USER'S MANUAL

Title Eight Automated Paperless Office Tracking System (TEAPOTS)

Version 4.4

U.S. Department of Housing and Urban Development

December, 2004

Revision Sheet

Release No.	Date	Revision Description
Rev. 0	5/30/00	User's Manual Template and Checklist
Rev. 1	4/10/02	Conversion to WORD 2000 format
Rev. 2	08/28/03	Updated document for version 4.2
Rev. 3	12/21/04	Updated document for version 4.4

User's Manual
Authorization Memorandum

I have carefully assessed the User's Manual for the (TEAPOTS 4.4). This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

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

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

USER'S MANUAL

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1.0 GENERAL INFORMATION

1.0 GENERAL INFORMATION

1.1 System Overview

The Title Eight Automated Paperless Office Tracking System (TEAPOTS) is a waterfall lifecycle system used to record housing discrimination cases, develop investigation processes, generate management reports, and produce case documents for cases filed under Title VIII of the Civil Rights act of 1968, as amended by the Fair Housing Act of 1988, and other processes. It also tracks complaints and compliances for the following authorities: Title VI, Title IX, Section 109, Section 504, Age Discrimination Act, and Americans with Disabilities Act.

TEAPOTS is compliant with Section 508 of the Rehabilitation Act, which requires all federal systems to be accessible to the disabled. TEAPOTS adheres to federal web accessibility standards for web-based Intranet and Internet information and applications.

- Responsible organization – Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity (FHEO)
- System name or title – Title Eight Automated Paperless Office Tracking System (TEAPOTS)
- System code – E08A
- System category – Major Application; performs clearly defined functions for which there is a readily identifiable security consideration and need
- Operational status – Operational
- System environment – Web-based application

1.2 Project References

- HUD User Manual template
- TEAPOTS Functional Requirements Document (FRD), V4.4
- TEAPOTS System/Subsystem Specifications (SSS) document, V4.4
- TEAPOTS Security Plan, V4.4
- TEAPOTS Test Plan, V4.4
- TEAPOTS User's Manual, V4.2
- HUD System Development Methodology, release 6.01
- FHEO PVCS Tracker – TEAPOTS V4.4 CCR

1.3 Authorized Use Permission

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

1.4 Points of Contact

1.4.1 Information

- Lamont Williams, Director of Information Services and Communications, FHEO, 202-708-0614, extension 6935
- John M. Horn, Project Leader, Grants Management Program Compliance Division, 202-708-0614, extension 7437
- Howard Hill, Vice-President, MTI, 703-845-0101, extension 37
- Tammy Clark, Project Manager, MTI, 703-845-0101, extension 28

1.4.2 Coordination

Dept. of Housing and Urban Development, Office of Fair Housing and Equal Opportunity (FHEO) – sponsoring organization, main user of the system, and the central coordinator for Headquarters, all regions, and agencies involved with TEAPOTS. Coordination is required for all requirements analysis, system maintenance, security support (such as passwords and server room access), and corrective and adaptive maintenance to TEAPOTS. Formal meetings are conducted weekly and informal coordination is conducted as needed.

Management Technology, Inc. (MTI) – coordination is required for all requirements analysis, system maintenance, security support (such as passwords and server room access), and corrective and adaptive maintenance to TEAPOTS. Formal meetings are conducted weekly and informal coordination is conducted as needed. MTI also performs change control procedures and quality assurance activities.

Computer Science Corporation (CSC) – CSC coordinates with MTI on TEAPOTS-related user requirement analyses and corrective and adaptive maintenance.

HUD Client/Server Group – performs database administration, works with the TEAPOTS development team to resolve any problems during implementation of system releases and installations.

HUD Test Center - performs system release testing for user acceptance.

1.4.3 Help Desk

Technical assistance is available for TEAPOTS users. System administrators must report system errors and problems to the TEAPOTS FHEO Project Leader at 202-708-0614, extension 7437 for resolution. The Project Leader will log the problem into the Service Ticket Action Resolution System (STARS) to initiate corrective maintenance.

1.5 Organization of the Manual

The TEAPOTS, Version 4.4, User's Manual is organized as follows:

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

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

Section 3.0: Getting Started – provides general information on how to access the system, where to get help, and information on how to process case information.

Section 4.0: Using the System (Online) – provides a detailed description of how to access the system and information on how to process case information.

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

Section 6.0: Querying – describes the query and retrieval capabilities of the system.

Section 7.0: Reporting – describes all standard reports that are generated by the system.

1.6 Acronyms and Abbreviations

The table below includes acronyms, abbreviations, and other helpful terms that will aid the user in the usage of this document.

Term	Description
Access Key	A key on the keyboard used as a shortcut to issue menu commands (underlined items in Windows menus).
Access Privileges	Provides a level of security to prevent users from tampering with various aspects of system.
ADA	Americans with Disabilities Act.
AGE	The Age of Discrimination Act of 1975, prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance, directly or through contractual, licensing, or other arrangements use age distinctions or take any other actions which have the effect, on the basis of age of: ▪ Excluding individuals from denying them the benefits subjecting them to discrimination under, a program or activity receiving Federal financial assistance; ▪ Or denying or limiting individuals their opportunity to participate in any program or activity receiving Federal financial assistance.
ALJ	Office of Administrative Law Judges.
Authority	Identifies the federal law or regulation under which a case is processed.
Checkbox	A small box used in forms or dialog boxes that users can check on or check off.
DOJ	Department of Justice
Dropdown Menu	A menu bar. An item you can click that brings down a list of options to choose.

Term	Description
EO11063	Executive Order 11063 (Non-Discrimination and Equal Opportunity in Housing) directs HUD and all other executive departments and agencies to take appropriate action to promote the abandonment of discriminatory practices with respect to property or facilities owned or operated by the Federal Government or provided with Federal financial assistance in the sale, leasing, rental, or other disposition of such property or facilities.
EO12892	Executive Order 12892, as amended (Leadership and Coordination of Fair Housing in Federal Programs: Affirmatively Furthering Fair Housing), provides that programs and activities relating to housing and urban development (including any Federal agency having regulatory or supervisory authority over financial institutions) shall be administered in a manner affirmatively to further the purposes of the Act and shall cooperate with the Secretary of Housing and Urban Development, who shall be responsible for exercising leadership in furthering the design and delivery of Federal programs and activities.
EO12898	Executive Order 12898 provides that each Federal agency shall conduct its programs, policies, and activities that substantially affect human health or the environment, in a manner that ensures that such programs, policies, and activities do not have the effect of excluding persons (including populations) from participation in, denying persons (including populations) the benefits of, or subjecting persons (including populations) to discrimination under, such programs, policies, and activities, because of their race, color, or national origin.
Enforcement Center	The mission of the Departmental Enforcement Center is to ensure the public's trust by protecting residents, improving the quality of housing, and the reduction of fraud, waste, and abuse.
FHAP	The Fair Housing Assistance Program (FHAP) assists State and local fair housing enforcement agencies. The intent of this funding program is to build a coordinated intergovernmental enforcement effort to further fair housing and to encourage the agencies to assume a greater share of the responsibility for the administration and enforcement of their federally equivalent fair housing laws and ordinances.
FHIP	The Fair Housing Initiatives Program (FHIP) assists projects and activities that combat Housing Discrimination and increase compliance with the Fair Housing Act and substantially equivalent State and local fair housing laws. All activities are funded under FHIP.
FHEO	HUD's Office of Fair Housing and Equal Opportunity administers federal laws and establishes national policies that ensure equal access to housing for all Americans, guarantees equal opportunity in HUD programs, and works to prevent discrimination in employment at HUD.
HUD	U.S. Department of Housing and Urban Development.
OGC	Office of General Counsel. The Office of General Counsel (OGC) plays a vital role in helping the Department accomplish its mission of assuring decent and affordable housing, enabling all Americans to achieve homeownership, providing resources for communities to build strong neighborhoods, preventing homelessness, and enforcing fair housing laws.
Section 109	Section 109 of the Housing and Community Development Act of 1974.
Section 504	Section 504 of the Rehabilitation Act of 1973 prohibits discrimination against persons with disabilities in any program or activity receiving Federal financial assistance.
Section 508	Section 508 of the Rehabilitation Act requires that Federal agencies make electronic and information technology accessible to the disabled.
Title IX	Title IX of the Education Amendments of 1972.

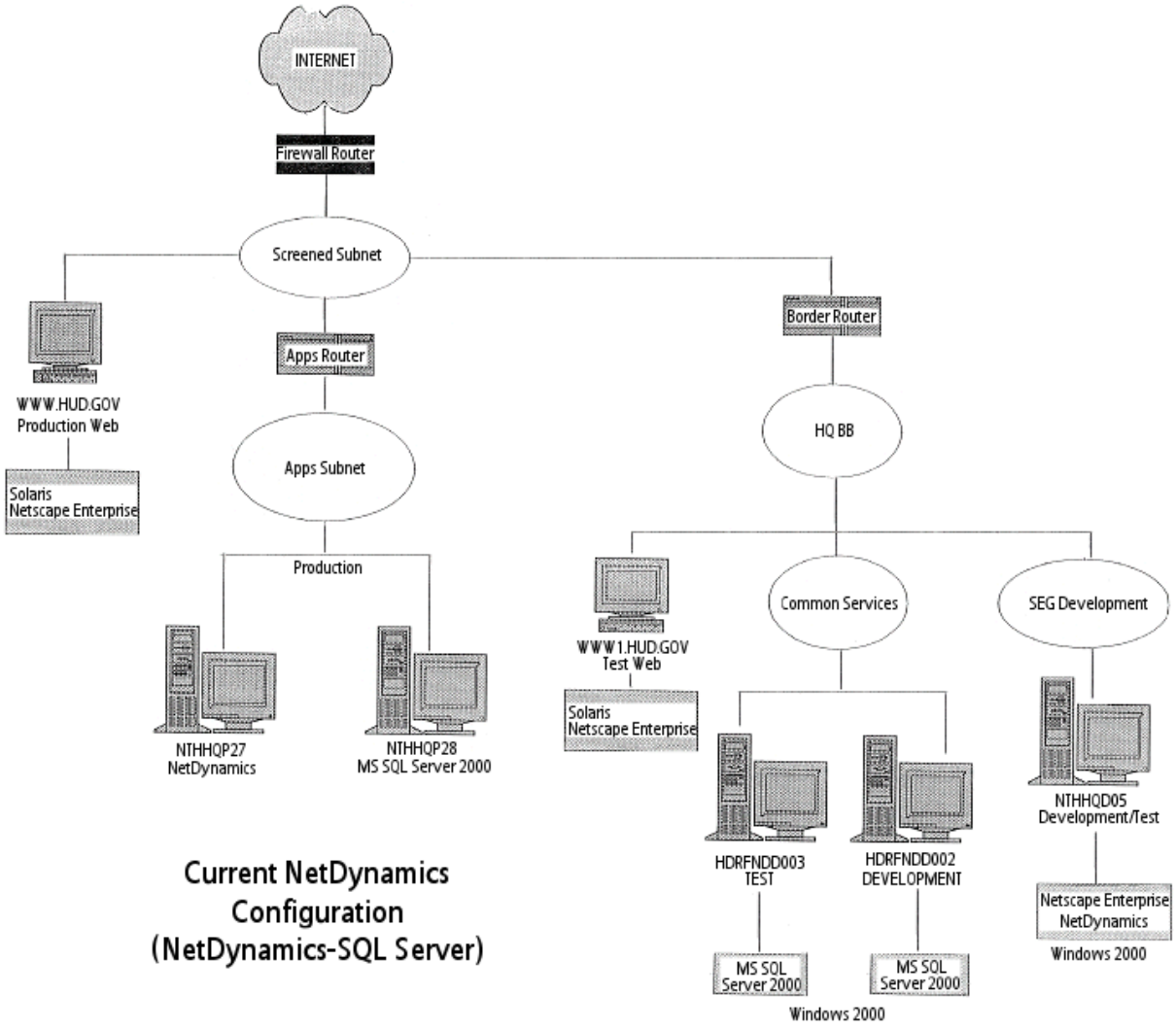
Term	Description
Title VI	Title VI of the 1964 Civil Rights Act. Title VI prohibits discrimination based on race, color or national origin in programs and activities receiving Federal financial assistance. Complaints must be filed within 180 days of the alleged act of discrimination.
Title VIII	Title VIII of the Civil Rights Act of 1968 (Fair Housing Act) prohibits discrimination in the sale, rental and financing of dwellings based on race, color, religion, sex or national origin.
URL	The Universal Resource Locator is an address used to indicate where documents and other services are available on the Internet.
Voice Recognition Software	Allows a disabled user to interact with the computer hands-free.
Web Browser	Software that enables people to access, view, and move between documents on the web, especially those prepared in HTML. Example: Internet Explorer.

2.0 SYSTEM SUMMARY

2.0 SYSTEM SUMMARY

2.1 System Configuration

The diagram below depicts the equipment, communications, and networks used to access, operate, and implement the TEAPOTS system.



The equipment used at HUD headquarters and its field offices consists of servers running Netware 3.12 on a token ring topology. Database and application servers are located and maintained by HUD Headquarters. The Office of Information Technology (IT) staff at each site is responsible for the maintenance of each local file servers, software installation, user administration, backup, and recovery.

TEAPOTS is housed on a Wide Area Network (WAN) serving HUD Headquarters and all its large regional offices using T1 capacity, and the remaining field offices using 56 Kbps capacity. Internet Protocol (IP) is the primary WAN protocol.

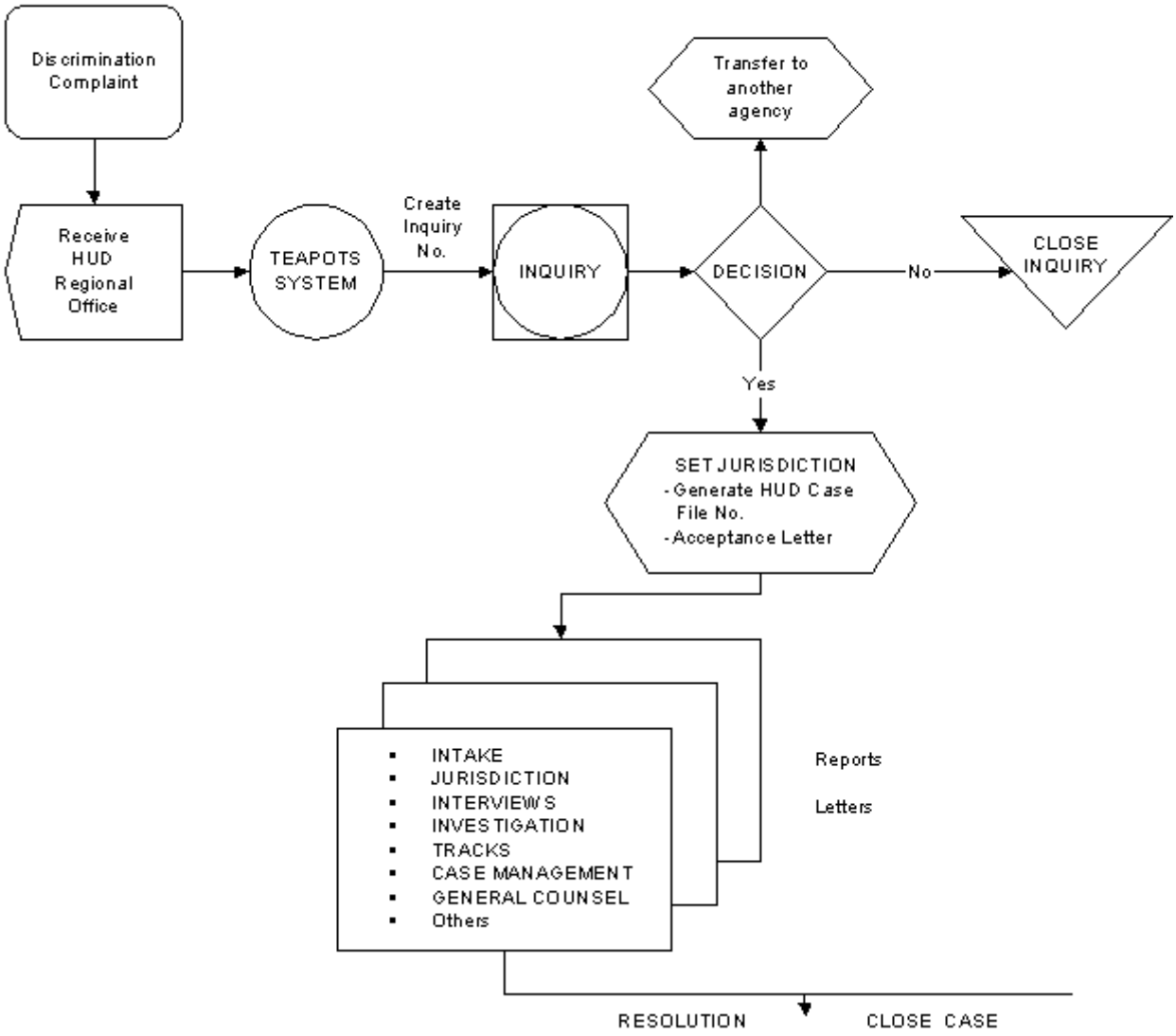
Environment	Equipment	Description
PC	Desktop/ Workstation	Requires a minimum the following: • IBM-compatible PC with a Pentium processor • 100 MB of available disk space • 256 MB of RAM • MS Windows 95 or later version • MS Internet Explorer 6.0 browser
Database	Database Server	• Pentium class • Windows 2000 Server • Microsoft SQL Server 2000
Intranet	Application/File Servers	• Quad-Pentium Pro Processors • Windows 2000 Server • NetDynamics 5.0 (iPlanet) • {nthhqp27.hud.gov} • WebLogic 7.0
	Web Server	Sun One Web Server
Internet	Application/File Servers	• Quad-Pentium Pro Processors • Windows 2000 Server • NetDynamics 5.0 (iPlanet) • {www5.hud.gov:1025} • WebLogic 7.0
	Web Server	Sun One Web Server
Network	Wide Area Network (WAN):	T1 capacity from Headquarters to large regional offices and processing Hubs and 56 KB capacity to remaining field offices. Internet Protocol (IP) is the primary WAN protocol.
Adaptive Technology	Screen Reader	JAWS for Windows (version 5.0)
	Voice Recognition	Dragon Naturally Speaking (version 6.1)
Input Devices	Keyboard, microphone	
Output Devices	Monitor, printer, speakers, headphones	

2.2 Data Flows

The user inputs data into the TEAPOTS system, and is stored and maintained in a database using SQL Server 2000. Retrieved data, Letters, and Reports are outputted in a pre-formatted report form. All transactions in TEAPOTS are processed against the database in real time. HUD's Client-Server group maintains the TEAPOTS application and database servers.

The graphic below depicts the overall flow of data in TEAPOTS:

TEAPOTS DATA FLOW DIAGRAM



2.3 User Access Levels

TEAPOTS is accessed by providing a User ID and password at the Log In screen. The following security levels and access privileges have been defined within TEAPOTS:

None Selected	No access level selected
Read Only	Read Only Access
Data Entry	Edit Rights (add, change or modify data)
System Administration	Access to all levels of the system and Edit Rights (add, change or modify data)
Suspended	Account inactive
Manager	Access to all levels of the system and Edit Rights (add, change or modify data) except deleting Inquiry.
Access to Authorities	Access to Other Authorities
Title VIII Access	Access to Title VIII cases
Jaws Users	Activate Accessibility – The user must have accessibility software (JAWS for Windows) running in PC.

2.4 Contingencies and Alternate Modes of Operation

In the event of emergency, disaster, or accident, the following courses of action will be implemented:

- Restore all system and database backups. HUD has a separate group that is responsible for performing regular database backups and system maintenance. HUD is responsible for the recovery of TEAPOTS in the event restoration is required.

  HUD's Client-Server Group is responsible for backup and recovery, as well as restarting the system. This group is tasked to perform regular backup of the database and system maintenance. When a situation arises wherein there is hardware or software problems affecting TEAPOTS, the FHEO Project Leader will initiate the Restart/Recovery procedure for the Client-Server Group to restart the services. Once service is successfully restarted and verified by the tester, all users will be notified that the system is operational.

- HUD is responsible for the recovery of TEAPOTS in the event of possible failures that require recovery from one or more backups. In such events, it is at the discretion of the FHEO Project Leader to revert back to the previous baselined version as controlled in PVCS. The TEAPOTS project team will verify that the version is fully restored and operational with the correct software and database baselined versions. The TEAPOTS Project Manager will notify the FHEO Project Leader of the status of the restoration. If TEAPOTS is not fully restored, the TEAPOTS project team will identify all discrepancies and recommend solutions.

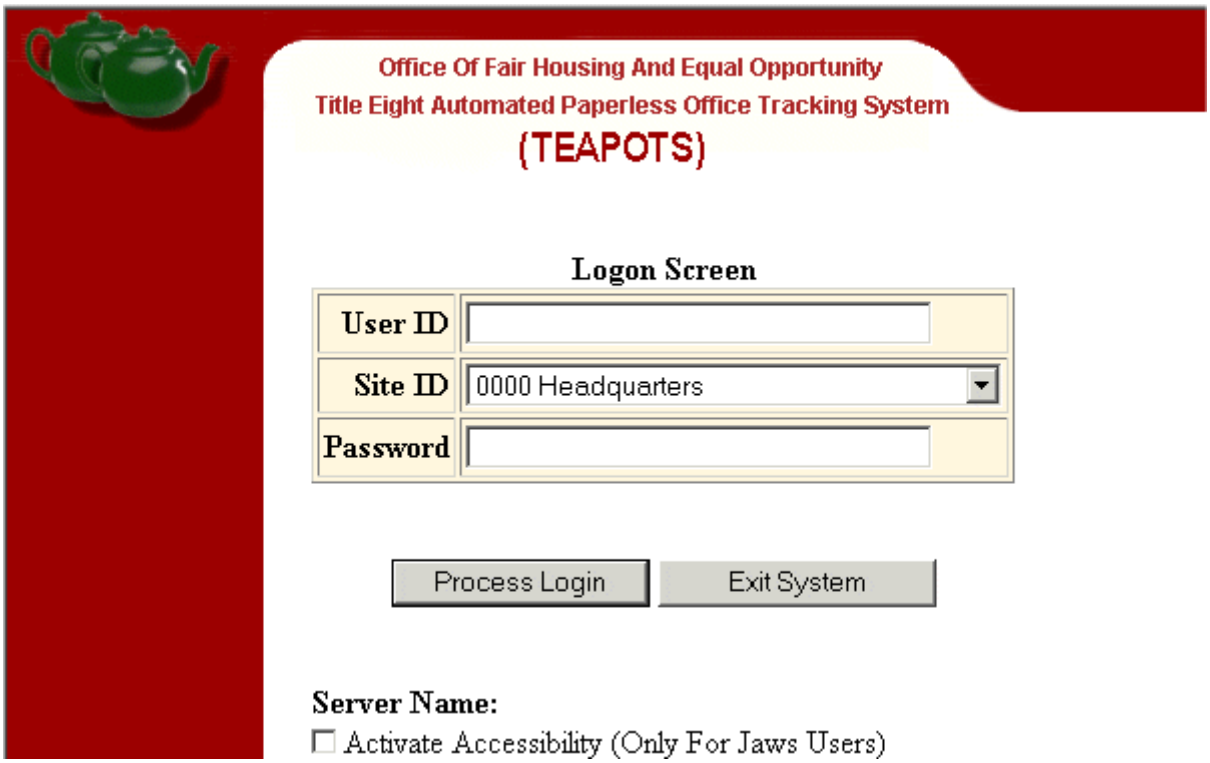
3.0 GETTING STARTED

3.0 GETTING STARTED

3.1 Logging On

TEAPOTS is accessible through the Internet, or HUD Intranet. Microsoft Internet Explorer, version 6.0 is the required browser to access the TEAPOTS system.

To access the system, type the following Uniform Resource Locator (URL) address, on the location bar of the browser: http://www.hud.gov/offices/fheo/system/teapots.cfm. There are two categories of users accessing the system: HUD Staff and Business Partners. Click on the link that applies to the user. The Logon Screen will appear.



On the Log In screen, Type your User ID. The TEAPOTS System Administrator assigns the User ID.

Select your Site ID from the dropdown box. The Site ID is a unique location ID for each office or agency.

Type your Password. Passwords consist of five to eight characters. You are required to change your password within 21 days; otherwise, your account will be suspended.

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

Click on the **Process Login** button to enter the system.

NOTE: At initial login you will be prompted to change the password that your System Administrator provided.

3.2 System Menu

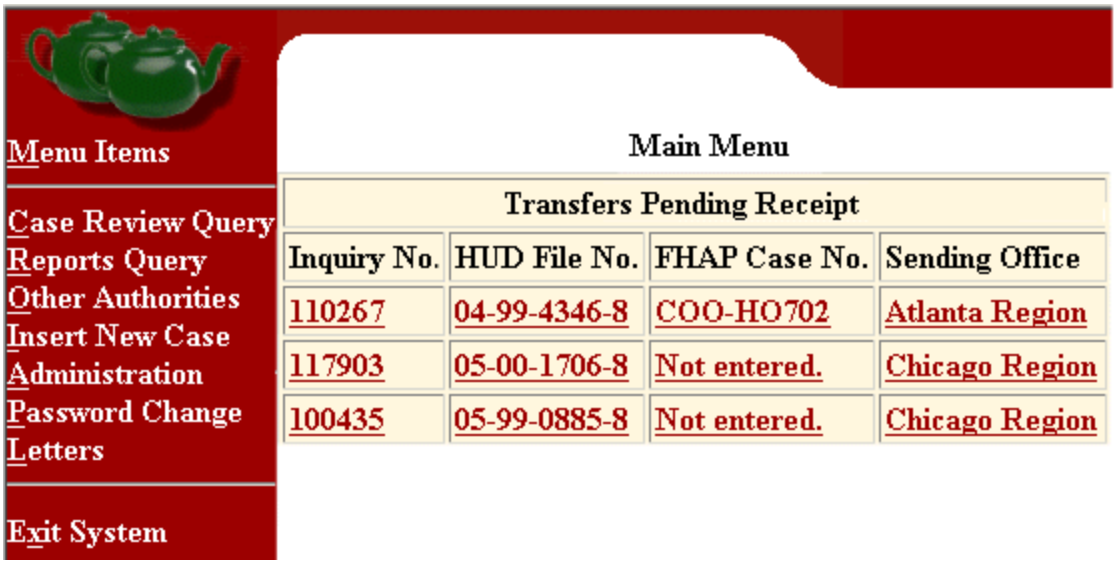
3.2.1 Main Menu

Upon logging into the TEAPOTS system, the Main Menu will be displayed on the screen. The Menu Items column on the left-hand side of the screen lists the various functions of TEAPOTS: Case Review Query, Reports Query, Other Authorities, Insert New Case, Administration, Password Change, Letters, and Exit System. The table on the right-hand side of the screen displays a list of case records. The list will appear in the Transfers Pending Receipt table or the HUD Referrals Pending FHAP Case Number Assignment table depending on how a user logs in.

NOTE: During the course of navigating through the TEAPOTS system, you will notice that the items listed on the Menu Items column will vary from screen to screen.

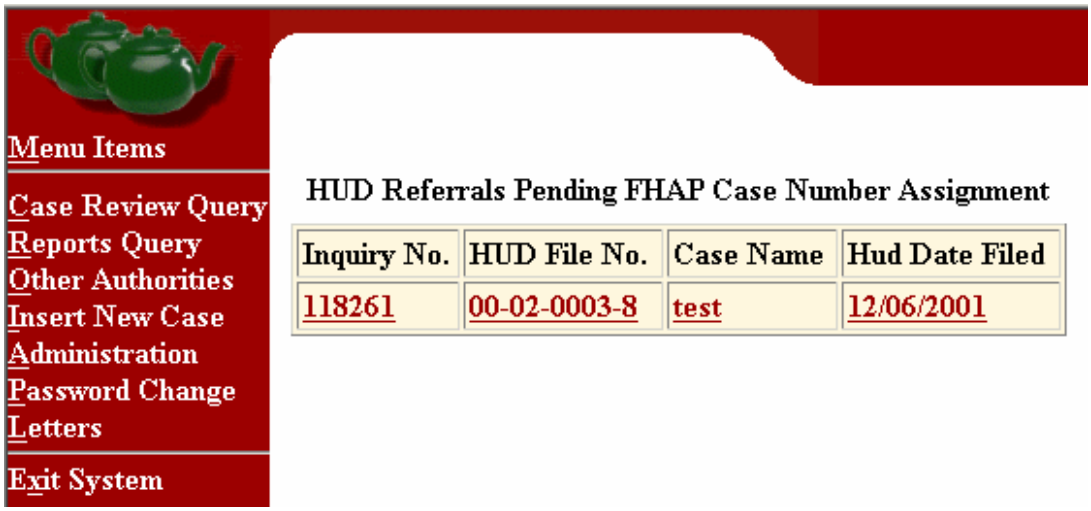
3.2.1.1 Transfers Pending Receipt table

If upon log in, a non-FHAP Site ID is selected, the Transfers Pending Receipt table will appear. This table consists of four columns: Inquiry No., HUD File No., FHAP Case No., and Sending Office. The data on each respective column links to a new page, Intake Screen. The Intake Screen contains detailed information of a specific case.



3.2.1.2 HUD Referrals Pending FHAP Case Number Assignment table

If upon Log In, a FHAP Site ID is selected, the HUD Referrals Pending FHAP Case Number Assignment will appear. This table enables the FHAP user to view a list of transferred cases within their respective agency. It consists of four columns: Inquiry Number, HUD File Number, Case Name, and HUD Date Filed. The links on each column leads to the Intake Screen.



3.2.1.3 Case Review Query

Case Review Query enables TEAPOTS users to perform various functions related to a case such as, searching for a case, or inserting a new case. Click on the Case Review Query link on the Menu Items column of the Main Menu screen. This action will lead you to the Case Review-Queried screen where the user defines the search criteria on the fields provided. Refer to Section 4.1 for further details.

The average response time for this function varies between 1-1/2 to 8 seconds, depending on the network connection speed and the amount of data being processed.

3.2.1.4 Reports Query

Reports Query is a search function that enables TEAPOTS users to search for a case report. Click on the Reports Query link on the Menu Items column of the Main Menu screen. This action will lead you to the Reports Queried screen where the user defines the criteria on the fields provided. Please refer to Section 4.2 for further details.

The average response time for this function varies between 1-1/2 to 8 seconds, depending on the network connection speed and the amount of data being processed.

3.2.1.5 Other Authorities

Other Authorities is a search function that enables the user to access cases filed under authorities other than Title VIII and Executive Orders. Click on the Other Authorities link on the Menu Items column of the Main Menu screen. This action will lead you to the Process Other Authorities screen where the user defines criteria on the fields provided. Please refer to Section 4.3 for further details.

The average response time for this function varies between 1-1/2 to 8 seconds, depending on the network connection speed and the amount of data being processed.

3.2.1.6 Insert New Case

The Insert New Case function enables the user to add a new inquiry for case processing. Click on the Insert New Case link on the Menu Items column of the Main Menu screen. This action will lead you to the Add Inquiry screen where the user inputs data on the fields provided. Please refer to Section 4.4 for further details.

The average response time for this function varies between 1-1/2 to 8 seconds, depending on the network connection speed and the amount of data being processed.

3.2.1.7 Administration

The Administration function enables the system administrator or manager to access the Administration module. This module is where case management and user maintenance are performed, standard reports are generated, and signature block updated. Click on the Administration link on the Menu Items column of the Main Menu screen. This action will lead you to the Administration Module. Only users with system administrator or manager privileges can use this link. Please refer to Section 4.14 for further details.

The average response time for this function varies between 1-1/2 to 8 seconds, depending on the network connection speed and the amount of data being processed.

3.2.1.8 Password Change

The Password Change function enables the user to change their password. Click on the Password Change link on the Menu Items column of the Main Menu screen. This action will lead you to the Change Password screen. Please refer to Section 3.4 for further details.

The average response time for this function varies between 1-1/2 to 8 seconds, depending on the network connection speed and the amount of data being processed.

3.2.1.9 Letters

The Letters function enables the user to select and generate from a collection of prepared letters. Only users with system administrator or manager privileges can access this link. Click on the Letters link on the Menu Items column of the Main Menu screen. This action will lead you to the Letter Administration screen. Please refer to Section 4.15 for further details.

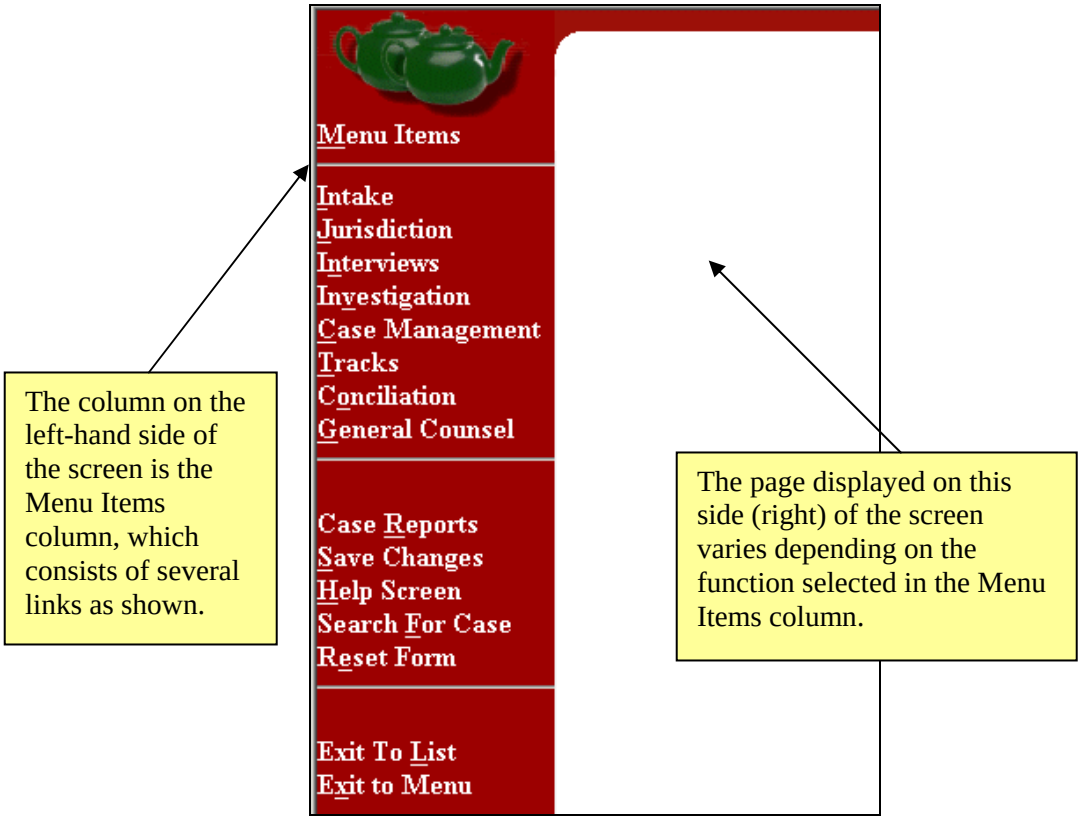
The average response time for this function varies between 1-1/2 to 8 seconds, depending on the network connection speed and the amount of data being processed.

3.2.2 Sub-Menu

The various functions provided in the Main Menu enables a user to access a particular case. Once a case is accessed, a new screen appears displaying the different components of the specific case. The first

screen available to the user is the Intake screen. The user may move to another screen by clicking on the links under the Menu Items column.

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



3.2.2.1 Intake

The Intake function enables the user to enter initial case information of an existing housing discrimination inquiry, information pertaining to the complainants and respondents, and detailed discrimination and allegation information. Please refer to Section 4.5 for further details.

3.2.2.2 Jurisdiction

The Jurisdiction function enables the user to establish jurisdiction for HUD cases, identify dual filing status, refer a case to a FHAP agency, or close an inquiry. Please refer to Section 4.6 for further details.

3.2.2.3 Interviews

The Interviews function enables the user to record all interviews conducted during case processing. Please refer to Section 4.7 for further details.

3.2.2.4 Investigation

The Investigation function enables the investigator to enter information about a case. In addition, this function allows the investigator to close a case based on the findings. Please refer to Section 4.8 for further details.

3.2.2.5 Case Management

The Case Management function enables the user to record all case assignments and perform HUD Inter-Office transfers. Please refer to Section 4.9 for further details.

3.2.2.6 Tracks

The Tracks function enables the user to identify the type of investigation processes issued for the case. Please refer to Section 4.10 for further details.

3.2.2.7 Conciliation

The Conciliation function enables the user to record all conciliation attempts made with any primary party (complainant and respondent) or both parties. Please refer to Section 4.11 for further details.

3.2.2.8 General Counsel

The General Counsel function enables the Office of General Counsel (OGC) personnel to enter information pertaining to cases that have been transferred to Counsel for processing. Please refer to Section 4.12 for further details.

3.2.2.9 Case Reports

Case Reports enables the user to view or print information pertaining to a specific case. Please refer to Section 4.13 for further details.

3.2.2.10 Save Changes

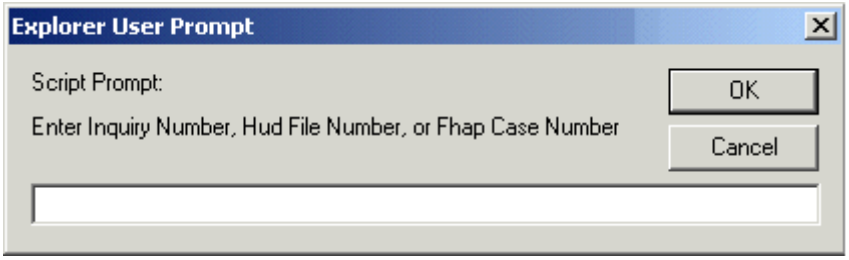
The Save Changes function saves all inputted data and modifications entered into the TEAPOTS system. The link can be found in almost all of TEAPOTS screens. Click on the Save Changes link under the Menu Items column to save your data.

3.2.2.11 Help Screen

The Help Screen is an online guide for users when navigating through the TEAPOTS system.

3.2.2.12 Search for Case

The Search for Case function enables the user to search and generate a case after defining the criteria on the popup message box. The user is required to state the Inquiry Number, HUD File Number, or FHAP Case Number on the textbox provided.



3.2.2.13 Reset Form or Reset Screen

The Reset Form function or the Reset Screen function clears all unsaved data inputted on the screen.

3.2.2.14 Child Cases

The Child Cases function enables the user to transfer designated information from one case (parent) to another (companion) case. Please refer to Section 4.16 for further details.

3.2.2.15 Exit to List

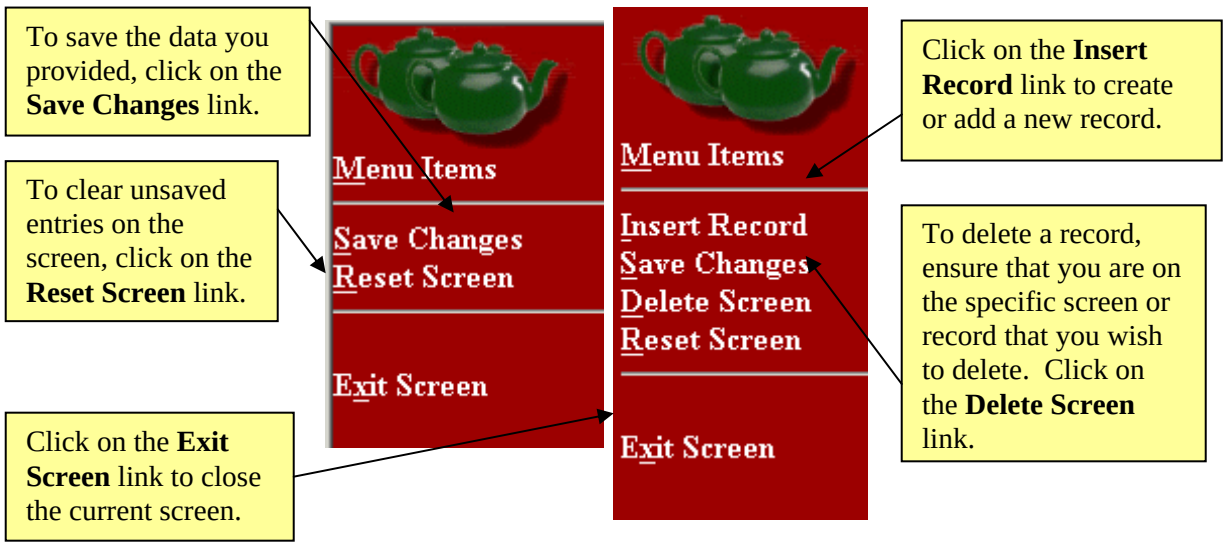
The Exit to List function enables the user to return to the Main Menu where the HUD Referrals Pending FHAP Case Number Assignment table or the Transfer Pending Receipt table is located.

3.2.2.16 Exit to Menu

The Exit to Menu function enables the user to return to the Main Menu.

3.2.3 Supporting Menus

Supporting Menus such as the image representation shown may be found throughout the TEAPOTS system. Although some of the link names vary such as, e.g. Add Issue instead of Insert Record, or Delete Issue instead of Delete Screen or Delete Record, their functionality serves the same purpose.

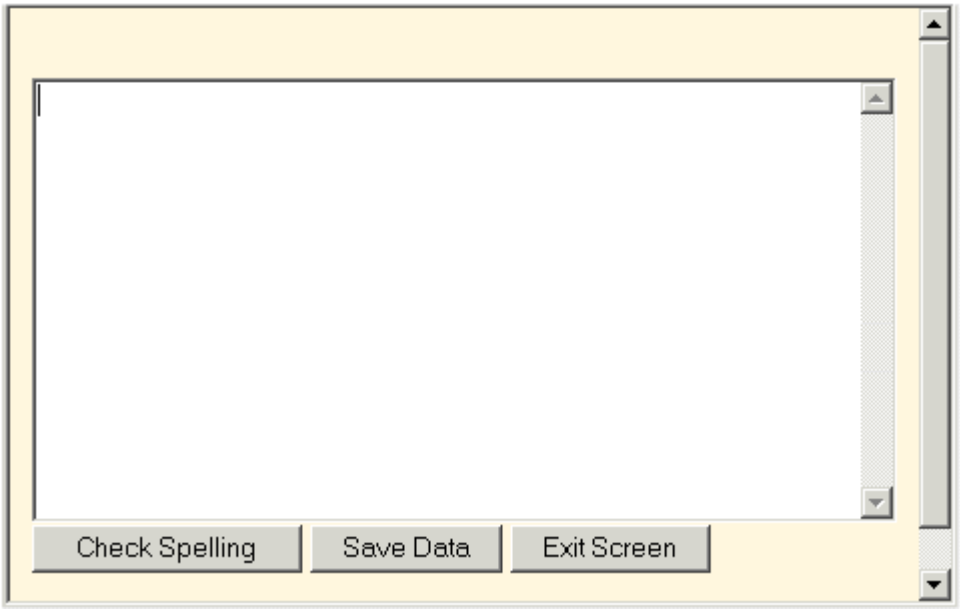


3.3 System Tools and Objects

3.3.1 Memo Screens

3.3.1.1 Memo

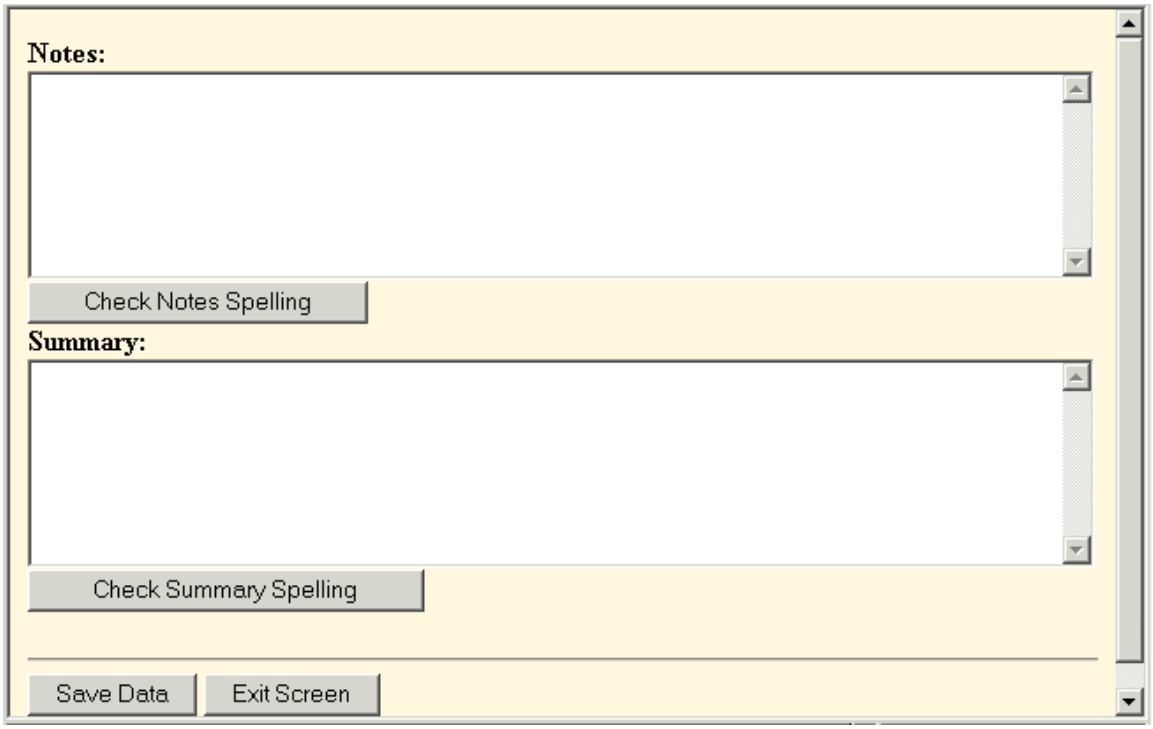
The Memo button can be found throughout the various pages of the TEAPOTS system. This button accesses the Memo screen. The Memo screen consists of a text field where the user types in notes, remarks, observations, summary, or specified information. The scroll bar enables the user to vertically navigate through the memo screen.



After typing the data on the memo screen, click on the **Check Spelling** button to check for misspelled words. To save your entry, click on the **Save Data** button. To close the screen, click on the **Exit Screen** button.

3.3.1.2 Notes and Summary

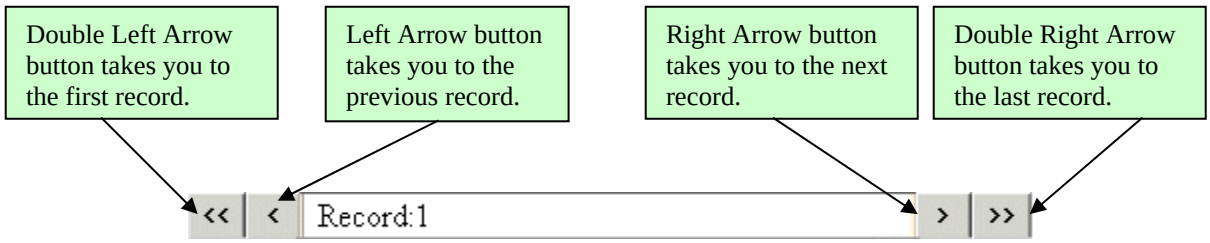
This Memo screen consists of two sections: Notes and Summary. Click on the **Notes** button or **Summary** button to access the Memo Screen. The Memo screen consists of a text field where the user types in notes, remarks, observations, summary, or specified information. The scroll bar enables the user to vertically navigate through the memo screen.



Click on the **Check Notes Spelling** to check for misspelled words in the Notes Section, and click on the **Check Summary Spelling** button to check for misspelled words in the Summary section. To save the entries, click on the **Save Data** button. To close the screen, click on the **Exit Screen** button.

3.3.2 Navigation Bar

The Navigation bar enables the user to move from one record to the next. Click on the arrow buttons to navigate through records. The bar indicates the Record Number.

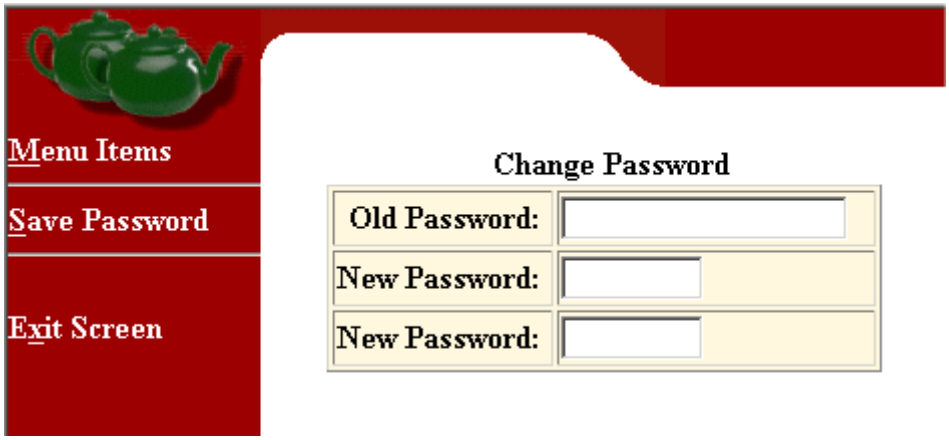


3.4 Changing User ID and Password

To have your User ID changed, you must contact the TEAPOTS system administrator of your regional office.

To change your Password, a built-in function in TEAPOTS allows the user to change their password anytime. Although on occasion, the system will prompt the user to change their password for security reasons:

1. For first-time users: On initial login, the system will alert you to replace the password that the system administrator supplied with your personal password prior to allowing you to access the main system.
2. When the system administrator resets your user account, the system will alert you to change your password before allowing access to the main system.
3. It is imperative for the user to change their password within 21 days; otherwise their account will be suspended. A TEAPOTS message will appear within 5 days before suspension to remind the user to change their password.



How to Change Your Password

1. Click on the Password Change link under Menu Items of the Main Menu. The Change Password screen will appear.
2. Type your current password in the Old Password textbox.
3. Type your new password in the New Password textbox. Your password must contain five (5) to eight (8) characters. It may be a combination of letters and numbers (alpha numeric).
4. Confirm your password by re-typing the new password on the New Password textbox.
5. Click on Save Password under the Menu Items column.
6. To return to the Main Menu, click on Exit Screen.

NOTE: Remember to change your password within 21 days.

3.5 Exit System

The Exit System function allows you to properly log out of TEAPOTS. From the main menu, select Exit System under the menu items column. This function must be utilized to properly logout of TEAPOTS; otherwise, you could damage case data or lose changes made to a case.

4.0 USING THE SYSTEM (ONLINE)

4.0 USING THE SYSTEM (ONLINE)

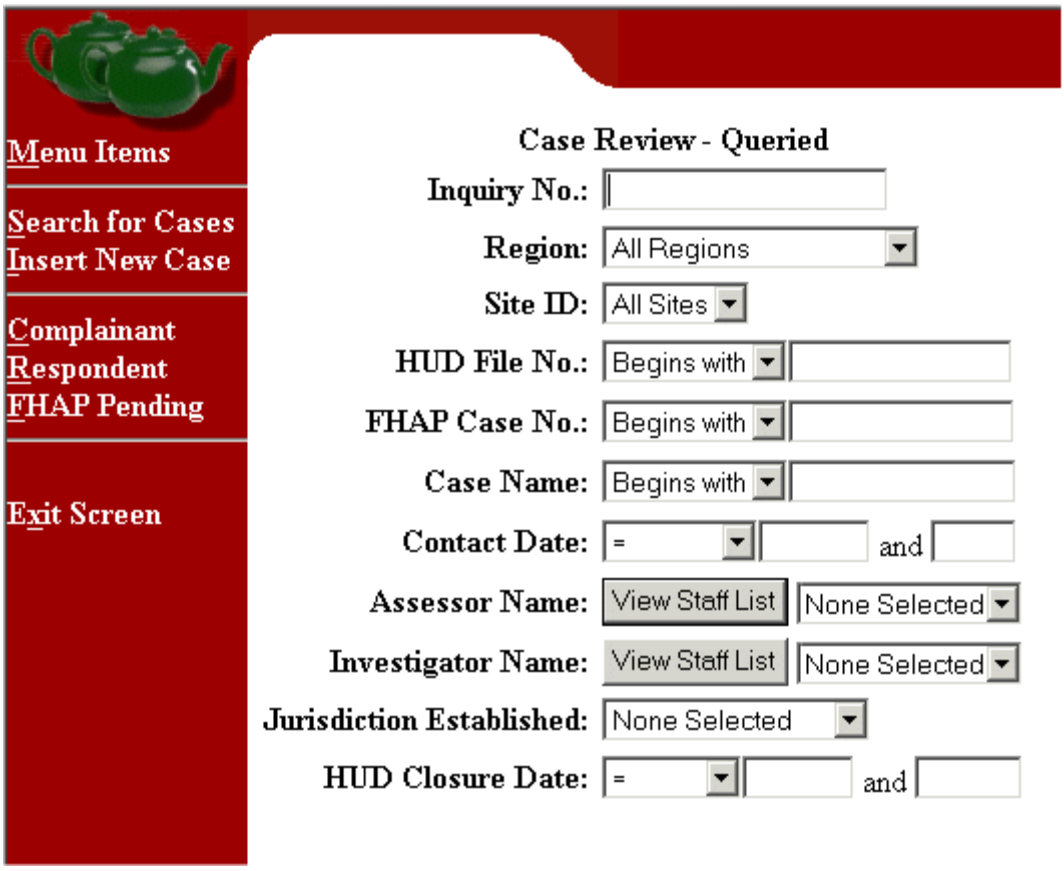
4.1 Case Review Query

Case Review Query is part of the Main Menu. This function enables the user to Search For Cases, Insert A New Case, Search For A Complainant, Search For A Respondent, and Search For Dual Filings Pending.

4.1.1 Search for Cases

4.1.1.1 Searching for a case

Click on the Case Review Query link under the Menu Items column to access the Case Review-Queried screen. On the Case Review-Queried screen, a search can be performed by defining a criterion on any of the following fields: Inquiry No., HUD File No., FHAP Case No., Case Name, Contact Date, Assessor Name, Investigator Name, and/or HUD Closure Date. To further narrow your search, specify a region, a Site ID, and/or Jurisdiction Established.



The descriptions below will help you in defining your search criteria:

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

Region – From the dropdown box provided, you may narrow your search by choosing one of the following: Select a specific region from one of the ten regions, Select Headquarters, or Select All Regions. This dropdown box defaults to the specific region of the user. As for Headquarters system administrators, the default is *All Regions*.

Site ID – To perform a search for a case based on Site ID/Location, you must first make a selection from the Region dropdown box. Then, proceed to the Site ID/Location dropdown box to make your selection. This dropdown box defaults to the user's specific site location in their region. As for Headquarters system administrators, the default is *All Sites*.

HUD File Number – This criterion allows you to search for a case based on the HUD File Number. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or Contains. Then, on the textbox provided, type the entire or partial HUD File Number depending on the condition selected. *Begins With* is the default selection.

FHAP Case Number – This criterion allows you to search for a case based on the FHAP Case Number. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or Contains. Then, on the textbox provided, type the entire or partial FHAP Case Number depending on the condition selected. *Begins With* is the default selection.

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

Contact Date – This criterion allows you to search for a case based on the initial contact date. Select an operand from the dropdown box. Choose from: Equal To (=), Between, Less Than Or Equal To (< =), or Greater Than Or Equal To (> =). Then, type a date on the textbox beside it using MM/DD/YYYY format. When using the "Between" condition, type a date range using MM/DD/YYYY format on the textboxes provided. *Equal To* is the default selection.

Assessor Name – This criterion allows you to search for a case by specifying the name of the Assessor. First, make a selection in the Region dropdown box. Then, click on the View Staff List button. On the dropdown box, select a staff name. *None Selected* is the default selection.

Investigator Name – This criterion allows you to search for a case by specifying the name of the Investigator. First, make a selection in the Region dropdown box. Then, click on the View Staff List button. On the dropdown box, select a staff name. *None Selected* is the default selection.

Jurisdiction Established – This criterion allows you to search for a case based on the status of Jurisdiction. On the dropdown box, select from: None Selected, Yes, No – Claim Closed, or I Don't Know. *None Selected* is the default selection.

HUD Closure Date – This criterion allows you to search for a case based on the date when the case was closed. Select an operand from the dropdown box. Choose from: Equal To (=), Between, Less Than Or

Equal To (< =), or Greater Than Or Equal To (> =). Then, type a date on the textbox beside it using MM/DD/YYYY format. When using the "Between" condition, type a date range using MM/DD/YYYY format on the textboxes provided. *Equal To* is the default selection.

4.1.1.2 Executing the Search

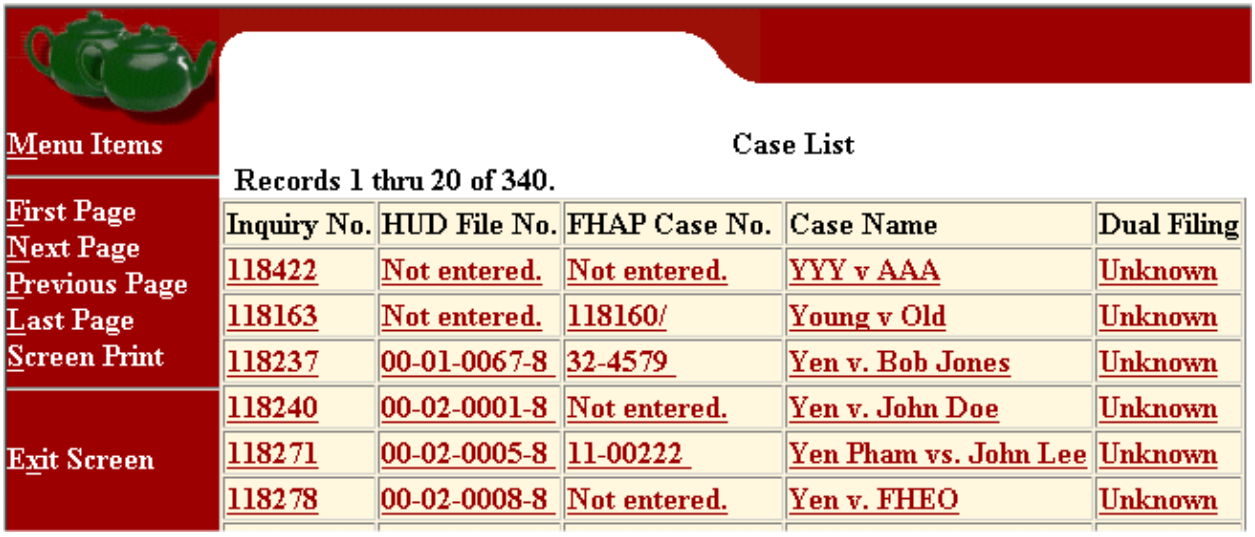
Search for Cases – After defining your criteria on the Case Review-Queried screen, click on the Search for Cases link under the Menu Items column. If more than one case satisfies the criteria, the Case List screen will be displayed. Otherwise, the Intake screen of the specific case will appear.

4.1.1.3 Case List Screen

Case List – The Case List screen displays up to 20 cases at a time. You can navigate between pages by clicking on the following links under the Menu Items column. Click on *First Page, Next Page, Previous Page,* or *Last Page*. To open a record or check out a case, click on any link under the following columns in the Case List table: Inquiry Number, HUD File Number, FHAP Case Number, Case Name, or Dual Filing. This will take you to the selected case's Intake In Edit Mode screen.

Click on the *Screen Print* link under the Menu Items column to print the current Case List page displayed on the screen.

NOTE: Only one case may be checked out at a time. FHAP users can only access their own cases.



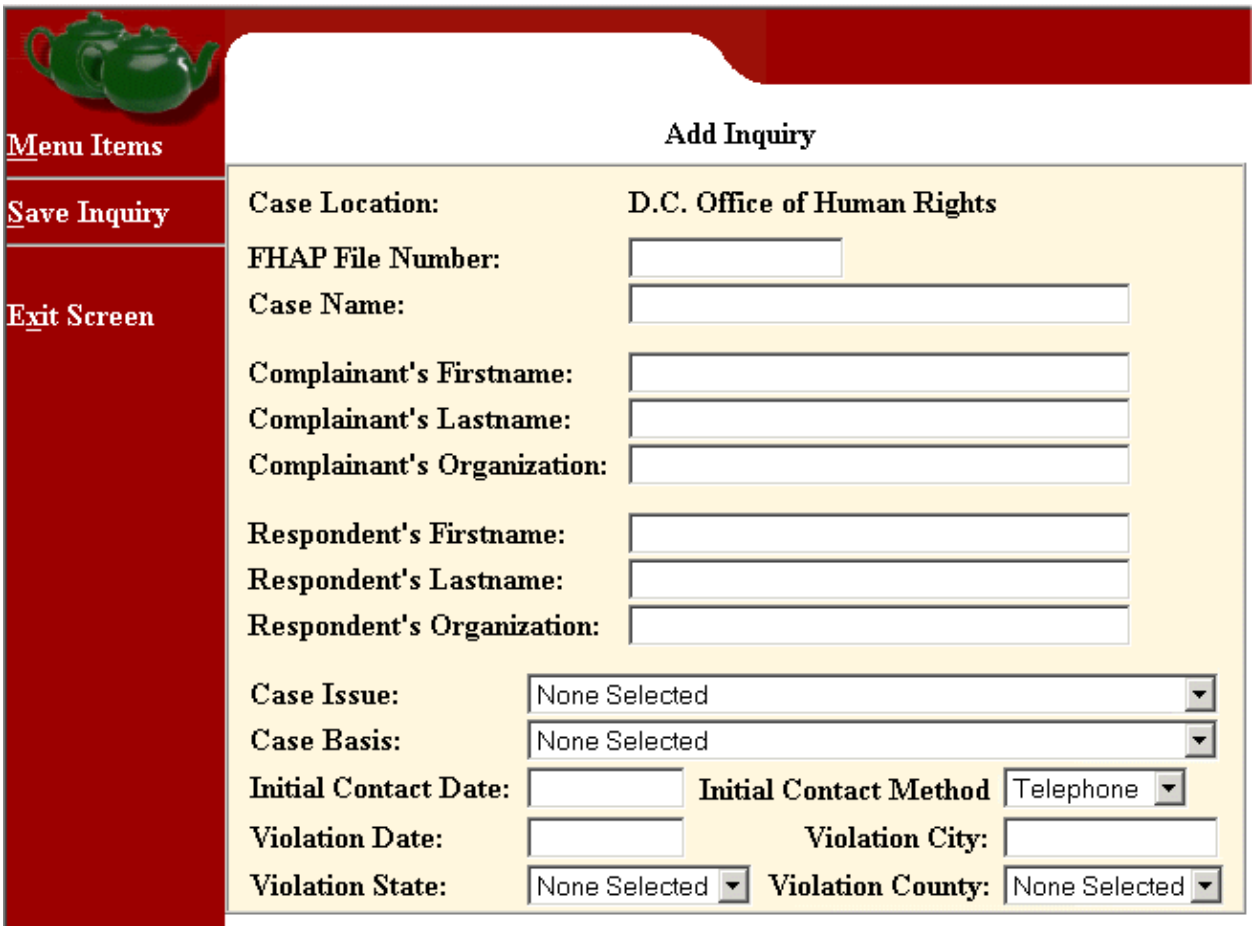
4.1.2 Insert New Case

The Insert New Case function enables you to add a new Title VIII inquiry (potential complaint) into the TEAPOTS system for case processing. To insert a new case while on the Case Review-Queried screen, click on the Insert New Case link under the Menu Items column to access the Add Inquiry screen.

NOTE: The Insert New Case link may also be found under the Menu Items column of the Main Menu screen.

4.1.2.1 Adding A New Inquiry

On the Add Inquiry screen, fill out the form by supplying the information on the textboxes and dropdown boxes provided.



Case Location – This field is automatically populated. It specifies the users location.

FHAP File Number – If you are logged in as FHAP, then this textbox is active. Type the associated FHAP File number.

Case Name – Type the name of the case. The case name must be in this order: First Complainant vs. First Respondent. If the respondent is an organization, you must type the name of the organization instead of the name of the individual.

Complainant's First Name – Type the First Name of the complainant on the textbox provided.

Complainant's Last Name – Type the Last Name of the complainant on the textbox provided.

Complainant's Organization – If the complainant is an individual, type the name of the complainant's place of business on the textbox provided.

Respondent's First Name – Type the First Name of the respondent on the textbox provided.

Respondent's Last Name – Type the Last Name of the respondent on the textbox provided.

Respondent's Organization – On the textbox provided, type the name of the respondent's place of business, if a person(s) is named as respondent. If the respondent is an organization, type the name of the organization.

***Case Issue –** On the dropdown box, select one from the list of discriminatory acts that best depicts the case. Take Note: The entry selected on this field will simultaneously populate the Case Issue field on the *What Happened Screen.*

***Case Basis** – On the dropdown box, select from the list of descriptions that best depicts the case. Take Note: The entry selected on this field will simultaneously populate the Case Basis field on the *Why Did It Happen Screen.*

****Initial Contact Date** – Type the date when the complainant first contacted HUD or the FHAP agency regarding the case. The date must be in MM/DD/YYYY format.

****Initial Contact Method –** From the dropdown box, select the way the complainant contacted HUD or the FHAP agency.

****Violation Date** – Type the date of the alleged violation on the textbox provided. The date must be in MM/DD/YYYY format.

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

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

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

* Non-mandatory field
** Mandatory fields

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

4.1.2.2 Submitting A New Inquiry

Save Inquiry – After completing the Add Inquiry form, click on the Save Inquiry button under the Menu Items column. The system will generate an Inquiry Number for the case. A message box will appear displaying the Inquiry Number. Click OK to continue. The Intake screen appears populated with the case data.

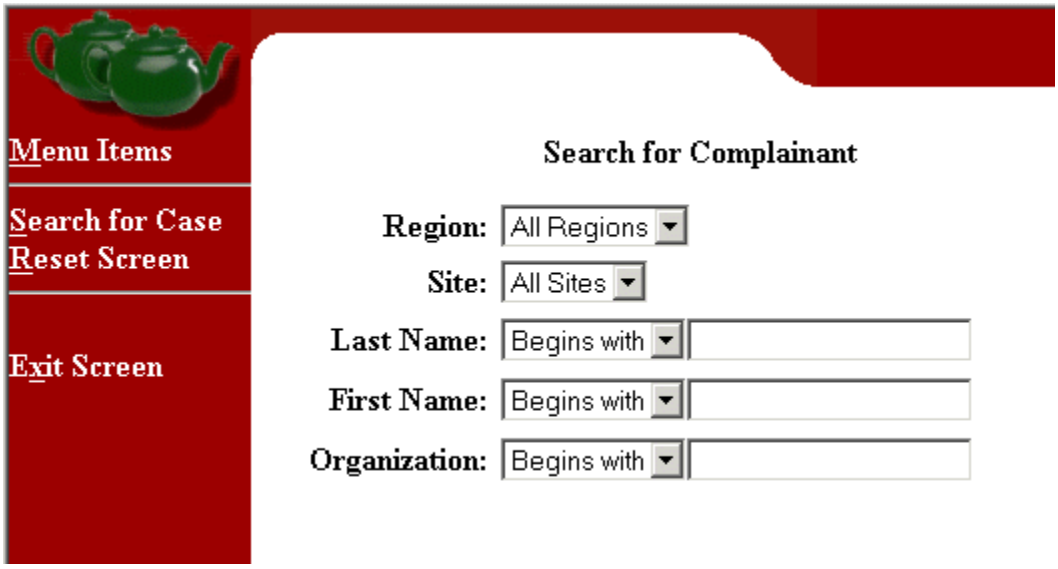
4.1.3 Complainant

The Complainant function enables the user to search for a specific complainant.

4.1.3.1 Searching For A Complainant

Click on the Case Review Query link under the Menu Items column of the Main Menu screen. The Case Review-Queried screen appears. Click on the Complainant link. This action will access the Search for Complainant screen.

On the Search for Complainant screen, begin your search by defining your criteria using any of the following fields:



Region – From the dropdown box provided, you may narrow your search by choosing one of the following: Select a specific region from one of the ten regions, Select Headquarters, or Select All Regions. This dropdown box defaults to the specific region of the user. As for Headquarters system administrators, the default is *All Regions*.

Site – To perform a search for a complainant based on Site ID/Location, you must first make a selection from the Region dropdown box. Then, proceed to the Site ID/Location dropdown box to make your selection. This dropdown box defaults to the user's specific site location in their region. As for Headquarters system administrators, the default is *All Sites*.

Last Name – This criterion allows you to search for a complainant by specifying their Last Name. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or Contains. Then, on the textbox provided, type the entire or partial Last Name depending on the condition selected. *Begins With* is the default selection. This field is not case-sensitive.

First Name – This criterion allows you to search for a complainant by specifying their First Name. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or Contains. Then, on the textbox provided, type the entire or partial First Name depending on the condition selected. *Begins With* is the default selection. This field is not case-sensitive.

Organization – This criterion allows you to search for a complainant by specifying the name of their organization. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or

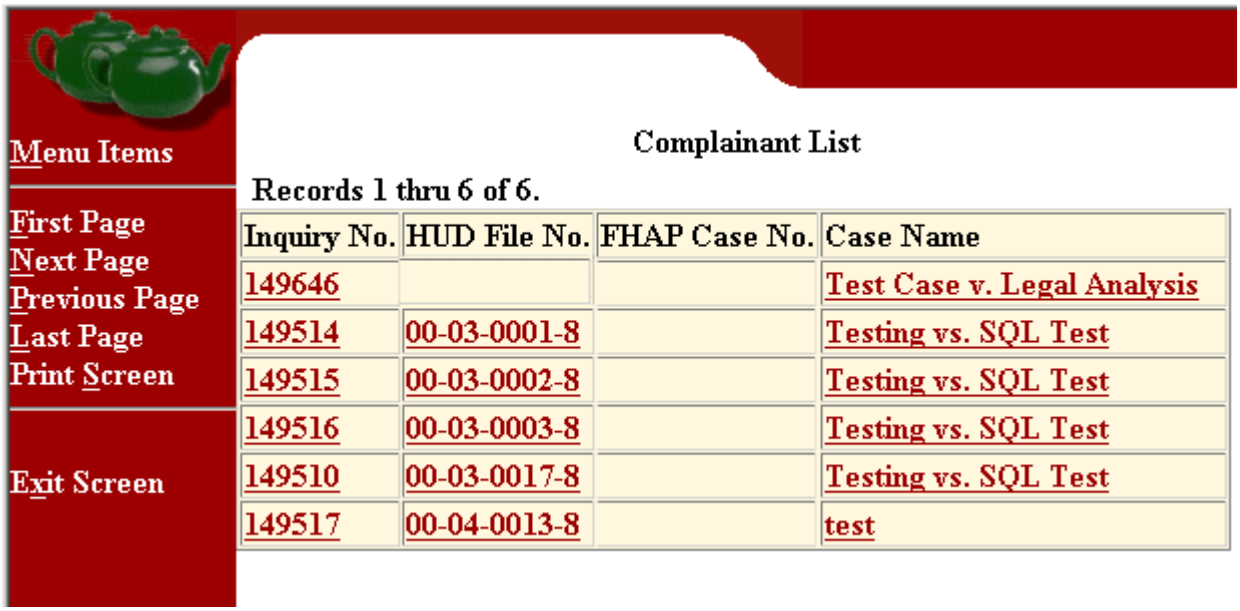
Contains. Then, on the textbox provided, type the entire or partial organization name depending on the condition selected. *Begins With* is the default selection. This field is not case-sensitive.

4.1.3.2 Executing the Search

Search for Case – After defining your criteria on the Search for Complainant screen, click on the Search for Case link under the Menu Items column. The Complainant List screen will appear.

4.1.3.3 Complainant List

Complainant List – The Complainant List screen consists of four columns: Inquiry No., FHAP Case No., HUD File No., and Case Name. The screen displays up to 20 records at a time.



You can navigate between pages by clicking on the following links under the Menu Items column. Click on *First Page, Next Page, Previous Page,* or *Last Page*. To open a record or check out a case, click on a link under any of the four columns in the Complainant List table. This will take you to the selected case's Intake screen.

Click on the *Screen Print* link under the Menu Items column to print the Complainant List page currently displayed on the screen.

4.1.3.4 Resetting the Screen

Reset Screen – Click on the Reset Screen link under the Menu Items column to clear typed entries made in the Search for Complainant screen.

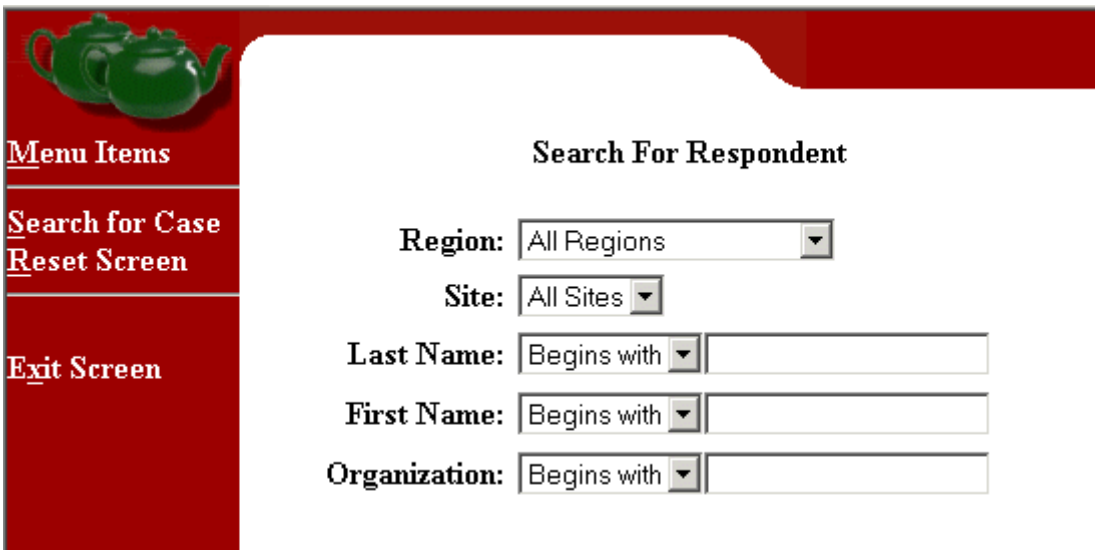
4.1.4 Respondent

The Respondent function enables the user to search for a specific respondent.

4.1.4.1 Searching For A Respondent

Click on the Case Review Query link under the Menu Items column of the Main Menu screen. The Case Review-Queried screen appears. Click on the Respondent link. This action will access the Search for Respondent screen.

On the Search for Respondent screen, begin your search by defining your criteria using any of the following fields:



Region – From the dropdown box provided, you may narrow your search by choosing one of the following: Select a specific region from one of the ten regions, Select Headquarters, or Select All Regions. This dropdown box defaults to the specific region of the user. As for Headquarters system administrators, the default is *All Regions*.

Site – To perform a search for a complainant based on Site ID/Location, you must first make a selection from the Region dropdown box. Then, proceed to the Site ID/Location dropdown box to make your selection. This dropdown box defaults to the user's specific site location in their region. As for Headquarters system administrators, the default is *All Sites*.

Last Name – This criterion allows you to search for a complainant by specifying their Last Name. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or Contains. Then, on the textbox provided, type the entire or partial Last Name depending on the condition selected. *Begins With* is the default selection. This field is not case-sensitive.

First Name – This criterion allows you to search for a respondent by specifying their First Name. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or Contains. Then, on the textbox provided, type the entire or partial First Name depending on the condition selected. *Begins With* is the default selection. This field is not case-sensitive.

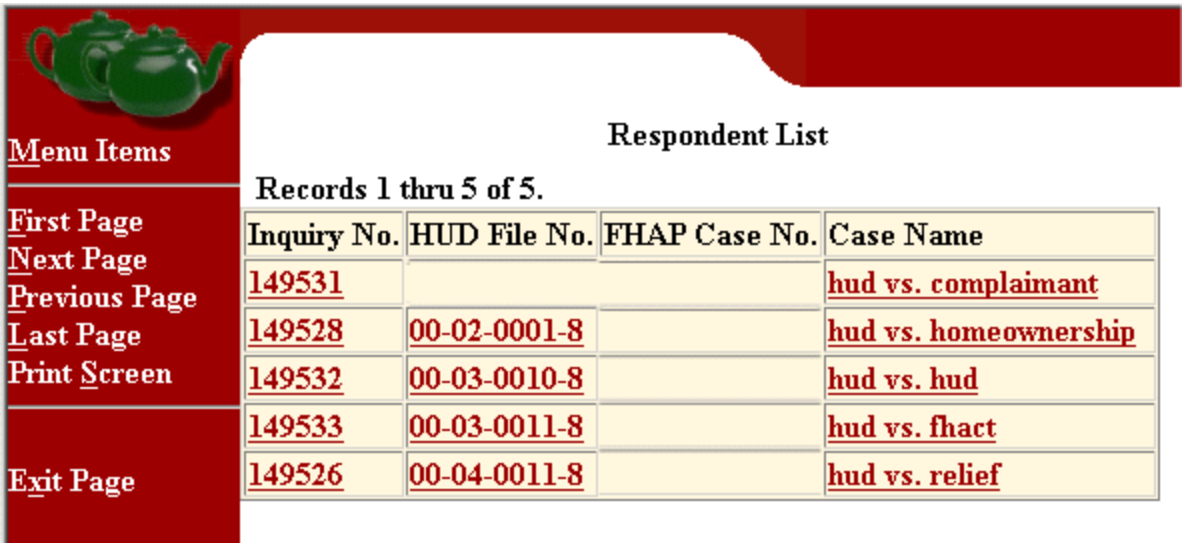
Organization – This criterion allows you to search for a respondent by specifying the name of their organization. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or Contains. Then, on the textbox provided, type the entire or partial organization name depending on the condition selected. *Begins With* is the default selection. This field is not case-sensitive.

4.1.4.2 Executing the Search

Search for Case – After defining your criteria on the Search for Respondent screen, click on the Search for Case link under the Menu Items column. The Respondent List screen will appear.

4.1.4.3 Respondent List

Respondent List – The Respondent List screen consists of four columns: Inquiry No., FHAP Case No., HUD File No., and Case Name. The screen displays up to 20 records at a time.



You can navigate between pages by clicking on the following links under the Menu Items column. Click on *First Page, Next Page, Previous Page,* or *Last Page*. To open a record or check out a case, click on any link under the following columns in the Respondent List table: Inquiry Number, HUD File Number, FHAP Case Number, or Case Name. This will take you to the selected case's Intake screen.

Click on the *Screen Print* link under the Menu Items column to print the Respondent List page currently displayed on the screen.

4.1.4.4 Resetting the Screen

Reset Screen – Click on the Reset Screen link under the Menu Items column to clear typed entries made in the Search for Respondent screen.

4.1.5 FHAP Pending

The FHAP Pending function enables the user to search for cases pending dual filing.

4.1.5.1 Search For Dual Filings Pending Screen

Click on the Case Review Query link under the Menu Items column of the Main Menu screen. The Case Review-Queried screen appears. Click on the FHAP Pending link. This action will access the Search For Dual Filings Pending screen.

On the Search For Dual Filings Pending screen, begin your search by defining your criteria using any of the following fields:

Region – From the dropdown box, you may perform your search by choosing a specific region from one of the ten regions listed, Headquarters, or All Regions. This dropdown box defaults to the specific region of the user. As for Headquarters system administrators, the default is *All Regions*.

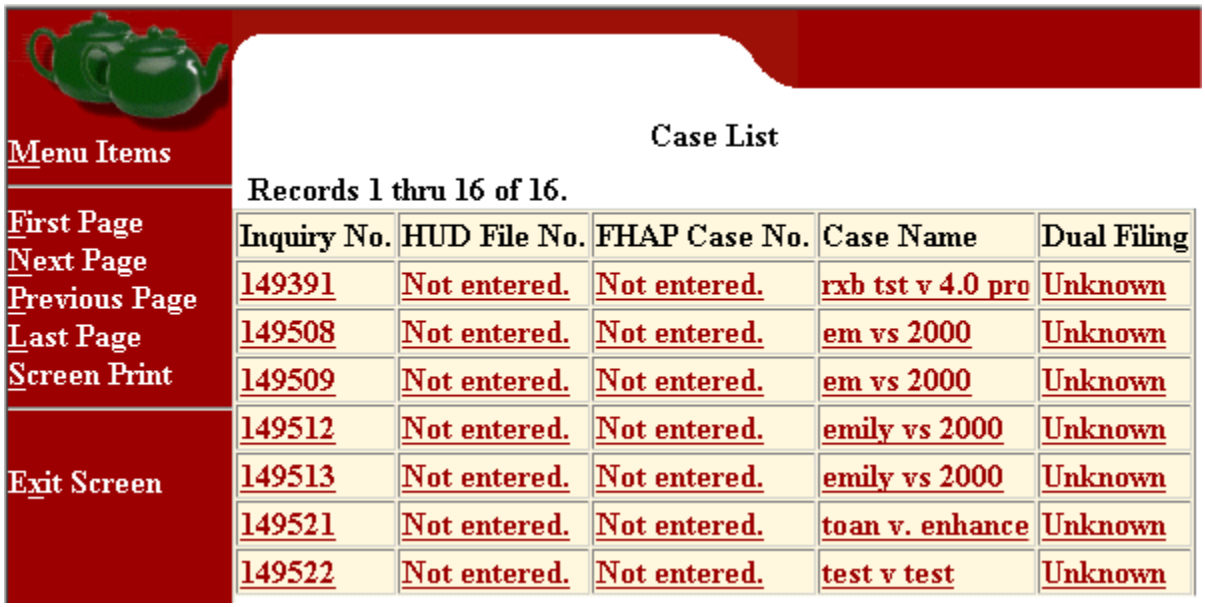
Site – To perform a search based on Site ID/Location, you must first make a selection from the Region dropdown box. Then, select from the Site ID/Location dropdown box. This dropdown box defaults to the user's specific site location in their region. As for Headquarters system administrators, the default is *All Sites*.

4.1.5.2 Executing the Search

Search for Cases – After defining your criteria on the Search For Dual Filings Pending screen, click on the Search for Cases link under the Menu Items column. The Case List screen will appear.

4.1.5.3 Case List

Case List – The Case List screen consists of five columns: Inquiry No., FHAP Case No., HUD File No., Case Name, and Dual Filing. The screen displays up to 20 records at a time.



You can navigate between pages by clicking on the following links under the Menu Items column. Click on *First Page, Next Page, Previous Page,* or *Last Page*. To open a record or check out a case, click on any link under the following columns in the Case List table: Inquiry Number, HUD File Number, FHAP Case Number, Case Name, or Dual Filing. This will take you to the selected case's Intake screen.

Click on the *Screen Print* link under the Menu Items column to print the current Case List page displayed on the screen.

4.1.5.4 Resetting the Screen

Reset Screen – Click on the Reset Screen link under the Menu Items column to clear typed entries made in the Search For Dual Filings Pending screen.

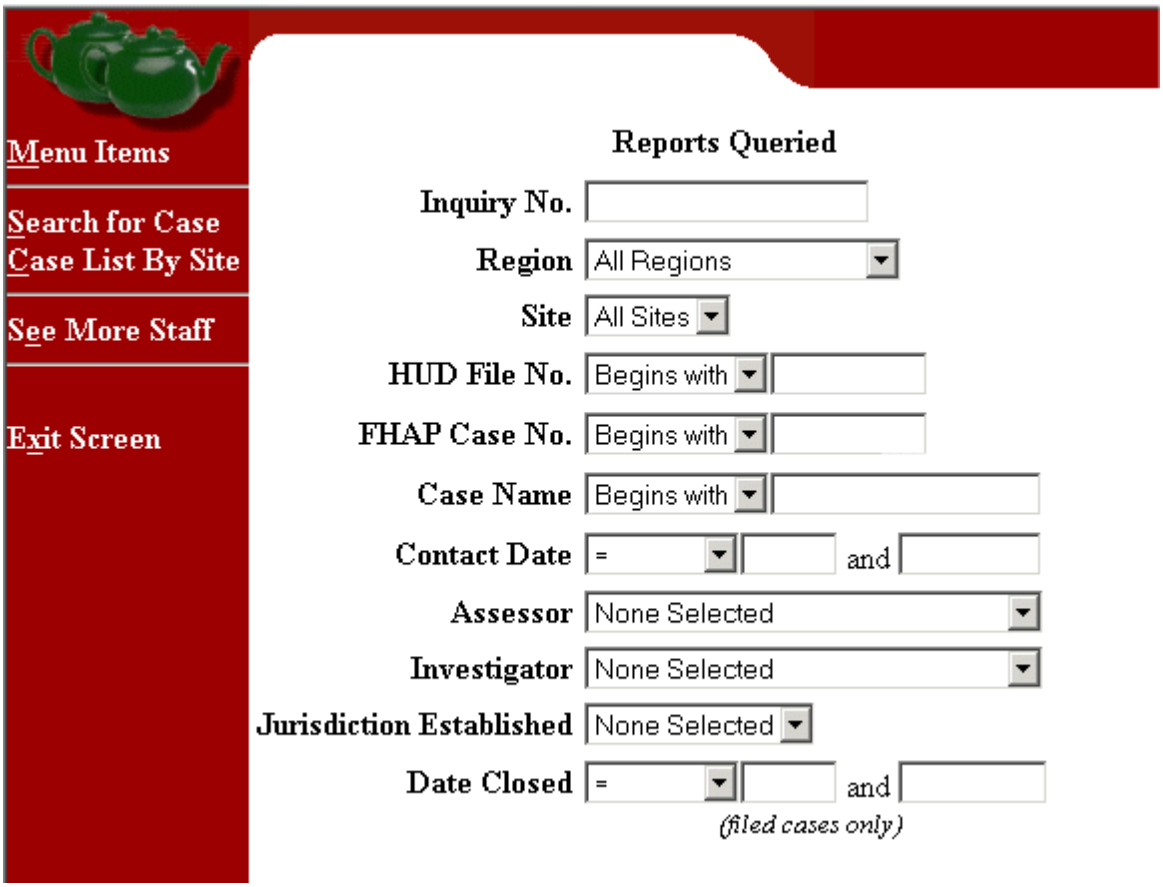
4.2 Reports Query

Reports Query is part of the TEAPOTS Main Menu. This function enables the user to search for a case in order to generate case reports. The Reports Query function allows the user to perform the following: Search For Case, Case List By Site, and See More Staff.

4.2.1 Search for Case

4.2.1.1 Search for Case Reports

Click on the Reports Query link under the Menu Items column to access the Reports Queried screen. On the Reports Queried screen, a search can be performed by defining criteria on any of the following fields: Inquiry No., HUD File No., FHAP Case No., Case Name, Contact Date, Assessor, Investigator, and/or Date Closed. To further narrow your search, specify a Region, a Site, and/or Jurisdiction Established.



The descriptions below will help you in defining your search criteria:

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

Region – From the dropdown box provided, you may narrow your search by choosing one of the following: Select a specific region from one of the ten regions, Select Headquarters, or Select All Regions. This dropdown box defaults to the specific region of the user. As for Headquarters system administrators, the default is *All Regions*.

Site – To perform a search for a case based on Site ID/Location, you must first make a selection from the Region dropdown box. Then, proceed to the Site ID/Location dropdown box to make your selection. This dropdown box defaults to the user's specific site location in their region. As for Headquarters system administrators, the default is *All Sites*.

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

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

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

Contact Date – This criterion allows you to search for a case based on the initial contact date. Select an operand from the dropdown box. Choose from: Equal To (=), Between, Less Than Or Equal To (< =), or Greater Than Or Equal To (> =). Then, type a date on the textbox beside it using MM/DD/YYYY format. When using the "Between" condition, type a date range using MM/DD/YYYY format on the textboxes provided. *Equal To* is the default selection.

Assessor – This criterion allows you to search for a case by specifying the name of the Assessor. First, make a selection in the Region dropdown box. On the Assessor dropdown box, select a staff name. *None Selected* is the default selection.

Investigator – This criterion allows you to search for a case by specifying the name of the Investigator. First, make a selection in the Region dropdown box. On the Investigator dropdown box, select a staff name. *None Selected* is the default selection.

Jurisdiction Established – This criterion allows you to search for a case based on the status of Jurisdiction. On the dropdown box, select from: None Selected, Yes, No, or Not Yet. *None Selected* is the default selection.

Date Closed – This criterion allows you to search for a case based on the date when the case was closed. Select an operand from the dropdown box. Choose from: Equal To (=), Between, Less Than Or Equal To (< =), or Greater Than Or Equal To (> =). Then, type a date on the textbox beside it using MM/DD/YYYY format. When using the "Between" condition, type a date range using MM/DD/YYYY format on the textboxes provided. *Equal To* is the default selection.

4.2.1.2 Executing the Search

Search for Case – After defining your criteria on the Reports Queried screen, click on the Search for Case link under the Menu Items column. If more than one record satisfies the criteria, the Case List screen will be displayed. Otherwise, the TEAPOTS Reports - Documents and Case Print screen will appear.

4.2.1.3 Case List Screen

Case List – The Case List screen displays up to 20 cases at a time. You can navigate between pages by clicking on the following links under the Menu Items column. Click on *First Page, Next Page, Previous Page*, or *Last Page*. To open a record or check out a case, click on any link under the following columns in the Case List table: Inquiry Number, HUD File Number, FHAP Case Number, or Case Name. This will take you to the selected case's TEAPOTS Reports - Documents and Case Print screen.

4.2.2 Case List by Site

Case List By Site enables you to generate the TEAPOTS Case List Report of a specific region/site.

4.2.2.1 Searching For A Case By Site

Click on the Reports Query link under the Menu Items column of the Main Menu screen. The Reports Queried screen appears. Select a Region and/or Site from the dropdown boxes provided. Then enter a criterion on at least one of the following fields: Case Number, Case Name, Date, Date Range, or Staff Member Name.

4.2.2.2 Executing the Search

Case List By Site – After defining your criteria on the Reports Queried screen, click on the Case List By Site link under the Menu Items column to the retrieve the report. The TEAPOTS Case List Report screen will appear.

4.2.2.3 TEAPOTS Case List Report

TEAPOTS Case List Report – This report contains the following data pertaining to cases in the Site/Region: Inquiry No., HUD File No., FHAP Case No., Case Location, Contact Date, HUD Date Filed, and Case Name.

TEAPOTS Case List Print Exit

CRITERIA: dbo.Region LIKE '00%' AND dbo.CaseName LIKE 'q%'.

Inquiry No.	HUD File No.	FHAP Case No.	Case Location	Contact Date	HUD Date Filed	Case Name
118319	00-04-0015-8		0000	01/05/01	01/01/04	qwe
118380	00-04-0016-8		0000	01/01/04	01/01/04	qwe
118431			0000	01/01/99		qwe
118434			0000	01/01/00		qwe

Click on *Print* to make a printout of the report.

Click on *Exit* to return to the Reports Queried screen.

4.2.3 See More Staff

The See More Staff function enables the Headquarters user to perform a search using the Assessor or Investigator field as a search criterion.

The See More Staff link under the Menu Items column works in correlation with the Assessor dropdown box and the Investigator dropdown box found in the Reports Queried screen.

NOTE: Only Headquarters Users can avail of the See More Staff function.

4.2.3.1 How to Use the See More Staff function

1. On the Region dropdown box, select Headquarters or choose a specific region from the list of 10 regions provided.

2. To further narrow your search, you may make a selection on the Site dropdown box.

3. Click on the See More Staff link under the Menu Items column. The system will automatically populate the Assessor dropdown list and the Investigator dropdown list. Based on the criteria selected in Step 1 and Step 2, the list will include all staff from Headquarters or the regional office, centers, local offices, and FHAP agencies within the respective region.

4. Select an Assessor or/and an Investigator from the list.

5. Resume your search.

4.3 Other Authorities

The Other Authorities function is part of the TEAPOTS Main Menu. It enables the user to access cases filed under Authorities other than Title VIII and the Executive Orders. Other Authorities includes Title VI, Title IX, Section 109, Section 504, Americans with Disabilities Act (ADA), and Age Discrimination Act (AGE).

NOTE: Only those with user privilege to Other Authorities may access this function.

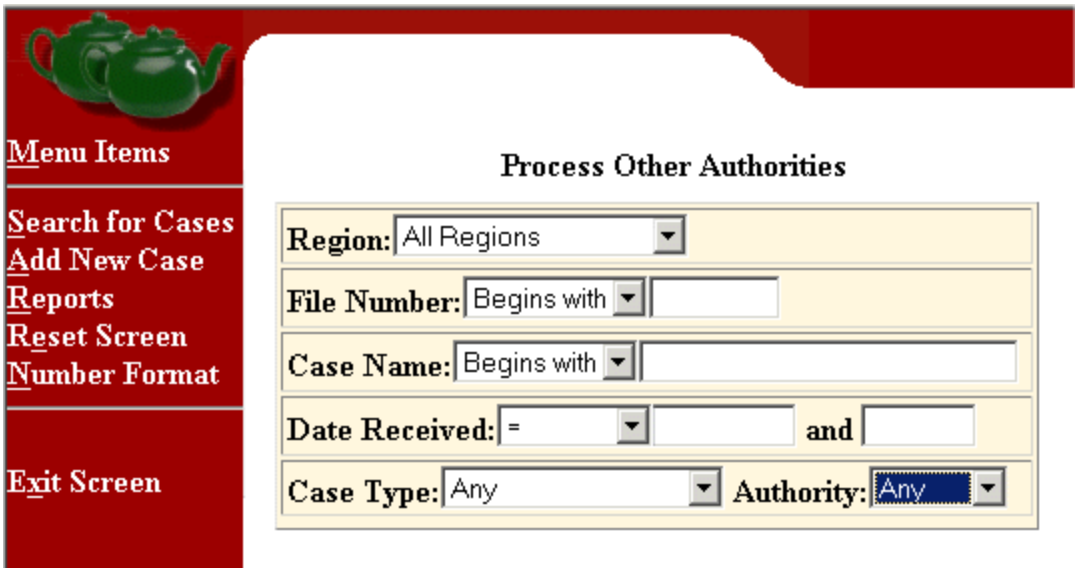
4.3.1 Search for Cases

4.3.1.1 Search For Other Authorities Cases

Click on the Other Authorities link under the Menu Items column to access the Process Other Authorities screen.

On the Process Other Authorities screen, a search can be performed by defining a criterion on any of the following fields: Region, File Number, Case Name, Date Received, Case Type, and Authority.

To clear your selections or data inputted on the textboxes provided, click on the Reset Screen link under the Menu Items column



The descriptions below will guide you in defining your search criteria:

Region – From the dropdown box provided, you may narrow your search by choosing one of the following: Select a specific region from one of the ten regions, Select Headquarters, or Select All Regions. This dropdown box defaults to the specific region of the user. As for Headquarters system administrators, the default is *All Regions*.

File Number – This criterion enables you to search for a case based on the HUD File Number. Select an operand from the dropdown box. Choose from: Begins with, Equal to, or Contains. Then, on the textbox provided, type the entire or partial HUD File Number depending on the condition selected. *Begins With* is the default selection.

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

Date Received – This criterion enables you to search for a case based on the Initial Contact Date. Select an operand from the dropdown box. Choose from: Equal To (=), Between, Less Than Or Equal To (< =), or Greater Than Or Equal To (> =). Then, type a date on the textbox beside it using MM/DD/YYYY format. When using the "Between" condition, type a date range using MM/DD/YYYY format on the textboxes provided. *Equal To* is the default selection.

Case Type – This criterion enables you to search for a case based on the type. Select one from the dropdown box: Any, Complaints, or Compliance Reviews. Any is the default selection.

Authority – This criterion enables you to search for a case based on the Authority the case is associated with. Select one from the dropdown box: Any, Title VI, Title IX, ADA, Section 109, Section 504, or Age. Any is the default selection.

4.3.1.2 Executing the Search

Search for Cases – After defining your criteria on the Process Other Authorities screen, click on the Search for Cases link under the Menu Items column. The Process Other Authorities List screen will appear.

4.3.1.3 Process Other Authorities List

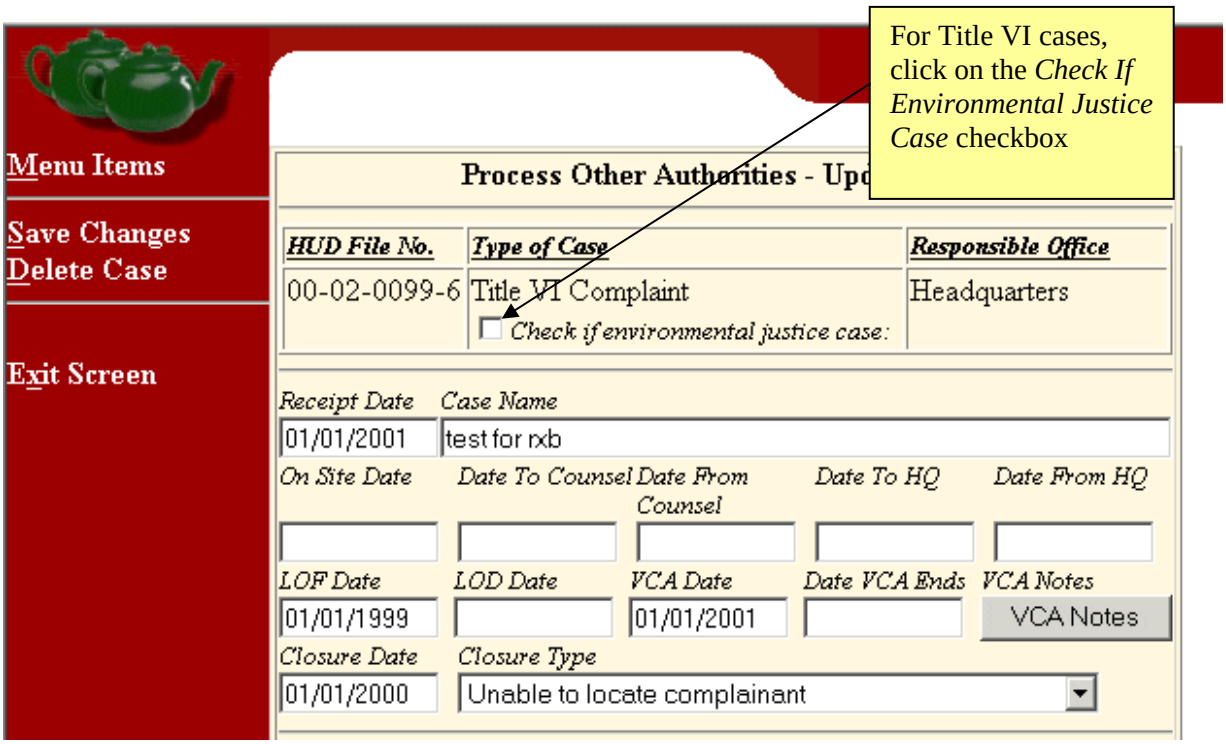
This screen displays up to 50 cases at a time. You can navigate between pages by clicking on the following links under the Menu Items column. Click on *First Page, Next Page, Previous Page,* or *Last Page*. To open a record or check out a case, click on a link under the HUD File No. or Case Name columns in the table.

The link will lead you to the Process Other Authorities - Update Case screen.

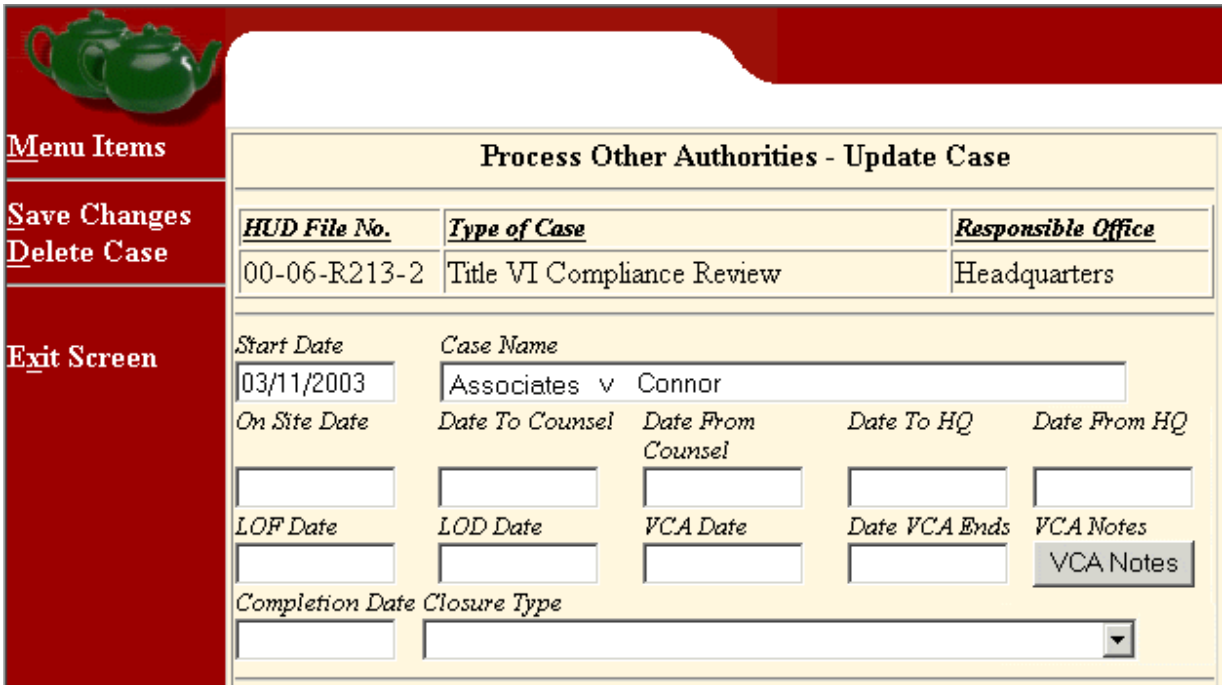
4.3.1.4 Process Other Authorities Update Case Screen

This screen is where the user can view or update data pertaining to cases processed under Authorities (other than Title VIII or an Executive Order) such as Title VI, Title IX, ADA, Section 109, Section 504, and Age. All textboxes pertaining to dates must be in MM/DD/YYYY format.

The *Process Other Authorities Update Case* screens for Complaints-type cases and Compliance Reviews-type cases are identical except for the following:



Complaints-type cases contain Receipt Date, and Closure Date.



While Compliance Reviews-type cases contain a Start Date, and Completion Date

Save Changes – To save your entries, click on the Save Changes link under the Menu Item column. A message box will appear notifying you that your update has been saved successfully. Click OK.

Delete Case – To delete the case, click on the Delete Case link under the Menu Item column. A message box will appear requiring you to confirm your request. Click OK.

4.3.2 Add New Case

This function enables the user to add a new case under Other Authorities.

4.3.2.1 Adding a New Case to Other Authorities

Click on the Other Authorities link under the Menu Items column. The Process Other Authorities screen appears. Click on the Add New Case link.

When the user clicks on the Add New Case link under the Menu Items column, a message box appears prompting the user to enter a HUD File Number for the new case under Other Authorities. Type the file number and click OK.

TIP: To find out how to create a HUD File Number, click on the Number Format link under the Menu Items column to open the Number Format Help screen.

4.3.2.2 Process Other Authorities Update Case Screen

Once the system accepts your entry, the Process Other Authorities – Update Case screen appears. Refer to Section 4.2.1.4. Enter the information on the textboxes, memo screen, and dropdown box provided.

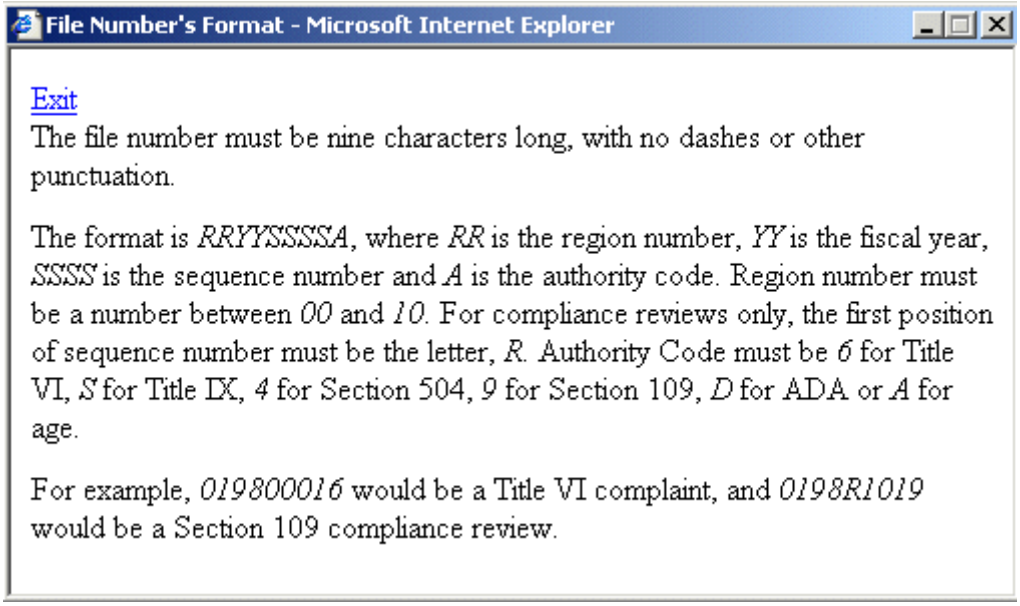
Save Changes – To save your entries, click on the Save Changes link under the Menu Item column. A message box will appear notifying you that your update has been saved successfully. Click OK.

Delete Case – To delete the case, click on the Delete Case link under the Menu Item column. A message box will appear requiring you to confirm your request. Click OK.

4.3.3 Number Format

Number format describes the properties of a HUD File Number. It serves as a guide for users on how to create a HUD file number for a new case being added to Other Authorities.

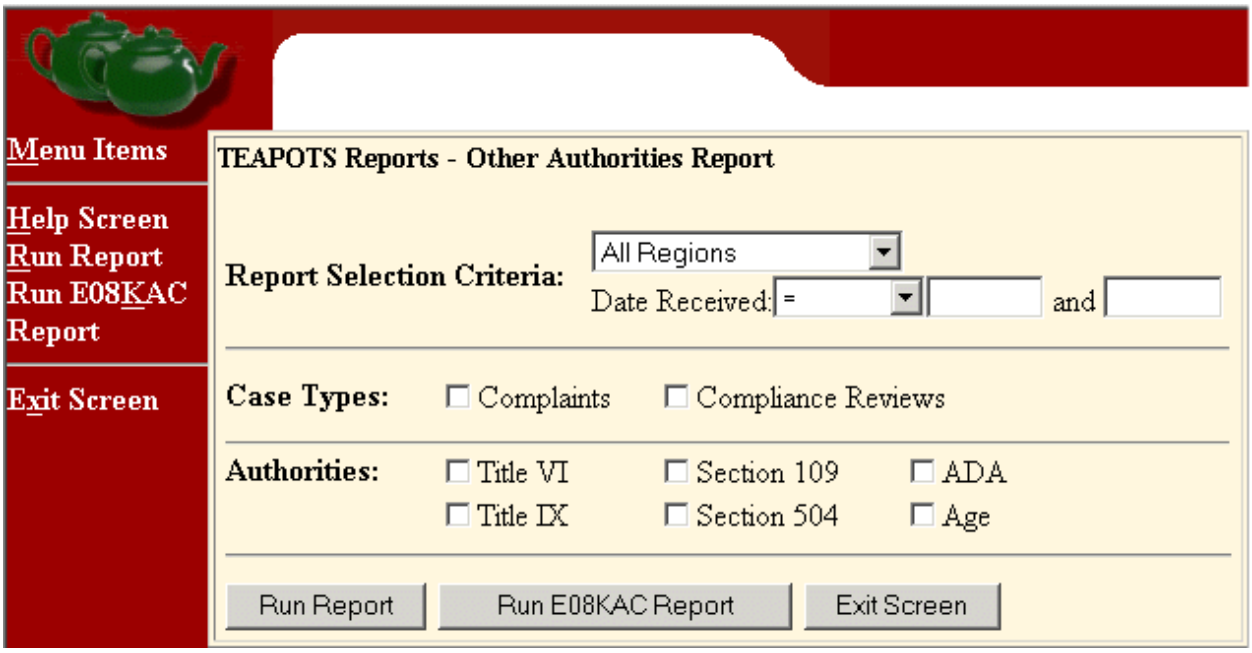
Click on the Other Authorities link under the Menu Items column. The Process Other Authorities screen appears. Click on the Number Format link. The File Number's Format screen appears.



4.3.4 Reports

The Other Authorities Reports function enables the user to search and generate a *Standard Report* or *E08KAC Report*.

Click on the Other Authorities link under the Menu Items column. The Process Other Authorities screen appears. Click on the Reports link to access the TEAPOTS Reports - Other Authorities Report screen.



4.3.4.1 TEAPOTS Reports - Other Authorities Report

The TEAPOTS Reports - Other Authorities Report screen is divided into three sections: Reports Selection Criteria, Case Types, and Authorities.

Begin your search by defining your criteria on the fields provided.

Report Selection Criteria – This section consists of the Region field and the Date Received field.

Region – The Region dropdown list may be availed by Headquarters users only. Headquarters users may narrow their search by selecting one of the following options: Pick a specific region from one of the ten regions, Select Headquarters, or Select All Regions. As for Users at regional offices, centers, local offices, and FHAP agencies, the Region field is restricted to the users specific region.

Date Received – This criterion enables you to search for a case based on the date the case was received. Select an operand from the dropdown box. Choose from: Equal To (=), Between, Less Than Or Equal To (< =), or Greater Than Or Equal To (> =). Then, type a date on the textbox beside it using MM/DD/YYYY format. When using the "Between" operator, type a date range using MM/DD/YYYY format on the textboxes provided. *Equal To* is the default selection.

NOTE: To generate an E08KAC Report, you must provide a criteria for Date Received using the "between" condition.

Case Types – Click on the appropriate checkbox. Select one: Complaints, or Compliance Reviews.

Authorities – Click on the appropriate checkbox. You may select one or more of the following: Title VI, Title IX, Section 109, Section 504, ADA, or Age.

4.3.4.2 Generating Other Authorities Reports

Run Report – Click the *Run Report* button or click on the link under Menu Items to generate the report. The report is displayed in rich-text format.

Run E08KAC Report – Click on the *Run E08KAC Report button* or the link under Menu Items to generate the report.

10/19/04 Office of Fair Housing and Equal Opportunity Page 1

OFFICE: Headquarters TEAPOTS System

Other Authorities Report: Title IX Compliance Reviews

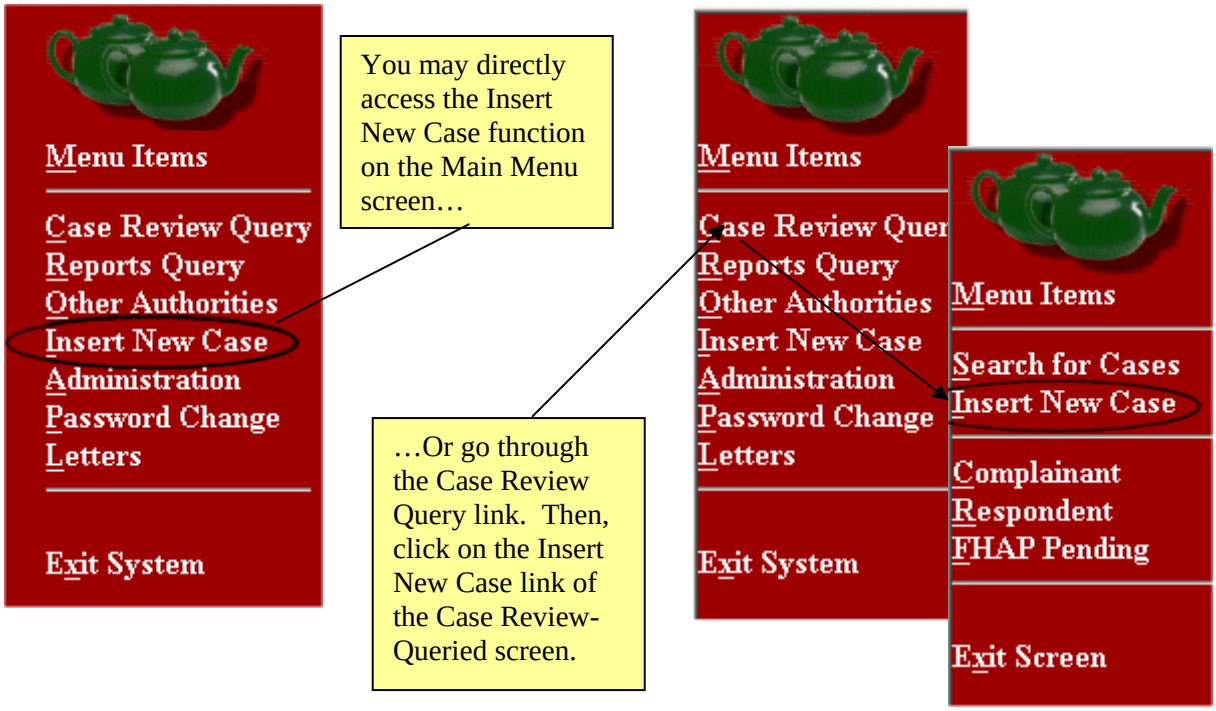
HUD File Number	Case Name	Date Started	Date of On-Site	Date of LOF	Date of VCA	Date Completed	Closure Type

OFFICE TOTALS:	Received:	0	Open Pending:	0	Signed VCAs:	0	Closures:	0
							Compliance:	0
							Non-Compliance:	0

4.4 Insert New Case

The Insert New Case function enables the user to enter a new Title VIII inquiry (potential complaint) into the TEAPOTS system for case processing.

There are a couple of ways to insert a new case in the TEAPOTS system:



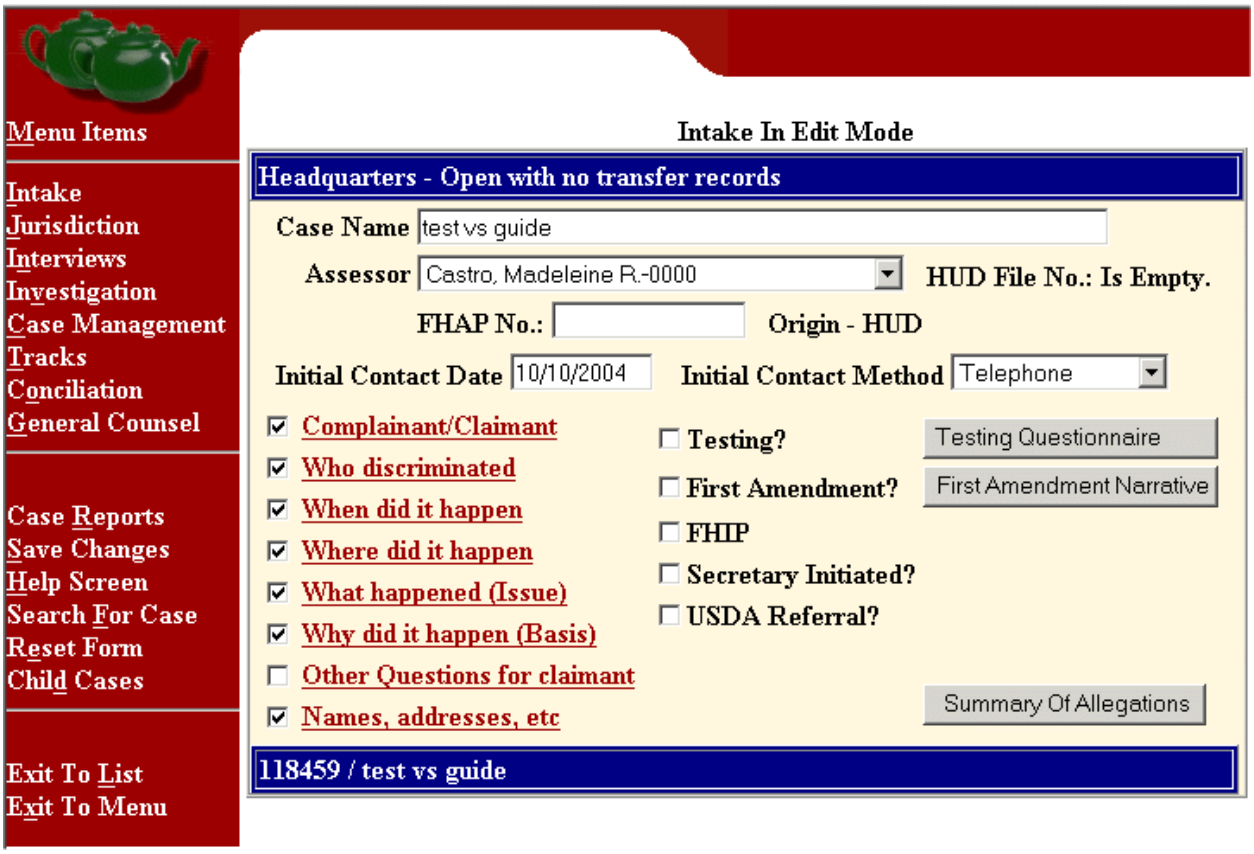
Refer to Section 4.1.2 on how to complete the Add Inquiry screen. Once completed, click on the Save Inquiry button under the Menu Items column. A message box will appear displaying the system-generated Inquiry Number for the case. Click OK to continue. The Intake screen is displayed populated with case data.

4.5 Intake

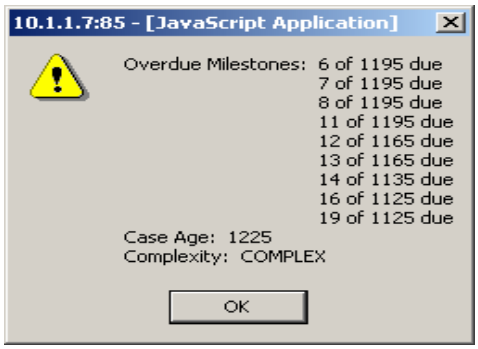
The Intake screen is where case information for an existing housing discrimination inquiry is entered and updated. Information includes data pertaining to the complainant, respondent, and a detailed description of the allegation.

The Intake screen appears when a search is generated through the Case Review Query function in the Main Menu. It is also displayed after adding a new inquiry.

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



Overdue Milestones:



Overdue Milestones provide a listing of open HUD-processed complaints. Whenever an open HUD-processed complaint is checked out, an Overdue Milestones message will appear when the Intake screen is displayed for the first time.

A case is considered an open HUD-processed complaint if it satisfies the criteria listed in the General Selection Criteria section in the E08DGC specifications. Refer to Section 7.1.

The first “xx” following Overdue Milestones is the number of overdue milestones the case has based on the criteria in the “Overdue Milestones Computation” and “Milestone Table” sections in the E08DGC specifications.

The second “xx” following "Overdue Milestones" is the number of milestones for the case where the "days to complete" is less than the "Case Age". The "days to complete" for each milestone is found in the "Days" column in the "Milestone Table" in the E08DGC specifications.

The "Case Age" is defined by the case age entry in the "Definitions" section of the E08DGC specifications.

The definition for "Complexity" is found in the "Detail Report – Columns" section of the E08DGC specifications.

4.5.1 Entering data in the Intake screen

Click on the **Intake** link (ALT-I) under the Menu Items column. The Intake screen is displayed. The header displays the Region where the case was filed and the Status of the case. The footer displays the Inquiry Number and the Case Name.

The user must enter the appropriate information on the following fields.

Case Name – the name of the case: First Complainant vs. First Respondent. This field is automatically populated from the Add Inquiry screen.

Assessor – is the name of the individual who initially entered the case in the TEAPOTS system. This field defaults to the name entered from the Add Inquiry screen. To change the Assessor name, make a selection on the dropdown box provided. The Assessor has edit rights to the case.

HUD File No. – This field will be populated once ‘Jurisdiction is established’. Otherwise, it would read “Is Empty”.

FHAP No. – This field will be automatically populated from information provided in the Add Inquiry screen. Otherwise, it remains blank. On instances where a case is referred to a FHAP agency and a FHAP Number is assigned, you must enter the number in this field.

Origin – This field will be automatically populated from information provided in the Add Inquiry screen. This field reads either HUD or FHAP.

Initial Contact Date – This field will be automatically populated from information provided in the Add Inquiry screen. This date field uses MM/DD/YYYY format.

Initial Contact Method – This field will be automatically populated from information provided in the Add Inquiry screen.

Complainants/Claimants – This link leads to the *Complainants/Claimants* screen where general information about the complainant or claimant is entered. See Section 4.5.2 for more details.

Who Discriminated – This link leads to the *Respondent* screen where general information about the respondent is entered. See Section 4.5.3.

When Did It Happen – This link leads to the *When Did It Happen?* Screen. This is where the date of the most recent violation is noted. See Section 4.5.4.

Where Did It Happen – This link leads to the *Where Did It Happen?* Screen. This is where the location of the violation is described. See Section 4.4.5.

What Happened (Issue) – This link leads to the *What Happened?* Screen. This is where the discriminatory event through the perspective of the complainant/claimant is described. See Section 4.5.6.

Why Did It Happen (Basis) – This link leads to the *Why Did it Happen?* Screen. This screen is where the basis for the discriminatory action is selected. This field is automatically populated from information provided in the Add Inquiry screen. See Section 4.5.7.

Other Questions for claimant – This link leads to a questionnaire pertaining to the complainant's opinions about the case. These additional questions are asked during the interview. See Section 4.5.8.

Names, addresses, etc. – This link leads to the *Names, Addresses, Etc.* Screen. This screen contains several links identifying other essential parties involved in the case. See Section 4.5.9.

Testing? – Click on the checkbox to indicate if a test case will be performed. Then, click on the Testing Questionnaire button to open the questionnaire.

First Amendment? – Click on the checkbox to indicate if this is a first amendment case. Then, click on the First Amendment Narrative button to open the Investigative Plan - Hostile CAS screen.

FHIP – Click on the checkbox to indicate if the case is a FHIP referral.

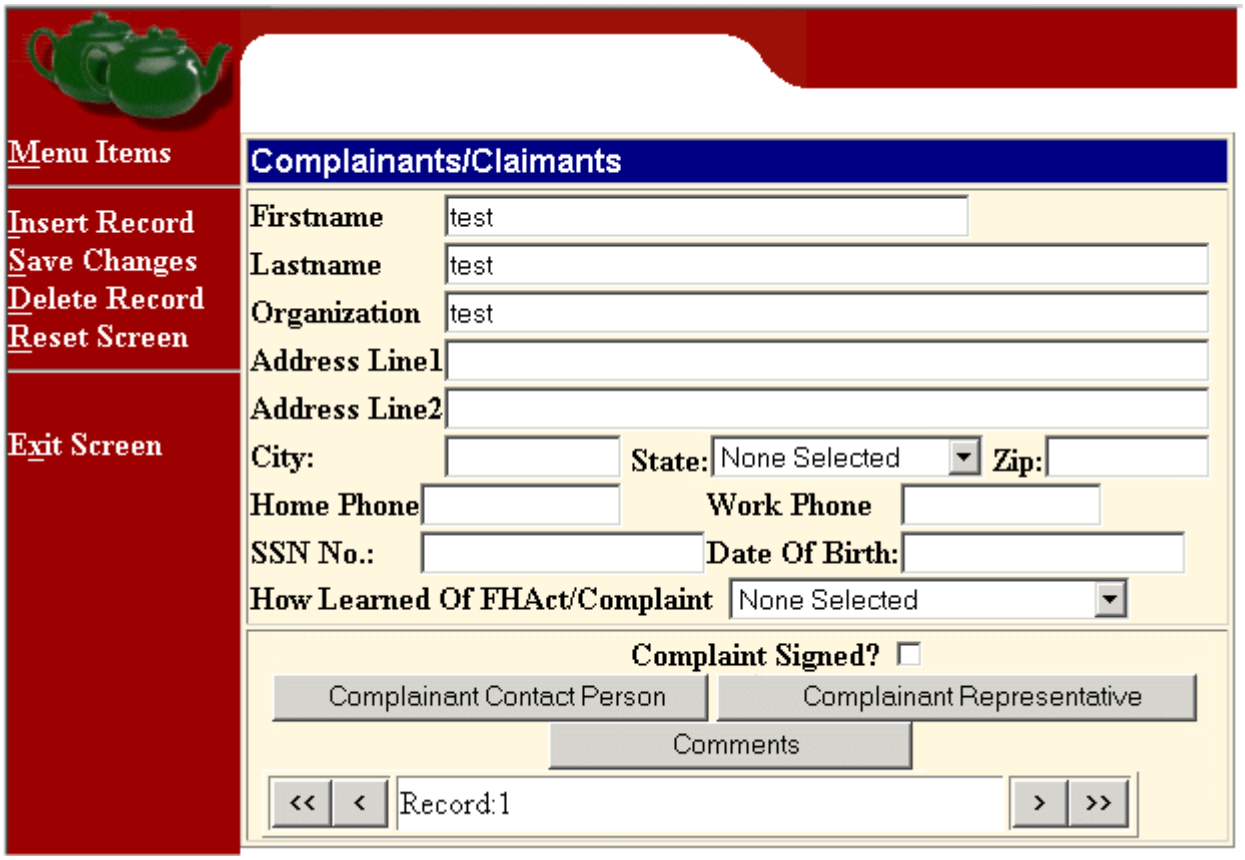
Secretary Initiated? – Click on the checkbox to indicate if the Secretary of Housing initiated the case.

USDA Referral? – Click on the checkbox to indicate if USDA referred the case.

Summary of Allegations – Click on the button to open a new window containing a Memo field (See 3.3.1.1) where allegations about the case are to be described.

4.5.2 Complainants/Claimants

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



4.5.2.1 Entering Data Into The Complainants/Claimants Screen

The user must enter the information on the appropriate fields.

First Name – Type in the first name of the primary complainant or claimant involved in the case. This field is automatically populated from the Add New Inquiry screen, but you can edit this field.

Last Name – Type in the last name of the primary complainant or claimant involved in the case. This field is automatically populated from the Add New Inquiry screen, but you can edit this field.

Organization – Type in the name of the organization that the complainant or claimant represents. This field is automatically populated from the Add New Inquiry screen, but you can edit this field.

Address Line1 – On the textbox, type the street address of the complainant or claimant. This is a mandatory field.

Address Line 2 – Type the Suite or Apartment Number.

City – Type the complainant's city of residence. This is a mandatory field.

State – On the dropdown box, select the complainant's state of residence. This is a mandatory field.

Zip – Type the zip code in the textbox provided.

Home Phone – Type in the complainant's home phone number.

Work Phone – Type in the complainant's work phone number.

Social Security Number – Type in the complainant's social security number.

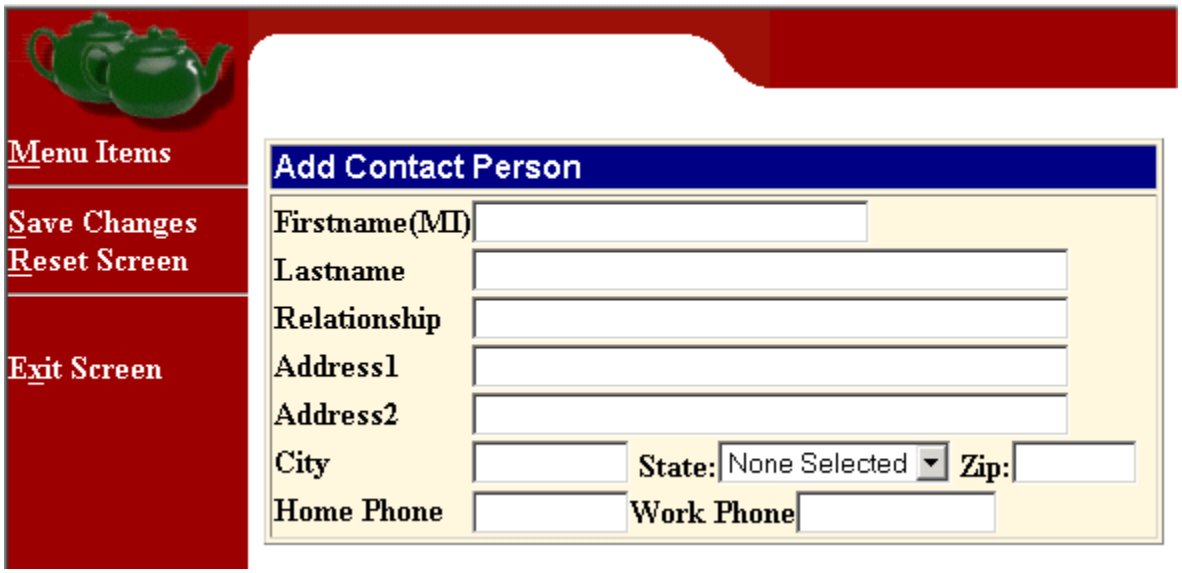
Date of Birth – Type the complainant's date of birth. The date must be in MM/DD/YYYY format.

How Learned of FHAct/Complaint – On the dropdown box, select the method how the complainant learned about the Fair Housing Act. This is a mandatory field.

Complaint Signed – Click the checkbox if the complainant has signed the complaint.

Complainant Contact Person – Click on the Complainant Contact Person button. This enables you to access the Add Contact Person screen. This screen is where information about the contact person for the Complainant/Claimant involved in the case is entered.

4.5.2.2 Adding a Complainant Contact Person

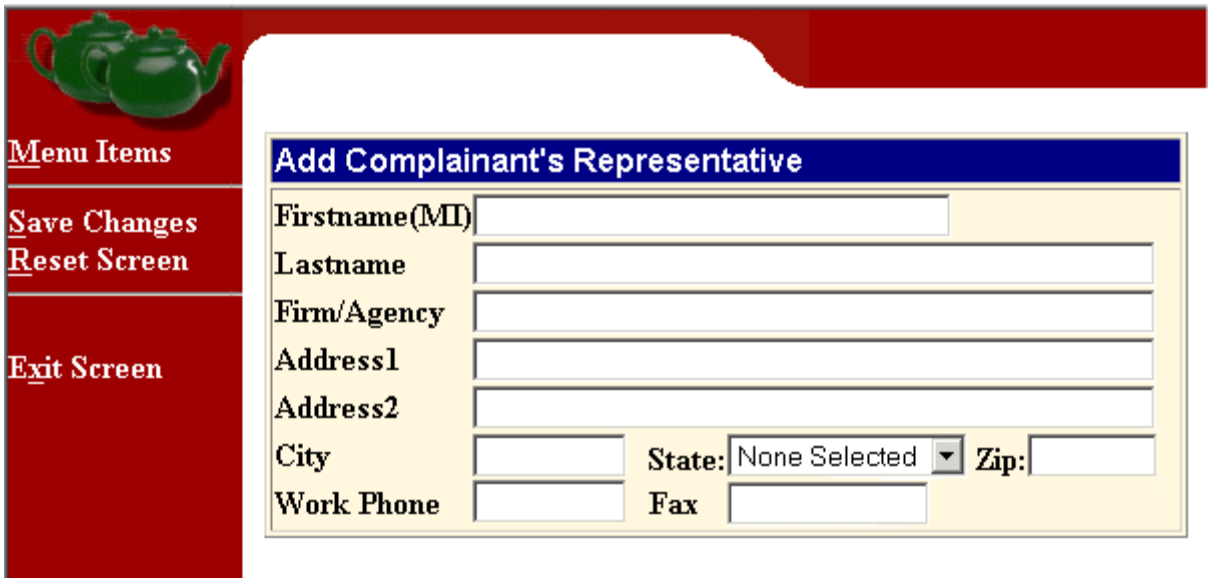


On the Add Contact Person screen, type the First Name and Middle Initial, Last Name, Relationship, Address, City, State, Zip Code, Home Phone Number, and Work Phone Number of the contact person for the complainant/claimant on the textboxes provided.

To clear unsaved entries on the screen, click on the *Reset Screen* link under the Menu Items column. To save your data, click on the *Save Changes* link.

Complainant Representative – Click on the Complainant Representative button. This enables you to access the Add Complainant's Representative screen where information identifying the complainant's legal representative is entered.

4.5.2.3 Adding A Complainant Representative



On the Add Complainant's Representative screen, type the First Name and Middle Initial, Last Name, Firm/Agency, Address, City, State, Zip Code, Work Phone Number, and Fax Number of the complainant's legal representative on the textboxes provided.

To clear unsaved entries on the screen, click on the **Reset Screen** link under the Menu Items column. To save your data, click on the **Save Changes** link.

Comments – Click on the Comments button to access the Memo screen where a user can enter additional notes or remarks about the case. See Section 3.3.1.1 for details.

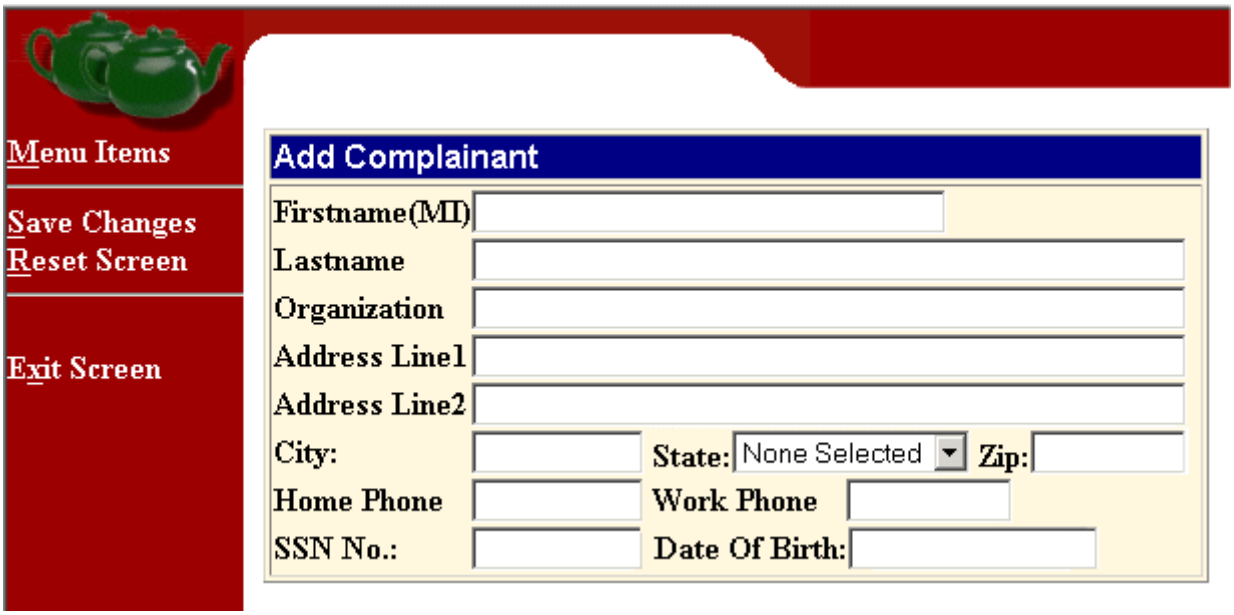
Navigation Bar – Click on the arrow buttons (**<<, <, >, >>**) to navigate through records. The bar indicates the Record Number. See Section 3.3.2 for details.

4.5.2.4 Saving Your Data

Save Changes – You may save entries or modifications done on data in the Intake screen anytime by clicking on the Save Changes link under the Menu Items column.

4.5.2.5 Inserting A Record

Insert Record – You may enter additional complainants to the case by clicking on the Insert Record link under the Menu Items column. The Add Complainant screen will appear.



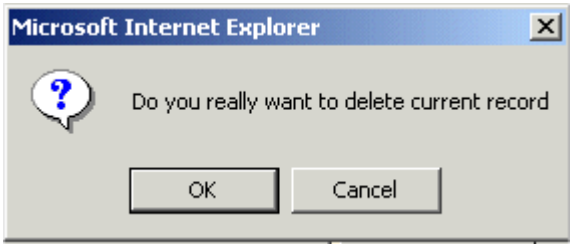
How To Add A Complainant To The Case

On the Add Complainant screen, enter the information on the appropriate textboxes. To clear unsaved entries on the screen, click on the **Reset Screen** link under the Menu Items column. To save your data, click on the **Save Changes** link. To return to the Complainants/Claimants screen, click on the **Exit Screen** link.

4.5.2.6 Deleting A Record

Delete Record – Click on the delete record link under the Menu Items column to permanently remove a complainant/claimant record.

A message box will appear to confirm the request. Click OK to confirm or click Cancel to abort the request.



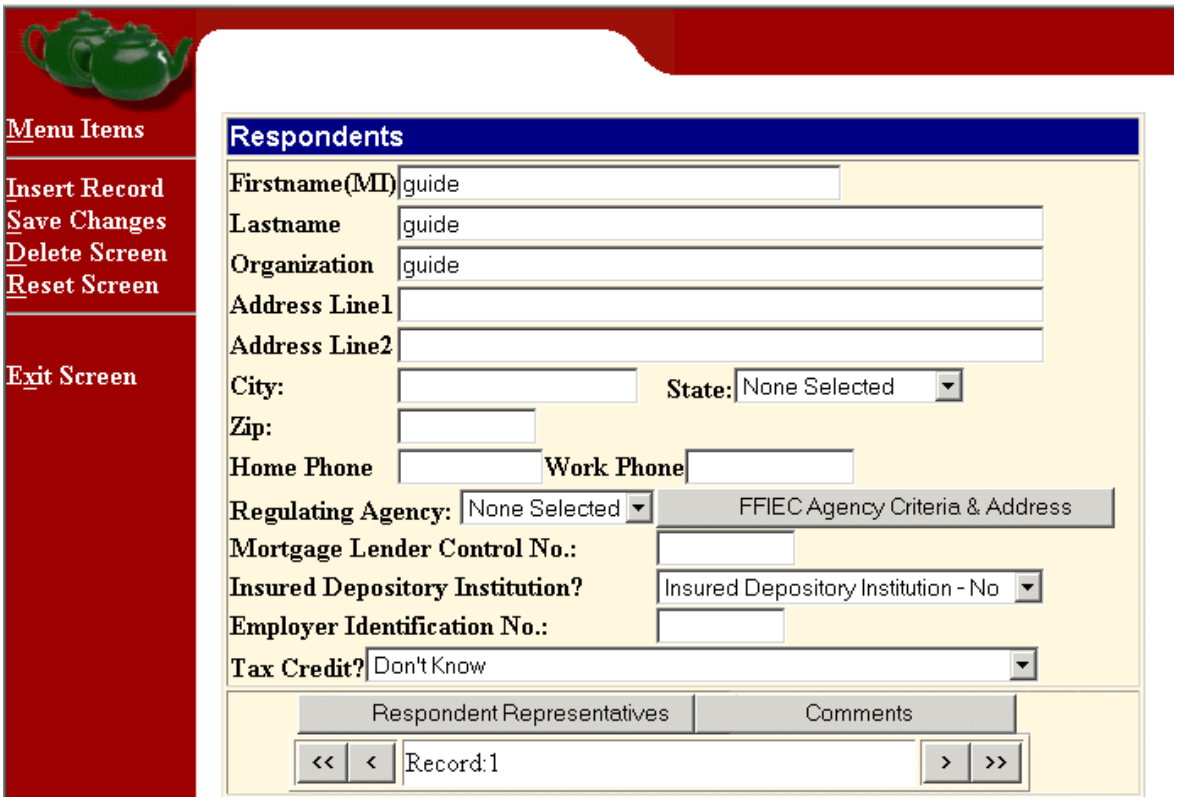
4.5.2.7 Clearing Data From The Screen

Reset Screen – enables you to clear unsaved entries in the current screen. Click on the Reset Screen link under the Menu Items column. This action will clear unsaved data entered in textboxes, checkboxes, memo field, and dropdown boxes.

4.5.3 Who Discriminated

4.5.3.1 Entering Data into the Respondent Screen

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



The user must enter the information on the appropriate fields.

First Name (MI) – Type in the first name and middle initial of the primary respondent involved in the case. This field is automatically populated from the Add New Inquiry screen, but you can edit this field.

Last Name – Type in the last name of the primary respondent involved in the case. This field is automatically populated from the Add New Inquiry screen, but you can edit this field.

Organization – Type in the name of the organization that the respondent represents. This field is automatically populated from the Add New Inquiry screen, but you can edit this field.
Address Line1 – On the textbox, type the street address of the respondent. This is a mandatory field.

Address Line 2 – Type the Suite or Apartment Number.

City – Type the respondent's city of residence. This is a mandatory field.

State – On the dropdown box, select the respondent's state of residence. This is a mandatory field.

Zip – Type the zip code in the textbox provided.

Home Phone – Type in the respondent's home phone number.

Work Phone – Type in the respondent's work phone number.

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

FFIEC Agency Criteria & Address – Click this button to view the FFIEC Member Agencies Table. This table contains the following information: Institution Covered, Identifications, and Regulating Agency.

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

Insured Depository Institution? – Select Yes or No from the dropdown box whether the organization is an insured institution.

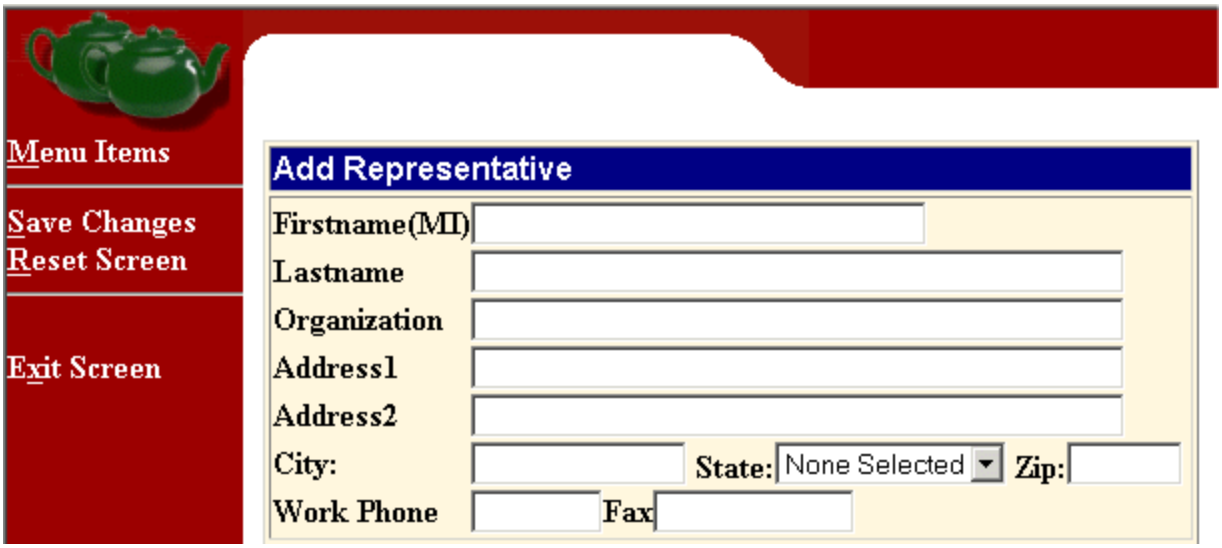
Employer Identification No. – Type the organization's Employer Identification Number.

Tax Credit? – Select Yes, No, or Don't know from the dropdown box to indicate if the respondent receives a tax credit. Note: This is a mandatory field, if a Cause/Recommended Cause date is entered.

Respondent Representatives – Click on the Respondent Representatives button to access the Add Representative screen where information identifying the Respondent's legal representative is entered.

NOTE: You must make a selection on the Tax Credit field if a Cause/Recommended Cause date has been entered.

4.5.3.2 Adding a Respondent Representative



On the Add Representative screen, type the First Name and Middle Initial, Last Name, Firm/Agency, Address, City, State, Zip Code, Work Phone Number, and Fax Number of the Respondent's legal representative on the textboxes provided.

To clear unsaved entries on the screen, click on the **Reset Screen** link under the Menu Items column. To save your data, click on the **Save Changes** link.

Comments – Click on the Comments button to access the Memo screen where a user can enter additional notes or remarks about the case. See Section 3.3.1.1 for details.

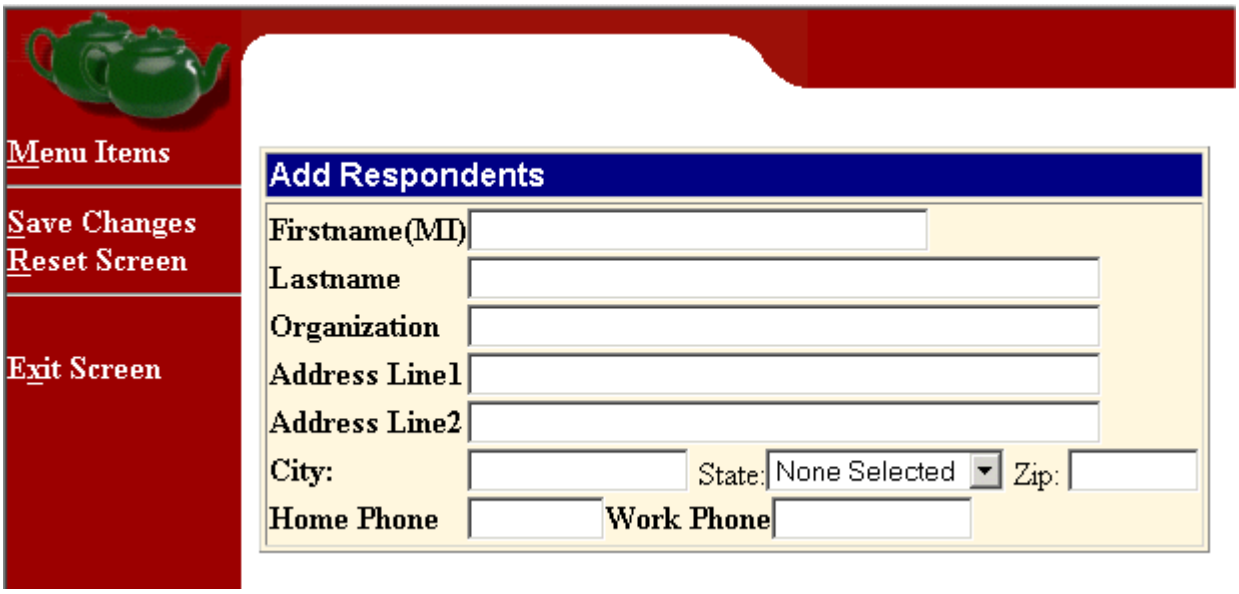
Navigation Bar – Click on the arrow buttons (**<<, <, >, >>)** to navigate through records. The bar indicates the Record Number. See Section 3.3.2 for details.

4.5.3.3 Saving Your Data

Save Changes – You may save entries or modifications done on data in the Intake screen anytime by clicking on the Save Changes link under the Menu Items column.

4.5.3.4 Inserting A Record

Insert Record – You may enter additional respondents involved in the case by clicking on the Insert Record link under the Menu Items column. The Add Respondents screen will appear.



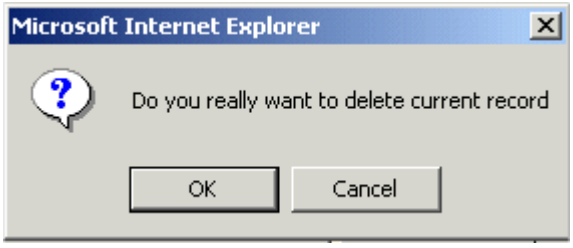
How To Add A Respondent To The Case

On the Add Respondent screen, enter the information on the appropriate textboxes. To clear unsaved entries on the screen, click on the **Reset Screen** link under the Menu Items column. To save your data, click on the **Save Changes** link. To return to the Respondents screen, click on the **Exit Screen** link.

4.5.3.5 Deleting A Record

Delete Record – Click on the delete record link under the Menu Items column to permanently remove a complainant/claimant record.

A message box will appear to confirm the request. Click OK to confirm or click Cancel to abort the request.



4.5.3.6 Clearing Data From The Screen

Reset Screen – enables you to clear unsaved entries in the current screen. Click on the Reset Screen link under the Menu Items column. This action will clear unsaved data entered in textboxes, checkboxes, radio boxes, memo field, and dropdown boxes.

4.5.4 When Did It Happen

The When Did It Happen? Screen is where the user indicates the date of the most recent violation and if such violations are continuing.

4.5.4.1 Entering Data Into The When Did It Happen? Screen

The user must enter the information on the appropriate fields.

Date of most recent violation – Type the date when the latest violation was carried out. The date must be in MM/DD/YYYY format.

Is violation continuing? – Click the checkbox if the violation continues to be carried out.

Comments – Click on the Comments button to access the Memo screen where a user can enter additional notes or remarks about the case. See Section 3.3.1.1 for details.

4.5.4.2 Saving Your Data

Save Changes – You may save entries or modifications done on data in the Intake screen anytime by clicking on the Save Changes link under the Menu Items column.

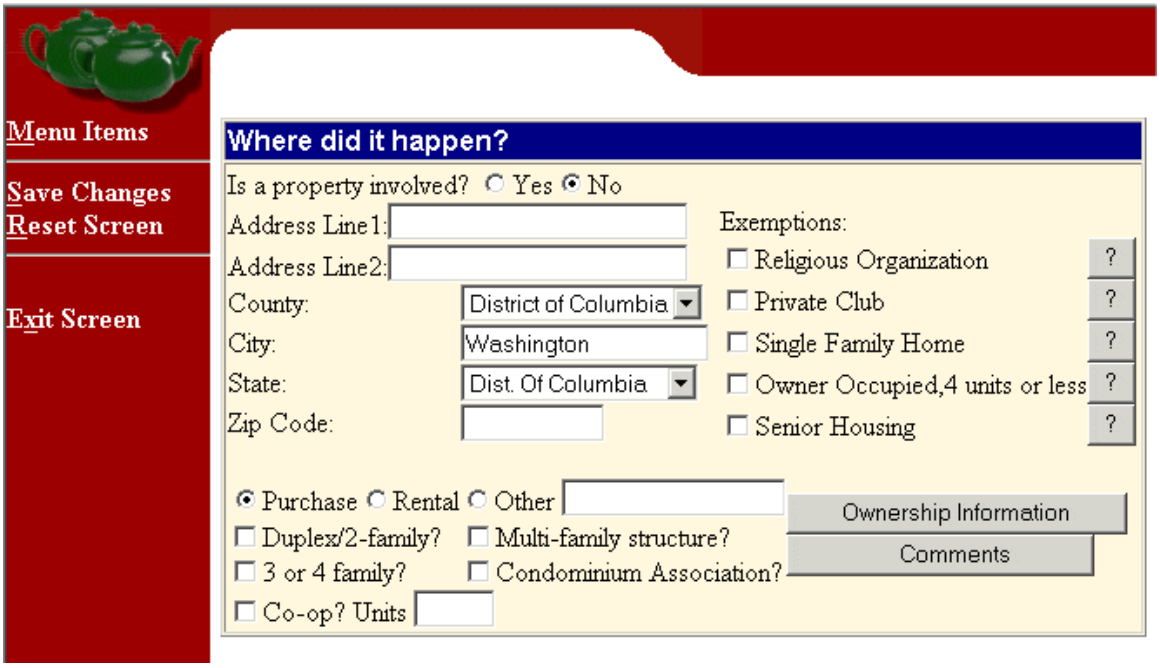
4.5.4.3 Clearing Data From The Screen

Reset Screen – enables you to clear unsaved entries in the current screen. Click on the Reset Screen link under the Menu Items column. This action will clear unsaved data entered in textboxes, checkboxes, radio boxes, memo field, and dropdown boxes.

4.5.5 Where Did It Happen

The Where Did It Happen? Screen is where the user details the location of the violation.

4.5.5.1 Entering Data In The Where Did It Happen? Screen



The user must enter the information on the appropriate fields.

Is a property involved? – Click the appropriate radio box to indicate if the dispute involves a property. Select **Yes** or **No.** If yes, you must complete the rest of the form in order to identify the tax credit agency, if applicable that it belongs to.

Address Line1 – Type the street address of the property.

Address Line2 – Type the apartment or suite number.

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

City – Type the city where the property is located.

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

Zip Code – Type the zip code.

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

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

Exemptions – Click on the checkbox to indicate the category of exemptions that apply. The selections are Religious Organization, Private Club, Single Family Home, Owner Occupied-4 units or less, or Senior Housing.

Click on the button of the Exemptions category selected to access the associated screen:

Exemptions for Religious Orders screen:

Exemptions for Religious Orders

- ☐ Religious organization, non-profit institute controlled, or operated by religious organization
- ☐ Involves sale or rental of property
- ☐ Sale or rental for other than commercial purpose
- ☐ Complaint based on giving preferences to same religion as religious organization
- ☐ Membership in religion not restricted based on race, color or national origin

Exemptions for Private Clubs screen:

Exemptions for Private Clubs

- ☐ Not open to public
- ☐ Lodging is incidental to primary purpose of club
- ☐ Complaint is based on Preference given to club member
- ☐ Provides lodging for other than commercial purposes

Exemptions for Owner-Occupied Homes screen:

Exemptions for Owner-Occupied Homes

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

Exemptions for Single-Family Homes screen:

Exemptions for Single Family Homes

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

Exemptions for Senior Housing screen:

Exemptions for Senior Housing

State and Federal Program

☐ Is housing provided under State or Federal program?

☐ Has HUD Secretary specifically designated this housing to be designated and operated to assist elderly persons?

☐ Is complaint based on family status?

62 or Over Housing

☐ Are all residents 62 or over?

☐ If not, were those under 62 in residence prior to Sept.13,1988 or are employees of facilty[or their families] who perform substantial duties directly related to management or maintenance of housing?

☐ Is complaint based on family status?

55 and Older Housing

☐ Is housing intended and operated for occupancy by persons 55 and older?

☐ Are at least 80% of occupied units occupied by at least one person 55+?

☐ Has housing published and adhered to policies and procedures that demonstrate its intent to be senior housing?

☐ Has housing complied with verification of occupancy requirements?

☐ Is complaint based on family status?

Click on the checkbox that applies. To save your selection, click on **Save Changes** under the Menu Items column. Click on **Reset Screen** to clear unsaved entries. **Exit Screen** returns you to the Where Did It Happen screen.

Ownership Information – Click this button to access a Memo screen where you may enter information about the owner. See Section 3.3.1.1 for details.

Comments – Click on the Comments button to access the Memo screen where a user can enter additional notes or remarks. See Section 3.3.1.1 for details.

4.5.5.2 Saving Your Data

Save Changes – You may save entries or modifications done on data in the Intake screen anytime by clicking on the Save Changes link under the Menu Items column.

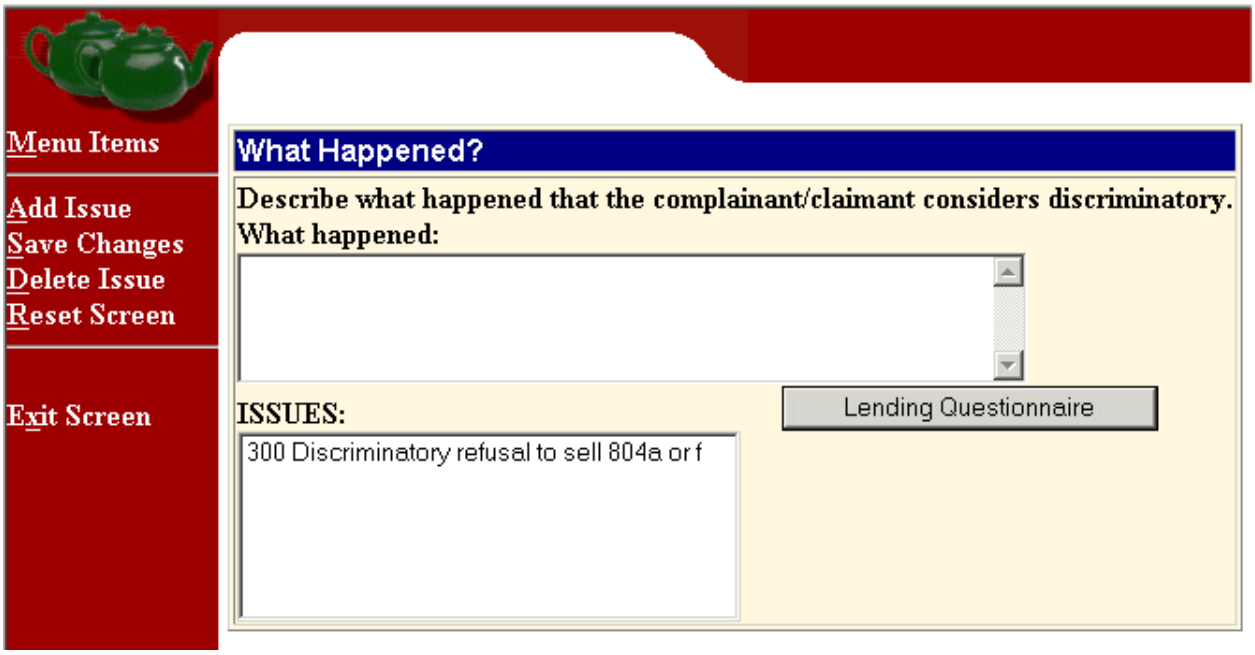
4.5.5.3 Clearing Data From The Screen

Reset Screen – enables you to clear unsaved entries in the current screen. Click on the Reset Screen link under the Menu Items column. This action will clear unsaved data entered in textboxes, checkboxes, radio boxes, memo field, and dropdown boxes.

4.5.6 What Happened

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

4.5.6.1 Entering Data in the What Happened screen



The user must enter the information on the appropriate fields.

What happened – Describe in narrative form the account of the discriminatory action in the perspective of the complainant/claimant.

Issues – The case issue indicated in this field is automatically populated from the selection made in the Add Inquiry screen.

Lending Questionnaire – This button leads you to a questionnaire where you must provide specific information about the complainant and the lending institution.

4.5.6.2 Adding An Issue

Add Issue – enables you to add an issue to the case. When you click on the Add Issue link. The Add Issue screen appears.

How To Add An Issue To The What Happened? Screen

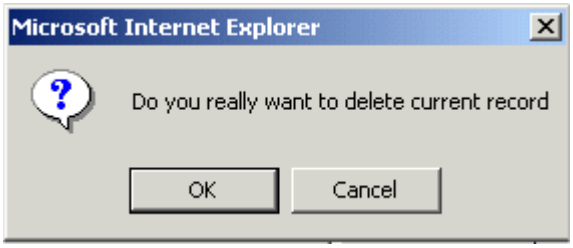
On the Add Issue screen, select an issue from the dropdown box. Then, click on the Add Issue link under the Menu Items column. Your selection will be automatically added to the What Happened? Screen.

4.5.6.3 Saving Your Data

Save Changes – You may save entries or modifications done on data in the Intake screen anytime by clicking on the Save Changes link under the Menu Items column.

4.5.6.4 Deleting An Issue

Delete Issue – On the Issue field of the What Happened? screen, highlight the issue that you wish to delete. Click on the Delete Issue link under the Menu Items column.



A message box will appear to confirm the request. Click OK to confirm or click Cancel to abort the request.

4.5.6.5 Clearing Data From The Screen

Reset Screen – enables you to clear unsaved entries in the current screen. Click on the Reset Screen link under the Menu Items column. This action will clear unsaved data entered in textboxes, checkboxes, radio boxes, memo field, and dropdown boxes.

4.5.7 Why Did It Happen

The Why Did It Happen? Screen is where the basis for the alleged discriminatory act is indicated.

4.5.7.1 Entering Data in the Why Did It Happen Screen

The Why Did It Happen? Screen consists of categories to select from (such as race, sex, familial status, color, national origin, religion, disability, etc.).

Click on the appropriate checkbox to select the case basis (protected class) claimed for coverage by the act. You may choose one or more from the categories provided. If a Case Basis was provided in the Add New Inquiry screen, the fields will be automatically populated. However, all the fields are editable.

Race/Multi-Racial – You are allowed to select <u>ONE</u> checkbox from either category.

Sex – If applicable, select one or more from this category.

Color – If applicable, click the checkbox.

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

Familial Status – If applicable, select one or more from this category.

Religion – If applicable, click the checkbox. Then, type the name of the religion on the textbox provided.

Retaliation – If applicable, click the checkbox.

Handicap – If applicable, select one or more from this category. Then, click on the Disability Questionnaire button to access the questionnaire where you must enter information about the nature and history of the complainant's disability.

Disability Questionnaire – If a basis under Handicap was selected, you must answer each of the questions on the questionnaire. Your response must be in terms of how it applies to your disabilities, or the disabled person whom you are assisting in filing this complaint, or the disabled person you are associated with effecting the discrimination. After typing the information on the questionnaire, click on the **Check Spelling** button to check for misspelled words. To save your entry, click on the **Save Data** button. To close the screen, click on the **Exit Screen** button.

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

4.5.7.2 Saving Your Data

Save Changes – You may save entries or modifications done on data in the Intake screen anytime by clicking on the Save Changes link under the Menu Items column.

4.5.7.3 Clearing Data From The Screen

Reset Screen – enables you to clear unsaved entries in the current screen. Click on the Reset Screen link under the Menu Items column. This action will clear unsaved data entered in textboxes, checkboxes, radio boxes, memo field, and dropdown boxes.

4.5.8 Other Questions For Claimant

Other Questions For Claimant Screen consists of several questions pertaining to the claimant.

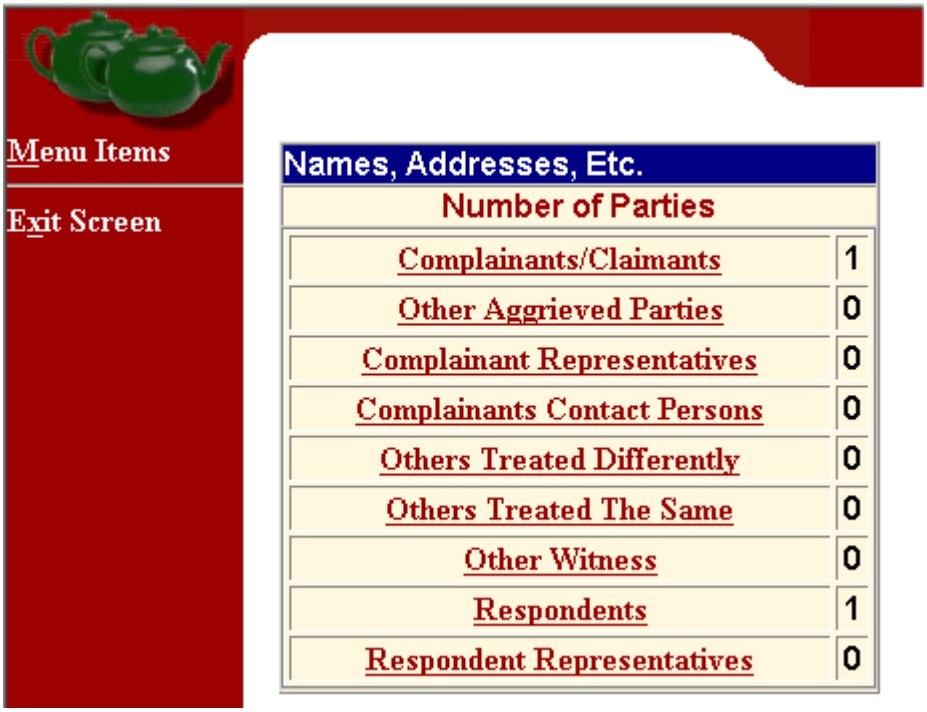
4.5.8.1 How To Enter Data On The Other Questions For Claimant Screen

Type your response on the questionnaire. After typing the information on the questionnaire, click on the **Check Spelling** button to check for misspelled words. To save your entry, click on the **Save Data** button. To close the screen, click on the **Exit Screen** button.

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

4.5.9 Names, Addresses, Etc. Screen

The **Names, Addresses, Etc**. screen enables you to identify additional parties involved in the housing discrimination complaint. The screen is composed of two columns: The first column are links that lead you to a corresponding screen containing information on parties involved in the case. The second column indicates the number of parties.

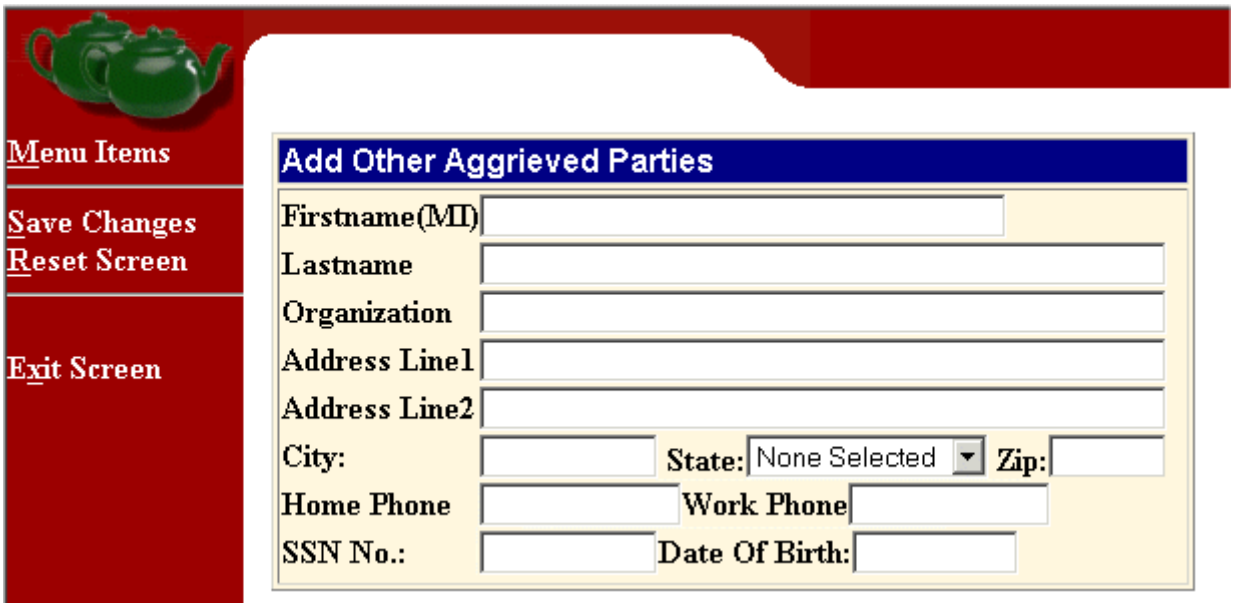


4.5.9.1 Complainants/Claimants

The Complainants/Claimants link leads you to the Complainants/Claimants screen. Refer to Section 4.5.2 for more details.

4.5.9.2 Other Aggrieved Parties

The Other Aggrieved Parties link leads you to the Add Other Aggrieved Parties screen where you may enter information about additional individuals affected or wronged in the case.

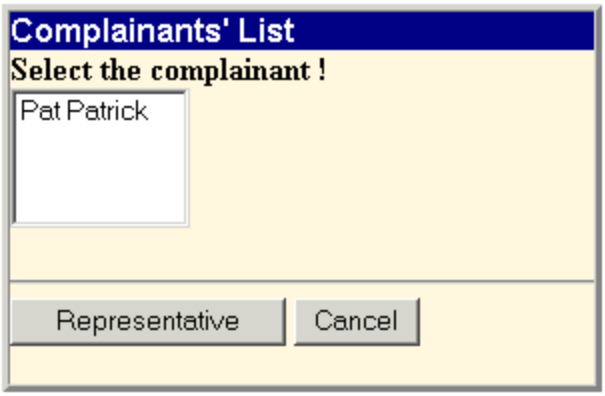


On the Add Other Aggrieved Parties screen, type the First Name and Middle Initial, Last Name, Organization, Address, City, State, Zip Code, Home Phone Number, Work Phone Number, SSS Number, and Date of Birth (MM/DD/YYYY) of the aggrieved party on the textboxes provided.

To clear unsaved entries on the screen, click on the **Reset Screen** link under the Menu Items column. To save your data, click on the **Save Changes** link.

4.5.9.3 Complainant Representatives

The Complainant Representatives link leads you to the Complainant's List screen.



How To Insert Or Add A Representative For The Complainant

On the Select The Complainant list box, highlight the name of the complainant to whom you wish to add a representative. Click on the Representative button. If a legal representative for the complainant was not initially listed, the Add Complainant's Representative screen appears. Refer to Section 4.5.2.3 for more details. Otherwise, the Complainant's Representative For: … screen will be displayed.

On the Complainant's Representative For: … screen, click on Insert Record under the Menu Items column. On the textboxes provided, type and save the representative's information.

How To View Records of the Complainant's Representatives

To view information about a complainant's representative, highlight the name of the complainant on the Select The Complainant list box of the Complainant's List screen. Click on the Representative button. This will lead you to the Complainant's Representative For: … screen. Use the navigation bar to navigate through the various records.

How To Edit Data of A Complainant's Representative

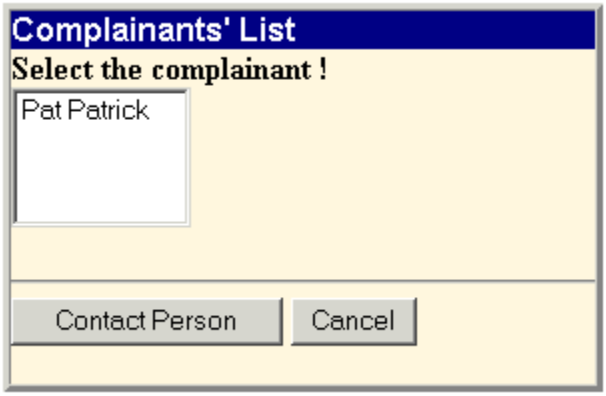
To modify information about a complainant's representative, highlight the name of the complainant on the Select The Complainant list box on Complainant's List screen. Click on the Representative button. This will lead you to the Complainant's Representative For: … screen. Then, select the record you wish to edit by using the navigation buttons at the bottom of the screen. Edit the record. Click on the Save Changes link under Menu Items.

How To Delete A Complainant's Representative Record

To delete a complainant's representative record, highlight the name of the complainant on the Select The Complainant list box on Complainant's List screen. Click on the Representative button. This will lead you to the Complainant's Representative For: … screen. Then, select the record you wish to delete by using the navigation buttons at the bottom of the screen. Click on the Delete Screen link under Menu Items.

4.5.9.4 Complainant Contact Person

Click on Complainant Contact Person link. This leads you to the Complainant's List screen.



How To Insert Or Add A Contact Person For The Complainant

On the Select The Complainant list box, highlight the name of the complainant to whom you wish to add a Contact Person. Click on the Contact Person button. If the complainant did not have a contact person listed initially, the Add Contact Person screen appears. Refer to Section 4.5.2.2 for more details.

Otherwise, the Complainant's Contact For: … screen will be displayed.

On the Complainant's Contact For: … screen, click on Insert Record under the Menu Items column. On the textboxes provided, type and save the contact person's information.

How To View Records of the Complainant's Contact Person

To view information about a complainant's contact person, highlight the name of the complainant on the Select The Complainant list box on Complainant's List screen. Click on the Contact Person button. This will lead you to the Complainant's Contact For: … screen. Use the navigation bar to navigate through the various records.

How To Edit Data of A Complainant's Contact

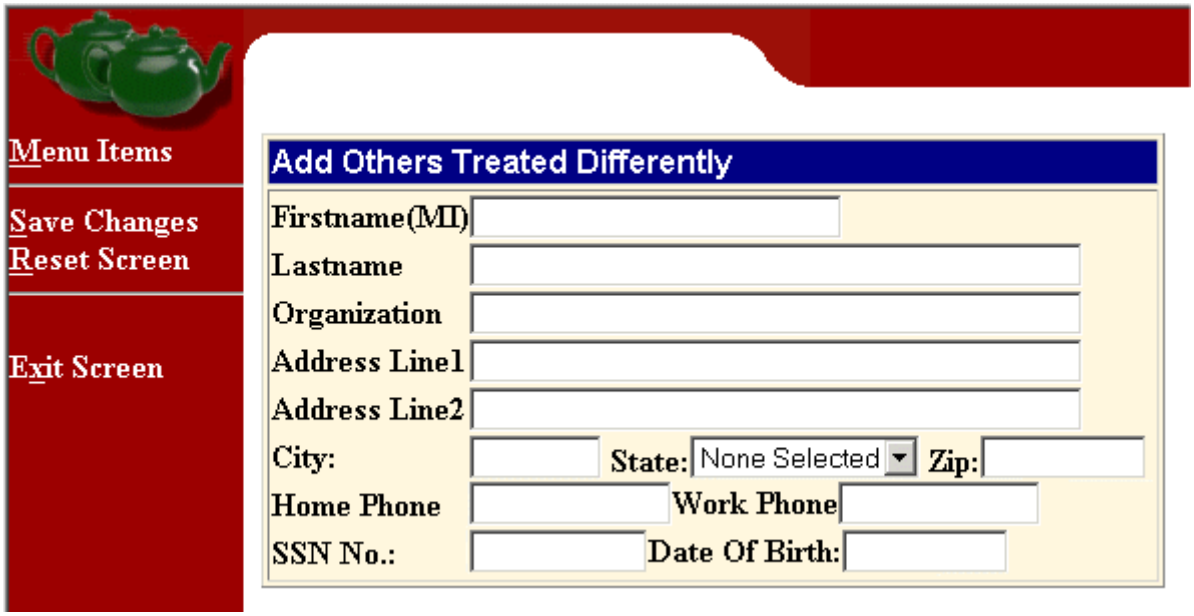
To modify information about a complainant's contact person, highlight the name of the complainant on the Select The Complainant list box on Complainant's List screen. Click on the Contact Person button. This will lead you to the Complainant's Contact For: … screen. Then, select the record you wish to edit by using the navigation buttons at the bottom of the screen. Edit the record. Click on the Save Changes link under Menu Items.

How To Delete The Complainant's Contact Person Record

To delete a complainant's contact person record, highlight the name of the complainant on the Select The Complainant list box on Complainant's List screen. Click on the Contact Person button. This will lead you to the Complainant's Representative For: … screen. Then, select the record you wish to delete by using the navigation buttons at the bottom of the screen. Click on the Delete Screen link under Menu Items.

4.5.9.5 Others Treated Differently

Click on the Others Treated Differently link. This leads you to the Add Others Treated Differently screen.

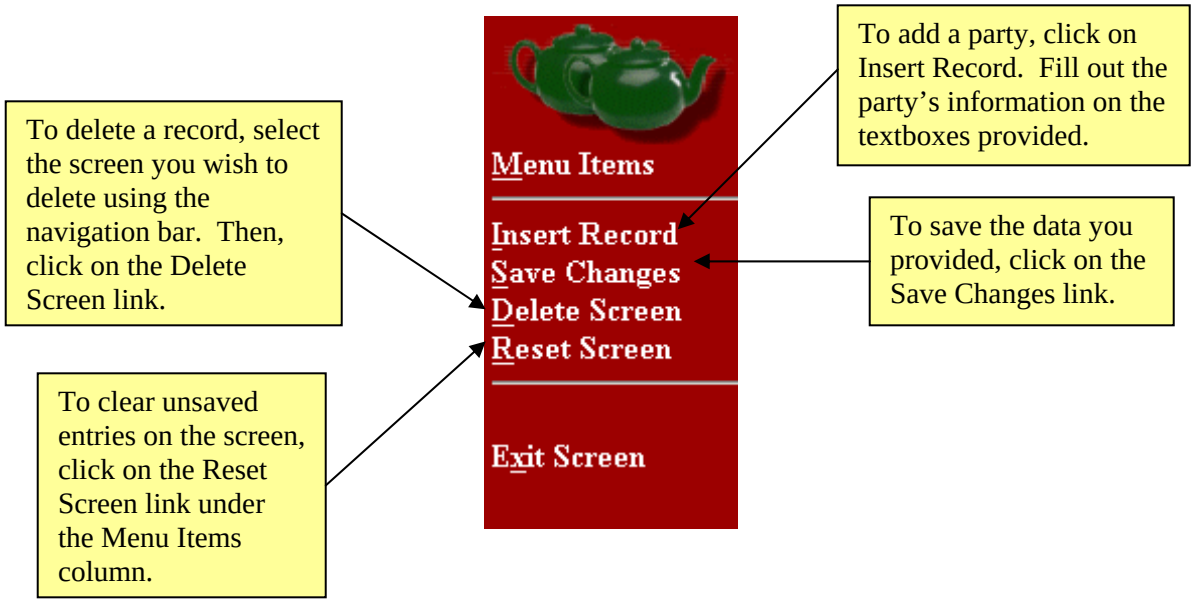


How To Insert Or Add A Party Treated Differently

On the Add Others Treated Differently screen, type the First Name and Middle Initial, Last Name, Organization, Address, City, State, Zip Code, Home Phone Number, Work Phone Number, SSS Number, and Date of Birth (MM/DD/YYYY) of the party that was treated differently.

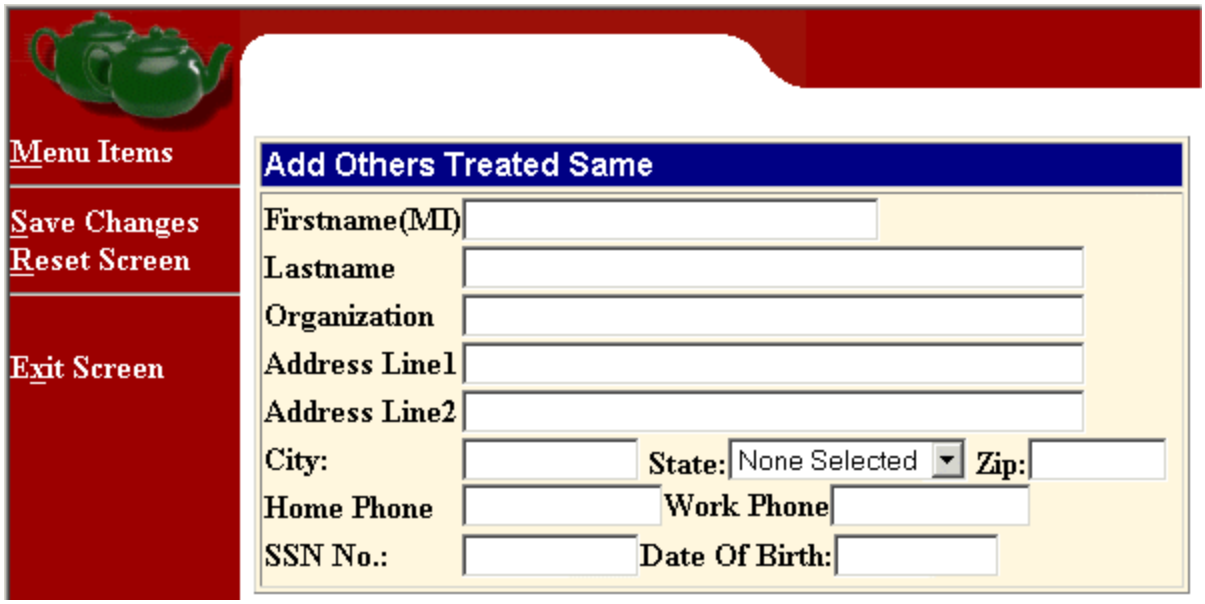
To clear unsaved entries on the screen, click on the **Reset Screen** link under the Menu Items column. To save your data, click on the **Save Changes** link.

If a party has been added previously, the Others Treated Differently screen appears. This screen is similar to the Add Others Treated Differently screen except for the Menu Items column, comments button, and the navigation bar.



4.5.9.6 Others Treated The Same

The Others Treated The Same link leads you to the Add Others Treated Same screen.

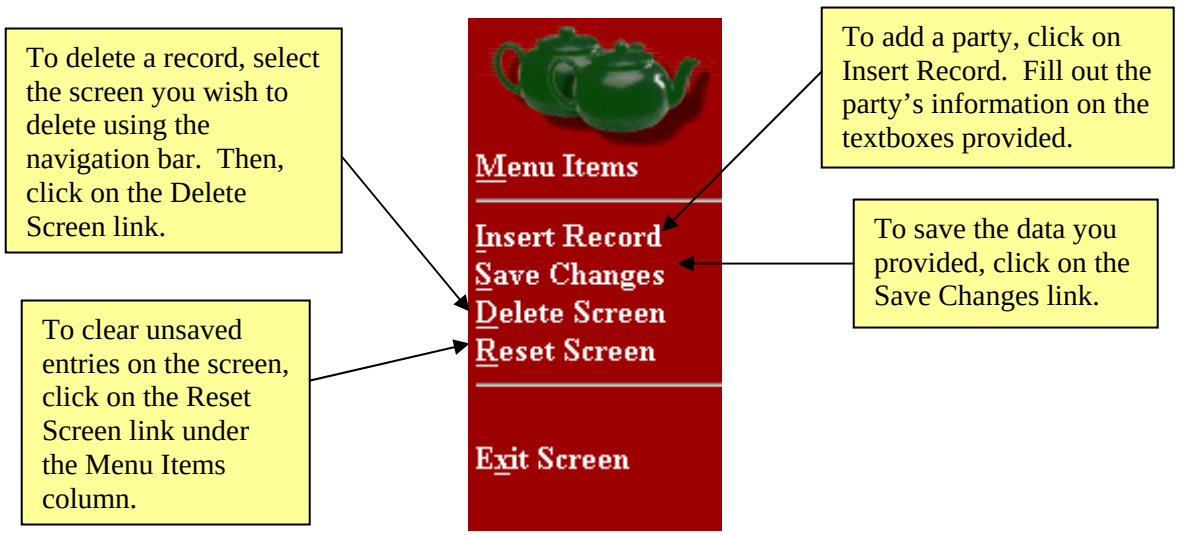


How To Insert Or Add A Party Treated The Same

On the Add Others Treated Same screen, type the First Name and Middle Initial, Last Name, Organization, Address, City, State, Zip Code, Home Phone Number, Work Phone Number, SSS Number, and Date of Birth (MM/DD/YYYY) of the party that was treated the same.

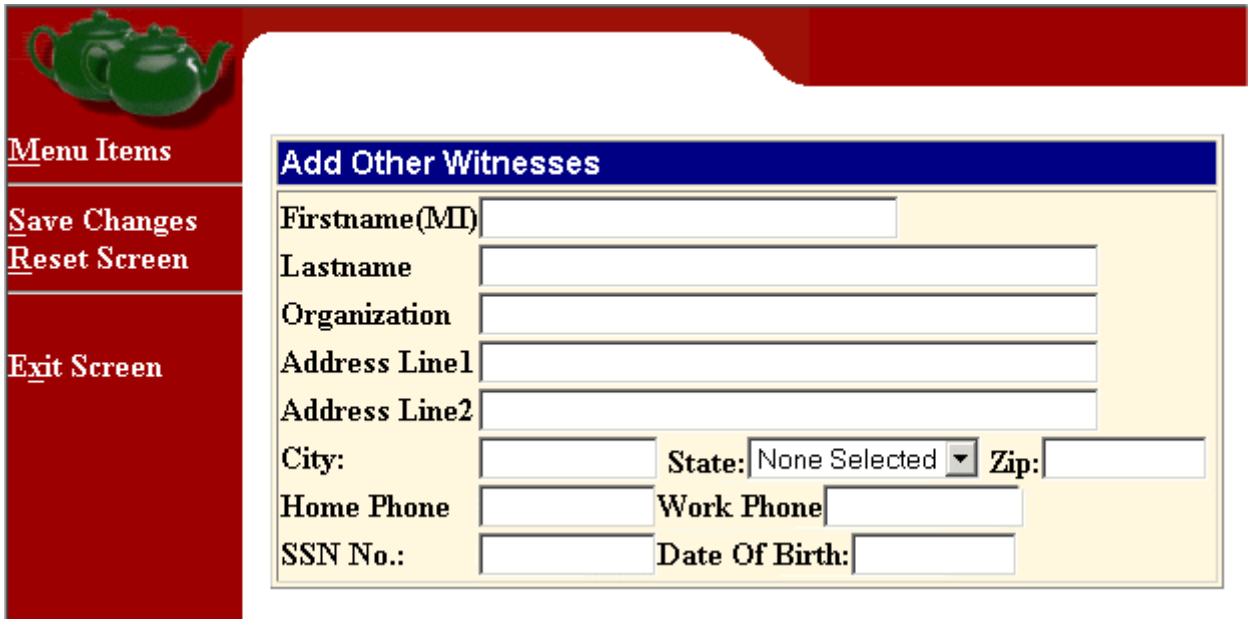
To clear unsaved entries on the screen, click on the **Reset Screen** link under the Menu Items column. To save your data, click on the **Save Changes** link.

If a party has been added previously, the Others Treated The Same screen appears. This screen is similar to the Add Others Treated Same screen except for the Menu Items column, comments button, and the navigation bar.



4.5.9.7 Other Witnesses

Click on the Others Witnesses link. This leads you to the Add Other Witnesses screen.



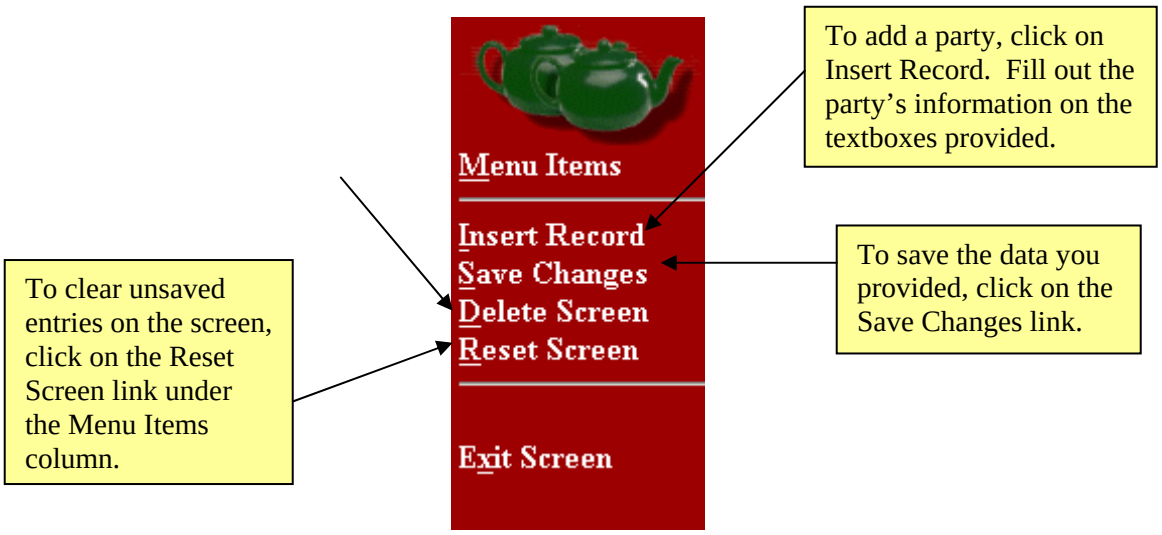
How To Insert Or Add A Witness

On the Add Other Witnesses screen, type the First Name and Middle Initial, Last Name, Organization, Address, City, State, Zip Code, Home Phone Number, Work Phone Number, SSS Number, and Date of Birth (MM/DD/YYYY) of the witness.

To clear unsaved entries on the screen, click on the **Reset Screen** link under the Menu Items column. To save your data, click on the **Save Changes** link.

If a party has been added previously, the Other Witnesses screen appears. This screen is similar to the Add Other Witnesses screen except for the Menu Items column, comments button, and the navigation bar.

To delete a record, select the screen you wish to delete using the navigation bar. Then, click on the Delete Screen link.

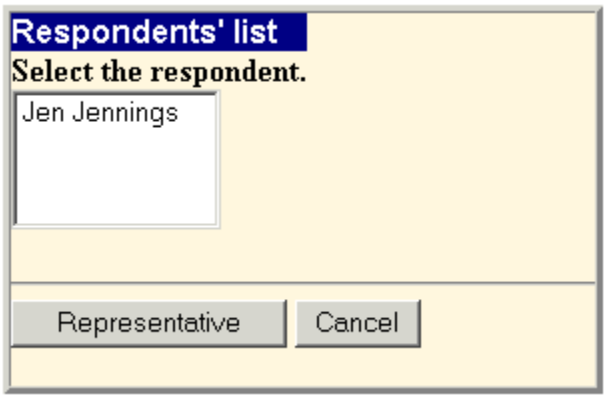


4.5.9.8 Respondents

The Respondents link leads you to the Respondents screen. The Respondent screen is where details of the background information and legal representations about the respondents involved in the case are entered. Refer to Section 4.5.3.1 for more details.

4.5.9.9 Respondent Representative

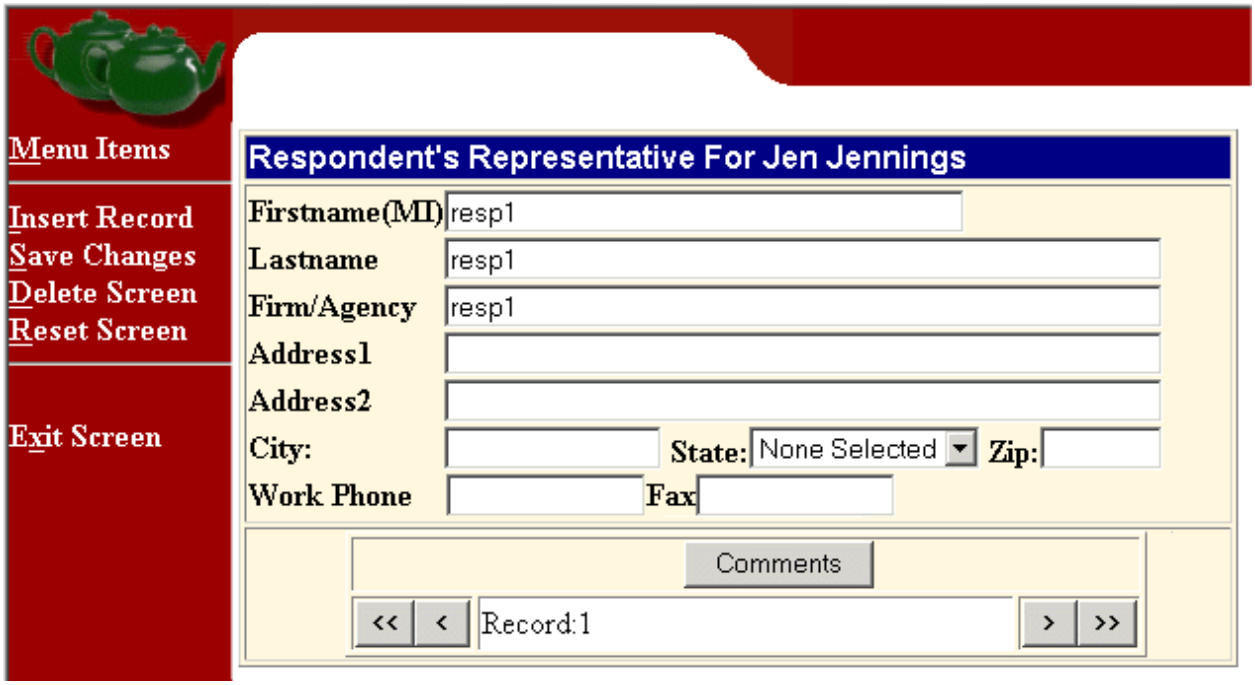
The Respondent Representatives link leads you to the Respondent's List screen.



How To Insert Or Add A Representative For The Respondent

On the Select The Respondent list box, highlight the name of the respondent to whom you wish to add a representative. Click on the Representative button. If the respondent did not have a legal representative listed initially, the Add Respondent's Representative screen appears. Refer to Section 4.5.3.2 for more details.

Otherwise, the Respondent's Representative For: … screen will be displayed.



On the Respondent's Representative For: … screen, click on Insert Record under the Menu Items column. On the textboxes provided, type and save the representative's information.

How To View Records of the Respondent's Representatives

To view information about a respondent's representative, highlight the name of the respondent on the Select The Respondent list box on Respondent's List screen. Click on the Representative button. This will lead you to the Respondent 's Representative For: … screen. Use the navigation bar to browse through the various records.

How To Edit Data of A Respondent's Representative

To modify information about a respondent's representative, highlight the name of the respondent on the Select The Respondent list box on Respondent's List screen. Click on the Representative button. This will lead you to the Respondent 's Representative For: … screen. Then, select the record you wish to edit by using the navigation bar at the bottom of the screen. Edit the record. Click on the Save Changes link under Menu Items.

How To Delete A Respondent's Representative Record

To delete a respondent's representative record, highlight the name of the respondent on the Select The Respondent list box on Respondent's List screen. Click on the Representative button. This will lead you to the Respondent 's Representative For: … screen. Then, select the record you wish to delete by using the navigation bar at the bottom of the screen. Click on the Delete Screen link under Menu Items.

4.6 Jurisdiction

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

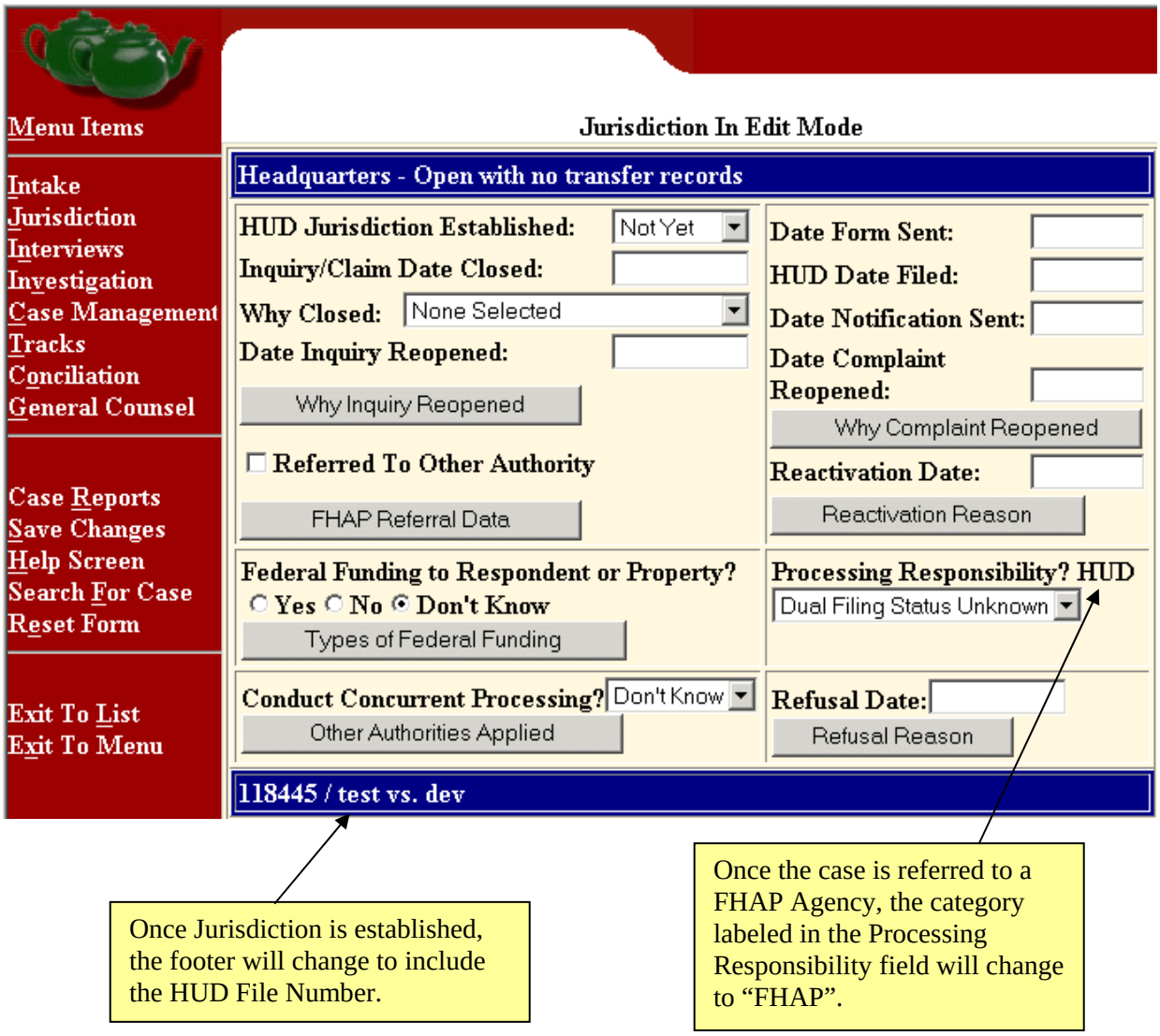
NOTE: The user's task and access rights determine whether the Jurisdiction Screen should function in Edit mode or in Read-Only mode.

4.6.1 Entering Data in the Jurisdiction

Click on the **Jurisdiction** link (ALT-J) under the Menu Items column to access the Jurisdiction screen.

The Jurisdiction Screen contains a header that displays the Region where the case was filed and the Status of the case. The footer displays the Inquiry Number, the Case Name, and if jurisdiction has been established, the HUD File Number.

Once the case is referred to a FHAP, the header will change to display the name of the FHAP Agency as well as the status of the case.



Once Jurisdiction is established, the footer will change to include the HUD File Number.

Once the case is referred to a FHAP Agency, the category labeled in the Processing Responsibility field will change to "FHAP".

The screen contains the following fields:

HUD Jurisdiction Established – This dropdown box contains the following options: Select 'Yes' if you wish to establish jurisdiction or if Jurisdiction has already been established. Select 'No-Closed', if you wish to close the inquiry or if the claim/inquiry has been closed. Or Select 'Not Yet', if the decision is still pending.

If you select 'Yes', see instructions on How to Establish Jurisdiction. If you select 'No-Closed', see instructions on How to Close An Inquiry.

Inquiry/Claim Date Closed – This field is required, if 'No-Closed' was selected in the HUD Jurisdiction Established field. Type the date the case was closed in MM/DD/YYYY format.

Why Closed – This field is required, if 'No-Closed' was selected in the HUD Jurisdiction Established field. This dropdown box gives you a variety of reasons why the case was closed. Make your selection.

Date Inquiry Reopened – If applicable, type the date (MM/DD/YYYY format) the case was reopened.

Why Inquiry Reopened –This button enables you to access The Why Inquiry Reopened Memo screen. Type in the reason why the inquiry was reopened.

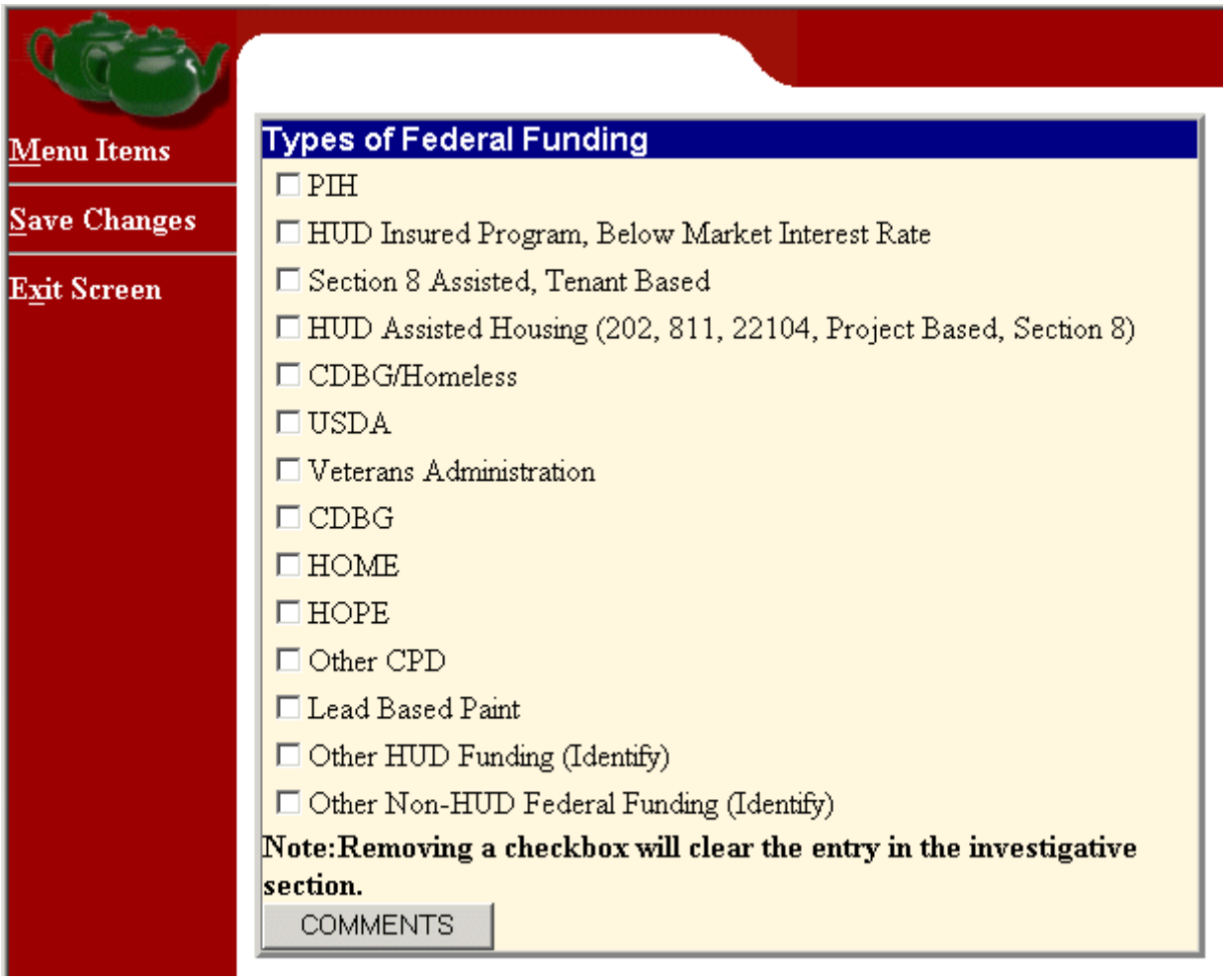
Referred to Other Authority – If the case was referred to another Authority, click the checkbox.

FHAP Referral Data – This function enables HUD users to refer a HUD case to a FHAP agency. Click on the button to access the FHAP Referral Data Screen. This screen is where information is entered about the case and the FHAP agency involved. See instructions on How To Refer A Case To A FHAP Agency. Refer to Section 4.4.2.2 for more details.

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

Federal Funding to Respondent or Property? – Click the applicable radio box. Selections are Yes, No, and Don't Know. If the Respondent or Property is receiving federal funding ('Yes'), click on the Types of Federal Funding button.

Types of Federal Funding – If 'Yes' was selected in the Federal Funding to Respondent or Property? field, click on the button to access the Types Of Federal Funding screen. If Dual Filing Refused is selected, click the Refusal Reason button and type the refusal reason. You must also type the Date that the case was refused for dual filing.

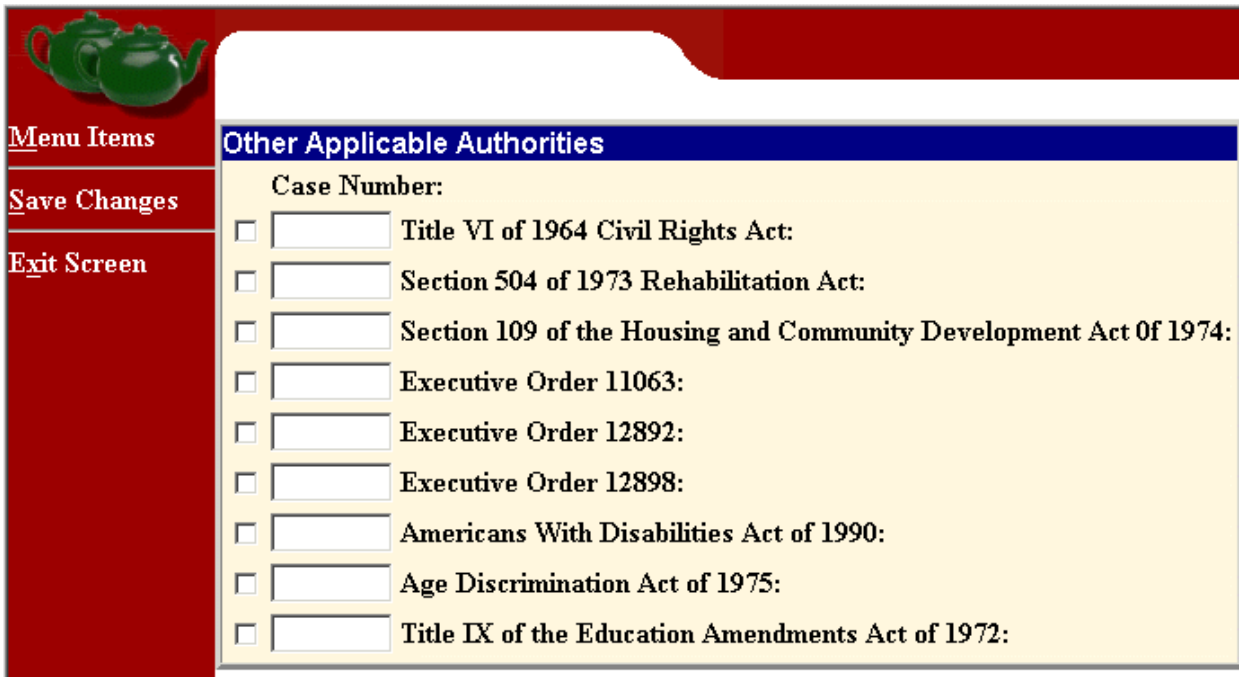


On the Types of Federal Funding screen, click the checkbox of which federal funding the respondent or property is receiving. Modifications to this screen will be concurrently reflected on the Investigation Screen. Click on the Save Changes link under Menu Items to save your selection.

If you wish to add additional comments, click on the Comments button to access the Memo screen. After typing your comments, click on the **Check Spelling** button to check for misspelled words. To save your entry, click on the **Save Data** button. To close the screen, click on the **Exit Screen** button.

Conduct Concurrent Processing? – Select 'Yes', 'No', or 'Don't Know' from the dropdown box to identify if multiple processing applies to the case. If concurrent processing must be conducted ('Yes'), click on the Other Authorities Applied button.

Other Authorities Applied - If 'Yes' was selected in the Conduct Concurrent Processing? field, click on the button to access the Other Authorities Applied screen.



Click the checkbox of the appropriate authority. Then, type the case number on the textbox provided. It is preferable to provide the Case Number immediately, although if it is not readily available, you may provide the information at a later time. Click on the Save Changes link under the Menu Items column to save your entry.

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

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

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

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

Why Complaint Reopened – Click this button to access The Why Complaint Reopened Memo screen. Type in the reason why the complaint was reopened.

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

Reactivation Reason – Click this button to access the Reactivation Reason Memo screen. Type in the reason why the complaint was reactivated.

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

Dual Filing Status – This field enables FHAP users to request dual filing for a case, as well as enable HUD users to deny dual filing for a case. 'Dual Filing Status Unknown' is the default value. From the dropdown box, select the status of dual filing applicable to the case. If 'Dual Filing Refused' is selected, you must complete the Refusal Date field and provide a reason in the Refusal Reason memo screen.

NOTE: FHAP users cannot modify the selection in the dropdown box if the case' dual filing status is "Dual Filing Refused".

Refusal Date – If applicable, type the date (MM/DD/YYYY) when the case was refused for dual filing.

Refusal Reason – If applicable, click on the button to access a Memo screen where you can enter reasons why the case was denied for dual filing. This particular field is for HUD Use Only.

Saving Your Data

Save Changes – You may save entries or modifications done on data in the Intake screen anytime by clicking on the Save Changes link under the Menu Items column.

4.6.2 How To Establish Jurisdiction

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

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

Select **Jurisdiction** under the Menu Items column to access the Jurisdiction screen.

On the **HUD Jurisdiction Established** dropdown box, Select 'Yes'.

Type the date when jurisdiction is being established on the **HUD Date Filed** textbox.

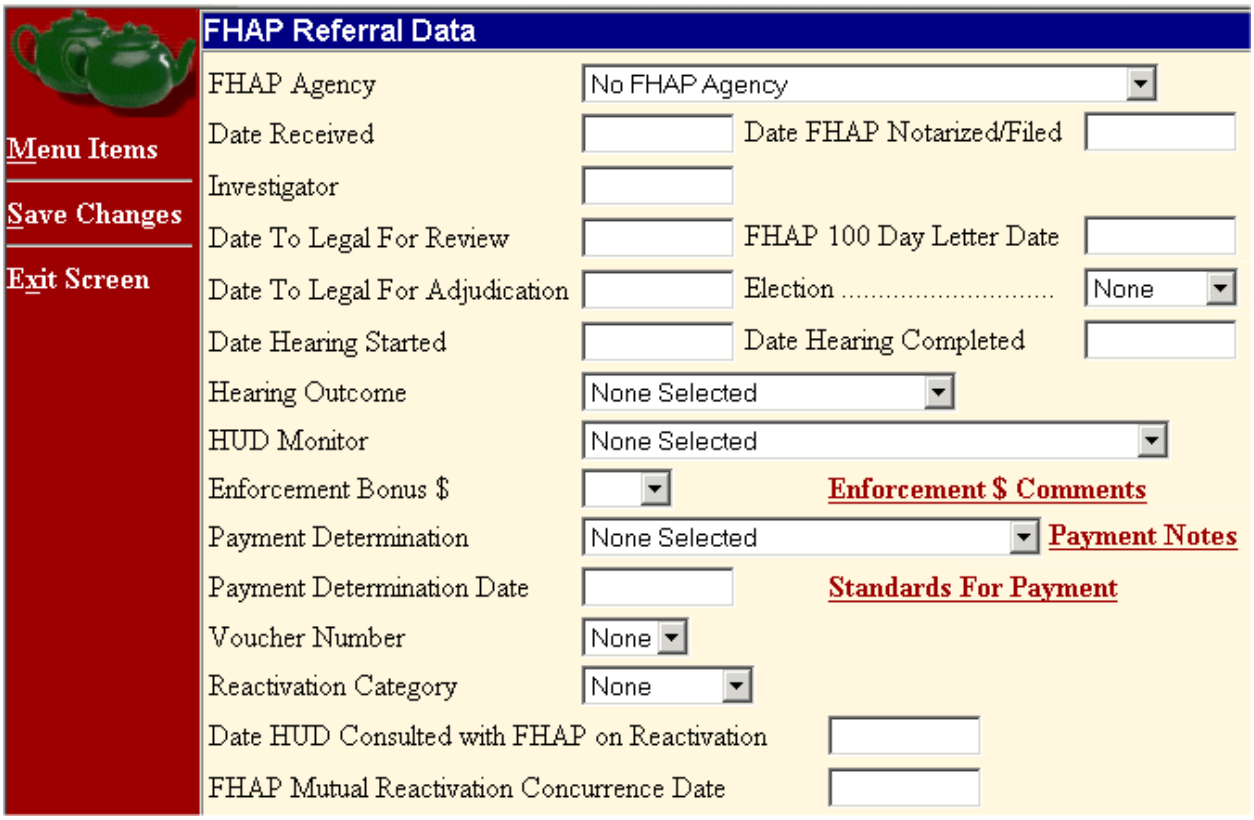
Click on the **Save Changes** link under the Menu Items column to save your entries.

This action will generate the Notification Letter automatically. The Notification Letter will be displayed on the screen in text format on your word processor. Select **Print** to print the letter. Exit your word processor to return to the Jurisdiction screen. The Notification Letter may be modified however; changes to the document will not be saved in the system, although you may save the modified document on your personal desktop.

4.6.3 How To Refer A Case To A FHAP Agency

Cases can be referred to a specific FHAP agency for various reasons (e.g. accessibility, location, etc.). Select **Jurisdiction** under the Menu Items column to access the Jurisdiction screen.

Click on the **FHAP Referral** button to access the FHAP Referral Data screen.



NOTE: FHAP Agency's are restricted from accessing the Enforcement Bonus $ dropdown box, Enforcement $ Comments screen, and Payment Determination fields.

On the textboxes and dropdown boxes provided, complete the following information:

FHAP Agency, Date Received, Date FHAP Notarized/Filed, Investigator, Date To Legal For Review, FHAP 100 Day Letter Date, Date To Legal For Adjudication, Election, Date Hearing Started, Date Hearing Completed, Hearing Outcome, HUD Monitor, Enforcement Bonus $, Payment Determination, Payment Determination Date, Voucher Number, Reactivation Category, Date HUD Consulted with FHAP on Reactivation, and FHAP Mutual Reactivation Concurrence Date. Please ensure that all date entries are in MM/DD/YYYY format.

Click the **Enforcement $ Comments** link and **Payment Notes** link to access the appropriate Memo screen and type in the required information. On the screen, click on the **Check Spelling** button to check for misspelled words. To save your entry, click on the **Save Data** button. To close the screen, click on the **Exit Screen** button.

Click on the Standards for Payment button to access the **Standards For Payment** screen. This screen is divided into two sections: **Payment Schedule** and **Justification For $1800 Plus.**

Standards For Payment (FY 2004/2005 filed & completed)

Payment Schedule

(Check one only)

	Type of Case	Number Of Days	% of Case Processing	Equivalent $ Amount	Amount* Approved
☐	Not pattern & practice or novel/complex and settled/conciliated within	100 or less	100%	$2300	$
		101 to 150	90%	$2070	
		151 to 200	80%	$1840	
		201 to 250	70%	$1610	
		251 or more	0 to 69%	determined by GTR	
☐	Not pattern & practice or novel/complex and cause or no-cause determination within	150 or less	100%	$2300	$
		151 to 200	90%	$2070	
		201 to 250	80%	$1840	
		251 to 300	70%	$1610	
		301 or more	0 to 69%	determined by GTR	

On the Payment Schedule section, click the checkbox to select the applicable type of case. Then, provide the corresponding amount on the Amount Approved textbox.

Justification For $1800 Plus

(Check as many as apply)

- ☐ Pattern & practice, novel or complex issues
- ☐ Investigative challenges (e.g. subpoena issued)
- ☐ Conciliated/settled or withdrawn after resolution within 100 days
- ☐ Conciliated/settled or withdrawn after resolution within 150 days
- ☐ Conciliated/settled or withdrawn after resolution within 300 days
- ☐ Cause or no-cause determination issued within 100 days

Clear case diligence considering the complexity, and Agency:

- ☐ Expended extensive resources
- ☐ Obtained a successful conciliation/settlement
- ☐ Found no-cause after full investigation

Then, on the Justification For $1800 Plus section, Click on one or more checkboxes that applies to the case. Click on the **Save Changes** link under the Menu Items column to save your entries. Select **Exit Screen** to return to the Jurisdiction tab.

Click on the **Save Changes** link under the Menu Items column to save all entries made in the Jurisdiction screen.

NOTE: Once the case is referred to a FHAP Agency, the case will automatically appear in the agency's HUD Referrals Pending FHAP Case Number Assignment screen.

4.6.4 How To Close An Inquiry Prior To Establishing Jurisdiction

An Inquiry can be closed prior to establishing jurisdiction, as well as before the case is subject to full investigation.

Select **Jurisdiction** under the Menu Items column to access the Jurisdiction screen.

On the **Inquiry/Claim Date Closed** field, type the date (MM/DD/YYYY) the inquiry was closed.

On the **Why Closed** dropdown box, select the reason for closing the inquiry.

To save the entry, click on the **Save Changes** link under the Menu Items column.

NOTE: The closed inquiry will be considered a non-accountable inquiry. Although the inquiry is closed, the data will still be retained in the database.

4.6.5 How To Identify Dual Filing Status

FHAP users may request dual filing for a case, as well as enable HUD users to deny dual filing for a case through the Jurisdiction function.

Select Jurisdiction under the Menu Items column to access the Jurisdiction screen.

From the Dual Filing Status dropdown box, select the dual filing status applicable to the case.

If 'Dual Filing Refused' is selected, you must complete the Refusal Date field. Type the date (MM/DD/YYYY) on the Refusal Date textbox when the case was refused for dual filing.

Click on the Refusal Reason button to access the Refusal Reason Memo screen where you must provide reasons why the case was denied for dual filing.

To save the entry, click on the **Save Changes** link under the Menu Items column.

NOTE: FHAP users are restricted from modifying a Dual Filing Refused status. This field is for HUD Use Only.

4.7 Interviews

The Interviews function enables the user to record all interviews conducted during case processing.

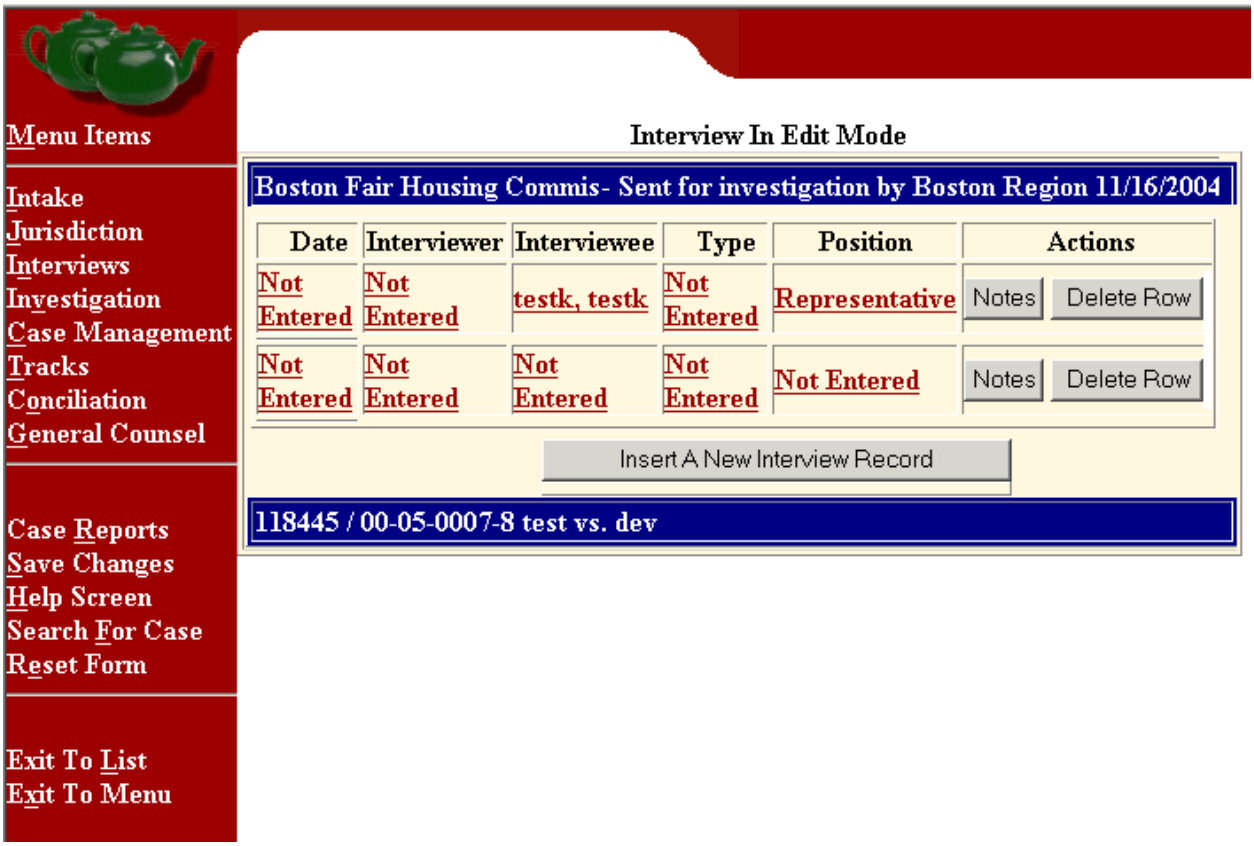
To access this function, click on the Interviews link (ALT-I) under the Menu Items column to access the Interview screen of the specific case.

NOTE: The user's task and access rights determine whether the Interview Screen should function in Edit mode or in Read-Only mode.

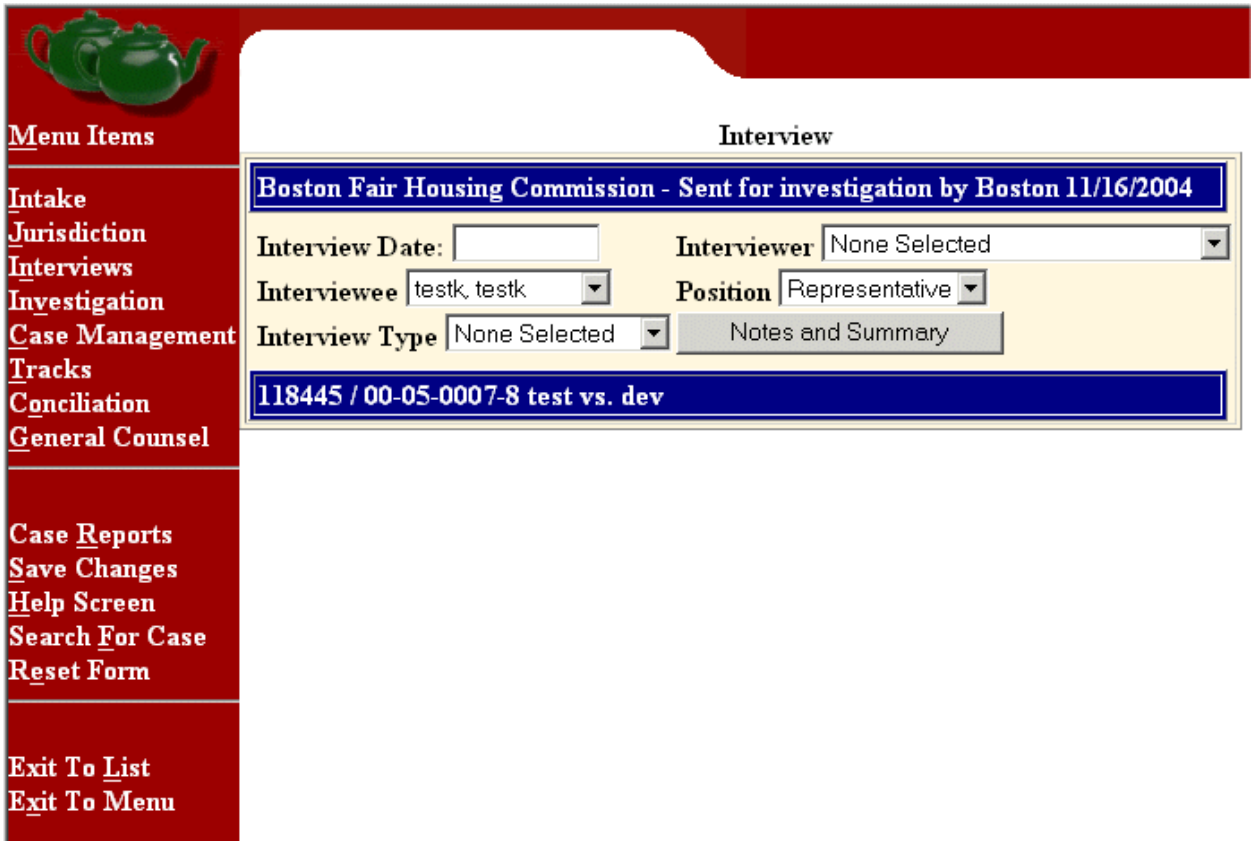
4.7.1 How to Enter Data In the Interview screen

The Interview screen contains the following columns: Date, Interviewer, Interviewee, Type, Position, and Actions. The links leads to the Interview screen where you can add, or modify data. The Actions column includes a Notes button and a Delete Row button.

On the Interview screen, click on any of the links marked 'Not Entered' to add or modify the record.



This action will lead you to the input Interview screen.



Complete the following fields:

Interview Date – Type the date (MM/DD/YYYY) the interview was conducted.

Interviewer – On the dropdown box, select the name of the person who conducted the Interview.

Interviewee – On the dropdown box, select the name of the person who was interviewed.

Interview Type – On the dropdown box, select how the interview was conducted.

Position – On the dropdown box, select how the interviewee is involved in the case.

Click on the **Notes** button to access a Memo Screen where the interviewer's notes and summary during the interview are recorded.

Once you complete the fields, click on the **Save Changes** link under the Menu Items column to save your entries to the record.

The data you entered in the Interview input screen is reflected on the main Interview screen.

To enter additional interviews conducted, click on the **Insert A New Interview Record** button to create a new record. Follow the steps described above.

To delete a record click on the **Delete Row** button of the specific record you wish to delete.

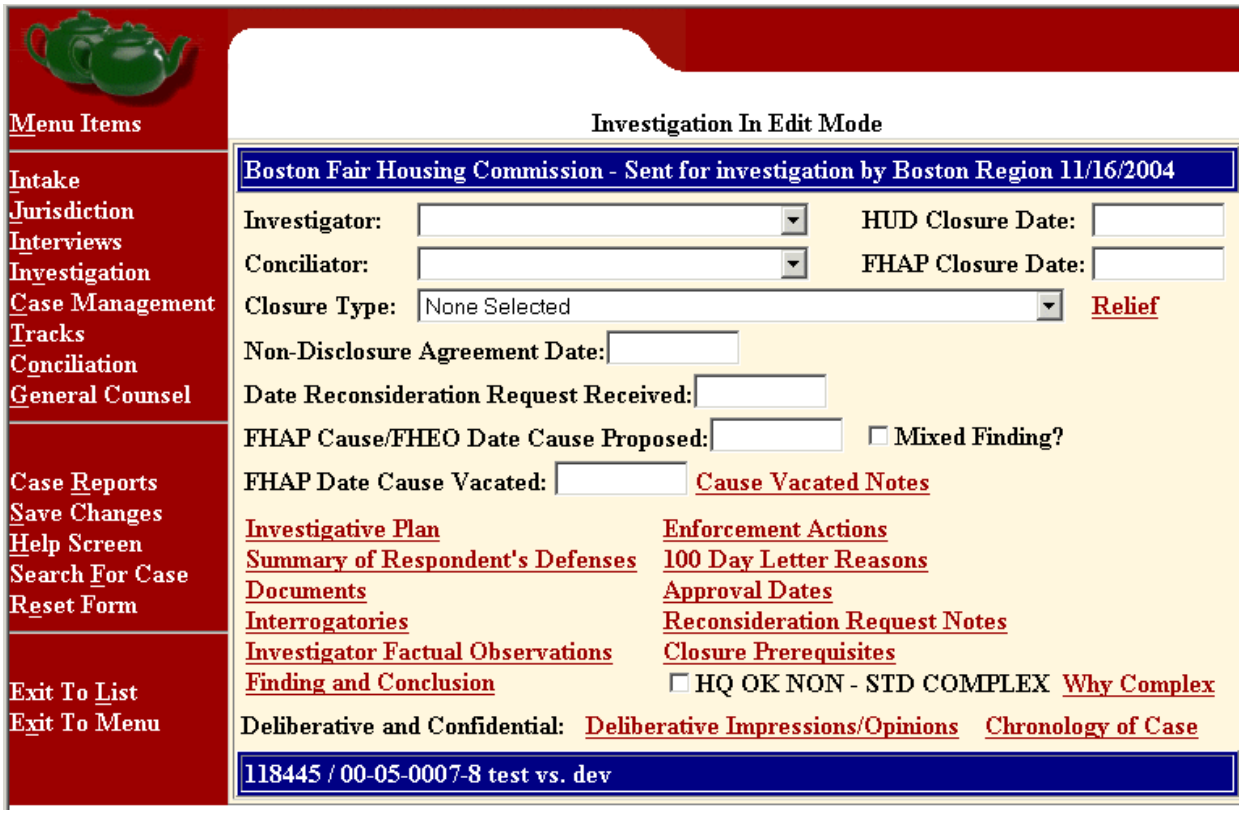
NOTE: All Interview records will be part of the Final Investigative Report (FIR) printout including data in the Summary Section of the Memo screen. Data in the Notes Section of the Memo screen will be used for the Investigative staff's use only and will not be part of the FIR.

4.8 Investigation

The Investigation function enables the investigator to enter their findings about the case, as well as close a case at the conclusion of the investigation. Click on the Investigation link (ALT-V) under the Menu Items column to access the Investigation screen of the specific case.

NOTE: The user's task and access rights determine whether the Investigation Screen should function in Edit mode or in Read-Only mode. The Investigator and the Conciliator assigned have permanent write-access privilege to the case.

4.8.1 How to Enter Data in the Investigation Screen



The following are description of each field in the Investigation screen:

Investigator – On the dropdown box, select the Investigator assigned to the case.

Conciliator – On the dropdown box, select the Conciliator assigned to the case.

HUD Closure Date – To close the HUD case, type the date (MM/DD/YYYY) when the case is considered closed.

FHAP Closure Date – To close the FHAP case, type the date (MM/DD/YYYY) when the case is considered closed.

Closure Type – On the dropdown box, select the reason why the case was closed.

Relief – Click on the link to access the FHEO/FHAP relief and Homeownership Opportunities Provided screen where you must select the information applicable to the case.

Non-Disclosure Agreement Date – Type the date (MM/DD/YYYY) when the Non-Disclosure Agreement was signed.

Date Reconsideration Request Received – Type the date (MM/DD/YYYY) when the request for reconsideration was received.

FHAP Cause/FHEO Date Cause Proposed – Type the date (MM/DD/YYYY) when the FHAP cause or FHEO cause was proposed.

Mixed Finding? – Click the checkbox if mixed findings were experienced during the investigation.

FHAP Date Cause Vacated – Type the date (MM/DD/YYYY) when FHAP cause was vacated.

Cause Vacated Notes – Click on the link to access the Memo screen where you can type comments why the cause was vacated.

Investigative Plan – Click on the link to access the Investigative Plan screen notes, jurisdictional elements, and theories pertaining to the case are entered.

Enforcement Actions – Click on the link to access the Enforcement Actions screen where TRO Data, Breach of Conciliation, Request for Subpoena, and other enforcement data are entered.

Summary of Respondent's Defenses – Click on this link to access a Memo Screen where the investigator enters notes and a summary of the respondent's argument or defense. This information will be reflected during Determination.

100-Day Letter Reasons – Click on the link to access the 100-Day Letter Reasons screen where the investigator identifies the reasons why the investigation cannot be completed within 100 days of filing the complaint, and the projected date of completion. The information stated in this screen will be reflected in the 100-Day Letter.

Documents – Click on the link to access the Documents screen where all the documents obtained during case processing are identified. This information is reflected in the Final Investigative Report (F.I.R).

Approval Dates – Click on the link to access the Approval Dates screen. This function enables the user to lock the final F.I.R and Determination documents. This screen is limited to users with system administrators or manager rights.

Interrogatories – Click on the link to access the Interrogatories screen. This function enables the user to record all interrogations submitted for the case. This information is reflected in the Final Investigative Report (F.I.R).

Reconsideration Request Notes – Click on the link to access a memo screen where information regarding the reconsideration is recorded.

Investigator Factual Observations – Click on the link to access the Factual Observations screen where all observations about the investigation are recorded. This information is reported in the Final Investigative Report (F.I.R).

Closure Prerequisites – Click on the link to access the Closure Prerequisites screen where case closure dates are recorded.

Finding and Conclusion – Click on the link to access a memo screen where all findings and final results from the investigation are recorded. This information is reflected in the Determination Report.

HQ Ok Non-Std Complex – Click the checkbox, if applicable. Note: This field is restricted to HQ FHEO staff with Manager rights.

Why Complex – Click on the link to access a memo screen to record why the case is considered complex.

Deliberative Impressions/Opinions – Click on the link to access the Deliberative Impressions screen where opinions about the case are recorded.

Chronology of Case – Click on the link to access a memo screen where the case' sequence of events are recorded.

4.8.1.1 How To Close A HUD or FHAP Case

To close a HUD case, enter a date (MM/DD/YYYY) on the HUD Closure Date textbox. To close a FHAP case, enter a date (MM/DD/YYYY) on the FHAP Closure Date textbox.

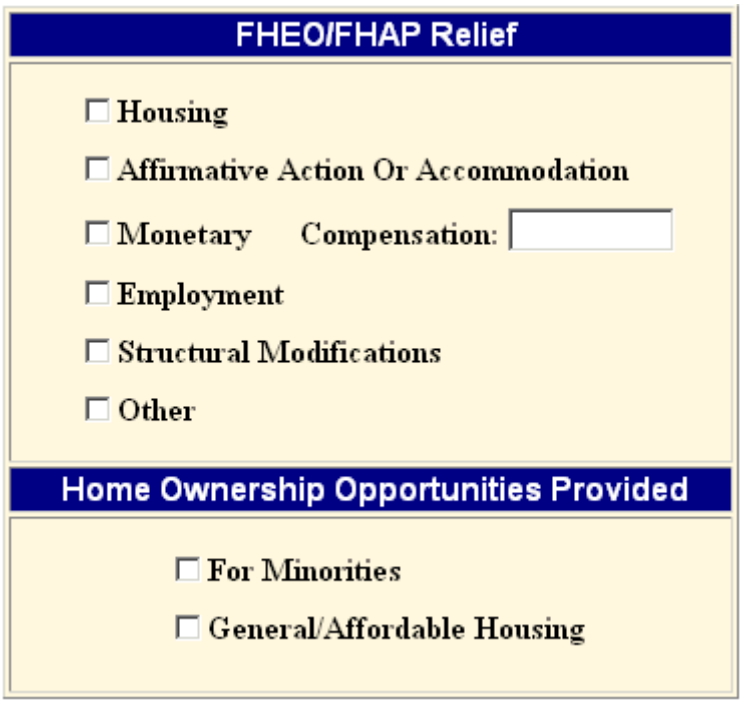
On the Closure Type dropdown list, select the reason why the case is being closed.

Click on the Save Changes link under the Menu Items column to save your entry.

NOTE: Upon Case Closure, the Investigation screen header will indicate the closed status of the case.

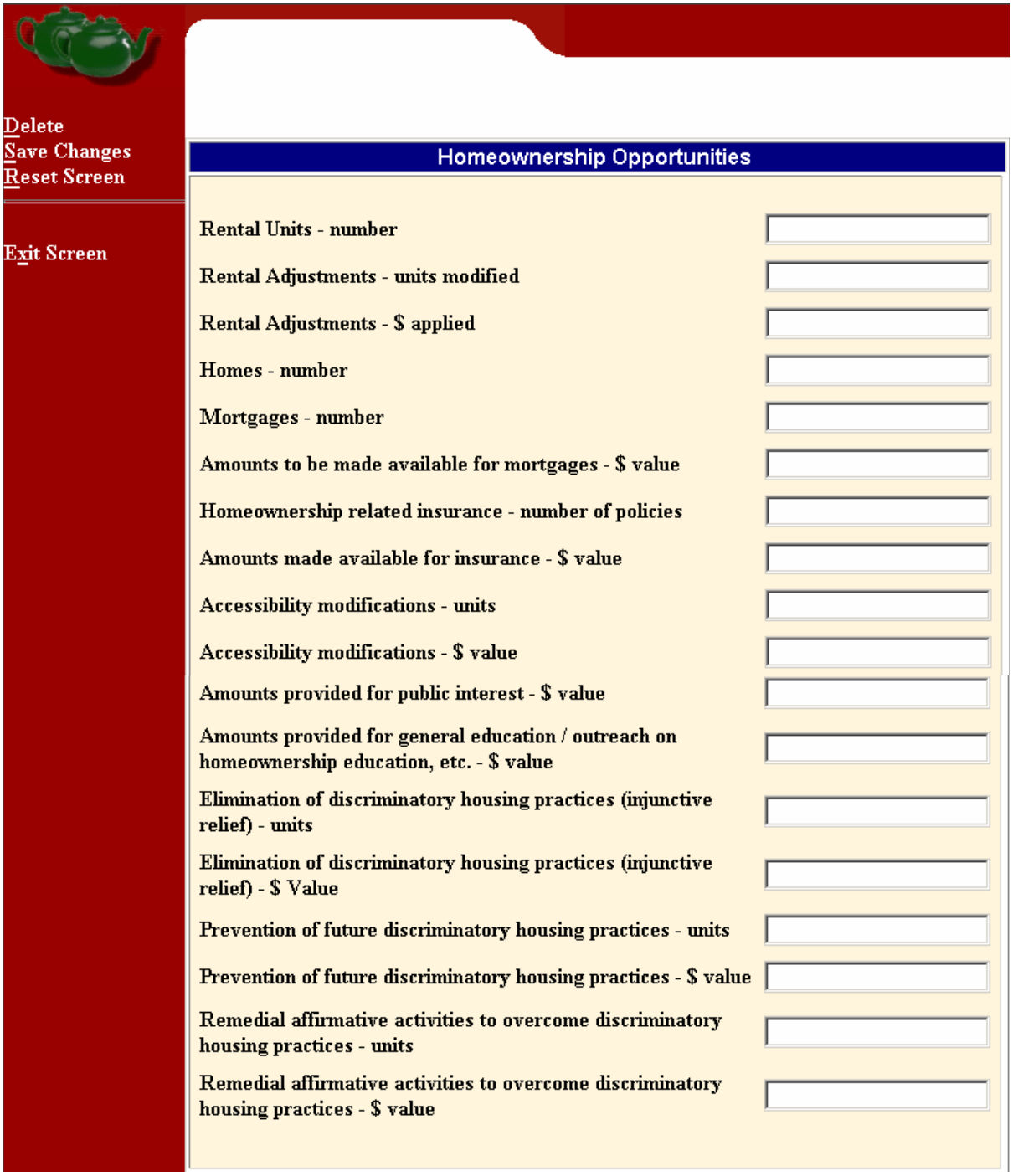
4.8.1.2 How To Enter Relief Data

Click on the Relief link in the Investigation screen to access the FHEO/FHAP Relief – Homeownership Opportunities Provided screen.



FHEO/FHAP Relief – On this section, click on the check box applicable to the case. If the Monetary check box is selected, you must type the amount on the Compensation textbox. The amount must be the actual quantifiable monetary value only, less attorney fees etc.

Homeownership Opportunities Provided – On this section, click on the checkbox applicable to the case. The Homeownership Opportunities screen will be displayed.



On the Homeownership Opportunities screen, enter the appropriate information:

Rental Units – number – Type the number of rental units.

Rental Adjustment – units modified – Type the number of units modified in Rental Adjustments.

Rental Adjustments - $ applied – Type the dollar amount with no punctuation marks. This field refers to the amount applied in Rental Adjustments.

Homes – number – Type the number of homes.

Mortgages number – Type the number of Mortgages.

Amounts to be made available for mortgages - $ value – Type the dollar amount to be made available for mortgages.

Homeownership related insurance – number of policies – Type the number of insurance policies applicable

Amounts made available for insurance - $ value – Type the dollar amount made available for insurance

Accessibility Modification – units – Type the number of units that have accessibility modifications

Accessibility Modifications – value – Type the dollar amount towards Accessibility Modifications

Amounts provided for p**ublic interest - $ value –** Type the dollar amount provided for public interest

Amounts provided for general Education outreach on homeownership education, etc - $ value – Type the dollar amount provided for general Education / outreach on homeownership education

Elimination of discriminatory housing practices (injunctive relief) – units – Type the number of units under injunctive relief.

Elimination of discriminatory housing practices (injunctive relief) – value – Type the dollar amount towards injunctive relief.

Prevention of future discriminatory housing practices – units – Type the number of units under the Prevention of future discriminatory housing practices.

Prevention of future discriminatory housing practices - $ value – Type the dollar amount towards the Prevention of future discriminatory housing practices.

Remedial affirmative activities to overcome discriminatory housing practices – units – Type the number of units under Remedial affirmative activities to overcome discriminatory housing practices.

Remedial affirmative activities to overcome discriminatory housing practices - $ value – Type the dollar amount provided to Remedial affirmative activities to overcome discriminatory housing practices

Click on **Save Changes** link from the Main Menu to save data entered into the Homeownership Opportunities form.

Click on **Exit Screen** to return to the Relief screen.

Click on **Save Changes** from the menu to save data into Relief screen.

Click on **Exit Screen** to return to the Investigation tab.

4.8.1.3 How To Enter Information In The Investigative Plan Screen

The Investigative Plan allows you to record planned/needed travel, general notes, and documents needed reminder notes, and identify jurisdictional elements and theories of discriminatory data.

General allows you to record planned interview notes, document needed reminder notes, and other data.

Jurisdictional Elements screen allows you to identify the various jurisdictional elements of the case and multiple respondent defenses.

Theories of Discrimination screen allows you to identify the applicable discriminatory theories that apply to the appropriate case issue. Each case issue must be associated with a theory of discrimination, except Systemic and Other Theories of Discrimination. For each type of funding and authorities selected from the Jurisdiction tab, a corresponding Investigative record is added to enter information and identify needed interviews, documents and other data.

4.8.1.4 How To Enter Information In The Enforcement Actions Screen

Click on the **Investigation** link under the Menu Items column.

Click the **Enforcement Actions** button from the Investigation screen.

Enter applicable information in the **TRO Data** field as follows:

Type the date (MM/DD/YYYY) the case was flagged for temporary restraining order in the **Date Flagged for TRO** textbox.

Type the date (MM/DD/YYYY) the case was referred to DOJ in the **Date Referred to DOJ** textbox.

Type the date (MM/DD/YYYY) for DOJ action on the case in the **DOJ Action Date** textbox.

Click the DOJ Action Type dropdown button to identify TRO status.

Enter applicable information in the **Breach of Conciliation** field as follows:

Type the date (MM/DD/YYYY) for **Date Breach Identified**.

Type the date (MM/DD/YYYY) for **Date to DOJ**.

Click the **Breach Notes** to record information about the breach. Click the **Spelling** button to check the notes for errors. Click the **Save Data** to save the data entered. Click the **Exit Screen** button to return to the Enforcement Actions screen.

Enter applicable information in the **Request for Subpoena** field as follows:

Type the date (MM/DD/YYYY) for the **Requested Date**.

Type the date (MM/DD/YYYY) for the **Counsel Action Date**.

Click the **Subpoena Notes** to record information about the subpoena. Click the **Spelling** button to check the notes for errors. Click the **Save Data** to save the data entered. Click the **Exit Screen** button to return to the Enforcement Actions screen.

Type the date (MM/DD/YYYY) the case was considered a Likely Cause case in the **Date Flagged As Likely Cause** field.

Type the number of non-claimants compensated in the **Non-Claimants Compensated (Specified Relief)** textbox.

Type the date (MM/DD/YYYY) the case was flagged for DOJ investigation in the **Date Flagged for DOJ Investigation** textbox. This date must be entered to receive any enforcement actions credit and to transfer the case to DOJ.

Click the **Type of Investigation** dropdown button to select the type of investigation being conducted.

Click the **Type** dropdown box to select an Enforcement type. Click the **Enforcement Type Help** button to view Enforcement Agreement Types.

Type the date (MM/DD/YYYY) that the enforcement was issued in the **Date** textbox.

Type the parties involved in the **Parties** textbox (not limited to the visible field size).

Select **Save Changes** from the menu.

Select **Exit Screen** to return to the Investigation tab.

Delete Record
Click the **Delete Current Type** button to delete the corresponding enforcement agreement record.

Insert Record
Click the **Insert New Type Record** button to enter additional enforcement agreement records.

4.8.1.5 How To Enter Information And Generate The 100-Day Letter Reasons Screen

The 100-Day Letter Reasons screen allows you to identify reasons why the investigation cannot be completed within 100 days of filing the complaint. This information is stated in the 100-Day Letter.

Click on the **Investigation** link under the Menu Items column.

Click the **100-Day Letter Reasons** button.

Click the appropriate checkboxes.

If you select **Reason 13**, you must provide information in the memo area. '*Specifically'* is the first word for your comments, so do NOT capitalize the first word in your comments.

Type the projected completion date (MM/DD/YYYY) in the **Projected Completion Date** textbox. It must be later than the current date, and is a required field.

Type the contact person's name in the **Point of Contact Name** textbox. This is a required field.

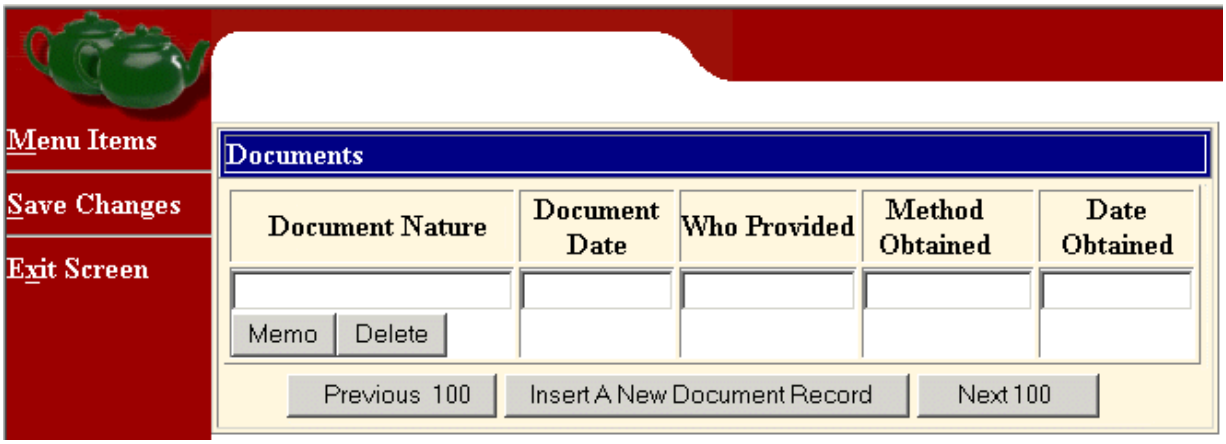
Click the **Point of Contact Office** dropdown button to select the contact office. This is a required field.

Select **Save Changes** from the menu.

Select **Exit Screen** to return to the Investigation tab.

4.8.1.6 How To Enter Information And Generate The Documents Screen

The Documents screen allows you to identify and view all documents obtained for case processing. This information is reported in the Final Investigative Report (F.I.R).



Click on the **Investigation** link under the Menu Items column.

Select **Documents**.

Type the nature of the document in the **Document Nature** textbox.

Type the document's date (MM/DD/YYYY) in the **Document Date** textbox.

Type the name of the person who provided the document in the **Who Provided** textbox.

Type how the document was obtained in the **Method Obtained** textbox.

Type the date (MM/DD/YYYY) that the document was received in the **Date Obtained** textbox.

Click the **Memo** button to enter additional information.

Select **Save Changes** from the menu.

Select **Exit Screen** to return to the Investigation screen.

<u>View Records</u>
Click the **Previous 100** or **Next 100** to view additional document records.

<u>Insert Record</u>
Click the **Insert New Document Record** button to enter additional document records.

<u>Delete Records</u>
Click the **Delete** button to delete a document records.

4.8.1.7 How To Enter Information And Generate The Approval Dates Screen

Approval Dates screen allows you to lock the final FIR and Determination documents. The Approval Dates screen is limited to users with system administrators or manager rights, who can also remove the lock dates, and re-enter them later if needed. If locked, re-generation of the locked versions will REPRINT the final version only, not re-generated another version.

Click on the **Investigation** link under the Menu Items column.

Click the Approval Dates button.

Type the F.I.R approved date (MM/DD/YYYY) in the **Date F.I.R Approved** text box.

Click OK button on the message

Type the Determination approved date (MM/DD/YYYY) in the **Date Determination Approved** text box

Click **OK** on the message

Select **Reset Screen** to remove the entry without saving

Select **Save Changes** from the menu

Select **Exit Screen** to return to the Investigation screen.

4.8.1.8 How To Enter Information And Generate The Interrogatories Screen

The Interrogatories screen allows you to record all interrogatories submitted for the case. This information is reported in the Final Investigative Report (F.I.R).

Click on the **Investigation** link under the Menu Items column.

Select **Interrogatories**.

Type the name of the person to whom the information request is being sent to in the **Sent To** textbox.

Type the date (MM/DD/YYYY) when the information was sent in the **Date Sent** field.

Type the date (MM/DD/YYYY) when the information was received in the **Date Received** field.

Click the **Summary** button to enter additional information. Click the **Check Spelling** button to check the information for errors. Click the **Save Data** button to save the data entered. Click the **Exit Screen** button to exit the screen.

Select **Save Changes** from the menu.

Select **Exit Screen** to return to the Investigation screen.

<u>Insert Record</u>

Click the **Insert a New Interrogatory Record** button to enter additional records

Delete Records
Click the **Delete Row** button to delete a record.

4.8.1.9 How To Enter Information And Generate The Factual Observations Screen

The Investigator Factual Observations screen allows you to record all investigative observations for the case. This information is reported in the Final Investigative Report (F.I.R).

Click on the **Investigation** link under the Menu Items column.

Select **Investigator Factual Observations**.

Click the **Empty** to modify the first record.

Click the **Investigator Name** dropdown button to select the Investigator's name.

Type the date (MM/DD/YYYY) when the observations were made in the **When** field.

Click the **Summary** button to enter summary information. Click the **Check Spelling** button to check the information for errors. Click the **Save Data** button to save the data entered. Click the **Exit Screen** button to exit the screen.

Select **Exit Screen** to return to the Investigation screen.

Insert Record
Click the **Insert A New Observation Record** button to enter additional records.

Delete Records
Click the **Delete Row** button to delete a record.

4.8.1.10 How To Enter Information on the Reconsideration Request Notes Screen

The Reconsideration Request Notes allows you to record information about the reconsideration request.

Click on the **Investigation** link under the Menu Items column.

Select **Reconsideration Request Notes** from the Investigation screen.

Enter Reconsideration Request information in the Memo screen

Select **Save Changes** to save your data.

4.8.1.11 How To Enter Information And Generate The Deliberative Impressions Screen

The Deliberative Impressions and Opinions screen allows you to record informal impressions and opinions about the case.

Click on the **Investigation** link under the Menu Items column.

Select **Deliberative Impressions and Opinions** from the Investigation screen.

Click the **Empty** to add a record.

Click the **Initials** dropdown button to select the investigator's initials (and related office ID).

Type the investigator's position in the **Title** textbox.

Type the date when the opinions were recorded in the **When** textbox.

Click the **Opinion** button to enter additional information. Click the **Check Spelling** button to check the data for errors. Click the **Save Data** button to save the data entered. Click the **Exit Screen** button to exit the screen.

Select **Save Changes** from the menu.

Select **Exit Screen** to return to the Investigation screen.

Insert Record
Click the **Insert a New Deliberative Impression Record** to enter additional records.

Delete Records
Click the **Delete Row** button to delete a record.

4.8.2 Saving Your Data

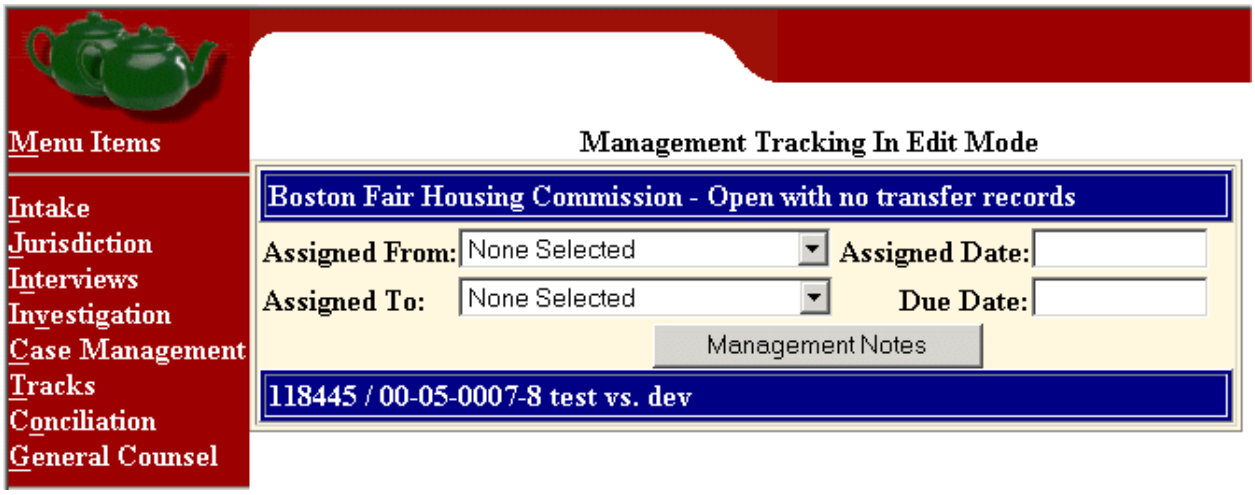
Save Changes – You may save entries or modifications done on data in the Intake screen anytime by clicking on the Save Changes link under the Menu Items column.

4.9 Case Management

The Case Management function allows you to record all case assignments and perform HUD Inter-Office transfers.

Click on the Case Management link (ALT-C) under the Menu Items column. The Management Tracking screen is displayed. The header displays the Region where the case was filed and the Status of the case. The footer displays the Inquiry Number and the Case Name.

NOTE: The user's task and access rights determine whether the Management Tracking Screen should function in Edit mode or in Read-Only mode.



4.9.1 How to Insert A Case Management Record

Click the **Assigned From** and the **Assigned To** dropdown buttons to select staff list. Assigning a user in this fashion, gives that user edit rights to the case, while retaining the assigned Assessor, Investigator, Monitor and Conciliator assigned edit rights.

Enter the Assigned date (MM/DD/YYYY) in the **Assigned Date** text box.

Enter the Due date (MM/DD/YYYY) in the **Due Date** text box.

Click on **Management Notes** button to enter additional information. Click the **Check Spelling** button to check the notes for errors. Click the **Save Data** button to save the data entered. Click the **Exit Screen** button to return to the Case Management screen.

Select **Save Changes** from the menu.

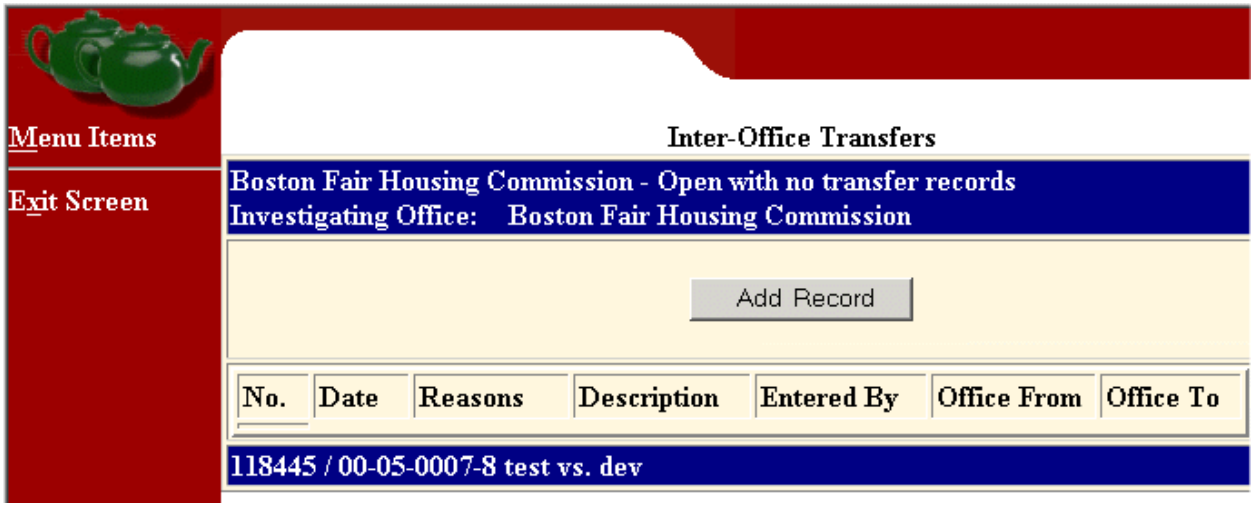
Insert Record
Click the **Insert A New Case Management Record** button to enter additional records.

Delete Records
Click the **Delete Row** button to delete a record.

4.9.2 How To Transfer A Case To Another Office

The Inter-Office Transfer function allows HUD offices to transfer a case to another office within a given region, from region to region and to and from HQ FHEO and counsel. Cases must be both transferred to another office and received the same way by the receiving office before responsibility is passed and write authority can be established in the receiving office.

When a case is transferred, the *Office From* site will continue to have write-authority to the case until the *Office To* site receives the case. The *Office To* site will have Read Only access until the case is received. Once the case is received, the *Office To* site will have write authority and the *Office From* site will lose access to the case, except for transfers to Counsel (including for concurrence) and DOJ and HQ FHEO (for review) where the *Office From* site retains write authority.



NOTE: The last indicated site under the *Office From* column can only delete the last transfer record. If a received transfer record is deleted, the case location and responsibility are automatically returned to the sending site.

4.9.3 How to Create a Transfer Record

Click on the **Case Management** link from the Main Menu.

Click the **Open Inter-Office Transfer Screen** button.

Click the **Add Record** button.

Click the **Transfer Codes** dropdown button to select a transfer code.

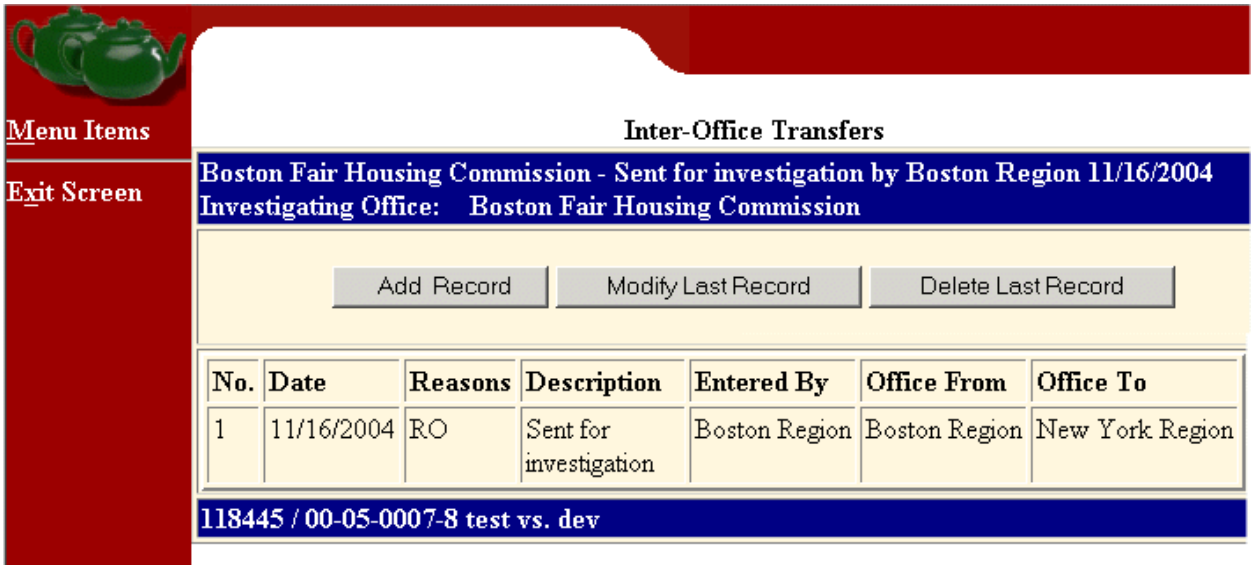
Transfer Date is automatically populated with the current date, which can be edited

Click the **Update** button.

Select **Exit Screen** to return to the Case Management tab.

NOTE: Transfer options/codes may not be available unless certain required actions or data are entered earlier in the case (e.g., the enforcement actions flag for non-cause processing by DOJ is required or the associated transfer type/code to DOJ will not be available).

4.9.4 How to Modify the Last Transfer Record



Click on the **Case Management** link from the Main Menu.

Click the **Open Inter-Office Transfer Screen** button.

Click the **Modify Last Record** button. Only the last case transfer record can be modified.

Make the necessary changes to the record. Transfer options available will vary depending on site location and transfer code reason selected.

Click the **Update** button. This saves the data entered.

Select **Exit Screen** to return to the Case Management screen.

4.9.5 How to Receive Case Transfer

View the case transfer list from the **Transfers Pending Receipt** or the **HUD Referrals Pending FHAP Case Number Assignment** on the main menu.

Select the case you wish to receive for processing. Note: Your edit rights will change once you receive the case from the Case Management screen.

Click on the **Case Management** link from the Main Menu.

Click the **Open Inter-Office Transfer Screen** button.

Select the appropriate transfer code from the **Transfer Codes** dropdown menu.

The **Transfer Date** is automatically populated with the current date, but can be edited.

Click the **Update** button.

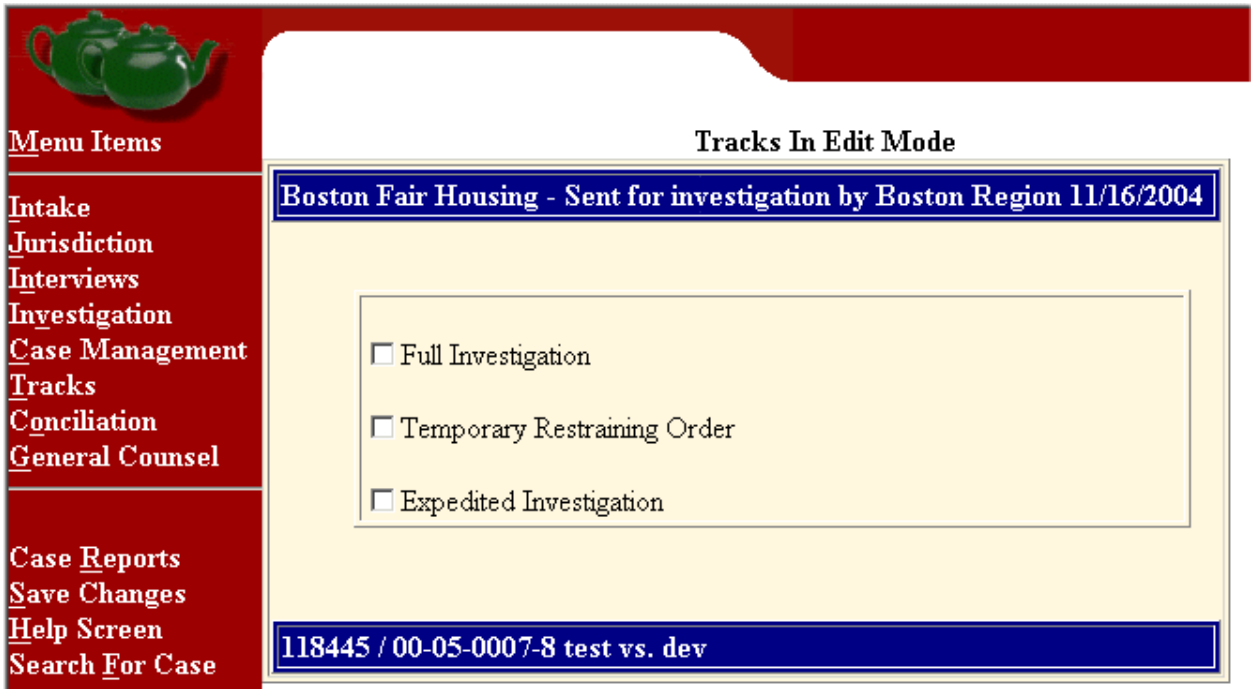
Select **Exit Screen** to return to the Case Management tab.

NOTE: You must click the Insert a New Case Management Record button to enter additional records or delete row to delete a record.

4.10 Tracks

The Tracks tab allows you to identify the type(s) of investigation processes issued for the case.

NOTE: The user's task and access rights determine whether the Tracks Screen should function in Edit mode or in Read-Only mode.



Click on the **Tracks** link from the Main Menu.

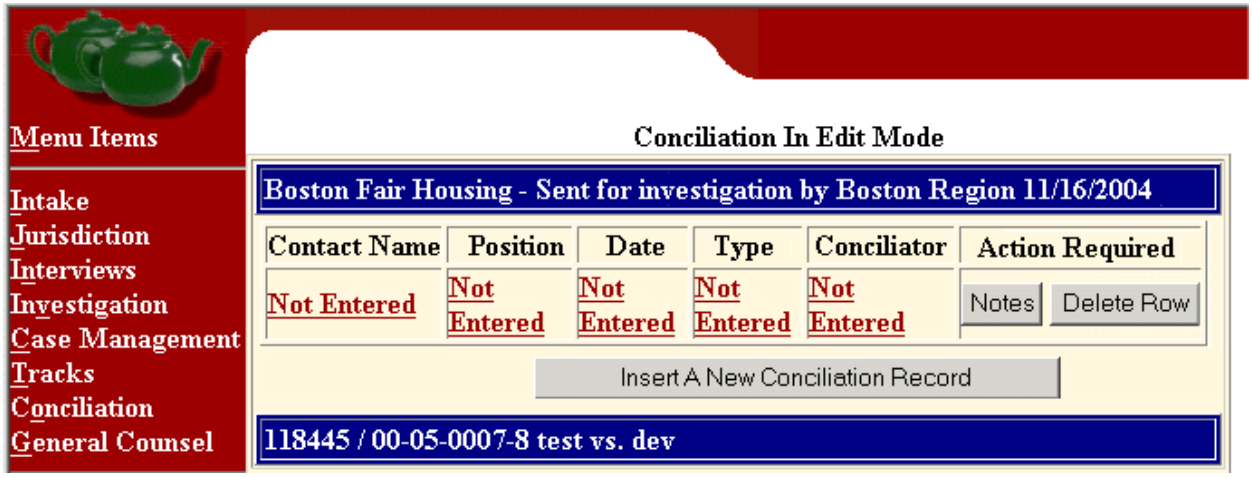
Select the appropriate processing checkbox.

Select **Save Changes** from the menu.

4.11 Conciliation

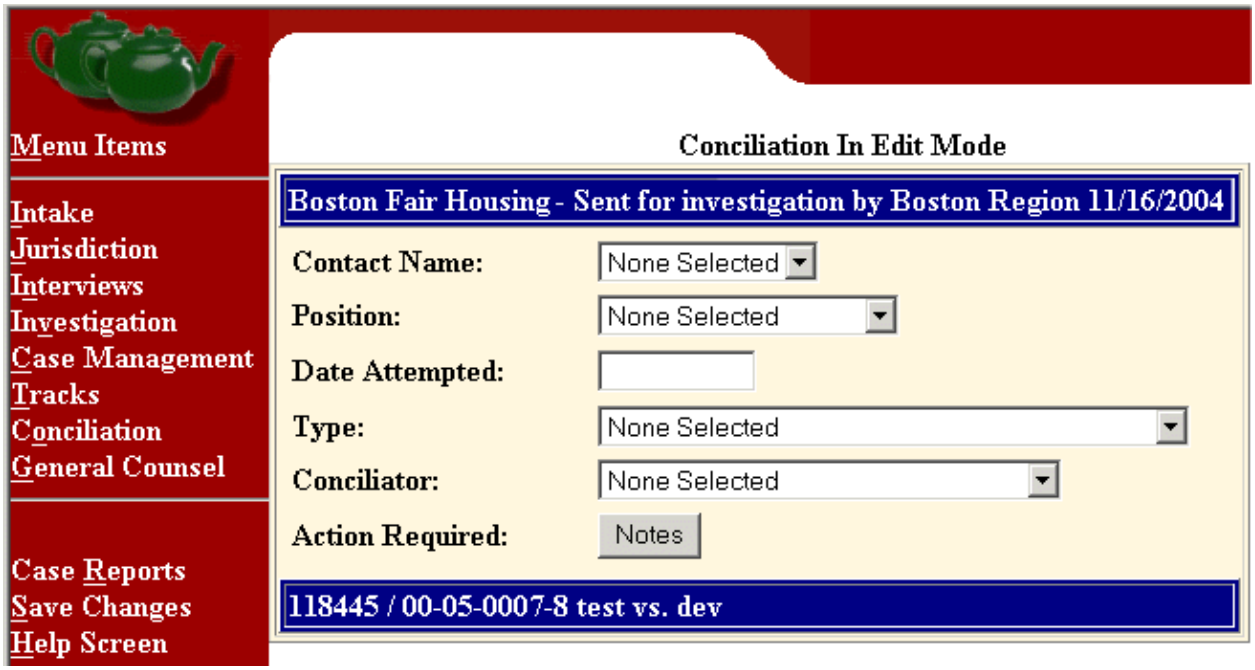
The Conciliation tab allows you to record all conciliation attempts made with any primary party or both parties (complainant(s) and respondent(s)). If an agreement is signed, there is no further action on the complaint.

NOTE: The user's task and access rights determine whether the Conciliation Screen should function in Edit mode or in Read-Only mode.



Click on the **Conciliation** link from the Main Menu.

Click the **Not Entered** link to update the first record.



Click the **Contact Name** dropdown button to select the name of the person (complainant, respondent, representative etc.) with whom the conciliation was attempted.

Click the **Position** dropdown button to select the contacted person's position in the case.

Type the date (MM/DD/YYYY) of the conciliation attempt in the **Date Attempted** field.

Click the **Type** dropdown button to select how the conciliation agreement was made.

Note: No edit exists yet to preclude the removal of the Final Conciliation Agreement as long as a conciliation closure date exists.

Click the **Conciliator** dropdown button to select the name of the Conciliator.

Click the **Action Required Notes** button to enter additional information or the conciliation agreement text. Click the **Check Spelling** button to check the memo for errors. Click the **Save Data** button to save the data. Click the **Exit Screen** button to return to the Conciliation screen.

Select **Save Changes** to save the data entered.

Insert Record
Click the **Insert A New Conciliation Record** button to enter additional records

Delete Records
Click the **Delete Row** button to delete a record.

4.12 General Counsel

The General Counsel tab allows the Office of General Counsel (OGC) personnel to enter information pertaining to cases that have been transferred to Counsel for processing. Cases must be selected from the Case Review Query screen and received via Inter-Office Transfer screen before cases can be edited.

NOTE: The user's task and access rights determine whether the Conciliation Screen should function in Edit mode or in Read-Only mode. Only General Counsel personnel can edit the General Counsel screen.

Office of General Counsel In Read Only Mode

Boston Fair Housing Commission - Sent for investigation by Boston Region 11/16/2004

Pre-Cause Comments

File No.	Case Name	Case Location
00-05-0007-8	test vs. dev	Not Entered

Date Assigned to Field Attorney:

Field Attorney Assigned to Case: None Selected

Date Assigned to OGC Attorney:

OGC Attorney Assigned to Case: None Selected

Date File Sent to General Counsel:

Case Comments:

Date Respondent Notified:

Date Aggrieved Notified:

Charge Date:

Charge Vacated Date:

Charge Vacated Notes

Date of Expiration of Election Period:

Election Made? None

Date of Election to go to Court (not ALJ):

Party Making Election: Complainant None **Respondent** None **Secretary** None

Date Election Case Referred to DOJ:

ALJ Name:

Discovery Cutoff Date:

HUD Discovery Responses Due:

Respondent Discovery Responses Due:

HUD Response to Motion Due:

Date of Settlement Conference:

Settlement Terms? None

HUD Relief:

☐ Housing ☐ Affirm. Action/Reasonable Accom. ☐ Monetary Compensation

☐ Employment ☐ Structural Modification ☐ Other Relief

Scheduled Hearing Date: Hearing City: Hearing State: None Select

Date Hearing Commenced: Date Hearing Concluded:

Post Hearing Brief Due: Date OGC Filed: Date Resp. Filed:

Date of Decision: Discrimination Found? None Selected

Relief Provided by ALJ or Court: None Selected

Date for Secretarial Review: Date of Final Decision:

Appeal to Court of Appeals:

Closure Date: Closure Comments:

Closure Type: None Selected

Civil Action Result -- Date: Result Type: None Selected

118445 / 00-05-0007-8 test vs. dev

Click on the **General Counsel** link from the Main Menu.

Click the **Pre-Cause Comments** button to enter any pre-cause notes (opinions, concurrence comments, etc.) pertinent to the case. Click the **Check Spelling** button to check the memo for errors. Click the **Save Data** button to save the data entered. Click the **Exit Screen** button to return to the General Counsel screen.

A case must be received by counsel before the remaining fields can be edited.

Type the date (MM/DD/YYYY) that the case was assigned to a field attorney in the **Date Assigned to Field Attorney** field.

Click the staff dropdown box to select the name of the field attorney assigned to the case in the **Field Attorney Assigned to Case** field.

NOTE: The original (single attorney field) data was retained in the Field Attorney data field.

Type the date (MM/DD/YYYY) that the case was assigned to an OGC attorney in the **Date Assigned to OGC Attorney** field.

Click the staff dropdown box to select the name of the OGC attorney assigned to the case in the **OGC Attorney Assigned to Case** field.

Type the date (MM/DD/YYYY) when the case file was sent to General Counsel in the **Date File Sent to General Counsel** field.

Type the post cause notes pertinent to the case in the **Case Comments** memo area.

Type the date (MM/DD/YYYY) when the respondent was notified in the **Date Respondent Notified** field.

Type the date (MM/DD/YYYY) when the aggrieved party was notified in the **Date Aggrieved Notified** field.

Type the date (MM/DD/YYYY) when the respondent was charged in the **Charge Date** field.

Type the date (MM/DD/YYYY) for the **Charge Vacated Date** textbox.

NOTE: The Charge Date MUST be removed before the Charge Vacated Date can be saved.

Click the **Charge Vacated Notes** button to enter any comments pertinent to the reason why the Charge was vacated. Click the **Check Spelling** button to check the memo for errors. Click the **Save Data** button to save the data entered. Click the **Exit Screen** button to return to the General Counsel screen.

Type the expiration date (MM/DD/YYYY) of the election period in the **Date of Expiration of Election Period** field.

Click the **Election Made** dropdown button to identify if an election was made for the case.

Type the election date (MM/DD/YYYY) in the **Date of Election to go to Court (not ALJ)** field.

Click the **Party Making Election** dropdown button for the Complainant, Respondent, and Secretary to select the party(s) who elected.

Type the date (MM/DD/YYYY) when the case was referred to DOJ in the **Date Election Case Referred to DOJ** field.

Type the name of the Administrative Law Judge in the **ALJ Name** textbox.

Type the cutoff date (MM/DD/YYYY) in the **Discovery Cutoff Date** textbox.

Type the due date (MM/DD/YYYY) for HUD discovery responses in the **HUD Discovery Responses Due** field.

Type the date (MM/DD/YYYY) for the Respondent discovery responses in the **Respondent Discovery Responses Due** field.

Type the due date (MM/DD/YYYY) for HUD's response in the **HUD Response to Motion Due** field.

Type the settlement date (MM/DD/YYYY) in the **Date of Settlement Conference** field.

Click the **Settlement Terms** dropdown button to identify if there are settlement terms applicable to the case.

Click the appropriate checkboxes for types of **HUD Relief** obtained in the case.

Type the hearing date (MM/DD/YYYY) in the **Scheduled Hearing Date** field.

Type the city where the hearing will take place in the **Hearing City** textbox.

Click the Hearing State dropdown button to identify the state where the hearing will take place in the **Hearing State** textbox.

Type the date (MM/DD/YYYY) when the hearing started in the **Date Hearing Commenced** field.

Type the date (MM/DD/YYYY) when the hearing ended in the **Date Hearing Concluded** field.

Type the due date (MM/DD/YYYY) of the post hearing brief in the **Post Hearing Brief Due** field.

Type the date (MM/DD/YYYY) when OGC filed response to the Post Hearing Brief in the **Date OGC Filed** field.

Type the date (MM/DD/YYYY) when the Respondent filed response to the Post Hearing Brief in the **Date Respondent Filed** field.

Type the date (MM/DD/YYYY) that the hearing decision was reached in the **Date of Decision** field.

Click the **Discrimination Found** dropdown button to select whether discrimination occurred in the case.

Click **the Relief Provided by ALJ or Court** dropdown button to select the type of relief awarded by the ALJ or the Court.

Type the date (MM/DD/YYYY) for Secretarial Review in the **Date for Secretarial Review** field.

Type the date (MM/DD/YYYY) that a final decision was reached in the **Date of Final Decision** field.

Type the date (MM/DD/YYY) that the case can be appealed in the **Appeal to Court of Appeals** field.

Type the case closure date (MM/DD/YYYY) in the **Closure Date** field. This date is also displayed on the Jurisdiction tab when saved.

Type closure comments in the **Closure Comments** textbox.

Click the (ALJ) **Closure Type** dropdown button to select how the case was closed.

NOTE: ALJ Consent Order must be used for conciliation closure after a Charge was issued.

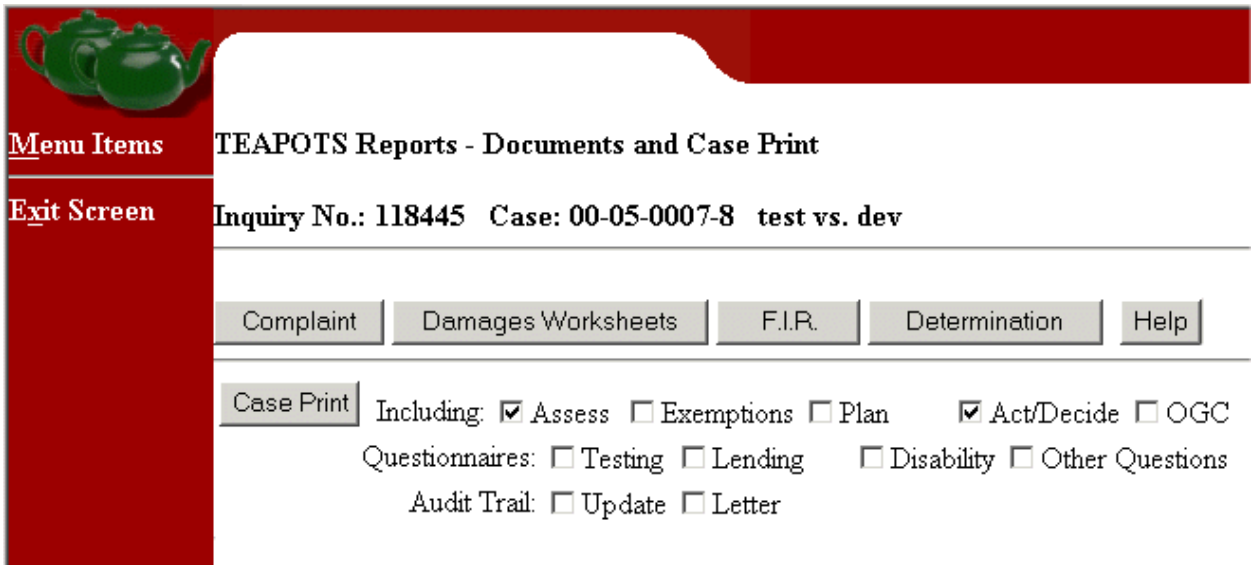
Type the date (MM/DD/YYYY) when the DOJ civil court action decision was reached in the **Civil Action Result - Date** field.

Click the **Result Type** dropdown button to select the DOJ civil court action decision (result).

Select **Save Changes** from the menu.

4.13 Case Reports

Case Reports allows you to print information pertaining to a particular case.



Complaint – If the initial Complaint is requested, one copy of the document is produced for each complainant recorded in the case with a unique signature block on each copy (showing the name or organization of the complainant). Any (off line) editing of system generated documents after generation (i.e. in WORD, etc.) will **not** result in changes to the system fields. The actual system fields used in the output documents must be modified for the correct data to be include in the output document.

Follow these steps to print the Complaint report:

Select **Case Reports** from the menu.

Click the **Complaint** button.

Select **Print** to print the report.

Exit the report to return to the Case Reports screen.

Damages Worksheets – The Personal Damages and Organization Damages Worksheets are used to help the complainant(s) identify the damages desired. Follow these steps to print the Damages Worksheets:

Select **Case Reports** from the menu.

Click the **Damages Worksheets** button.

Select **Print** to print the worksheets.

Exit the report to return to the Case Reports screen.

F.I.R. – If the Final Investigative Report (F.I.R.) is requested, one copy is produced with the signature block taken from the Update Signature Block for FIR (Form 2 of 4). Follow these steps to print the F.I.R.:

Select **Case Reports** from the menu.

Click the **F.I.R.** button.

Select **Print** to print the report.

Exit the report to return to the Case Reports screen.

Determination – If the Determination Report is requested, one copy is produced with the signature block taken from the Update Signature Block for Determination (Form 1 of 4). Follow these steps to print the Determination report:

Select **Case Reports** from the menu.

Click the **Determination** button.

Select **Print** to print the report.

Exit the report to return to the Case Reports screen.

Case Print – The Case Print button allows you to print all of the data associated with the case, except one support item. Since printing everything can produce a large document, you can select up to eleven categories of data to print.

Note: The full case print function is the easiest way to review an entire case.

Select Case Reports from the Intake menu.

Select the appropriate checkbox for sections you want to print in the report from the Including Questionnaires, and Audit Trail sections.
The **Including** section includes all information related to the Intake and Jurisdiction tabs.

The **Questionnaires** section includes all information related to the four questionnaires (Testing, Lending, Disability, and Other Questions).

The **Audit Trail** section contains all key audited information to a case (Inquiry No., HUD File No., Case Name, FHAP Case No., transfers, closure data, etc.). The Case Print function provides a chronological listing of all modifications made to key case fields. The Letters function provides detailed data on case letters generated or regenerated.

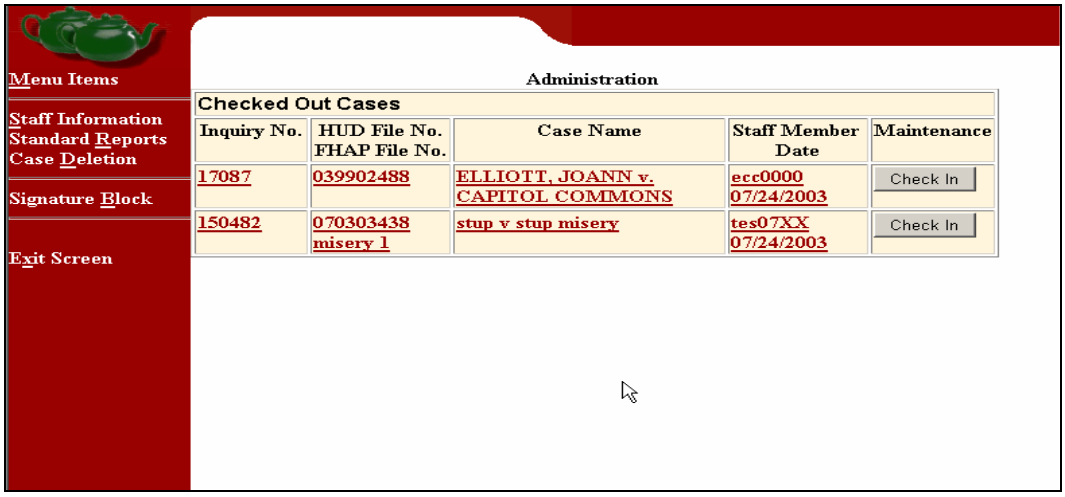
Click the Case Print button. The report appears on your browser screen.

Select Print to print the report. The Print dialog box appears. Select the printer and print options. Click OK to print the report.

Select Exit to return to the TEAPOTS Reports - Documents and Case Print screen.

4.14 Administration

The Administration function from Main Menu allows users with system administrator or manager rights to perform case management functions and manage user profile accounts. Only these users can access Administration.



Checked Out Cases allows the system administrator to view all cases that are currently checked out of the TEAPOTS database.

NOTE: You cannot check in a case if the user is currently logged into the system. Incorrectly exited cases (when a user *Xs* out of the system) will NOT be available to be checked in by the system administrator for about 45 minutes after the user *Xed* out, nor will they be visible on the Checked Out cases list for that time.

The system administrator should check cases back in for the following reasons:

- Cases checked out for more than one day
- User request to view the an incorrectly checked out case
- User responsible for the case is not available (time out)

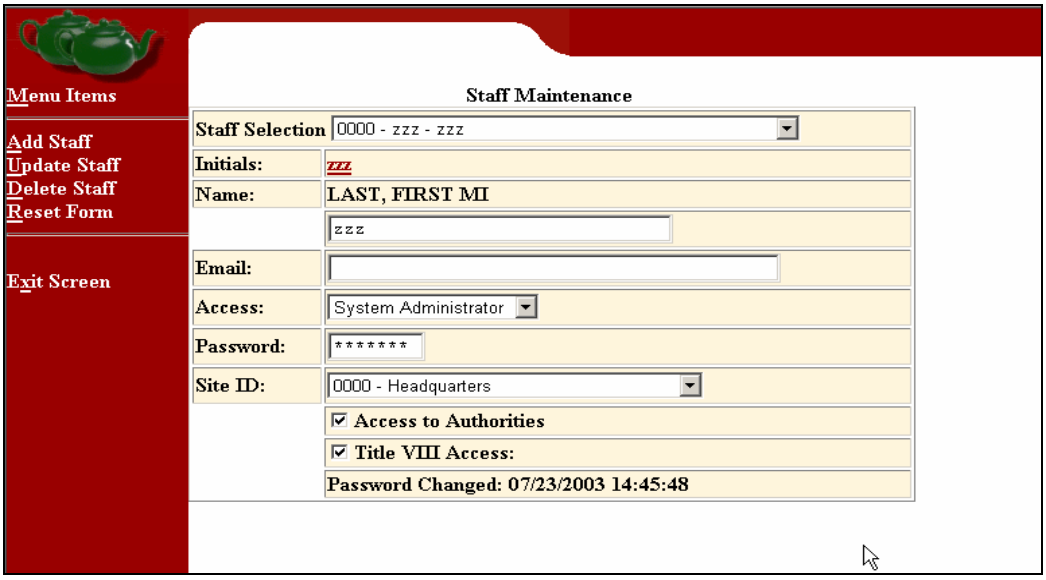
Check in Case:

- Select Administration from the main menu.
- Click the Check In button under the Maintenance column for the appropriate case.
- Select Exit Screen to return to the main menu.

4.14.1 Staff Information

Staff Information allows system administrator or managers to manage user account information.

4.14.1.1 Staff Maintenance



The user is identified by location, initials, and name in the **Staff Selection** dropdown box.

The user's initials are listed in the **Initials** textbox.

The user's name is listed in the **Name** textbox (i.e., Mitchell, Sara J.).

NOTE: This format must be strictly followed.

The user's email address (if provided) is in the **Email** textbox.

The **Access** dropdown button shows the user's access privileges to the system.

> **None Selected** is given when access level is not determined.
> **Read Only** is given to those users who are not directly involved with data entry.
> **Data Entry** is given to those users who are actively working on cases, but are not system administrators or managers. Users only can add, change, or modify data in cases in which they are identified in specific case staff fields (i.e. that they have rights in).
> **System Administrator** grants full access to the system within the respective region to add users, modify user privileges, and perform case maintenance.
> **Suspended** denies all user access rights, but the user ID remains on the staff table.
> **Manager** grants most of the rights of the system administrator, including write authority to cases within the respective site. Managers cannot delete an inquiry. This authority should be strictly limited.

The user's password is encrypted in the **Password** textbox. The password must be five to eight characters (alpha numeric).

The **Site ID** dropdown button is used to select the user's site location.

The **Access to Authorities** checkbox is checked to give the user has access to and edit rights to Other Authorities complaints and compliance reviews.

NOTE: Currently rights to Other Authorities are NOT limited by individual case rights (i.e., there are NO limitations to editing any complaint or review if the user has access to Other Authorities). Users with these rights must take strict care NOT to edit cases for which they are not responsible.

The **Title VIII Access** checkbox is checked if the user has access to Title VIII cases.

4.14.1.2 Add Staff

Select **Add Staff** from the **Staff Information** menu.

Type the user's initials in the **Initials** textbox.

Type the user's name in the **Name** textbox (i.e., Mitchell, Sara J.).

Click the **Site ID** dropdown button to select the user's site location.

Select **Add Staff** to save the user's account. The user account appears on the screen.

Type the user's email address in the **Email** textbox.

Click the **Access** dropdown button to select the user's access privileges to the system.

Initially, you must type "password" in the Password textbox. The password may be changed by the user upon initial login (Refer to Section 4.6.1). Type the user's password in the **Password** textbox. The password must be five to eight characters (alpha numeric).

Click the **Access to Authorities** checkbox if you want the user to have access to Authorities.

Click the **Title VIII Access** checkbox if you want the user to have access to Title VIII cases.

Select **Reset Form** to clear information if you do not want to save.

Select **Update Staff** to save changes.

Select **Exit Screen** to return to the Administration screen.

NOTE: Password Change provides the date and time of the user's last password change. Passwords expire in 21 days per HUD's ADP security policy.

4.14.1.3 Update Staff

Select **Administration** from the main menu.

Select **Staff Information** from the menu.

Click the **Staff Selection** dropdown button to select the appropriate user account.

Make the necessary changes to the user's account.

Select **Update Staff** from the menu to save the changes.

Select **Exit Screen** to return to the Administration screen.

Select **Exit Screen** to return to the main menu.

4.14.1.4 Delete Staff

Select **Administration** from the main menu.

Select **Staff Information** from the menu.

Click the **Staff Selection** dropdown button to select the appropriate user account.

Select **Delete Staff** from the menu to delete staff.

Select **OK** to delete staff.

Select **Exit Screen** to return to the Administration screen.

Select **Exit Screen** to return to the main menu.

Note: Never remove a user from the staff table. Previous staff (system users) must remain on the staff table in case they ever had rights to any case. Removing them from the staff table WILL remove them from cases. You can suspend users if they leave or transfer, but do not remove them.

4.14.2 Standard Reports

The Standard Reports function allows the system administrator/manager to generate FHEO reports for a specific reporting period. FHAP system administrators/managers only have access to reports within their region, and detail data reports will only contain their own cases. HUD counsel offices' users have access to counsel specific and select general use summary reports. You must have system administrator or manager rights in order to access the Standard Reports function. A listing of the reports is described in detail in Section 7.1.

4.14.2.1 Generate Standard Reports

Select **Administration** from the main menu.

Select **Standard Reports** from the menu.

Click the **List of Reports** dropdown button to select a report type.

Click the **Go** button.

Type the appropriate report dates (parameters) criteria.

Select the appropriate region data.

Click the **Submit** button. The report is displayed in rich text format and can be opened, modified, and/or saved to disk/file if necessary. Select Print to print the report.

Exit the report to return to the Reports screen.

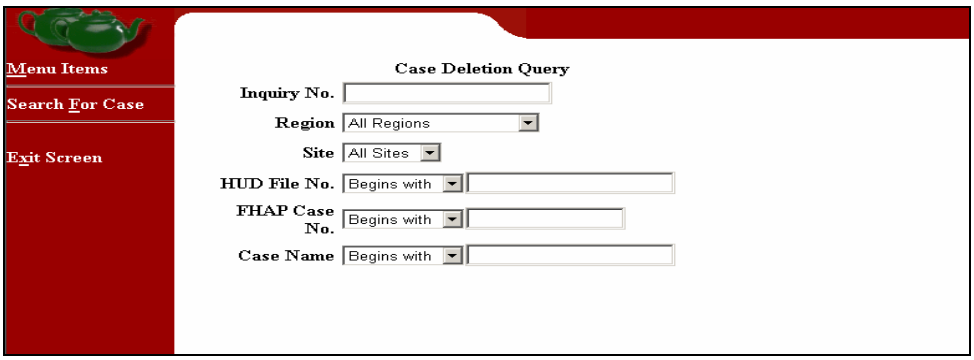
Select **Exit Screen** to return to the Standard Reports screen.

Select **Exit Screen** to return to the Administration screen.

Select **Exit Screen** to return to the main menu.

4.14.3 Case Deletion

The Case Deletion function allows users with system administrator to delete a case. You must first define the search criteria to retrieve and select a case. You can only delete inquiries. You cannot delete complaints. Only HQFHEO system administrators can have jurisdiction removed from a complaint (returning it to an Inquiry) before it can be deleted.



4.14.3.1 Delete a Case

Select **Administration** from the main menu.

Select **Case Deletion** from the menu, or enter a case number.

Define the search criteria.

Select **Search for Case** from the menu.

This screen displays a list of up to 50 cases per screen. You can view other pages by selecting **First Page**, **Next Page**, **Previous Page**, or **Last Page** from the menu.

Click the **Delete** button for the case you want to delete.

Click **OK** to confirm deletion.

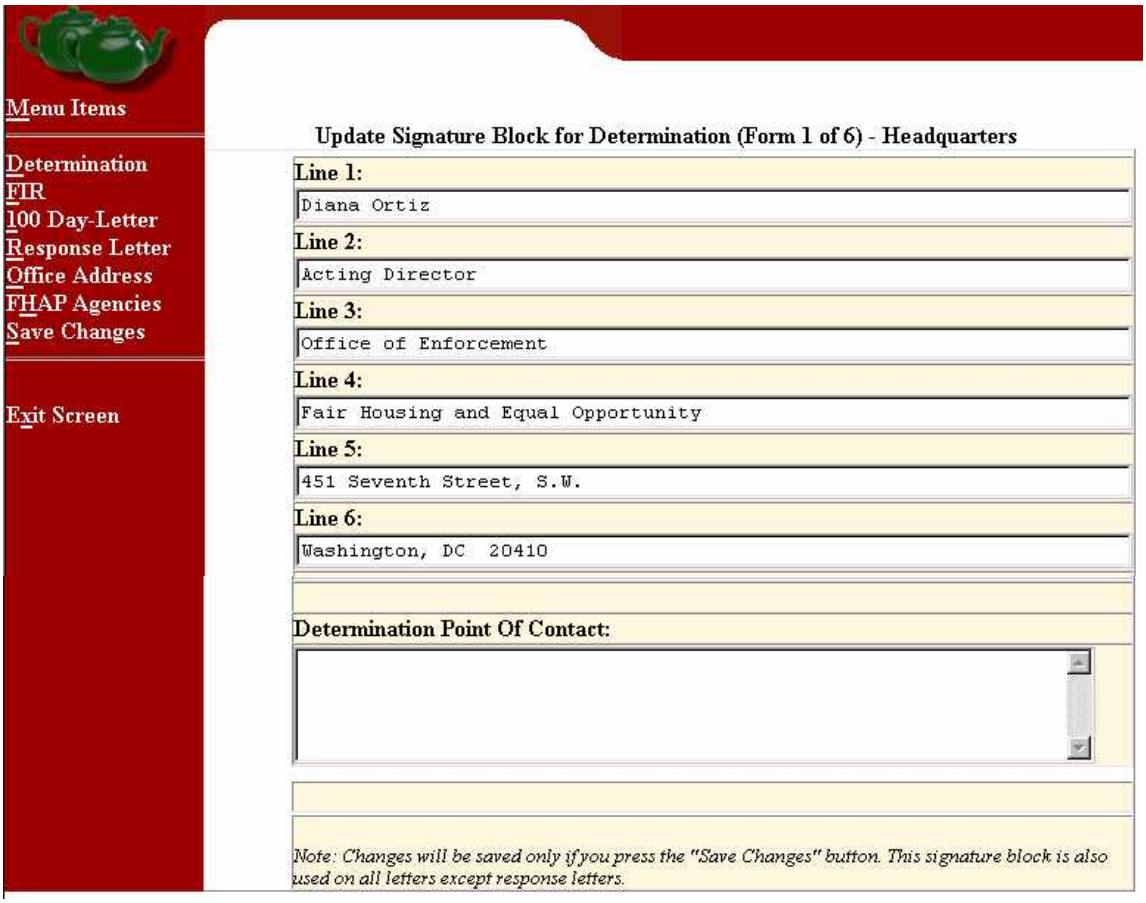
Select **Exit Screen** to return to the main menu.

4.14.4 Signature Block

The Signature Block screen allows the system administrator to add or update the signature blocks and office address data for the respective site. You cannot use this screen to view signature blocks at other sites. FHAPs have the ability to update information for their site. The following specific document signature and address data can be updated:

- Determination Report (Form 1 of 4)
- FIR (Form 2 of 4)
- 100-Day Letter Point of Contact (Form 3 of 4) - Headquarters
- Response Letter (Form 4 of 4) – Headquarters
- Office Address (letterhead data used in agency generated system letters (100 Day currently)

- FHAP Agencies (used in the body of HUD generated Notification/Acceptance letters for cases referred to agencies). Certified agency names and telephone numbers can also be edited. However, certified or decertified agency data is hard coded and the responsibility of HQ FHEO.



4.14.4.1 Update Signature Block (or address data)

Select **Administration** from the main menu.

Select **Signature Block** or address data from the menu.

Select **Determination**, **FIR**, **100-Day Letter**, **Response Letter, Office Address, or FHAP Agencies** from the menu.

Type the correct information.

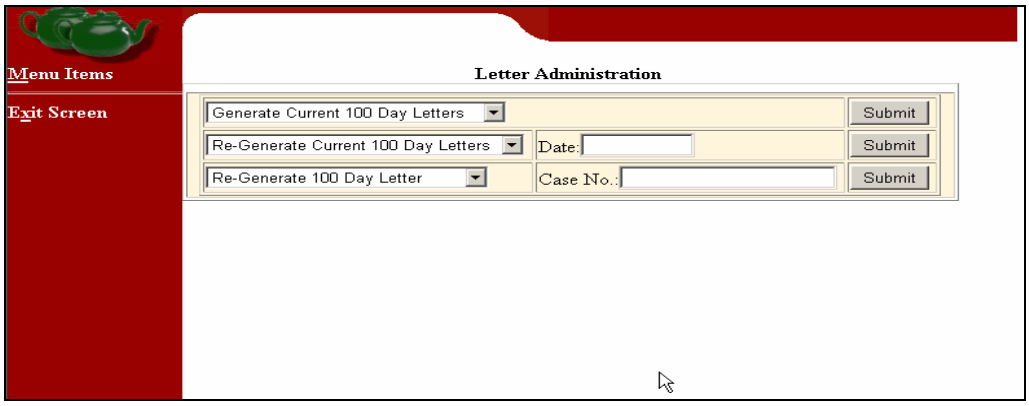
Select **Save Changes** from the menu.

Select **Exit Screen** to return to the **Administration** screen

4.15 Letters

Only system administrators and managers have access to the Letters function. FHAP system administrators/managers only have access to letters within their region. Letters allows you to generate and regenerate the following letters for a specific date or case:

- 100-Day Letters
- Tax Credit Letters
- HQ FFIEC Letters (not available to FHAPs)
- Response Letters
- Acceptance Letters (Regenerate only. The original is system generated)
- Field FFIEC Letters



4.15.1 Generate 100-Day Letters or Response Letters

Select **Letters** from the main menu. The Letter Administration screen appears.

Click the **Generate Current 100-Day Letters** or the **Generate Current Response Letters** dropdown box.

Click the **Submit** button. The letter is displayed in Microsoft Word format.

Select **Print** to print the letter.

Exit Microsoft Word to return to the Letter Administration screen.

Select the **Exit Screen** button to return to the main menu.

NOTE: You may select **Save** it to disk to view and **Print** the letter later.

4.15.2 Regenerate Letters for a Date

Select **Letters** from the main menu. The Letter Administration screen appears.

Click the **Re-Generate Current 100-Day Letters** or the **Re-Generate Current Response Letters** dropdown button.

Type the date that the letters were generated in the **Date** textbox.

Click the **Submit** button. The letter is displayed on the screen in Microsoft Word format.

Select **Print** to print the letter.

Exit Microsoft Word to return to the Letter Administration screen.

Select **Exit Screen** to return to the main menu.

NOTE: You may select **Save** it to disk to view and **Print** the letter later.

4.15.3 Regenerate Letters for a Case

Select **Letters** from the main menu. The Letter Administration screen appears.

Select **Re-Generate 100 Day Letter**, **Generate Tax Credit Letter**, **Generate HQ FFIEC Letter**, **Re-Generate Response Letter**, **Re-Generate Acceptance Letters**, or **Re-Generate Field FFIEC Letters** from the dropdown menu.

Type the Inquiry Number or HUD File Number in the **Case Number** textbox.

Click the **Submit** button. The letter is displayed in Microsoft Word format. Select Print to print the letter.

Exit Microsoft Word to return to the Letter Administration screen.

Select **Exit Screen** to return to the main menu.

NOTE: You may select **Save** it to disk to view and **Print** the letter later.

4.16 Child Cases

The Child Cases function enables the user to transfer designated information from one case (parent) to another (companion) case. Multiple child cases can be added to a parent case, each at a time. In order to perform this function, the following conditions must be met:

- The Parent case must be opened to perform the copy function
- The user must possess edit rights to the child (companion) case
- The child case(s) must be within the investigation responsibility of the Region (or FHAP), including cases outside their offices for review. Only the office that has current responsibility for the investigation may copy cases that are outside their region of investigation.
- The following fields may be copied: Investigation screen: Documents, Summary of respondent's Defenses, Findings and Conclusions, IP data (Planned Interviews Notes, Other Data Notes, Jurisdiction Elements, Theories of Discrimination by Issues).

- The child case must contain the same Issues as the Parent case, and no IP data should exist in the Child case IP fields enumerated.
- A case can only be a child case once, but it can be a Parent case for a different Child case.

Add A Child Case To A Parent Case

Ensure that the required conditions to create a child case are met before adding the case to a parent case.

1. Click on the Child Cases link under the Menu Items column to access the Child Cases screen.
2. Type the inquiry number of the child case on the Child Case No. textbox.
3. Click on the Add Companion Record button. A message box will appear with the name of the case associated with the inquiry number.
4. Verify the case. Click OK. The Inquiry No., HUD File No., FHAP Case No., and Child
5. Case Name will be added to the screen.

To remove companion cases, you must contact your Regional System Administrator.

4.3 Special Instructions for Error Correction

The TEAPOTS system is designed to follow specific business rules and contains logic and procedure edits. The system alerts the user when access problems occur or invalid data is entered and the user must correct the data before entering additional information.

Examples of error messages are provided as follows:
The document contains no data. Try again later or contact the server's administrator.

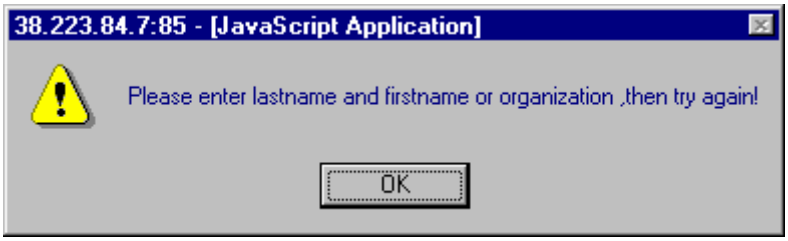
There was no response. The server could be down or is not responding. If you are unable to connect again later, contact the server's administrator.

Proxy server has not responded.

Spider messages. Spider messages are internal NetDynamics errors.

Additional sample error messages are listed below:

This message is the result of an incorrect date format



This message is the result of not entering mandatory data while adding an inquiry

Error Field	Error Message/Problem
Respondents	Either Organization OR both First Name and Last Name are required for each Respondent.
Respondent Address missing	Address Line 1 OR City OR State is missing from at least one Respondent.
Received Date	Contact Date is a required field.
Received Date	The transfer date on an inter-office transfer record is prior to Contact Date.
Date Reopened	Date Reopened may not be prior to HUD Date Filed.
Date Reopened	Date Reopened may not be prior to Reactivation Date.
HUDDateFiled	HUD Date Filed may not be entered if jurisdiction has not been established.
HUDDateFiled	HUD Date Filed may not be prior to Contact Date.
HUDDateFiled	HUD Date Filed may not be more than one year after Violation Date (unless the case is closed untimely filed).
HUDDateFiled	On a FHAP-originated case, HUD Date Filed may not be prior to FHAP Date Received.
ProcessingResponsibility	This case is FHAP-processed, but has no FHAP Referral Data.
ReentryDate	Reactivation Date may be entered only if jurisdiction is established.
ReentryDate	Reactivation Date may not be prior to FHAP Date Received.
ReentryDate	This case has a Reactivation Date, but has no FHAP Referral Data.
ReentryDate	Reactivation Date may not be prior to HUD Date Filed.
Date Reopened	Date Reopened may be entered only if jurisdiction has been established.
Charge Date	Charge Date may be entered only if Cause Date is present.
Cause Date	Cause Date may not be prior to HUD Date Filed.
FHAP Closure Date	FHAP Closure Date may be entered only if FHAP Date Received is present.
FHAP Closure Date	FHAP Closure Date may not be prior to HUD Date Filed.
Why Closed Filed	On the Investigation tab, Closure Type is required if either FHAP or HUD Closure Date is present.
Why Closed Filed	DOJ closures (30, 31, 32) are not permitted for cases not in DOJ.
Why Closed Filed	Only DOJ closures (30, 31, 32) are permitted for cases in DOJ.
Date Closed Filed	HUD Closure Date is prior to an inter-office Transfer Date.
Date Closed Filed	HUD Closure Date is prior to an Enforcement Agreement Date.
Date Closed Filed	HUD Closure Date is prior to Charge Date.
Date Closed Filed	HUD Closure Date is prior to TRO Date Referred To DOJ.
Date Closed Filed	HUD Closure Date is prior to TRO DOJ Action Date.
Date Closed Prior	On the Jurisdiction tab, Date Closed may not be prior to Contact Date.
FHAPDateToLegal	FHAP Date To Legal may not be prior to HUD Date Filed.
FHAPDateToLegal	FHAP Date To Legal may not be prior to FHAP Date Received.

HUDDateFiled	If jurisdiction has been established, HUD Date Filed must be entered.
HUDDateFiled	HUD Date Filed may not be prior to Violation Date.
HUDDateFiled	On a HUD-originated case, FHAP Date Received may not be prior to HUD Date Filed.
HUDDateFiled	Enforcement Agreement Date is prior to HUD Date Filed.
TRODateReferredToDOJ	TRO Date Referred To DOJ may be entered only if the case is HUD-processed.
TRODateReferredToDOJ	TRO Date Referred To DOJ may be entered only if jurisdiction has been established.
TRODOJActionDate	TRO DOJ Action Date may be entered only if TRO Date Referred To DOJ is present.
TRODOJActionCode	If TRO DOJ Action Date is entered, TRO DOJ Action Type must be 'Issued' or 'Rejected'.
TRODOJActionCode	If TRO DOJ Action Date is blank, TRO DOJ Action Type must be 'None Selected'.
FHAPCaseNo	FHAP Case Number is missing.
caseissues	To establish jurisdiction, at least one issue must be specified.
casenames	This case has no Complainants.
casewhen	Violation Date is a required field.
CaseWhere.State	State of Violation is a required field.
CaseWhy	To establish jurisdiction, at least one basis must be specified.
EnforcementAgreements	Enforcement Agreements may be entered only if jurisdiction has been established.
TRODateReferredToDOJ	TRO Date Referred To DOJ may not be prior to HUD Date Filed.
TRODOJActionDate	TRO DOJ Action Date may not be prior to TRO Date Referred To DOJ.
CaseNames	Either Organization OR both First Name and Last Name are required for each Complainant.
Casewhere.County	County of Violation is a required field.
ComplainantReps	Either Firm/Agency OR both First Name and Last Name are required for each Complainant Representative.
AgreementNames	The Parties are missing from an Enforcement Agreement.
Date Closed Filed	HUD Closure Date is prior to Reactivation Date.
Date Closed Filed	HUD Closure Date is prior to Date Reopened.
Date Closed Filed	HUD Closure Date is prior to Cause Date.
FHAPDateToLegal	FHAP Date To Legal may be entered only if FHAP Date Received is present.
Charge Date	Charge Date may not be prior to Cause Date.
FHAPPaymentcode	On a FHAP-processed case, HUD Closure Date may be entered only if a Payment Determination has been entered.
Cause Date	Cause Date may not be prior to Reactivation Date.
Reasons	On the 100-day letter reasons screen, no reasons are checked.
RespondentReps	Either Firm/Agency OR both First Name and Last Name are required for each Respondent Representative.
Date Closed Filed	On the Investigation tab, HUD Closure Date may be entered only if jurisdiction has been established.
Date Closed Filed	On a FHAP-processed case, HUD Closure Date may be

	entered only if FHAP Closure Date is present.
Date Closed Filed	HUD Closure Date is prior to FHAP Closure Date.
Date Closed Filed	HUD Closure Date is prior to HUD Date Filed.
Complainant Address missing	Address Line 1 OR City OR State is missing from at least one Complainant.
RegulatingAgency	On a Respondent flagged as an Insured Depository Institution, the Regulating Agency is not an FFIEC Agency.
FHAP Closure Date	FHAP Closure Date may not be prior to FHAP Date Received.
FHAP Closure Date	FHAP Closure Date may not be prior to FHAP Date To Legal.
FHAP Closure Date	FHAP Closure Date may not be prior to Cause Date.
Why Closed Filed	On the Investigation tab, Closure Type must be 'None selected' if neither FHAP nor HUD Closure Date is present.
Why Closed Filed	Closure Type may be 'Conciliation unsuccessful' on pre-1994 FHAP closures only.
Why Closed Filed	Closure Type may not be 'No cause' if Cause Date is present.
Reasons	On the 100-day letter screen, reason 13 is checked but no explanation is provided.
Reasons	On the 100-day letter screen, an explanation was entered without checking reason 13.
Reasons	On the 100-day letter screen, Projected Completion Date is missing.
Reasons	On the 100-day letter screen, Contact Name is missing.
Reasons	On the 100-day letter screen, Contact Office is missing.
casenames	This case has no Respondents.
Date Cause Vacated	Cause Date must be removed when Date Cause Vacated is entered.
Why Closed Filed	Closure Type (< 40) is not valid on a charged complaint.
Tax Credit	Respondent Tax Credit indicator may not be 'Don't Know' on a caused case.
ManagementTracking	On the Case Management screen, a Due Date pre-dates the Date Assigned.
Date Charge Vacated	Charge Date must be removed when Date Charge Vacated is entered.
CaseWhy	On the Basis screen, a maximum of one race category may be selected.
Date Inquiry Reopened	Inquiry/Claim Date Closed is prior to Date Inquiry Reopened.
Home Ownership Opportunities	Home Ownership Opportunities may be checked only if the case is closed as conciliated or settled.
"HUDDateFiled	
dateclosedprior"	"\""How Learned of FHAct\"" has not been specified for every complainant."
Reactivation Reason	Reactivation Reason is a required entry on reactivated cases.
FHAPDateFiled	Date FHAP Notarized/Filed may be entered only if FHAP Case Number is entered.
FHAPPayments	Entry of an amount on the Standards For Payment screen is permitted only if the case has been accepted for payment and has a Payment Determination Date.
FHAPPayments	Entry of an amount on the Standards For Payment screen is permitted only if HUD Date Filed is on or after 10/1/3.

FHAPPaymentDate	Payment Determination Date falls outside of the period covered by this case's Standards For Payment data.
FHAPPaymentDate	Payment Determination Date is required if a Payment Determination type is selected on a case filed on or after 10/1/4.
FHAPPaymentCode	A Payment Determination type must be selected if Payment Determination Date is entered.
FHAPPayments	This case has been accepted for payment, and HUD Date Filed is on or after 10/1/4; you MUST enter an amount on the Standards For Payment screen (amount may be zero).
FHAPPaymentDate	Payment Determination Date must fall between HUD Date Filed and HUD Closure Date.
DateInquiryReopened	HUD Date Filed is prior to Date Inquiry Reopened.
DateInquiryReopened	Date Inquiry Reopened may be entered only if the audit trail indicates that the inquiry was closed prior to reopening.
DateInquiryReopened	Date Inquiry Reopened is prior to Initial Contact Date.
HqOkNonStdComplex	"\""Why Complex\"" is a required entry on cases approved by HQ as non-standard complex cases."
DateTrialCommenced	On a HUD-processed case, closure because trial has begun is permitted only if Date Trial Commenced is entered.
DateTrialCommenced	HUD Closure Date is prior to Date Trial Commenced.
Why Non-Jurisdictional	On a HUD-processed case, closure due to lack of jurisdiction is permitted only if Why Non-Jurisdictional is entered.
DateWithdrawalRequest	On a HUD-processed case, closure due to a withdrawal with or without resolution is permitted only if Date Of Withdrawal Request is entered.
DateWithdrawalRequest	HUD Closure Date is prior to Date Of Withdrawal Request.
DateAttempted	On a HUD-processed case, closure due to a successful conciliation/settlement is permitted only if the final conciliation agreement is entered.
DateAttempted	HUD Closure Date is prior to a conciliation date.

4.4 Caveats and Exceptions

Special actions that the user must take to insure that data is properly saved or that some other function executes properly include the following:

- The password must be changed every 21 days to ensure continuous access to the system. The user will receive a reminder message six days prior to password expiration.

- In order to keep a session active, the user must perform a system function at least every 29 minutes. Each case file memo screen contains a session clock that tracks the user’s time for 30 minutes. If you do not save your work within the thirty minutes, you are automatically logged out of the system. Work should be saved periodically to avoid lost changes. Each time you save your work, the clock will automatically reset itself. A message will appear when only 5 minutes remain to save your work. Click OK to save your work and to reset your session clock.

- The user must complete mandatory fields to ensure accurate case processing.

- Access keys provide keyboard shortcuts to important links. The TEAPOTS menu located on each page provides access keys for easy and quick navigation to important links by disabled users. You must press Alt and the underlined letter (i.e., **Alt-M**) to activate the link.

JAWS for Windows and Dragon Naturally Speaking are the designated standard assistive technology for use with TEAPOTS, version 4.4. The disabled user must have a working knowledge of keyboard commands within these software applications and MS Windows 95 or higher for TEAPOTS compatibility. The **Activate Accessibility** checkbox located on the Log In screen must be checked when using JAWS for Windows.

5.0 USING THE SYSTEM (BATCH)

5.0 USING THE SYSTEM (BATCH)

System batch processing is not applicable to TEAPOTS, version 4.4.

6.0 QUERYING

6.0 QUERYING

6.1 Query Capabilities

Preprogrammed and ad hoc query capabilities provided by TEAPOTS, version 4.4 are described in detail in the following sections:

- Section 4.1, Case Review Query
- Section 4.2, Reports Query
- Section 4.3, Other Authorities
- Section 4.4.9, Case Reports
- Section 4.5, Administration
- Section 4.7, Letters

6.2 Query Procedures

Detailed descriptions of the procedures necessary for file query are provided in the appropriate sections. Please see the Table of Contents for page numbers.

7.0 REPORTING

7.0 REPORTING

7.1 Report Capabilities

Approximately 34 standard reports are available to the TEAPOTS end user. Section 4.5.2, Standard Reports, provides a detailed description on how to generate standard reports. A description of each standard report is provided in the following table. Sample formats and specifications for each report are kept on file in PVCS Tracker.

Code	Report	Description
E08AAA	System Reports Codes and Full Meanings	Provides descriptions of the various codes used in the standard reports
E08CAC	Counsel Summary Report	Complaint Activity Report For Activity during a stated period
E08DBC	Region/Agency Inventory Report	Inventory of cases by region/agency
E08DCC	Standard Aging Summary	One-page report presents two tables: one for HUD-processed cases and one for FHAP-processed cases
E08DDCA	Open HUD Complaints – Over 100 Days Old	Detailed backup of the column entitled "Count of Aged Cases" on the HUD-processed table in the Standard Aging Summary Report
E08DDCB	Open FHAP Complaints – Over 100 Days Old	Detailed listing of over 100-day old open FHAP complaints
E08DFC	Homeownership Opportunities Provided By Title VIII Conciliated/Settled Complaints	The total number of cases providing homeownership opportunities
E08DEC	FHAP Processed Cases Filed Broken Out by Agency and Basis	Summary of cases filed during the specified period for each FHAP agency that was certified at any time during the period
E08DGC	Open HUD-Processed Complaints With Overdue Milestones	Provides a listing of open, HUD-processed complaints that have overdue milestones
E08EAC	Case Processing Activity Summary	
E08EBC	Open Inquiries	Detail listing of open un-filed inquiries
E08ECC	Closed Inquiries	Detail listing of closed, un-filed inquiries based on the existing "Un-filed Inquiries" report
E08EDCA	Open Case Inventory – HUD Claims	Provides inventory of all HUD open claims
E08EDCB	Open Case Inventory – HUD Complaints	Provides inventory of all HUD open claims
E08EDCC	Open Case Inventory – FHAP Complaints	Provides inventory of all HUD open claims
E08EECA	Closed Case Inventory Report – HUD Claims	Provides inventory of all HUD closed claims
E08EECB	Closed Case Inventory Report – HUD Complaints	Provides inventory of all HUD closed claims

Code	Report	Description
E08EECC	Closed Case Inventory Report – FHAP Complaints	Provides inventory of all HUD closed claims
E08EFCA	Case Processing Activity Detail Report – Pending Cases	A series of reports providing detail backup for various parts of E08EAC, the "Case Processing Activity Summary."
E08EFCB	Case Processing Activity Report – Determinations	A series of reports providing detail backup for various parts of E08EAC, the "Case Processing Activity Summary."
E08EFCC	Case Processing Activity Detail Report – Receipts by Region	A series of reports providing detail backup for various parts of E08EAC, the "Case Processing Activity Summary."
E08EFCD	Case Processing Activity Detail Report – Administrative Closures	A series of reports providing detail backup for various parts of E08EAC, the "Case Processing Activity Summary."
E08EFCE	Case Processing Activity Detail Report – Conciliation/Settlements	A series of reports providing detail backup for various parts of E08EAC, the "Case Processing Activity Summary."
E08EGC	FHAP Closed Complaints Pending HUD Closure	Detailed listing of closed FHAP cases pending HUD closure for a particular region
E08EHC	FHIP Referral Detail Report	A detailed listing of complaints based on FHIP referrals.
E08EIC	HUD Processed Tax Credit Cases with Charges/Cause Findings	Detailed listing of tax credit cases having charges (for HUD cases) or cause findings (for FHAP cases)
E08EJC	100-Day Letter Report	Provides a list of cases due for 100-day letters
E08EKC	Case Referred by FFIEC Agencies	Detailed listing of cases where the "1F1" letter has been generated by the system
E08ELC	FFIEC Complaints Filed	Detailed listing of complaints filed where at least one respondent is flagged as an insured depository institution
E08EMC	FFIEC Agency Recap	One-page summary of statistics about FFIEC agencies
E08ETC	Cases Due Tax Credit Letters	Detailed listing of cases due tax credit letters
E08EUC	FHAP Cases Due 100-Day Letters	Detailed listing of FHAP cases due to generate 100-day letters
EADETL	Enforcement Actions Detail Report	Detailed list of enforcements for a particular time period and by region
FHE002	Annual Reports	Detailed listing of receipts by processing responsibility

7.2 Report Procedures

The Standard Reports function allows systems administrator and managers to generate management reports for a specific reporting period. FHAP systems administrators have access to select reports, which only report on their cases. You may execute and print the reports by following these steps:

Select **Administration** from the main menu.

Select **Standard Reports** from the menu.

Click the **List of Reports** dropdown button to select a report type.

Click the **Go** button.

Type the appropriate reporting criteria.

Click the **Submit** button. The report is displayed in Microsoft Word format and may be modified, and saved (outside of TEAPOTS) if necessary. Select Print to print the report.

Exit Microsoft Word to return to the Reports screen.

Select **Exit Screen** to return to the Standard Reports screen.

Select **Exit Screen** to return to the Administration screen.

Select **Exit Screen** to return to the main menu.

Additional instructions for executing and printing the reports are located in Section 4.5.2, Standard Reports. Descriptions regarding the specifications for these reports are kept on file by the HUD Project Manager.