'FHAP Agency: Boston Fair Housing Commission - 2501'. It includes an 'Edit' link.

12.1.3. To close an inquiry, click on the Close Inquiry link on the right side of the screen in the Close/Reopen Inquiry header, to bring up the Inquiry Close/Reopen – Edit pop-up. Enter the inquiry closure date using the date picker or by typing the date and select an inquiry closure reason from the dropdown. The inquiry closure date cannot be before the initial contact date and cannot be later than the current date.

12.1.4. Click on the Save button at the top or bottom of the pop-up to save the closure.

12.1.5. The second line of the Case Status should show that the inquiry is closed similar to: Closed Inquiry - No Valid Basis (2015-03-11) and an entry will also appear in the Close/Reopen Inquiry section. Closed inquiries that have not been reopened will have an Edit and a Reopen option.

12.2. Editing or Deleting an Inquiry Closure

If the inquiry closure date or reason is incorrect, the Edit action can be used to change either of these. It should not be used to remove either of these. If the closure was entered by mistake, then the Delete action can be used to remove the closure entirely.

12.3. Reopening an Inquiry

12.3.1. If an inquiry has been closed and there is reason to reopen it, this can be done by clicking on Reopen Inquiry on the Processing – Inquiry screen to the right of the inquiry closure entry in the Close/Reopen Inquiry section.

12.3.2. To reopen an inquiry, click on the Reopen Inquiry link to open the Inquiry Close/Reopen – Edit pop-up. Enter a reopen date that is within a year of the date of last violation (if you intend to eventually file this as a case.) Enter a reopen reason.

12.3.3. Click on the Save button at the top or bottom of the pop-up to save the reopen action.

13. Filing a Case (HUD Users Only)

An inquiry can also be filed (or dual filed for a FHAP case), on the Processing – Inquiry screen as the alternative to closing an inquiry. Be sure that all of the necessary jurisdictional fields are completed as well as the contact information for the parties as all this is necessary for creating notification letters.

The required fields to file a case are listed in [Appendix IV](#).

13.1. To file a case, go to the Processing – Inquiry screen using the link on the left of an active case or the dropdown towards the top of the screen and click on the Edit link to the right of the File Case header.

There are only three fields on this pop-up and the last violation date is only there to help determine what the filing date should be if timeliness is an issue. The FHAP agency field can be edited here if necessary, but the intent of this field is to remind the user of where the case will be processed. If no FHAP agency is selected, then it will be HUD processed. (Of course this can be changed later.)

13.2. Enter a valid filing date using the date picker or by typing in a date and click the save button at the top or bottom of the pop-up. If the case was converted, the case number will appear on the first Case Status line. If there was a FHAP Agency selected, an email will go to the email address associated with that agency notifying them of the new case.

13.3. If there are other authorities associated with this Title VIII case, then those case numbers should be generated at this time.

13.4. If a case is filed by mistake, it can be done on the Administration screen using the Remove Jurisdiction option.

14. Processing – Case Screen

The Processing – Case screen is where users can be assigned to the case and dates can be entered.

14.1. The Processing Summary

At the top of the Processing – Case screen is the Processing Summary. The data here cannot be edited and appears here for reference only. The 100-Day-Old Date will only be populated for filed cases and the Case/Inquiry Age will show the case age for filed cases and the inquiry age otherwise.

14.2. Assigning Users

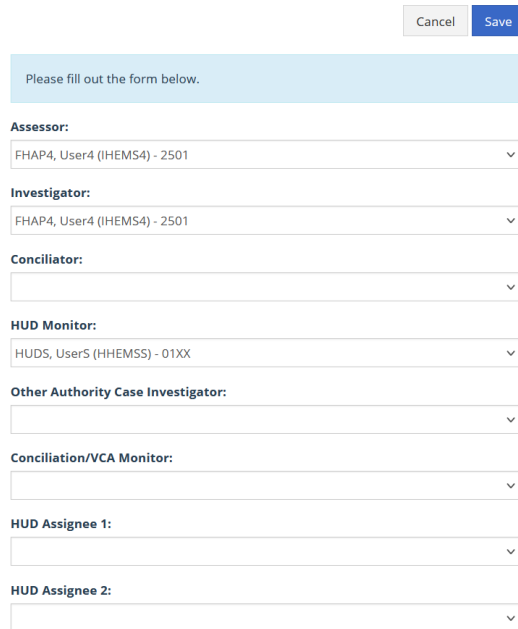
The Assign Users section is where users can be assigned to cases. Note that only users with read/write/assign, read/write/assign/transfer, manager, or system administrator rights can assign users to a case. Assigned investigators will appear as the default interviewer for interview entries and assigned conciliators will appear as the default conciliator for conciliation entries. The date the user is assigned appears on the right.

The user who creates an inquiry will be the default assessor. No assignment date appears in this instance, but the inquiry creation date is further up on this screen.

The HUD Assignee 1 and HUD Assignee 2 can be for users outside of the inquiry/complaint's region and give them edit rights to it.

The Other Authority Case Investigator will see the inquiry/case on their open case section of the dashboard if there are any open other authority cases/reviews associated with the inquiry even after the inquiry or Title VIII case has been closed.

14.2.1. To assign a user, click on the Edit button to the right of the Assign User header to bring up the Assign Users pop-up as shown below. (If the Edit button is not visible then you do not have rights to assign a user to this case.)



Cancel Save

Please fill out the form below.

Assessor:
FHAP4, User4 (IHEMS4) - 2501

Investigator:
FHAP4, User4 (IHEMS4) - 2501

Conciliator:

HUD Monitor:
HUDS, User5 (HHEMSS) - 01XX

Other Authority Case Investigator:

Conciliation/VCA Monitor:

HUD Assignee 1:

HUD Assignee 2:

14.2.2. Use the dropdowns to assign users to the different roles as necessary. (The dropdown list is limited to the processing region except for the HUD Assignee 1 and HUD Assignee 2.)

14.2.3. Click on the Save button at the top or bottom of the screen to save the edits.

14.2.4. When users are assigned, if there is an email associated with their account, they will receive an email notification of the assignment.

14.3. Entering/Editing Processing Event Information

Most of the information in the Processing Events section of the Processing – Case screen are dates. The charge date appears here for reference only. It can be edited by Counsel users on the General Counsel screen (see section [19](#)).

14.3.1. To edit this section, click on the Edit button to the right of the Processing Events header to bring up the Processing Events pop-up as shown below.

Processing Information - Processing Events - Edit

Cancel Save

Please fill out the form below.

Complaint Sent Date:

Notification Date:

Dual Filing Status:
Not Selected

Dual Filing Refusal Date:

Dual Filing Refusal Reason:

14.3.2. If the Dual Filing Status is changed to Requested by a FHAP user and a HUD user is identified in the HUD Notification field, then that person would receive an email notification that dual filing had been requested for this case.

15. Identifying Federal Funding and Associated Other Authority Cases

The Processing – Other Authority screen is where federal funding can be identified and other authority cases/reviews created, edited, and deleted.

The first three rows of this section concern federal funding and the rest identify any associated other authority cases. Federal Funding will show 'Yes' if any types of federal funding are identified.

15.1. Editing the Federal Funding

To edit this section, click on the Edit button to the right of the Federal Funding and Other Authorities header to bring up the Federal Funding and Other Authorities pop-up as shown below. Check the types of federal funding and enter any associated comments. As noted above, if any Federal Funding Types are selected the Federal Funding field will be saved as Yes to avoid a discrepancy.

Processing Information - Federal Funding and Other Authorities - Edit

Cancel Save

Please fill out the form below.

Federal Funding:
Yes

Federal Funding Type:
 FIH
 HUD Insured Program, Below Market Interest Rate
 USDA
 Section 8 Assisted, Tenant Based
 HUD Assisted Housing (202, 811, Project Based Section 8)

Federal Funding Comments:
[Rich text editor toolbar]

15.2. Adding Other Authorities

A Title VIII case can have associated other authority cases, or a HEMS inquiry can be used to hold other authority information. In either case, the other authority cases/reviews can be created, edited, or deleted here instead of needing to go to the Other Authority Cases dashboard, though that dashboard can also be used.

- 15.2.1. click on the Edit button to the right of the Federal Funding and Other Authorities header to bring up the Federal Funding and Other Authorities pop-up. Scroll down to the section for other authority cases.
- 15.2.2. The Pending button will create a marker for that other authority without generating a case. This marker will cause the other authority to be referenced on the HEMS generated complaint without creating an other authority case which would be better done after the Title VIII case has been filed as a Title VIII case number generated.
- 15.2.3. The Generate button can be used to generate an other authority case. If the other authority case is associated with a filed Title VIII case, the other authority case will have the same case number as the Title VIII case except for the last character which identifies the authority. The Title VIII filing date will be used as the other authority receipt date in those cases. If there is no Title VIII case, then the initial contact date will be used as the receipt date. In the example below, Section 504 and Section 109 cases were generated for Title VIII case 01-23-1980-8.

The screenshot displays a vertical list of other authority case categories. Each category has a text input field for the case number and a set of four buttons: 'Pending', 'Generate', 'Remove', and 'Edit'. The categories and their current state are as follows:

- Title VI of the Civil Rights Act of 1964 Case Number:** Input field is empty. Buttons: Pending, Generate, Remove, Edit.
- Section 504 of the Rehabilitation Act of 1973 Case Number:** Input field contains '01-23-1980-4'. Buttons: Pending, Generate, Remove, Edit.
- Section 109 of the Housing and Community Development Act of 1974 Case Number:** Input field contains '01-23-1980-9'. Buttons: Pending, Generate, Remove, Edit.
- Americans with Disabilities Act of 1990 Case Number:** Input field is empty. Buttons: Pending, Generate, Remove, Edit.
- Violence Against Women Act of 1994 Case Number:** Input field is empty. Buttons: Pending, Generate, Remove, Edit.
- Age Discrimination Act of 1975 Case Number:** Input field is empty. Buttons: Pending, Generate, Remove, Edit.
- Affirmatively Furthering Fair Housing Case Number:** Input field is empty. Buttons: Pending, Generate, Remove, Edit.

- 15.2.4. If an other authority case/review has been generated, the Remove button will be active and can be used to delete the other authority case/review.
- 15.2.5. The Edit button can be used to edit the fields specific to the other authority (see section [30.4](#)).

16. Entering FHAP Referral Data

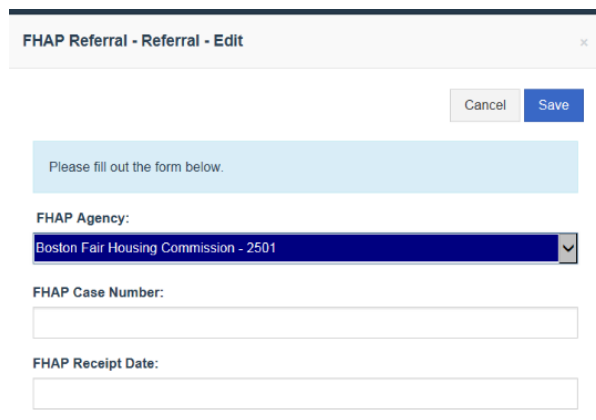
The FHAP Referral screen holds most of the fields unique to a FHAP investigation as well as the FHAP payment information. Entering FHAP payments is discussed in section [23.4](#) as part of closing a FHAP processed case though the FHAP payments may be entered without closing the case.

16.1. Assigning a FHAP Agency

The FHAP agency is the most important entry on the FHAP Referral screen because it determines which FHAP's users can edit the case. When a FHAP creates an inquiry, they are automatically selected as the FHAP agency and can continue to edit it. FHAP users cannot edit this field. HUD users can either select a FHAP on the FHAP Referral screen or select a FHAP when filing a case.

16.1.1. When a FHAP user creates an inquiry, their agency is automatically selected as the processing FHAP agency and a FHAP user cannot change it.

16.1.2. After a HUD user creates an inquiry, they can click on the FHAP Referral option on the left-hand menu to go to the FHAP Referral screen, click on the Edit button to the right of the Referral header to bring up the Referral pop-up, select a FHAP Agency from the top dropdown, and clicking the Save button at the top or bottom of the Referral pop-up.



The screenshot shows a web form titled "FHAP Referral - Referral - Edit". At the top right, there are "Cancel" and "Save" buttons. Below the title bar is a light blue instruction box that says "Please fill out the form below." The form contains three main sections: "FHAP Agency:" with a dropdown menu showing "Boston Fair Housing Commission - 2501"; "FHAP Case Number:" with an empty text input field; and "FHAP Receipt Date:" with an empty text input field.

- 16.1.3. When a HUD user files a case (section [13](#)), there is a field for the FHAP agency which is either populated with whatever FHAP agency has already been designated on the FHAP Referral screen due to a FHAP agency creating the inquiry or a HUD user selecting the agency on the FHAP Referral screen, or, if no agency is selected, the user filing the case can select an agency to give them processing responsibility.

The screenshot shows a web form titled "Processing Information - File Case - Edit". At the top right, there are "Cancel" and "Save" buttons. Below the title bar, there is a light blue instruction box that says "Please fill out the form below." The form contains three main sections: "HUD Filing Date:" with a text input field containing "05/01/2015"; "Last Violation Date:" with a text input field containing "02/12/2015"; and "FHAP Agency:" with a dropdown menu showing "Boston Fair Housing Commission - 2501". At the bottom of the form, there are "Cancel" and "Save" buttons.

16.2. Entering Additional FHAP Referral Data

The FHAP agency and HUD FHAP monitor are either entered automatically or by a HUD user, but the remaining fields in the Referral section of the FHAP Referral screen are generally entered by a FHAP user.

- 16.2.1. The HUD FHAP Monitor can be entered by a HUD user on this screen, but it is more commonly entered on the Processing - Case screen.
- 16.2.2. The FHAP Closure Date, Closure Reason, Relief, and Case Age are only here for reference and are not editable on this screen.
- 16.2.3. Like for other screens, edits can be made using the Edit button on the right.

The FHAP Cause Date on this screen is the same as the (HUD Proposed) Cause Date on the Processing Case screen. FHAP cases will stop aging at the cause date.

17. Editing a Case - Investigative Plan

The HEMS Investigative Plan that is designed around tables of questions inserted into text fields.

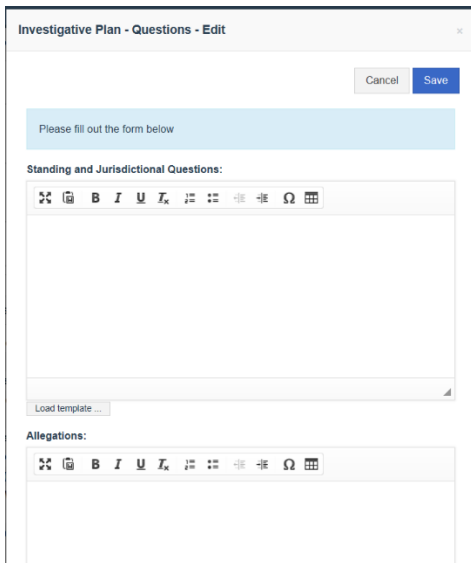
17.1. Accessing the Investigative Plan

17.1.1. In an active case, click on the Investigative Plan link in the menu on the left or select it from the dropdown toward the top of the screen.

17.1.2. The investigative plan has a Case Summary at the top with some basic data about the case, the complainants, and the respondents. This data cannot be edited on this screen and only appears here for reference only.

17.2. Investigative Plan Questions

Below the Case Summary section is the Investigative Plan Questions section. Initially this has a lot of headers with nothing associated with them. To get started, click on the Edit link to the right of the Investigative Plan Questions header to bring up the Investigative Plan Questions Edit pop-up. This pop-up contains a number of blank text boxes for each section.



HEMS User Manual for Fair Housing Discrimination Complaint Modules

- 17.2.1. Click on the Load Template link beneath the section you want to work on. For the example the Standing and Jurisdiction Questions section will be used. It is not necessary to load all of the templates as many of the issues may not apply to the case. Below is what this section looks like with the template loaded.

Investigative Plan - Questions - Edit


Cancel Save

Please fill out the form below

Standing and Jurisdictional Questions:

Investigative Questions	Who?	What?	Where?
Is the complainant(s) a member of a protected class? How Injured?			
Is the complainant associated with a member of protected class or another entity? How Injured?			
Is the complainant an organization? How injured?			

Load template ...


- 17.2.2. In this table, the area for the user to make entries is probably too small. Click on the  icon to expand the text edit section to full screen as shown below. To return to the pop-up, click on the same icon again.

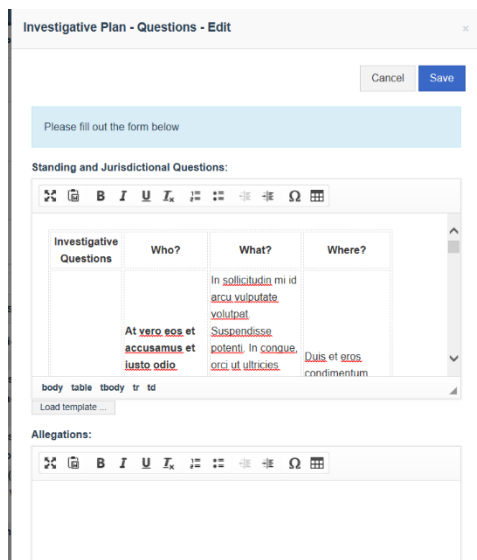
Investigative Questions	Who?	What?	Where?
Is the complainant(s) a member of a protected class? How Injured?			
Is the complainant associated with a member of protected class or another entity? How Injured?			
Is the complainant an organization? How injured?			
How did the respondent know that the complainant was a member of a protected class?			
Are all of the injured persons named?			
Are there any other potential victims			
Was the complainant injured by a violation of the Act			
Is each respondent responsible for the acts alleged to be in violation of the Act? If so, how?			
Is the property or transaction covered under the Act?			
Was the complaint timely filed?			

HEMS User Manual for Fair Housing Discrimination Complaint Modules

Even with a full screen, the columns for Who, What and Where information look too narrow, but when you start typing the columns and rows will expand to allow the entry. (Note also the spell-check.)

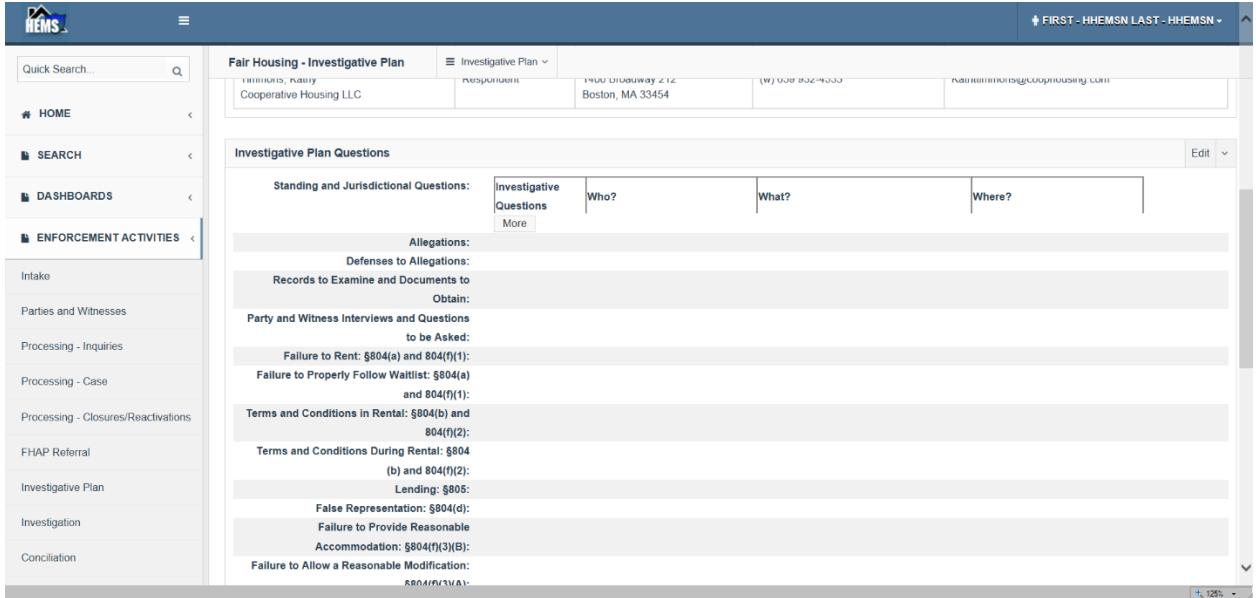
Investigative Questions	Who?	What?	Where?
Is the complainant(s) a member of a protected class? How injured?	At vero eos et accusamus et justo odio dignissimos atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga. Et harum quidem rerum facilis est et expedita distinctio	In sollicitudin mi id arcu vulputate volutpat. Suspendisse potenti. In congue, orci ut ultrices, eleifend, turpis sem lacinia austo, quis bibendum felis euque ac augue. Duis accusan vulputate turpis, ut facilisis nisi laoreet eu. Nulla eget odio in risus aliquet blandit nec interdum metus. Curabitur sed mollis lorem. Mauris elementum magna a tortor hendrerit pellentesque. Phasellus et lobortis nisl, ut elementum libero. Nulla thonus aiquam metus et ultrices. Donec pretium orci ac risus iaculis varius.	Duis et eros condimentum, eleifend velit sed, dictum enim. Aliquam luctus ut lectus in gravida. Aliquam erat volutpat. Proin pulvinar diam sed pharetra luctus. Suspendisse sagittis risus et risus feugiat, at sollicitudin lectus elementum. Vestibulum libero turpis, commodo quis ante id, scelerisque auctor risus. Morbi ac pretium arcu, et tempor ligula.
Is the complainant associated with a member of protected class or another entity? How injured?			
Is the complainant an organization? How injured?			
How did the respondent know that the complainant was a member of a protected class?			
Are all of the injured persons named?			
Are there any other potential victims			
Was the complainant injured by a violation of			

17.2.3. When you have completed your entries, click on the  icon to go back to the pop-up. Long entries will be difficult to read here, but don't worry about that as it is not intended to be read in edit mode.

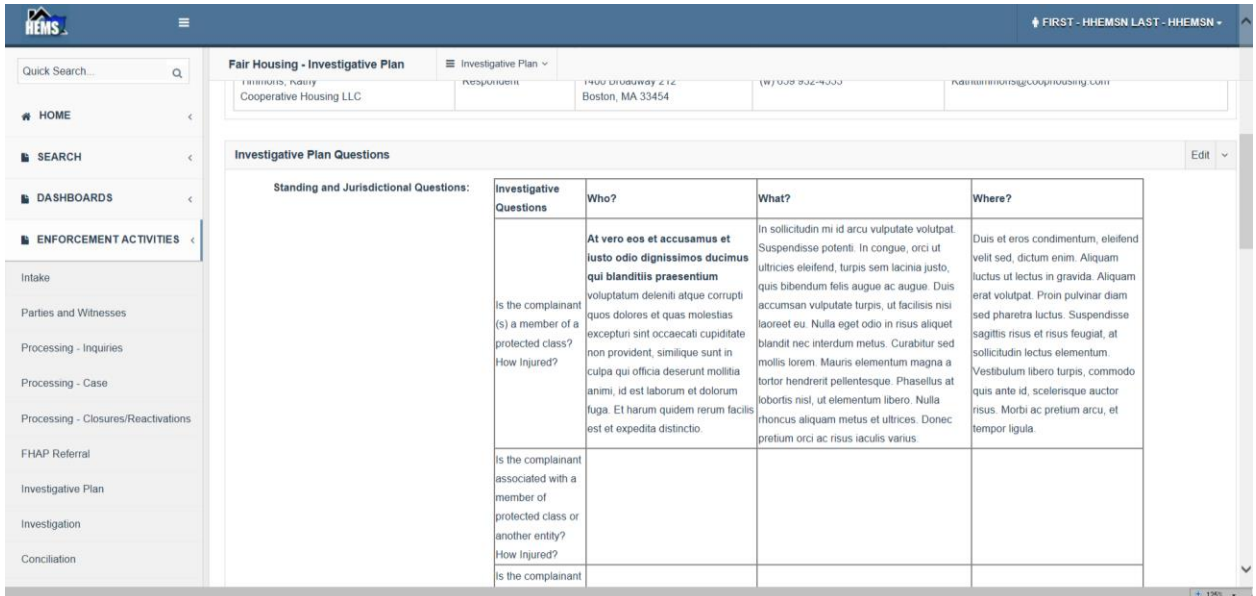


HEMS User Manual for Fair Housing Discrimination Complaint Modules

17.2.4. Click on the Save button at the top or bottom of the pop-up to save the changes. Now the top of the template for that section is visible on the Investigative Plan screen. It is rolled up so the user can see all of the headers easily and see where content has been entered.



17.2.5. To see the content of a section, click on the More button associated with that section. Now the questions and answers are readable. There is a Less button at the bottom of the table to roll it back up.



17.2.6. To print out an Investigative Plan, go to Case Reports from the menu on the left or the dropdown toward the top of the screen, and select Case Print with Plan checked. You may want to uncheck Assess if you do not want that information as well.

Once data has been entered into a template, clicking on Load Template will reload the template and delete any entered data.

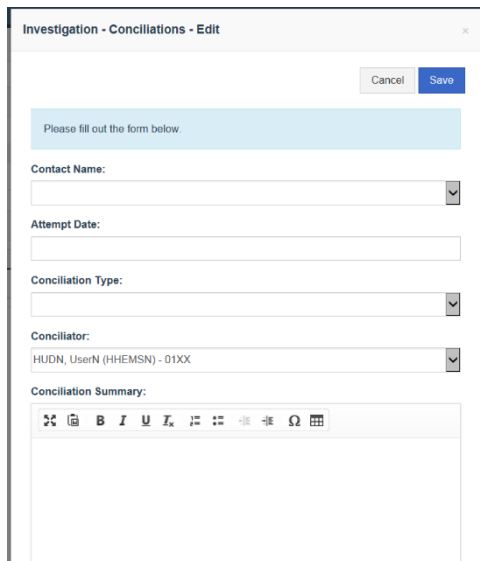
18. Editing a Case – Conciliations

The Conciliation screen is where conciliation attempts are recorded, the final conciliation is uploaded and where conciliations and voluntary compliance agreements (VCAs) can be monitored. The monitoring fields are at the top of the screen even though they would be used only after a conciliation/VCA is in place.

18.1. Entering/Editing Conciliation Attempt Entries

18.1.1. Conciliations entries are entered on the Conciliations screen which can be accessed using the Conciliations link in the menu on the left in an active case or by using the dropdown.

18.1.2. To enter a new conciliation entry in the Conciliations section, click on the New link to the right of the header to bring up the Conciliations – Edit pop-up as shown below. To edit an existing interview entry, click on the Edit link to the right of the interview entry on the Investigation screen.



The screenshot shows a web-based form titled "Investigation - Conciliations - Edit". At the top right are "Cancel" and "Save" buttons. Below is a light blue instruction box: "Please fill out the form below." The form contains the following fields:

- Contact Name:** A dropdown menu.
- Attempt Date:** A text input field.
- Conciliation Type:** A dropdown menu.
- Conciliator:** A dropdown menu with the text "HUDN, UserN (HHEMSN) - 01XX" selected.
- Conciliation Summary:** A rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, bulleted list, numbered list, link, unlink, and insert table.

18.1.3. Select the contact name from the dropdown list of parties and witnesses. Similar to interviews, contacts must have been previously entered into the Parties and Witnesses screen to enter a conciliation entry with them.

18.1.4. Select the attempt date using the date picker or type the date in.

18.1.5. Select and conciliation type from the dropdown. The Final Conciliation Agreement is necessary to close a conciliation and should contain an upload of the conciliation agreement.

18.1.6. Select the conciliator from the dropdown of HEMS users. If a conciliator has been identified for the case that will be the default entry.

18.1.7. Enter the conciliation summary.

18.1.8. Click on the Save button at the top or bottom of the screen to save the edits.

18.2. Entering Conciliation/VCA Monitoring Information

There are two sections at the top of the Conciliations screen for monitoring information. At the top are four fields for dates and whether it is a conciliation, VCA or conciliation and VCA.

Below that is an area where the provisions of the conciliations can be entered on separate rows so the monitor can add more information to the rows as the provisions are met. Each provision could be copied from the agreement.

There is a dropdown for Relief Types so a 'Housing' relief type might have an Outcome Unit like 'Number of families housed'. The requirement would be in the provision and the actual number could be entered in the Outcome Number field.

A document can be uploaded for each provision if needed.

19. Editing a Case – General Counsel

The General Counsel screen can only be edited by counsel users and some system administrators. Counsel users cannot edit other screens in HEMS except to close a case and enter relief.

There is no need for a case to be transferred to counsel in order for a counsel user to enter information in the General Counsel screen or to close the case.

To get to the General Counsel screen, click on the General Counsel link in the left menu of an active case or select General Counsel from the dropdown.

Note that the OGC Assignments section is where a charge date can be entered or edited.

The relief fields on this screen are the same as those on the Processing - Closures/Reactivations.

20. Transferring an Inquiry/Case

Inquiries and cases can be transferred between offices in the same region, between regions, or to the Department of Justice (DOJ) for investigation. Inquiries and cases can be transferred for investigation which changes the office responsible for the investigation or for review/referral which does not transfer the investigating responsibility. There is a receive action available to record when a transfer is received, but it is not a required step. The last transfer can be edited or deleted. Transfer dates can restrict filing dates and closure dates so if a filing date or closure date will need to be backdated, be sure to use transfer dates on or prior to that date.

FHAP users cannot transfer cases in HEMS.

Cases should not be transferred to or from a FHAP Agency. To assign a case to a FHAP Agency, just select that agency on the FHAP Referral screen.

If a case is mistakenly assigned to a FHAP and it should be processed by HUD, just remove the FHAP Agency on the FHAP Referral screen to return it to the regional office. (Any FHAP case number may also have to be removed to make this change.)

Cases being processed at a FHAP agency should be reactivated to return them to HUD processing; not transferred. But if a case is mistakenly transferred from a FHAP agency to a HUD office it cannot be transferred back, but it can be returned to FHAP processing just by going to the FHAP Referral screen and resaving it with the FHAP Agency selected. To remove the transfer, Kevin Gilbert at HUD will have to be contacted to have a script run on the database.

Transfer options:

Sent between Regions for investigation – Transfers processing responsibility between regions. This transfer can be from any office in the sending region but will go to the regional office in the receiving region. This transfer should be used to transfer cases to Headquarters for investigation.

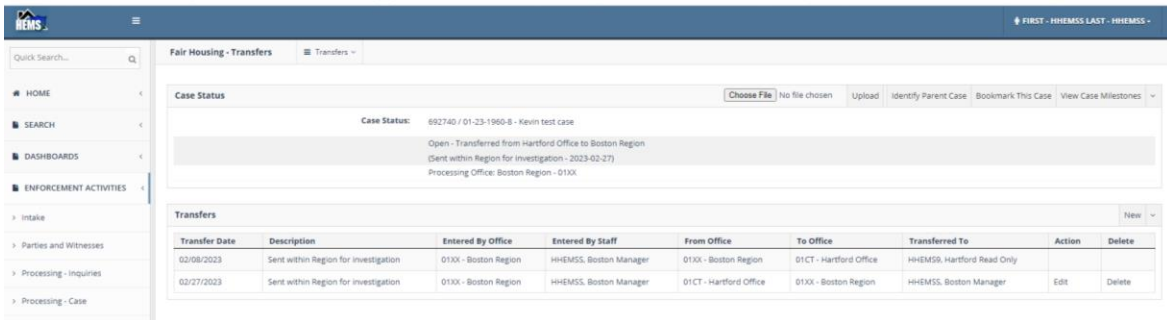
Received between Regions for investigation – An optional receipt action after an inquiry/case has been transferred between regions.

Sent within Region for investigation - Transfers processing responsibility between offices within a region.

Received within Region for investigation - An optional receipt action after an inquiry/case has been transferred between regions.

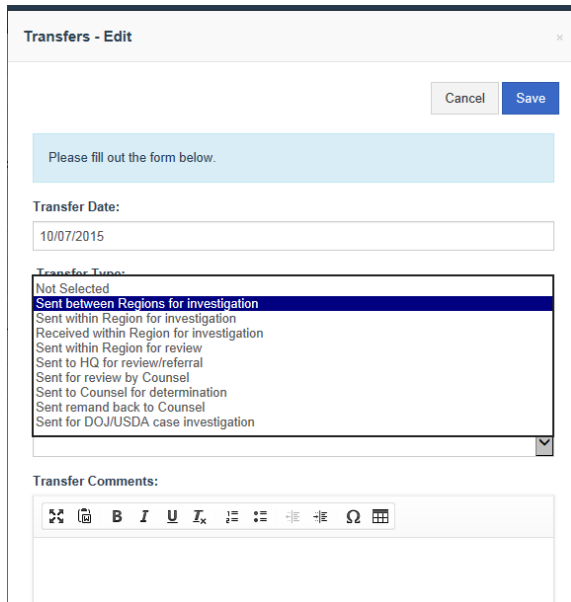
20.1. Adding a Transfer

20.1.1. To add a transfer, click on the Transfers option on the menu on the left or from the dropdown beside the header when in the case to be transferred. This will bring up the Transfers screen showing all previous transfers. In the example below, the case was transferred from the Boston FHEO office to the Hartford FHEO office for investigation and then transferred back. Transferring a case for investigation changes the processing office while transferring a case for review/referral does not change the processing office.



20.1.2. Click on the New button to the right of the Transfers header to bring up the Transfers – Edit pop-up.

20.1.3. On the pop-up enter a transfer date, select a transfer type, the office the case is being transferred to, and who it is being transferred to along with any comments. The transfer type will determine which offices the case can be transferred to, and the choice of office will determine who the case can be transferred to. It is not required to enter who the case is going to, but that user will receive an email notification that the case was transferred to them.



20.1.4. If the case is going to be transferred to DOJ/USDA/CFPB an additional field will appear asking for the reason for that transfer i.e. criminal, pattern and practice, zoning/land use, etc.

Cases are transferred to DOJ/USDA/CFPB for investigation so this should not be used for charged cases that elect to go to federal district court. That is just a different closure option. Cases transferred to DOJ/USDA/CFPB may be transferred back to FHEO if there is more investigation for FHEO to do. If FHEO does not have jurisdiction over the issues involved, then the case can be closed for one of the DOJ closure reasons that are only available after a transfer to DOJ/USDA/CFPB that is not transferred back.

20.2. Editing or Deleting a Transfer

20.2.1. The last transfer entered can be edited or deleted. To edit the last transfer, click on the Edit button to the right of the entry. Make any edits necessary and click on the Save button. Generally, only the transfer date and the office transferred to can be edited.

20.2.2. To delete the transfer, click the Delete button and then the Delete button and confirm. This will return it to the location prior to that transfer.

21. Letters

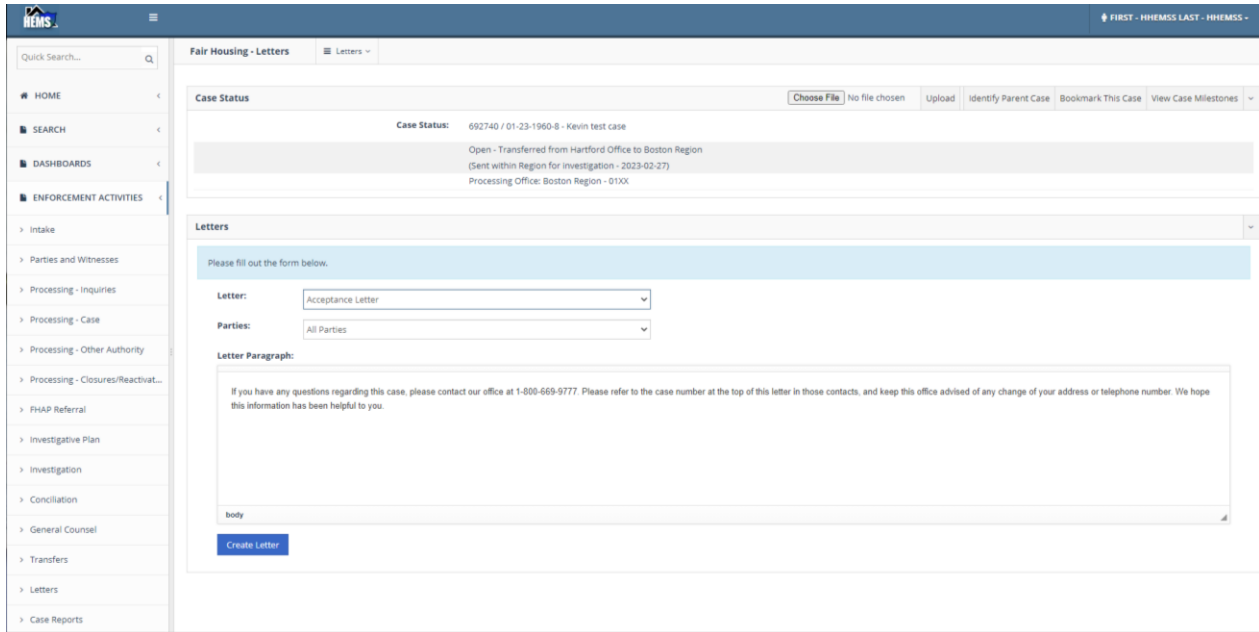
In HEMS all of the Letters are creating by going into the particular case and going to the Letters screen. This includes the 100-Day Letter which is no longer a batch process. Letters are not automatically generated at any point but can be created at any time from the Letters screen.

The letters that can be generated are:

- The acceptance (notification) letters,
- The 100-day letter,
- The closure letter,
- The field FFIEC letter (sent out when a respondent is overseen by an FFIEC agency), and
- The tax credit letter (sent out when a respondent receiving tax credits has a caused (FHAP)/charged case.)
- The VAWA only Acceptance Letter,
- Zipped with Signed Complaint(s).

21.1. Generating Letters

To generate letters for a case, click on the Letters option on the menu on the left or from the dropdown beside the screen header. On the Letters screen, select the type of letter you want to generate from the Letters dropdown.



Once a letter type has been selected, a dropdown for the parties it will go to will appear. The default is to send the letter to all parties, but you can just create particular letters for specific parties as well.

There is a section Letter Paragraph that displays the last paragraph that will be inserted into the letter. This paragraph can be made unique for each region, but the user can also edit the paragraph for the current set of letters being generated. This allows for custom contact information.

Click on the Create Letters button.

Depending on your browser, there may be an option to open or save the letters. In Edge if you select the Open option they will open in Word. The letters can be saved and/or printed.

At any time, the letters can be regenerated. Note that if any changes have been made in HEMS that would affect the content of the letters, then that new content would be captured in the new letters.

21.2. The VAWA only Acceptance Letter

These are acceptance letters for Violence Against Women Act (VAWA) cases that don't have Fair Housing Act issues. If you want letters with language for VAWA and the Fair Housing Act, generate the VAWA case number in the Title VIII case and run the regular acceptance letters.

21.3. Acceptance Letters Zipped with Signed Complaint(s)

Acceptance letters are commonly sent by certified mail using the Certified Mailing Solutions (CMS) website and the Custom Mail option. This option requires the acceptance letters in Word format and a copy of the signed complaint in pdf format to be zipped up together in a zip file. This option in HEMS will create that zip file though it is important that the signed complaint be uploaded to HEMS in the Documents section as a pdf with the Document Type of Signed Complaint.

22. Generating Case Reports

The documents available in the Case Reports section are the case print, the complaint, the damages worksheet, the determination, the final investigative report, the audit trail report, and the digital case file.

The Case Reports are specific to the case selected by the user.

22.1. Generating a Case Print

The case print shows all of the data in HEMS.

22.1.1. To run a Case Print, click on the Case Reports option on the menu on the left or select it from the dropdown beside the header at the top of the screen and select Case Print from the Case Reports dropdown.

22.1.2. When Case Print is selected, several checkbox options will appear with options for what information should be included in the report. By default, Assess and Act/Decide are included. After that report is selected there is an option to select different sections to appear in the report: exemptions to the Fair Housing Act, the investigative plan, the OGC data, other authority data for identified concurrent other authority cases or reviews, and FHAP closure review questions. The uploaded pdf documents option will include the uploaded pdf documents at the end of the case print. This is a different organization from the Digital Case File case report.

The screenshot shows a web form titled "Case Reports". At the top, there is a light blue instruction box that says "Please select your report options." Below this, there is a dropdown menu labeled "Case Reports:" with "Case Print" selected. Underneath, there are several sections of checkboxes:

- Including:** Assess, Exemptions, Plan, Act/Decide, OGC, Uploaded PDF Documents, Other Authorities, Fhap Review Questions
- Questionnaires:** Testing, Lending, Disability, Other Questions
- Audit Trail:** Letters

At the bottom left of the form is a blue button labeled "Create Report".

22.1.3. After the Create Report button has been clicked the report will be generated and depending on the user's browser, they will be given the option to open or save the report.

22.2. Generating a Complaint

There are two options for generating a complaint for signing. The Complaint - Multiple Copies. One for Each Complainant to Sign creates separate copies in one Word document for each complainant. The Complaint - One Copy for All to Sign will put all of the signature lines on a single complaint to simplify signing if the complainants are in the same household.

22.3. The Damages Worksheet

The damages worksheet is a blank form that can be generated and sent to the complainant(s) for them to describe the damages they had suffered due to discrimination.

22.4. The Determination

The determination is a summary of the case to determine cause or no cause. It includes the case name, filing date, bases, issues, violation date, violation location, allegations, respondent's defenses, and findings and conclusions. While this document does not need to be used, to close a FHAP case for no reasonable cause, a determination must be uploaded in the Documents section of the Investigation screen with the Document Type Determination of No Reasonable Cause selected.

22.5. The Final Investigative Report

The final investigative report (FIR) is similar to the determination, but instead of including the findings and conclusions, it includes parties' and witnesses' names and addresses, interview summaries, document summaries, interrogatory summaries, and factual observations.

22.6. The Audit Trail Report

This is a pdf report including many key events for an inquiry or case.

22.7. The Digital Case File

This is a work in progress, but the intent is to have a HEMS generated pdf document that matches the case file organization described in the Title VIII Handbook. HEMS uses the Document Type to identify most of the specific items listed below. Uploaded pdf documents will be included. **For the digital case file to include a document upload, it must be a pdf.**

Section I Disposition / Closure Documents

Section I Tab A

- Administrative Closure Summary,
- Determination of Reasonable Cause,
- Determination of No Reasonable Cause,
- Final Conciliation Agreement (from the Conciliation screen),
- Withdrawal Request,
- Closure Letters

Section I Tab B

- Final Investigative Report (FIR)

Section II Evidentiary Section

Section II Tab A Jurisdiction

- Signed complaint
- Notification letters
- Notice to the FHAP agency
- FHAP waiver letter
- Amended complaint
- Notification letters for amended complaint
- 100-Day letters
- Notice of reactivation to FHAP agency
- Certified mail receipts

Section II Tab B Complainant's Evidence

- Online Complaint
- Documents identified to go in Section B
- Interviews with complainants (Being developed)

Section II Tab C Respondent's Evidence

- Respondent's Answer
- Documents identified to go in Section C
- Interviews with respondents (Being developed)

Section II Tab D Other Evidence

- Documents identified to go in Section C or not identified

- Interviews with witnesses (Being developed)
- Section III Deliberative Section
 - Entries in the deliberative section
 - Case print
- Section IV Conciliation Section
 - Conciliation entries
 - Conciliation documents except final conciliation agreement which is in Section IA

23. Closing a FHAP Processed Case

FHAP users can close non-dual filed inquiries using the Processing - Inquiries screen (section [12](#)) or the Processing - Closures/Reactivations screen, as a FHAP inquiry may be non-jurisdictional under their laws and closed as an inquiry or it may be jurisdictional under their laws, but not jurisdictional under the Fair Housing Act so it would not be dual-filed, but HEMS could still be used for the FHAP investigation information, or it could be dual filed.

23.1. A FHAP User Enters Relief (if necessary)

For conciliations and some withdrawals, relief should be entered in the Relief/Home Ownership Opportunities section of the Processing - Closures/Reactivations screen.

23.1.1. Click on Processing – Closures/Reactivations in the left-hand menu or in the dropdown at the top to bring up the Closures/Reactivations screen.

23.1.2. Click on the Edit button to the right of the R Relief/Home Ownership Opportunities title.

23.1.3. On the pop-up, check any types of relief there were, enter any compensation, victims' funds, number of additional victims, etc.

Processing Information - Relief/Home Ownership Opportunities - Edit

Cancel Save

Please fill out the form below

Conciliation Expiration Date:
03/31/2023

Relief:

- Housing
- Affirmative Action Or Accommodation
- Monetary
- Employment

Monetary Compensation Amount:
1000

Victim's Fund Amount:

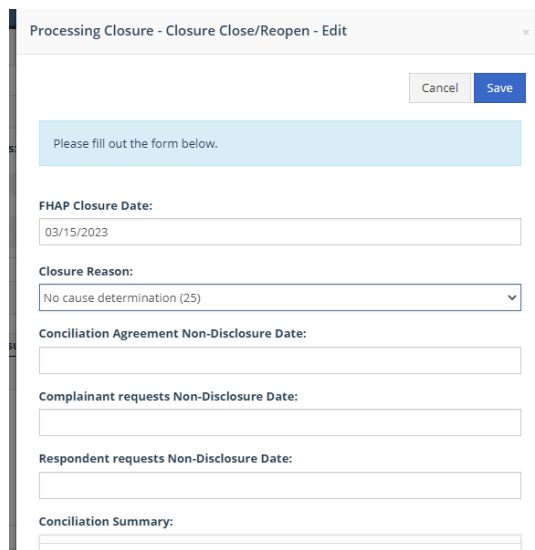
At least one relief option must be checked and the monetary compensation must be entered as \$0 or more to close a FHAP case for conciliation.

23.2. A FHAP User Closes the Case

23.2.1. Click on Processing – Closures/Reactivations in the left-hand menu or in the dropdown at the top to bring up the Closures/Reactivations screen.

23.2.2. Click on the Close Case link to the right of the Close/Reopen Closure header to bring up the Closure pop-up form.

23.2.3. Enter a FHAP closure date and select a closure reason from the drop down. A FHAP user will not see the HUD closure date field in the edit pop-up since they cannot edit that.



The screenshot shows a web form titled "Processing Closure - Closure Close/Reopen - Edit". At the top right, there are "Cancel" and "Save" buttons. Below the buttons is a light blue instruction box that says "Please fill out the form below." The form contains several input fields: "FHAP Closure Date" with the value "03/15/2023"; "Closure Reason" with a dropdown menu showing "No cause determination (25)"; "Conciliation Agreement Non-Disclosure Date"; "Complainant requests Non-Disclosure Date"; "Respondent requests Non-Disclosure Date"; and "Conciliation Summary".

FHAP no cause closures require a Determination to be uploaded in the Documents section of the Investigation screen with the Determination of No Reasonable Cause Document Type.

FHAP conciliation closures require a relief option to be selected as described in [23.1](#) and a monetary compensation amount of \$0 or more. (The default is a blank entry which is not the same as \$0.)

23.2.4. If a conciliation contained a non-disclosure agreement or a complainant or respondent has requested non-disclosure in a no cause case, enter the appropriate non-disclosure date.

23.2.5. Other types of closures may require additional information to be entered on this pop-up like a withdrawal date, trial commencement date, or non-jurisdiction closure reason.

23.2.6. Click the Save button at the top or bottom of the pop-up to save the closure. The entry will be visible in the Close/Reopen Closure section. Note that once a closure has been saved, it can be edited or re-opened, but the closure cannot be removed.

23.3. A HUD User Completes the FHAP Case Review

This is a new feature in HEMS on the FHAP Referral screen consisting of the FHAP Case Review Summary containing three date fields, two dropdowns for the GTM and GTR, and a text field for a summary or comments. Additionally, there is a FHAP Case Review section which should only be completed after the FHAP has closed the case, but before HUD has closed the case. The FHAP closure type will determine which questions appear in the FHAP Case Review section.

23.4. A HUD User Completes the FHAP Payments Section

Before a HUD user can enter a HUD closure date on a FHAP processed case the FHAP payment amount and type of case (closure) must be entered in the FHAP Payments section at the bottom of the FHAP Referrals screen.

23.4.1. Click on FHAP Referral on the left-hand menu and scroll down to the FHAP Payments section of the FHAP Referral screen.

23.4.2. Click on the Edit button to the right of the FHAP Payments header to bring up the FHAP Payments pop-up form.

23.4.3. On the form, enter the FHAP Payment Determination and the FHAP Payment Determination Date. If the payment determination is other than Accepted, only the FHAP Payment Determination Date is also needed, though FHAP Payment Notes may be warranted.

The screenshot shows a web form titled "FHAP Referral - FHAP Payments - Edit". At the top right, there are "Cancel" and "Save" buttons. Below this is a light blue instruction box: "Please fill out the form below". The form contains three main sections: 1. "FHAP Payment Determination:" with a dropdown menu currently showing "Accepted for Payment". 2. "FHAP Payment Determination Date:" with a text input field containing the date "05/22/2015". 3. "FHAP Payment Notes:" with a rich text editor toolbar featuring icons for bold, italic, underline, strikethrough, bulleted list, numbered list, indent, outdent, link, unlink, and table.

23.4.4. Further down on the form, select the Type of Case resolution from the dropdown. Note that some resolution types are specific to different periods. Based on the FHAP Payment Determination Date and the type of case selected, Payment Guidelines will be displayed.

Type of Case:
 Conciliated/Settled or withdrawn after resolution, and Not Systemic or Complex/Novel ▼

Payment Guidelines: (FHAP Payment Determination Date Required for Guidelines to Display)
 100 or less 100% \$2600
 101 to 150 90% \$2340
 151 to 200 80% \$2080
 201 to 250 70% \$1820
 251 or more 0 to 60% determined by GTR

FHAP Payment Amount:

Additional Justification for FHAP Payment:
 Not Selected ▼

Additional for Cause Case:
 Not Selected ▼

23.4.5. Enter a FHAP Payment Amount if the case was accepted for payment. Note that the case age was put on the FHAP Referral screen to assist with this determination.

23.4.6. Click the Save button at the top or bottom of the pop-up to save the information and return to the FHAP Referral screen.

23.5. A HUD User Closes a FHAP Case

23.5.1. Once the FHAP payment has been entered, as either accepted, with the appropriate payment information, or rejected a HUD closure can be entered. Click on Processing – Closures/Reactivations in the left-hand menu to bring up the Closures/Reactivations screen.

23.5.2. There should already be an entry made by the FHAP agency in the Close/Reopen Closure section of this screen with a FHAP closure date and closure reason. Click on the Close FHAP Case link on the right to bring up the Close/Reopen form.

Close/Reopen Closure				
HUD Closure Date	FHAP Closure Date	Closure Reason	Reopen Date	
	05/01/2015	No cause determination		Close Fhap Case

23.5.3. Enter a HUD closure date. The closure reason should already have been entered.

Processing Closure - Closure Close/Reopen - Edit

Cancel Save

Please fill out the form below.

HUD Closure Date:
05/04/2015

FHAP Closure Date:
05/01/2015

Closure Reason:
No cause determination

Non-Disclosure Agreement Date:

23.5.4. Click the Save button at the top or bottom of the pop-up to save the closure. There is not a way to remove the closure, but the closure dates and the closure reason can be edited by clicking on the Close Fhap Case link to go to the edit pop-up again.

Close/Reopen Closure					
HUD Closure Date	FHAP Closure Date	Closure Reason	Reopen Date		
05/04/2015	05/01/2015	No cause determination		Close Fhap Case	

24. Closing a HUD Processed Case

This process is the same as when a FHAP user closes a dual filed case in [23.1](#) and [23.2](#) except that the HUD Closure Date needs to be entered.

OGC users close cases the same way as FHEO users, but because they close charged cases, OGC users can see post-charge closure reasons that FHEO users would not see.

A note on post-charge closures, charged cases that elect to go to Federal District Court should be closed as of the election date as Elected made to go to court. It is important that when cases that elect are finally resolved that any relief be entered into HEMS even though it may be long after the closure date.

25. Editing a Closure

After a case has been closed, the Edit link can be used to change the closure date or closure reason. Neither of these fields should be cleared by editing. If the case needs to be reopened the Reopen link should be used.

26. Reopening a Closed Case

The process for reopening a closed case is the same whether it is HUD or FHAP processed though a FHAP user cannot reopen a FHAP processed case after HUD has closed it so they would have to have

a HUD user reopen it if that were necessary. A FHAP user can reopen a case if only the FHAP has closed it.

Click on Processing – Closures/Reactivations from the menu on the left or select it from the dropdown beside the screen header to go to that screen. There should be a closure listed here in order to reopen the case.

The screenshot shows a web application interface for 'Fair Housing - Processing - Closures/Reactivations'. At the top right, there are navigation links: 'FIRST', 'HHEMSN LAST', and 'HHEMSN'. Below the header, there are two tabs: 'Fair Housing - Processing - Closures/Reactivations' and 'Processing - Closures/Reactivations'. The main content area is divided into two sections. The first section, 'Case Status', displays 'Case Status: 500048 / 01-15-4014-8 - Gilbert v Smith' and 'Closed - Complaint withdrawn by complainant after resolution (2015-09-09)'. The second section, 'Close/Reopen Closure', contains a table with the following data:

HUD Closure Date	FHAP Closure Date	Closure Reason	Reopen Date		
09/09/2015		Complaint withdrawn by complainant after resolution		Edit	Reopen Case

Below the table, there is a label 'Non-Disclosure Agreement Date:'.

Click on the Reopen Case button to the right of the closure information to bring up the Edit pop-up. Enter the reopen date and a reason. The reopen date is the only required field to reopen a case. Click Save to reopen the case.

The screenshot shows a pop-up window titled 'Processing Closure - Closure Close/Reopen - Edit'. At the top right, there are 'Cancel' and 'Save' buttons. Below the title bar, there is a light blue box with the text 'Please fill out the form below.'. The form contains two main sections: 'Case Reopen Date:' with a text input field, and 'Case Reopen Reason:' with a rich text editor. The rich text editor has a toolbar with icons for bold, italic, underline, strikethrough, bulleted list, numbered list, link, unlink, and insert table. At the bottom of the pop-up, there are 'Cancel' and 'Save' buttons.

27. Reactivating a FHAP Case

The reactivation process switches the processing responsibility from a FHAP agency back to HUD. The fields used to reactivate a case are at the bottom of the Processing – Closures/Reactivations screen.

If a case is in the wrong FHAP, it is better to just change the FHAP agency rather than reactivating the case first as there is not a process to re-assign a reactivated case to a FHAP.

FHAP cases that have been closed or have a cause date cannot be reactivated.

After opening the edit pop-up on the Processing – Closures/Reactivations screen, enter at least the reactivation date and reason and click the Save button. The processing office will revert from the FHAP agency to the HUD regional office and processing responsibility will change from FHAP to HUD.

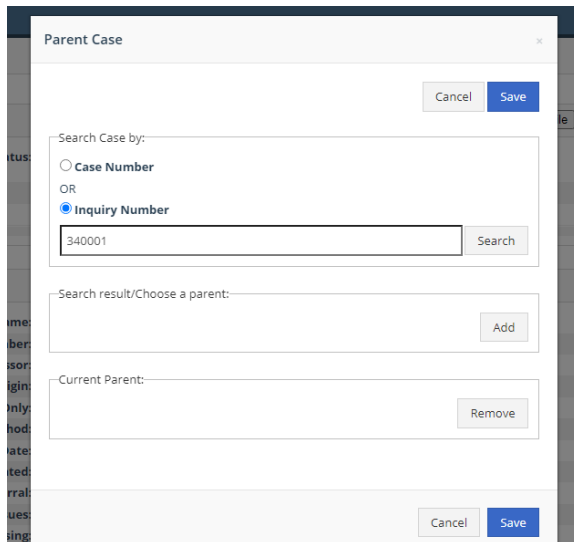
The screenshot shows a web-based form titled "Processing Information - Reactivate Case - Edit". At the top right, there are "Cancel" and "Save" buttons. Below the title bar is a light blue instruction box that says "Please fill out the form below." The form contains several input fields: "Reactivation Date:" with a text input field; "Reactivation Reason:" with a rich text editor toolbar (including icons for bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, link, unlink, and insert table) and a large text area; "Reactivation Category:" with a dropdown menu currently showing "Not Selected"; "FHAP Reactivation Consultation Date:" with a text input field; and "FHAP Reactivation Concurrence Date:" with a text input field. At the bottom right, there are "Cancel" and "Save" buttons.

28. Handling Parent/Child Case Relationships

Often multiple cases are related, though the complainants or respondents might be different. Because of this, many of the interviews, documents, etc. are relevant to all of the cases. Using the standard procedure, all of these interviews, documents, etc. would need to be entered into each HEMS case separately which is time consuming. As an alternative when the office believes it is acceptable, one case can be treated as a 'parent' containing all of the interviews, documents, etc. and the related cases are 'child' cases which would not contain entries already made in the parent case.

In a child case, you can click on the Identify Parent Case button in the upper right which will bring up the Parent Case pop-up. Identify the inquiry or case number you want to be the parent and click on the Search button to find the inquiry/case. Select the inquiry/case after it is found and click the Add button.

If the parent needs to be removed then you can use this same process in the child case, but click the Remove button to remove the parent.



After clicking save, this relationship will be referenced in both the child and the parent's case status section at the top of the screen and clicking on the parent or child inquiry/case number or case name will take you to that case.

A child inquiry/case can only have one parent inquiry/case, but a parent inquiry/case can have multiple children.

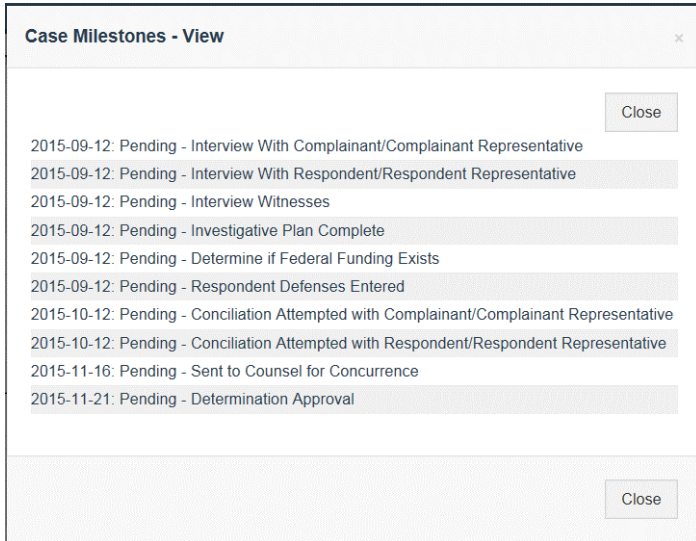
29. Milestones

There are ten milestones, or case processing measures set up in HEMS for filed cases:

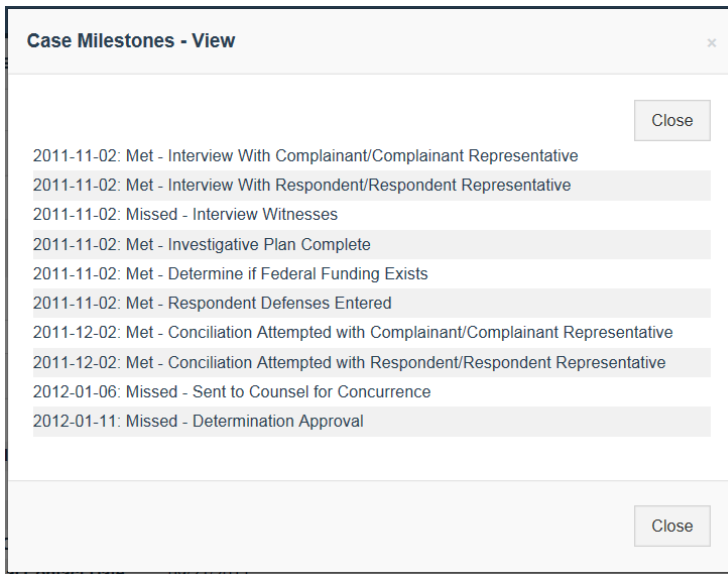
1. Interview the complainant or the complainant's representative within 30 days of filing;
2. Interview the respondent or the respondent 's representative within 30 days of filing;
3. Interview a witness within 30 days of filing;
4. Complete an investigative plan within 30 days of filing;
5. Determine if federal funding exists for the respondent within 30 days of filing;
6. Enter the respondent's defenses within 30 days of filing;
7. Attempt conciliation with the complainant or the complainant's representative within 60 days of filing;
8. Attempt conciliation with the respondent or the respondent 's representative within 60 days of filing;
9. Send the determination to counsel for concurrence within 95 days of filing; and
10. Get an approved determination within 100 days of filing.

To see the case milestones, click on View Case Milestones in the upper right corner.

A newly filed case will probably have all pending items with the target dates. Inquiries that have not been filed will not have the target dates as they are determined based on the filing date.



As milestones are either met or missed, their status will change as shown below.



30. Other Authority Cases and Reviews

While HEMS was designed to edit and track Title VIII cases, there is a separate section described here to log other authority cases and reviews. The other authorities available are Title VI, ADA, VAWA, Age Discrimination Act, Section 109, Section 3, AFFH, and Section 504. All other authority

cases/reviews should be logged here, but there is limited functionality for including other information beyond some key dates. Other authority cases associated with Title VIII cases should be generated from the Processing – Other Authority screen of the Title VIII case to link the two cases properly.

Other authority case numbers are similar to Title VIII case numbers, the first two characters are the region, the third and fourth are the fiscal year of the initial contact date, the next four characters match the Title VIII case number, and the last character identifies the type of authority associated with the case:

- 4 – Section 504
- 6 – Title VI
- 9 – Section 109
- A – Age Discrimination Act
- D – ADA
- F – AFFH
- V – VAWA

As HEMS generates all Title VIII case numbers, it is common to generate any other authority case numbers after the Title VIII number so that most of the characters of the Title VIII number can be used for all concurrent cases.

30.1. Creating a New Other Authority Case from a Title VIII Case

This process is described in section [15.2](#). While there is a benefit from creating other authority case numbers after a Title VIII case number, there may be instances where there are only other authority cases that will be associated with an inquiry and the other authority cases can be generated in the same way. A difference will be that if there is a Title VIII case, then the case filing date will be used for other authority receipt dates, but if there is not a Title VIII case then the inquiries initial contact date will be used for the receipt date. In either case the other authority receipt date can be edited if this is incorrect.

30.2. Creating an Other Authority Only Inquiry

There are many instances where there are other authority cases without a concurrent Title VIII case. To use HEMS to hold all of the interviews, documents, etc. associated with these cases an inquiry can be created just for this other authority case information.

When creating an inquiry (section 6) there are three options at the top of the pop-up: Title VIII, Other Authority Case Only, and Other Authority Review Only. The first option is the default, but if the second or third options are selected then checkboxes for each other authority appear and the user can select which ones they want to be associated with an other authority inquiry. When the inquiry is created, other authority cases will be created for each of the authorities selected. If Other Authority Review Only is selected, then an R will be the fifth character in the numbers to indicate they are reviews. If other authority cases or reviews are created this way, the initial contact date will be the receipt date. Although a complainant name is not required for an other authority only inquiry, a case name should be entered.

Inquiry - New

Cancel Save Save and Close

Please fill out the form below.

Title VIII
 Other Authority Case Only
 Other Authority Review Only

Generate Title VI of the Civil Rights Act of 1964 Case Number

Generate Section 504 of the Rehabilitation Act of 1973 Case Number

Generate Section 109 of the Housing and Community Development Act of 1974 Case Number

Generate Americans with Disabilities Act of 1990 Case Number

Violence Against Women Act of 1994 Case Number

Generate Age Discrimination Act of 1975 Case Number

Generate Affirmatively Furthering Fair Housing Case Number

Case Name:

To avoid having to keep an other authority inquiry open, they can be closed for Other Authority Only Inquiry. An Other Authority Case Investigator should be assigned on the Processing Case screen prior to closing the inquiry so it appears in that user's Open Cases I'm Assigned To. The Other Authority Case Investigator will continue to see the inquiry on their dashboard until all of the other authority cases associated with it are closed.

30.3. Creating Independent Other Authority Cases and Reviews

For other authority reviews and other authority cases where there is no associated Title VIII case and an inquiry will not be used to hold other authority data, an other authority case or review can be generated from the Other Authority Cases dashboard.

30.3.1. Under Dashboards in the list on the left, select the Other Authority Cases option. On the Other Authority Cases screen select the New option on the right. This will bring up the Other Authority Cases – Edit pop-up as shown below.

30.3.2. Enter a Case Name, select the region, enter a receipt date, select a case type (complaint or review), and select the authority. These selections will auto-fill much of the case number. You only need to replace the asterisks with the rest of the number.

If Compliance Review is selected as the Case Type, then an R will be inserted as the fifth character and you will only have to enter the remaining three characters.

30.3.3. If at a later time, you want to associate this other authority case with an inquiry, you can enter the inquiry number in the Inquiry field which will add that connection.

30.4. Editing and Searching for an Other Authority Case or Review

30.4.1. The other authority case information for cases associated with Title VIII cases can be accessed from the Title VIII Processing – Other Authority screen. Select the Edit button beside the other authority case number you want to edit. This will take you to the Other Authority Cases Edit screen where you can make any edits necessary. If you want to go

back to the Title VIII case, there is a button to the right of the Inquiry/T8 Case field that will take you back to the Intake screen.

HUD Other Authority File Number: *

01	21	7825	4
----	----	------	---

Show HUD Other Authority File Number Format...

Inquiry/T8 Case:

01-21-7825-8	Save & Go to T8 Case
--------------	----------------------

30.4.2. To search for an other authority case or review, you can go to the Other Authority Cases dashboard and click on the Search option on the right.

Other Authority Cases - Search

Search Cancel

Please fill out the form below.

Case Status:
Not Selected

Region:

File Number:
Begins With
0115

Case Name:
Begins With

Date Received:

Between

Date Closed:

Between

Case Type:

Authority:

Search Cancel

30.4.3. Most of the options on the Search pop-up are straightforward though some points to remember are that the Case Type is really whether it is a case or a review, and the Authority Type is Title VI, Section 504, etc. Make the selections you want and click the Search button at the top or bottom of the screen.

30.4.4. Any new information can be entered in the edit pop-up. There are not a lot of fields available here for other authority cases, but the receipt date, VCA date, closure date and closure type are most important for determining the age and outcome of an other authority case.

30.4.5. Click the Save button at the top or bottom of the pop-up to save the changes.

30.5. Other Information on Other Authority Cases/Reviews

30.5.1. If an inquiry has associated other authority cases, those case numbers will be displayed in the Case Status section with their age and closure information if applicable.

30.5.2. On the Processing - Other Authority screen, there is an Other Authorities - Interviews and Other Authorities - Documents. If you want to separate the Title VIII content from the other authority content, perhaps if a FHAP is doing the Title VIII investigation, then this section can be used for the other authority information. In the Case Print it is in a separate section.

30.5.3. Other authority case numbers, age and closure information will be displayed in the Case Status section of the inquiry/case.

Case Status:	Other Authority Case Only
	693282 / - Section 504 and 109 Example
	01-23-5320-4 0 days old
	01-23-5320-9 0 days old
	Open Inquiry - 0 days old
	Processing Office: Boston Region - 01XX

31. Running Reports

There are a number of HEMS reports that can be run at the FHAP agency or regional level. Generally, there are open inquiry/case reports which are as of the time run and there are closed inquiry/case reports that require a start and end date.

31.1. To run a report, expand the Reports option in the menu on the left and click on FHEO Reports.

31.2. On the Reports screen, click on the Report Type dropdown and select the report you want. If you select a closed inquiry or case report, enter the From and To dates. HUD users will be able to select a region. Select whether the report should be PDF or Word format.

Click the Generate Report button.

Reports available to HUD users:

The screenshot shows a web interface for generating reports. At the top, there is a blue header bar. Below it, a white bar contains the text "Fair Housing - Standard Reports". The main content area is titled "Reports" and contains a "Report Type:" label. A list of 15 report types is displayed in a box, with the first item, "01-Open HUD Complaints - Over 100 Days", highlighted in blue. Below the list is a "Generate Report" button.

Fair Housing - Standard Reports

Reports

Report Type:

- 01-Open HUD Complaints - Over 100 Days
- 02-Open HUD Complaints
- 03-Open FHAP Complaints
- 04-Open FHAP Complaints - Due 100-Day Letters
- 05-Open FHAP Complaints - Over 100 Days Old
- 06-Open HUD Complaints - Overdue Milestones
- 07-Open Inquiries
- 08-Closed or Filed Inquiries
- 09-Closed HUD Complaints
- 10-Closed FHAP Complaints
- 11-Closed HUD Complaints - Administrative
- 12-System Codes and Descriptions
- 13-Closed HUD Complaints - Conciliations
- 14-Closed FHAP Complaints - HUD Case Still Open
- 15-Open HUD Complaints - Due 100-Day Letters

Generate Report

Reports available to FHAP users:

The screenshot shows a web interface for generating reports. At the top, there is a blue header bar. Below it, a white bar contains the text "Fair Housing - Standard Reports". The main content area is titled "Reports" and contains a "Report Type:" label. A list of 5 report types is displayed in a box, with the first item, "03-Open FHAP Complaints", highlighted in blue. Below the list is a "Format:" label and a dropdown menu currently set to "PDF". At the bottom is a "Generate Report" button.

Fair Housing - Standard Reports

Reports

Report Type:

- 03-Open FHAP Complaints
- 04-Open FHAP Complaints - Due 100-Day Letters
- 05-Open FHAP Complaints - Over 100 Days Old
- 10-Closed FHAP Complaints
- 12-System Codes and Descriptions
- 14-Closed FHAP Complaints - HUD Case Still Open

Format:

PDF

Generate Report

31.3. The report should appear in the list beneath Report Status with the status NOT READY while the report runs. Click on the Refresh Report List to update the status until the status is READY: Download. It may take a bit of time to run some reports.

31.4. Click on READY: Download to open the report.

IMPORTANT: PDF reports may open in in the same window as HEMS so closing the report will close HEMS. Use the back arrow to get back to HEMS from a report.

- 31.5. Click on the Delete All Reports button to clear the report list.

32. The HUD Form 903 Admin

The HUD Form 903 Admin module manages the online Fair Housing Complaint Form submissions and to pushes that data to the HUD Enforcement Management System (HEMS) to create inquiries.

Online submissions can be assigned to users, their status can be changed for better clarity, and notes can be added, in addition to the data being transferrable to HEMS.

When complainants submit complaints at <https://portalapps.hud.gov/FHEO903/Form903/Form903Start.action> they will receive an email confirmation of the information, an email is sent to regional intake mailboxes based on the state of violation, and the data will appear on the 903 Admin dashboard.

This does not replace the intake mailboxes which will still receive online complaints, but it allows more functionality if it is used instead of the mailboxes.

To use the 903 Admin dashboard users need to be given that role in WASS by a WASS administrator. There are four possible roles: HUD 903 User, HUD 903 Self Assign, HUD 903 Edit, and HUD 903 Admin, but everyone should probably be given HUD 903 Edit.

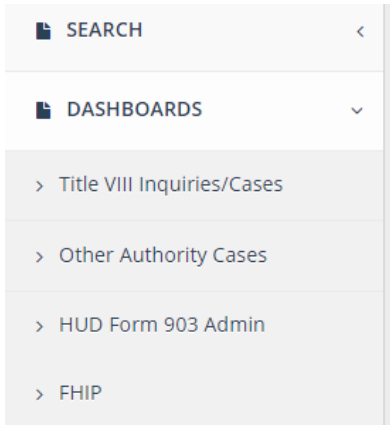
32.1. Accessing HUD Form 903 Admin

The HUD Form 903 Admin application has its own link in Web Access Secure Systems (WASS) which can be used to access it directly.

The screenshot shows the WASS Main Menu interface. On the left is a sidebar with a 'Secure Systems' header and a 'Welcome KEVIN GILBERT' message. Below this are two main sections: 'system administration' and 'systems'. The 'systems' section contains a list of various modules, with 'HUD Form 903 Admin' circled in orange. The main content area, titled 'Main Menu', also lists these systems, with 'HUD Form 903 Admin' circled in orange. Below the systems list is a 'System Administration' section with links for 'Business Partners Maintenance', 'Data Warehouse Password Change', and 'User Maintenance'. At the top right of the main menu, there are links for 'faq', 'help', 'search', 'home', and 'logout'.

32.2. To save some button-clicks, this link <https://hudapps.hud.gov/903admin/app/dashboard> should go directly to the dashboard, but if it does not work use the WASS link above.

There is also a HUD Form 903 Admin link in HEMS under Dashboards for users with rights to the HUD Form 903 Admin module.



32.3. Using the Form 903 Dashboard

The dashboard shows all of the open submissions with violation states in the region and has three sections: Open 903 Submissions Assigned to Me where the active user is assigned, Open and Unassigned in My Region that have not been assigned, and Open and Assigned in My Region which contains all of the open, assigned submissions. The top section is a subset of the bottom section and the middle and bottom sections combined should be all of the open cases in the region assigned and unassigned.

HUD Form 903 Dashboard										
Open 903 Submissions Assigned to Me										
ID	Complaint Date	Complainant Name	Complainant City, State	Respondent Name	Violation City, State	Status	Assign Date	Assigned Analyst	Modified Date	
147089	07/31/2015	Susana Aldanondo	Astoria, NY	Deb Unknown	Peaks Island, ME	Open - Assigned	10/30/2017	User4 Contractor4 - CHEMS4	10/30/2017	

Open and Unassigned in My Region										
ID	Complaint Date	Complainant Name	Complainant City, State	Respondent Name	Violation City, State	Status	Assign Date	Assigned Analyst	Modified Date	
147175	08/02/2015	larry gould	sharon, MA		sharon, MA	Open - Processing		Edit Assignment	10/30/2017	
147094	07/31/2015	Merlin & Amy Knox jr.	Biddeford, ME	James Blake	Biddeford, ME	Open - New		Edit Assignment	10/30/2017	

Open and Assigned in My Region										
ID	Complaint Date	Complainant Name	Complainant City, State	Respondent Name	Violation City, State	Status	Assign Date	Assigned Analyst	Modified Date	
147089	07/31/2015	Susana Aldanondo	Astoria, NY	Deb Unknown	Peaks Island, ME	Open - Assigned	10/30/2017	User4 Contractor4 - CHEMS4	10/30/2017	

Note that most users are not using the assignment feature and just have one person who processes the submissions.

32.4. Viewing Submission Data

From the dashboard or search results, click on the ID of the submission you want to view to go to the 903 Submission Details screen. (The ID is not an inquiry number, but a separate numbering system for online complaints.)

In addition to the information from the complainant, there are fields at the top for the Submission Number, Complaint Status, Assigned Analyst and Assignment Date.

The screenshot shows a web interface for viewing submission details. At the top, there is a dark blue header bar. Below it, a light gray bar contains the text "HUD Form 903 Details Page". The main content area is titled "903 Submission Details" and contains a table with the following information:

Submission Number:	147175
Complaint Status:	Open - New Submission
Assigned Analyst:	User4 Contractor4 - CHEMS4
Assignment Date:	10/30/2017

At the bottom, are fields for the Complaint Source, the Region Override, Notes, the Inquiry Number if the submission has been pushed to HEMS, the Submission Date submitted by the complainant, the Modified Date when as user changed the notes or status and who it was Modified By.

The screenshot shows a table with the following information:

Complaint Source:	MS Windows Workstation Web Page
Region Override:	
Notes:	Example of notes entered for a submission
Inquiry Number:	
Submission Date:	08/02/2015
Modified Date:	10/30/2017
Modified By:	CHEMS4

In the upper right corner of the 903 Submission Details screen are buttons for Edit and Push to HEMS.

32.5. Editing Entries

Editing entries in no way changes the content that was entered by the potential complainant. This is only to assign a user, change the status of a submission, assign it to a different region if that is incorrect, or to add notes.

32.5.1. Under Submission Status there are Open options and Closed options. You can change the status here. The Open options are in process and will continue to appear on the dashboard, and the Closed options which will remove the submission from the dashboard. This includes submissions pushed to HEMS which are assumed to be closed after being pushed.

Within the Open and Closed groups there are subgroups like Open – Assigned to Analyst and Open – Pending Additional Information which just add a bit more information. With the Closed status they act like closure codes. The intent is that someone looking at the dashboard could quickly glean what is going on with the open submissions.

You can change the status to any of these options at any time, even if the submission was previously closed or pushed to HEMS. There are not any restrictions on what can be done so the status could be changed to Pushed to HEMS even if it had not been pushed to HEMS.

Click the Save button at the top or bottom of the pop-up to save the change.

32.5.2. Submissions are initially open and unassigned with the status Open – New Submission. Assigning an analyst will remove the submission from the Open and Unassigned in My Region section of the dashboard to the assigned analyst’s Open and Assigned to Me section (assuming that the status has not been changed to closed.)

In the Assigned Analyst section of the Edit pop-up, change the analyst and click the Save button at the top or bottom of the pop-up.

32.5.3. Changing the Region Using the Region Override. Submissions are assigned to regions based on the state of the location of violation or the complainant’s state in the original submission. If this is incorrect, the submission can be transferred to the correct region’s dashboard by changing the region here. Note that this does not forward an email to the receiving region’s intake mailbox, so they need to be using the dashboard for this to be effective.

32.5.4. Adding/Editing Notes. Notes can be added to a submission for reference while processing. These notes will not be pushed to HEMS and are only viewable in the HUD 903 Form Admin application.

32.6. Pushing a Submission to HEMS

To move the data in a submission to HEMS, creating an inquiry, you can use the Push to HEMS option on the 903 Submissions Details screen. The What Happened and Why Did It Happen sections are NOT pushed to fields in HEMS as they often need to be edited. They will be included in the attached document.

If you click on the Push to HEMS button, the Push to HEMS – Edit screen appears. These are the fields that will be pushed to their corresponding fields in HEMS to create the inquiry so they can be edited to correct any problems like spelling, capitalization, etc. In the example below San Francisco is not entered correctly and should be corrected. Note that a copy of the unedited submission from the complainant will be attached in the documents section of the inquiry. Any edits you make here, will not be reflected in that attachment.

Push to HEMS - Edit

Cancel Save

Please fill out the form below.

Assign to FHAP Agency:

Complainant First Name:

Complainant Last Name:

Complainant Address:

Complainant City:

Complainant State:

At the top of this pop-up is a dropdown for the FHAP agency. If a FHAP agency is selected, when the inquiry is created it will be assigned to that agency, the processing responsibility would be changed the FHAP, and the FHEO to FHAP for Intake case processing checkbox is selected.

After any edits have been made, click the Save button at the top or bottom of the Edit pop-up. An inquiry will be created, and you will be returned to the 903 Submissions Details screen for that submission. Note that the status for the submission was automatically changed to Closed – Pushed to HEMS since there is generally no need to keep it open, but you can use the Edit option to change the status if you want to have it open and remain on the dashboard.

HUD Form 903 Details Page	
903 Submission Details	
Submission Number:	147175
Complaint Status:	Closed - Pushed to HEMS
Assigned Analyst:	User4 Contractor4 - CHEMS4
Assignment Date:	10/30/2017

The inquiry number created appears at the bottom of the details page. **The inquiry number is a link to the inquiry in HEMS.**

Complaint Source:	MS Windows Workstation Web Page
Region Override:	
Notes:	Example of notes entered for a submission
Inquiry Number:	537525
Submission Date:	08/02/2015
Modified Date:	10/30/2017
Modified By:	CHEMS4

Click on the inquiry number to go to it in HEMS or right click on it and select Open in new tab option to avoid leaving the HUD 903 Form Admin screen. Note that the case name will be the complainant’s name and the user who pushed the submission will be the Assessor. Other data that what in the submission will be put in the appropriate fields. The bases and issues are not part of the submission so they will remain incomplete.



On the Parties and Witnesses screen the complainant, respondent and a complainant contact will be entered.

On the Investigation screen, a document will be attached with the complainant’s name as part of the document name, and the submission date as the Document Date and the Date Obtained. Any of these fields can be edited.

32.7. Searching for Submissions

It is common to want to search through all of the submissions to see if someone has already made the same complaint. The search option allows the user to search in all regions and includes all of the prior submissions in the database.

HEMS User Manual for Fair Housing Discrimination Complaint Modules

Click on the Search button on the left to open the Search pop-up where criteria can be entered.

Enter the criteria you want and click on the Run Search button at the top or bottom of the pop-up.

The results will be displayed in reverse chronological order.

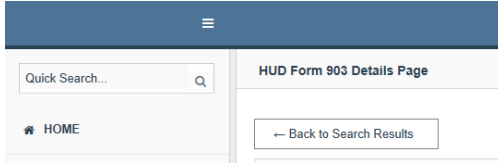
ID	Complaint Date	Complainant Name	Complainant City, State	Respondent Name	Violation City, State	Status	Assign Date	Assigned Analyst	Modified Date
185796	10/29/2017	Stephanie Smith	Olive Branch, MS	Chekita Dowers	Memphis, TN	Open - New			10/29/2017
185619	10/25/2017	Arica Smith	Waynesboro, MS	Lynn Greer	Waynesboro, MS	Legacy			10/25/2017
185618	10/25/2017	Arica Smith	Waynesboro, MS	Lynn Greer	Waynesboro, MS	Legacy			10/25/2017
185521	10/22/2017	Aristine Smith	Bellevue, NE	Megan Property Manager for CIP	Omaha, NE	Legacy			10/22/2017
185382	10/18/2017	Deborah Smith	Lake Worth, FL		FL	Legacy			10/18/2017
185283	10/16/2017	AiQuecia smith	saint paul, MN	sue	minnetonka, MN	Legacy			10/16/2017
185127	10/11/2017	Sabrina Smith	Sunnyvale 94085, CA	Lahn Tran	Sunnyvale 94085, CA	Legacy			10/11/2017
185041	10/10/2017	Joann Smith	ATLANTA, GA	Kathy R. Mallen	Atlanta, GA	Legacy			10/10/2017
184971	10/07/2017	Tanganika Smith	Houston, TX	Aaron Pitre	Houston, TX	Legacy			10/07/2017
184713	09/28/2017	Patsy smith	Montgomery, AL	Patsy smith	Montgomery, AL	Legacy			09/28/2017
184671	09/27/2017	Alexia Smith	Casa grande, AZ	Tara, Kim fitz, Delois Kim fitz property owner	Casa grande, AZ	Legacy			09/27/2017
184369	09/18/2017	COWBOY EARL Smith	Brooklyn, IA	Karen Mc Naul	Brooklyn, Iowa, IA	Legacy			09/18/2017
184349	09/18/2017	James Smith	San Diego, CA	Thomas Tighe	San Diego, CA	Legacy			09/18/2017
184204	09/14/2017	NEOMA SMITH	BEAUMONT, TX	RANNIE DOUCETTE	BEAUMONT, TX	Legacy			09/14/2017
184173	09/13/2017	Cindy smith	Oakland, CA	Robert keesey	Oakland, CA	Legacy			09/13/2017
184121	09/12/2017	Cindy smith	Oakland, CA	Robert Geesly	Oakland, CA	Legacy			09/12/2017
183942	09/08/2017	John E. Smith	Urbandale, IA	Barbara Hopkins	Milan, TN	Legacy			09/08/2017
183859	09/06/2017	Joel Smith	Whittier, ER		ER	Legacy			09/06/2017

You can click on the ID number to see the submission. You can Edit the submission if you want to change the status to Open so it appears on the dashboard. While for submissions pushed to HEMS you should see the associated HEMS inquiry number on the 903 Form Details screen, this

HEMS User Manual for Fair Housing Discrimination Complaint Modules

will not be true of the older Legacy submissions even if they had been manually entered into HEMS.

If you want to go back to the search results, there is a Back to Search Results button in the upper left.



33. Administration Modules

HEMS has some functions only available to select users with system administration rights. Removing Jurisdiction and Deleting Cases can be done by users with Manager rights.

33.1. Staff Administration

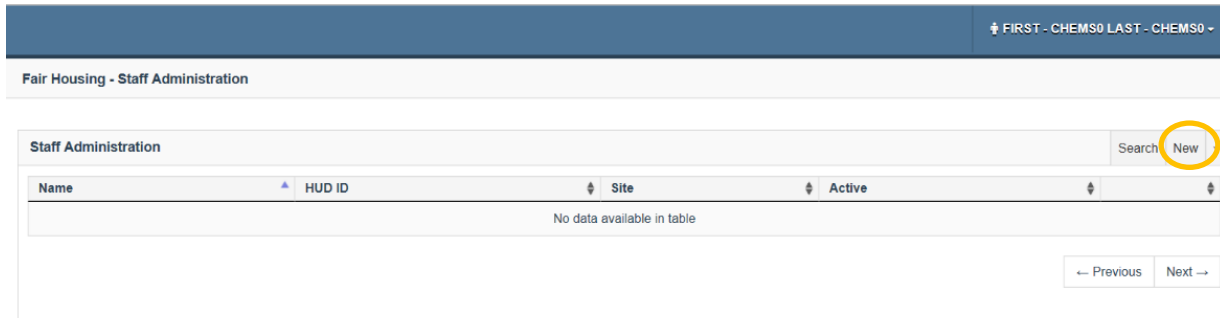
Only HUD HEMS System Administrators can access this section to create or edit user accounts. This is because the office/agency of the user is determined here.

Users cannot be deleted, only set to inactive. This is to retain the history of their previous edits.

To get access to HEMS, users must have their user id in WASS and they must be given a HEMS role in WASS. A HEMS account is also necessary.

33.1.1. To create a new HEMS account, click on Staff Administration under the Administration header in the menu on the left side of the screen. If this does not take you to the Staff Administration screen, then you are not a HUD user with the HEMS System Administrator role and you cannot perform this task.

33.1.2. Click on the New button to the right of the Staff Administration header.



33.1.3. On the Staff – Edit pop-up complete the fields for the new user. The first and last name, the HUD ID (H or M number from WASS), and the Site are required fields. Email addresses are also necessary for the user to receive HEMS generated notifications. It is important that FHAP users are associated with the correct agency since they are restricted to seeing only cases within their agency. HUD users should be assigned to the office where they work or as requested by their office. Click on the Save button to create the user.

The screenshot shows a 'Staff - Edit' form with the following fields and controls:

- Buttons: Cancel, Save (top right)
- Instruction: Please fill out the form below.
- Last Name: * (text input)
- First Name: * (text input)
- HUD ID: * (text input)
- Site: * (dropdown menu)
- Active: (dropdown menu, currently set to Yes)
- Work Phone: (text input with mask XXX-XXX-XXXX)
- Email Address: (text input)
- Buttons: Cancel, Save (bottom right)

33.1.4. You may need to edit a user account to deactivate a user, change a HUD user's office if they switch offices, or change a name. **Any user who has left FHEO, Counsel or FHAP should have their account deactivated. This is important to insure data security.** If a FHAP user switches offices or goes from FHAP to HUD or vice versa, they should be given a new user id and HEMS account.

33.1.5. Click on Staff Administration under the Administration header in the menu on the left side of the screen.

33.1.6. Click on the Search button to the right of the Staff Administration header.



33.1.7. On the Staff – Search pop-up enter the criteria to find the user that needs to be edited. This includes their site, name and/or user ID. Click on the Search button.

A screenshot of a "Staff - Search" pop-up window. The window has a title bar with "Staff - Search" and a close button. Inside the window, there is a "Search" button and a "Cancel" button at the top right. Below this is a light blue box with the text "Please fill out the form below." The form contains four sections: "Site:" with a dropdown menu; "Last Name:" with a "Begins With" dropdown menu and a text input field; "First Name:" with a "Begins With" dropdown menu and a text input field; and "HUD ID:" with a "Begins With" dropdown menu and a text input field. At the bottom right of the form area, there are "Search" and "Cancel" buttons.

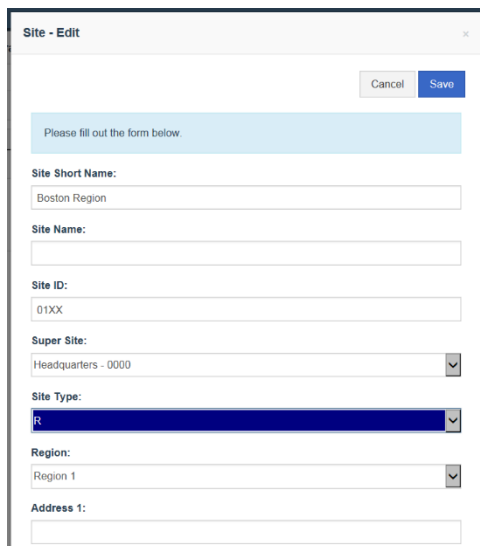
- 33.1.8. In the resulting search results, click on the Edit button on the right for the user you wish to edit. Note that the HUD ID for WASS will begin with an H or M so it will be very easy to determine whether users are set up to use HEMS. There will still be a large number of users who are no longer active who will still be listed in the system.
- 33.1.9. On the pop-up, edit any field necessary and click on the Save button. The Active toggle will determine if the user can edit cases and if they will appear in the dropdowns of users for that office/agency. **Set the Active toggle to No for users that have left FHEO, Counsel or FHAP and should not have continued access to HEMS.**

33.2. Site Administration

This is where information on FHEO and FHAP office sites can be edited and new sites can be created. This information is used by HEMS to determine the type and region of offices which affects which offices are available in dropdowns. This data should generally only be edited after consultation with HQ system administrators.

33.2.1. **To edit an existing site**, expand the Administration section on the left and select Site Administration.

33.2.2. Click on the Search option on the right and in the resulting pop-up, select a site or use the search criteria to get a list of sites and click the Search button on the pop-up. Select the site you want from the list by clicking the Edit button. The Site – Edit pop-up is shown below.



The screenshot shows a 'Site - Edit' pop-up window. At the top right, there are 'Cancel' and 'Save' buttons. Below them is a light blue instruction box that says 'Please fill out the form below.' The form contains the following fields:

- Site Short Name:** Boston Region
- Site Name:** (empty)
- Site ID:** 01XX
- Super Site:** Headquarters - 0000 (dropdown menu)
- Site Type:** R (dropdown menu)
- Region:** Region 1 (dropdown menu)
- Address 1:** (empty)

33.2.3. Edit the fields necessary and click on the Save button at the top or bottom of the pop-up. The site types are: H – Headquarters, 1 – OGC, J – DOJ, R – Regional HUD Office, C – HUD Office, 2 – Regional Counsel, F – FHAP.

33.2.4. **To create a new Site**, expand the Administration section on the left and select Site Administration to get the screen below. **This should only be done by a Headquarters System Administrator.**

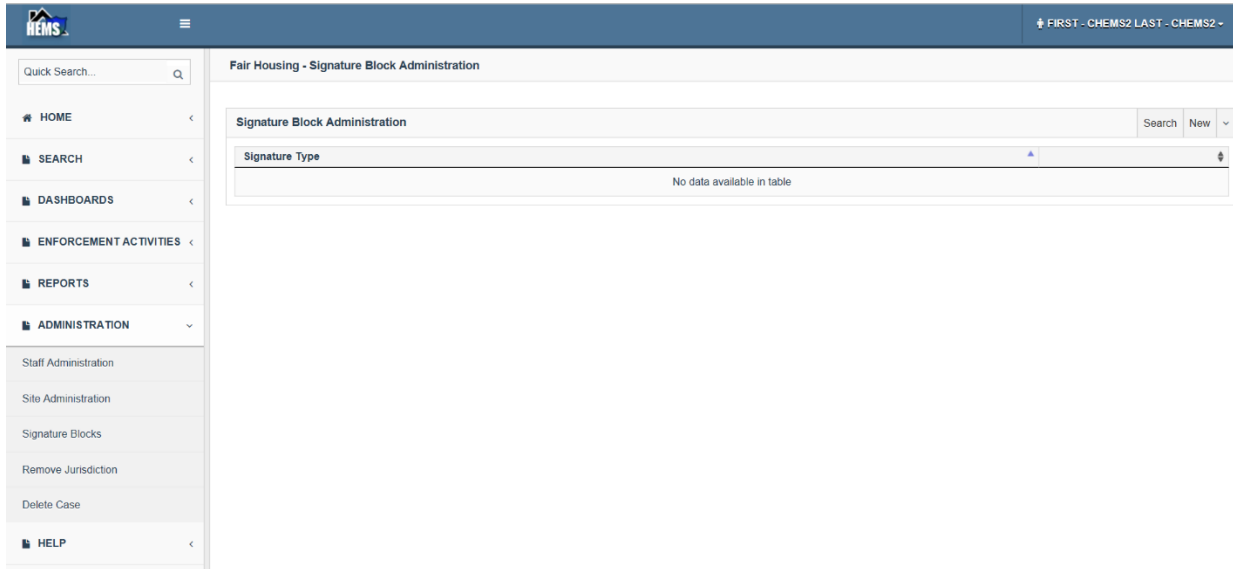
33.2.5. Click on the New button on the right to get the pop-up shown below. In this pop-up you can enter all of the information for a new site, but it is important to enter a site short name that will appear in HEMS dropdowns, a unique site ID, not used by another site in the system, the correct super site that is over this new site, and the correct region.

33.2.6. Click on the Save button at the top or bottom of the pop-up to save the new site.

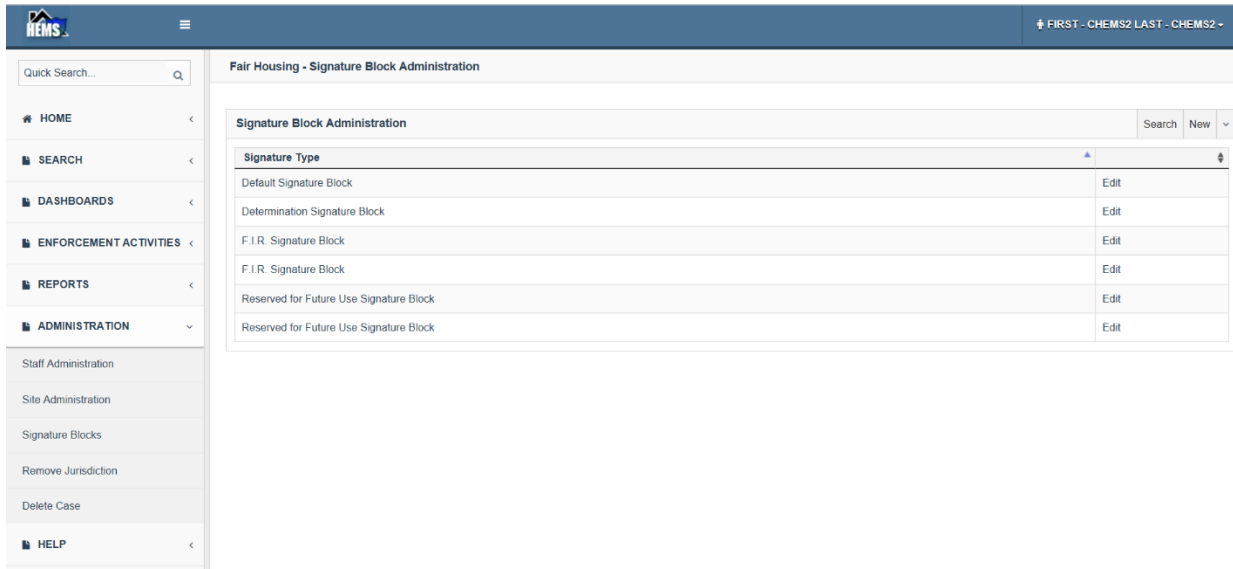
33.3. Signature Blocks

This is where signature blocks for HEMS-created letters can be added or edited. These are created by office and can only be done by system administrators with rights to that office.

33.3.1. **To edit an existing signature block** to change a name or address, expand the Administration section on the left and select Signature Blocks to get the screen below.



33.3.2. Click on the Search option on the right, select a site from the dropdown field in the resulting pop-up and click the Search button on the pop-up to see the existing signature blocks. As shown below, there are two FIR Signature Blocks. HEMS will use the most recent so don't create multiple signature blocks of the same type.



33.3.3. Click on the Edit button to the right of the signature block you want to edit to get a pop-up like the one shown below. Edit the fields necessary and click on the Save button at the top or bottom of the pop-up.

Signature Block - Edit

Cancel Save

Please fill out the form below.

Signature Block Line 1:
Susan M. Forward

Signature Block Line 2:
FHEO Region I Director

Signature Block Line 3:

Signature Block Line 4:

Signature Block Line 5:

Signature Block Line 6:

Signature Block Line 7:

33.3.4. **To create a new signature block**, expand the Administration section on the left and select Signature Blocks to get the screen below. Be sure to do a search for the signature blocks already entered for the office to make sure there is not already an entry. Duplicate signature blocks are difficult to remove.

HEMS

Quick Search...

HOME

SEARCH

DASHBOARDS

ENFORCEMENT ACTIVITIES

REPORTS

ADMINISTRATION

Staff Administration

Site Administration

Signature Blocks

Remove Jurisdiction

Delete Case

HELP

FIRST - CHEMS2 LAST - CHEMS2

Fair Housing - Signature Block Administration

Signature Block Administration Search New

Signature Type

No data available in table

33.3.5. **Click** on the New button on the right to get the pop-up shown below. In this pop-up you can select the site and the signature block type and enter the content for the signature block. The two Reserved for Future Use Signature Block options are just placeholders and shouldn't be used at this time.

The screenshot shows a pop-up window titled "Signature Block - Edit" with a close button (X) in the top right corner. At the top right of the form area are "Cancel" and "Save" buttons. Below these is a light blue instruction box: "Please fill out the form below." The form contains the following fields:

- Signature Block Site:** A dropdown menu.
- Signature Block Type:** A list box containing four options: "Default Signature Block", "Determination Signature Block", "F.I.R. Signature Block", and "Reserved for Future Use Signature Block".
- Signature Block Line 2:** A text input field.
- Signature Block Line 3:** A text input field.
- Signature Block Line 4:** A text input field.
- Signature Block Line 5:** A text input field.

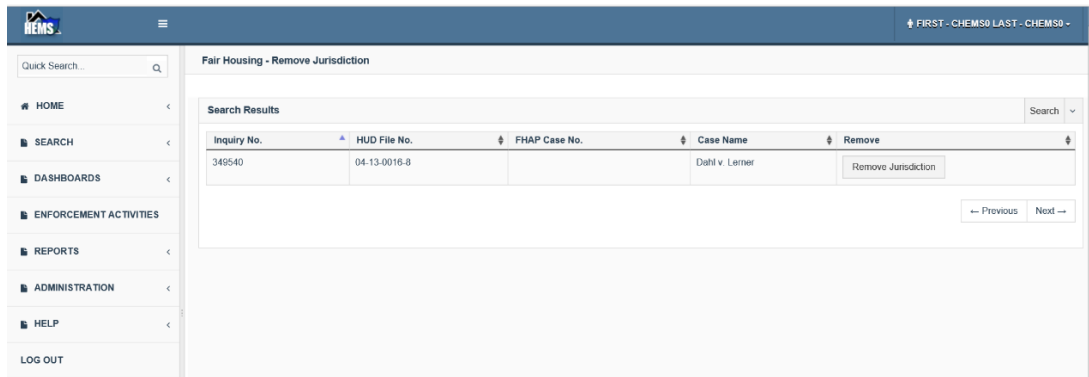
33.3.6. Click on the Save button at the top or bottom of the pop-up to save the new signature block.

33.4. Remove Jurisdiction

Removing jurisdiction removes the HUD case number and returns it to being an inquiry. Jurisdiction must be removed before a case can be deleted.

33.4.1. To remove jurisdiction (un-file) a case, expand the Administration section on the left and select Remove Jurisdiction.

33.4.2. Click on the Search option on the right, enter the search criteria on the resulting pop-up and click the Search button at the top or bottom of the pop-up to get the search results.



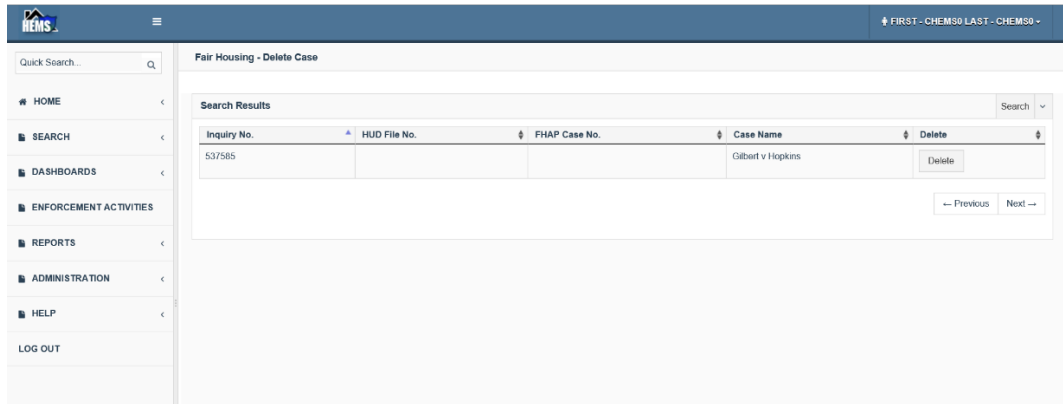
33.4.3. Click on the Remove Jurisdiction button to the right of the case you want to un-file. Note that this will remove the case number immediately and it cannot be undone without re-filing the case and creating a new case number so be very careful when clicking on the Remove Jurisdiction buttons.

33.5. Delete Case

Inquiries can be deleted. Jurisdiction must be removed before filed cases can be deleted. Although the search feature has an option to search by case number, this will not produce any results because filed cases cannot be deleted.

33.5.1. To delete an inquiry, expand the Administration section on the left and select Delete Case.

33.5.2. Click on the Search option on the right, enter the search criteria on the resulting pop-up and click the Search button at the top or bottom of the pop-up to get the search results.



33.5.3. Click on the Delete button to the right of the inquiry you want to delete. Note that this will delete the inquiry immediately and it cannot be undone without re-creating the inquiry with a new inquiry number.

34. Appendix I – Adding Users to HEMS (and WASS)

To gain access to HEMS, users have to be registered in Web Access Secure Systems (WASS), HUD's secure login portal. WASS is separate from HEMS and is the portal for a number of HUD systems including eLOCCS, iREMS and PIC. HUD users use their h-numbers and their PIV cards, but they still have to be registered. FHAP users have to register for user IDs that are associated with their agency. After they are registered in WASS they have to be given roles in HEMS by a HUD WASS administrator or a coordinator for their FHAP agency. Finally, a HUD HEMS system administrator must assign the user to an office.

34.1. HUD User Registration Process

HUD users and FHAP users have different registration processes. FHAP users should use the instructions in the next section.

HUD users can be added by their supervisor submitting a DIAMS request at <http://diams.hud.gov> to give them access to WASS and HEMS. After they are added to WASS, HQ HEMS administrators will give them HEMS accounts and roles.

34.2. FHAP User Registration Process

FHAP users need to register for a WASS user ID associated with their agency. Once they have a user ID, a HUD WASS administrator or a FHAP WASS coordinator can assign them a HEMS role in WASS. Then a HUD HEMS administrator needs to set up a HEMS user account for them. Since the HUD HEMS administrator and the HUD WASS administrator are often the same person, it may be easier not to involve the FHAP WASS coordinator at all, though it is perfectly fine for the FHAP WASS coordinator to be more involved in this process.

For a FHAP user the steps are:

- Register to get a user id in WASS

- Have a HUD HEMS System Administrator add HEMS roles in WASS and create a user account in HEMS

- 34.2.1. FHAP users must first register in WASS through online registration at the URL http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/react/online/online_registration .

[Home](#) / [Program Offices](#) / [Public and Indian Housing](#) / [Real Estate Assessment Center \(REAC\)](#) / [REAC](#) / [Need a User ID?](#)

NEED A USER ID?

Complete registration instructions are available, or go directly to the appropriate secure connection registration form.

- ▶ [Multifamily Housing Entity](#)
- ▶ [Public Housing Agency](#)
- ▶ [Independent User](#)
- ▶ [Reverse Auction Program \(RAP\)/Office of Native American Program \(ONAP\) Users](#)

NOTE: If you are in the process of becoming a UPCS certified inspector, you should not apply for this user ID.

- 34.2.2. Select the Multifamily Housing Entity option. The direct link is https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp

34.2.3. On the registration form below, some FHAP users should register as Coordinators, but most should register as Users. Coordinators will have the ability to assign HEMS roles to other users in the same agency.

You should enter their name and social security number without hyphens.

In the Organization Information section, you should enter the name and tax identification number (without the hyphen) for your agency and select the 'Organization' option. Note that if the tax identification number is copied and pasted into this field with a hyphen and the hyphen is then removed, the last digit may have been cut off since that field has a fixed width.

Secure Systems

Secure Systems Registration

MULTIFAMILY Coordinator and User Registration

To apply for a **System Coordinator ID**, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular **User ID**, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:
Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Application Type: Coordinator User

First Name:
 Middle Initial:
 Last Name:
 Social Security Number:

Organization Information:

- Provide the name of the HUD-registered Organization or Individual you represent
- Provide the Tax Identification Number or Social Security Number of the HUD-registered Organization or Individual you represent. Do not enter dashes.
- Specify whether the HUD-registered entity you represent is an Organization or an Individual

Organization/Individual Name:
 TIN/SSN:
 Organization Individual

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: jsmith@aol.com, johndoe@adv.org, hfd84a@prodigy.com.

E-mail Address:

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, Brad83). Do not use punctuation or special characters. **Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.**

Password:
 Re-enter Password for Verification:

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

Content updated January 6, 2018

U.S. Department of Housing and Urban Development
 451 7th Street S.W., Washington, DC 20410
 Telephone: (202) 708-1312 TTY: (202) 708-1455

[Home](#) | [Privacy Statement](#)

Enter your email, an initial password and your mother's maiden name. Note that the mother's maiden name is not validated, but it may be asked for if the user's password needs to be reset.

Click the Send Application button. If you get an error that an account exists for that social security number, have your coordinator do a search using your name to get your user ID.

You will get a message that your registration was successful and to wait 24 hours and ask your coordinator for your user ID. Coordinators need to get their user IDs from the 'owner' of the agency who probably set up the agency in WASS. Contact a HUD HEMS Administrator if you need further assistance.

34.3. FHAP User Registration Assistance

The **REAC Technical Assistance Center** (REAC_TAC@hud.gov) at **(888) 245-4860** can provide assistance for the following questions or issues:

- I have registered for Secure Systems Coordinator credentials and have not received them.
- I mistakenly registered for User credentials instead of Secure Systems Coordinator credentials.
- I may have registered for Secure Systems credentials in the past, but I'm not sure.
- I don't know who the Secure Systems Coordinator(s) are for my organization.
- I am a Secure Systems Coordinator and need assistance in assigning roles to Users.

Please contact your Secure Systems Coordinator for the following issues:

- I have registered for a User ID and have not received it.

34.4. Assigning a WASS user a HEMS Role

Only HUD users with WASS administration rights or FHAP coordinators for their own agency's users can do this action.

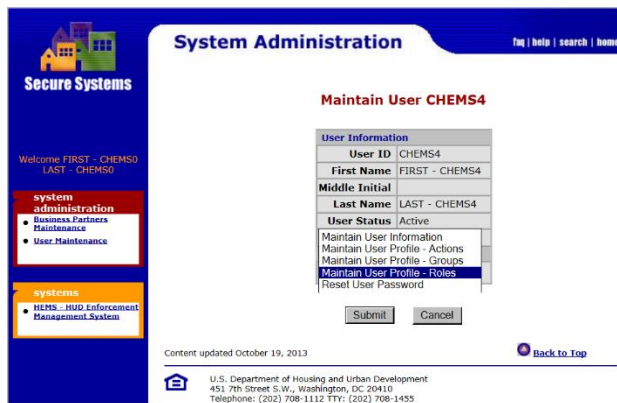
Note that after a user has been assigned a HEMS role, they still need to have a HEMS account created as described in section [33.1](#).

34.4.1. To assign a HEMS role to a user, a user with the proper rights can go into WASS at <https://hudapps.hud.gov/ssmaster> or https://hudapps.hud.gov/HUD_Systems for FHAP coordinators and select the User Maintenance option under System Administration in the center of the home screen or on the left. If this is not available, then the user does not have the proper rights.

34.4.2. Under User Maintenance enter the user's User ID in that field, or search for them by name using the criteria fields at the bottom and click the Search Users button at the bottom. This may return a lot of results if the name is common.

Click on the User ID for the user you want to give a HEMS role.

34.4.3. On the Maintain User screen click on the dropdown and select Maintain User Profile – Roles and click the Submit button.



34.4.4. Select the role(s) for the user. Users can have multiple roles, but most will only have one. Do not use the H08 – FHEO – HUD Administrator – Unlimited role.

34.4.5. To change or remove a user's access to HEMS, the checkboxes would be unchecked.

34.5. Reactivating WASS Accounts

WASS accounts are terminated (deactivated) if they are not used in over 90 days. HUD and FHAP users should contact a HQ HEMS administrator to get a WASS account reactivated.

34.6. Resetting WASS Passwords

HUD users should either access WASS using their PIV card and pin or with their user id and network (LAN) password. LAN passwords rarely need resetting, but if there is an issue you can call the HITS Helpdesk.

FHAP users create a password when they register for a user id. If you forget the password or it is not working, contact the REAC_TAC@hud.gov (Real Estate Assessment Center – Technical Assistance Center) at 1-888-245-4860 with your user ID and include a phone number if you email.

Note that when users are kicked out of HEMS due to inactivity or loss of internet connection, they may be sent to a WASS login screen that is out of date and will not work. Please be sure to use <https://hudapps.hud.gov/ssmaster> for HUD users or https://hudapps.hud.gov/HUD_Systems for FHAP users to access WASS and HEMS.

35. Appendix II – HEMS User Roles

HEMS roles are assigned in WASS and summarized below.

Read Only: FHAP users have read access to all cases assigned to their agency. HUD users have read access to all cases in the system.

Read/Write: FHAP Users have read and write access to cases at their own agency. HUD users can see all cases in the system and edit all cases in their region. Users assigned to counsel offices have write access to the Counsel and case closure screens and no other screens while users assigned to other HUD offices do not have edit rights to the counsel screen. Users with this role cannot assign users to cases, transfer cases, remove jurisdiction from cases, delete cases or do administrative actions.

FHAP Read/Write/Assign: A role for FHAP users which expands on the read/write rights to allow the user to assign users to cases. They still only have read/write access to cases at their agency.

FHAP Manager: FHAP users with this role can delete inquiries at their agency and includes the FHAP Read/Write/Assign rights.

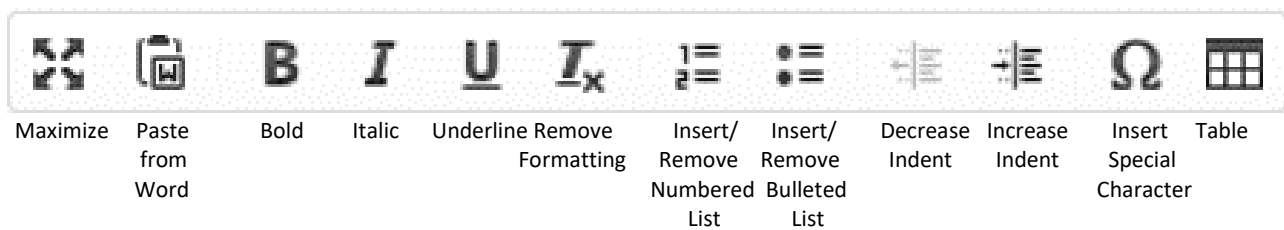
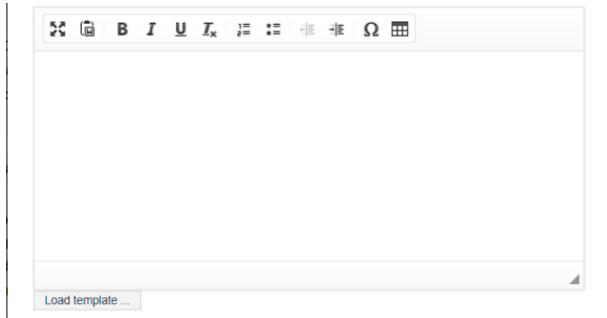
HUD Read/Write/Transfer/Assign: A role for HUD users which expands on the read/write rights to allow the user to assign users to cases and to transfer cases.

HUD Manager: A role for HUD users which expands on the read/write/transfer/assign rights to allow the user to remove jurisdiction from cases and to delete cases.

HUD System Administrator: A role for HUD users which expands on the HUD manager role to include administrative actions. This includes assigning users to offices and editing the signature blocks. There is also a role that allows these actions in all regions, but this will only be for a very limited number of users.

36. Appendix III – Editing Text Fields

Text fields in HEMS have a number of editing features that appear as icons above the text box. They are described below. Some text fields have templates with questions to be answered or tables to be completed. The templates can be loaded by clicking on the Load Template button below the text box. If there is no Load Template button, then there is no template associated with that text entry.



Maximize – This is very handy to maximize the size of the textbox to fit the window for editing. If the textbox is maximized, this will reduce it to the smaller size of the form.

Paste from Word – Use this to paste formatted text copied from Word.

Bold – Bolds selected text or begins/ends bolding of new text like Word.

Italic – Italicizes selected text or begins/ends italicizing of new text like Word.

Underline – Underlines selected text or begins/ends underlining of new text like Word.

Remove Formatting – Removes bold, underline, etc. on selected text.

Insert/Remove Numbered List – Create or end a numbered list. This does not have all of the functionality of a Word list.

Insert/Remove Bulleted List – Create or end a bulleted list. This does not have all of the functionality of a Word list.

Decrease Indent – Removes an indent like Word.

Increase Indent – Indents like Word.

Insert Special Characters – Inserts a special character from the table below not available on the keyboard.

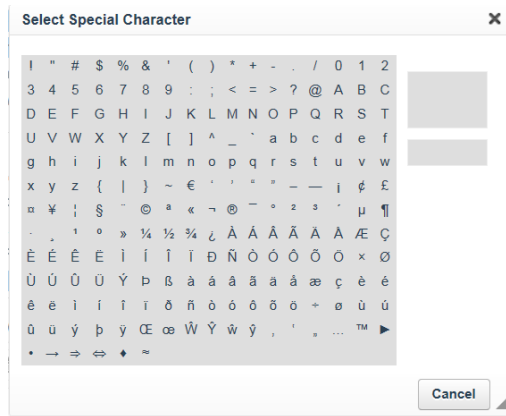
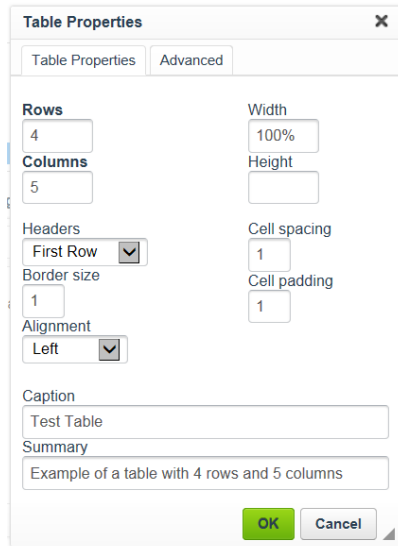
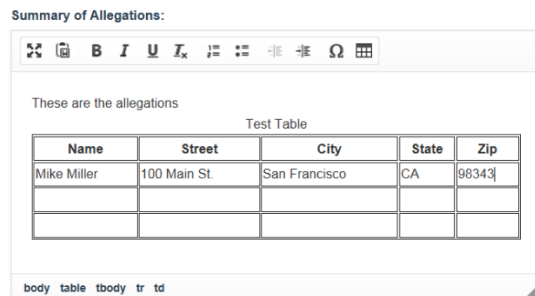


Table – Inserts a table into a textbox based on parameters defined on the Table Parameters pop-up that appears. The number of rows and columns can be set and header row/columns can be identified with bolded and centered text as shown in the example below.



Here is the table defined above in the Summary of Allegations textbox inserted below some other text.



37. Appendix IV - Required Fields in HEMS

37.1. Required Fields for Creating an Inquiry

User must have read/write rights; either HUD or FHAP

Required fields:

- Initial contact method
- Initial contact date (populated with current date by default)
- Complainant's first and last name OR Complainant's organization

Note that the case name, FHAP case number and respondent name are not required at this point.

37.2. Required Fields for Filing/Dual-Filing a Case

User must have read/write rights; HUD users only, but FHAP cases should have these fields completed prior to requesting dual-filing.

Required fields:

- Case name
- Initial contact method
- Initial contact date
- HUD filing date (on or after the initial contact date)
- Most recent violation date (must be within a year of the HUD filing date if Violation Continuing is not set to Yes)
- First and last name OR organization for all complainants AND respondents AND representatives
- Addresses for all complainants AND respondents AND representatives
- At least one basis selected
- At least one issue selected
- Violation location city AND county AND state
- How learned of the Fair Housing Act must be selected for at least one complainant
- Summary of allegations

37.3. Required Fields for Doing a FHAP Dual-Filed Case Closure

User must have read/write rights; either HUD or FHAP

Required fields:

- FHAP receipt date
- FHAP closure date
- Closure reason
 - If closed for lack of jurisdiction (LOJ), a reason for the LOJ is required
 - If closed for trial has begun, a trial commencement date is required
 - If closed for a withdrawal, a withdrawal request date is required
 - If closed for no cause, a cause date cannot be entered
- Case name
- Initial contact method
- Initial contact date
- HUD filing date (on or after the initial contact date)
- Most recent violation date (must be within a year of the HUD filing date if Violation Continuing is not set to Yes)
- First and last name OR organization for all complainants AND respondents AND representatives
- Addresses for all complainants AND respondents AND representatives
- At least one basis selected
- At least one issue selected
- Violation location city AND county AND state
- How learned of the Fair Housing Act must be selected for at least one complainant
- Summary of allegations

37.4. Required Fields for Doing a HUD Case Closure

User must have read/write rights; HUD users only

Required fields:

- HUD closure date
- Closure reason
 - If closed for lack of jurisdiction (LOJ), a reason for the LOJ is required
 - If closed for trial has begun, a trial commencement date is required
 - If closed for a withdrawal, a withdrawal request date is required
- If closed for no cause, a cause date cannot be entered
- Secretary Initiated must be completed (HUD processed only)
- AFFH Issues must be completed (HUD processed only)
- FHIP Referral must be completed (HUD processed only)
- Case name
- Initial contact method
- Initial contact date
- HUD filing date (on or after the initial contact date)
- Most recent violation date (must be within a year of the HUD filing date if Violation Continuing is not set to Yes)

HEMS User Manual for Fair Housing Discrimination Complaint Modules

- First and last name OR organization for all complainants AND respondents AND representatives
 - Addresses for all complainants AND respondents AND representatives
 - At least one basis selected
 - At least one issue selected
 - Violation location city AND county AND state
 - How learned of the Fair Housing Act must be selected for at least one complainant
 - Summary of allegations
- For FHAP processed cases these additional fields are required:
- FHAP receipt date
 - FHAP closure date
 - Payment determination
 - Payment determination date (if accepted for payment)
 - FHAP type of case (for payment) must be selected (unless payment is rejected)
 - FHAP payment amount (will default to \$0 if the section is edited at all)