9

Certification Query

The Certification Query application was developed to allow the Field Office TRACS user faster access to tenant certification information. This information enables the HUD user to respond to and resolve owner/agent inquiries and perform routine Certification searches more quickly and easily.

With the implementation of the Internet applications, owners and management agents are able to access their own data at any time. Previously displayed as the Project/Contract Query link on the TRACS main menu, this link now displays as the Certification Query link. Owner and management agents may query for a certification list by contract or project and sort it by unit or name. Certifications are retrieved and displayed in groups of twenty-five certifications. The certifications displayed are limited to the most current, and all future certifications. After June 1, 2000, a user may select the Download option from the query window to download the queried data into an ASCII file for reporting purposes. Certification Query can be selected from the TRACS Main Menu.

Objectives

By the end of this chapter, you will be able to:

- Access tenant certification information
- Query a certification list by contract or project
- Sort by unit or name
- View query data from browser
- Download and print a Certification Report

From the **TRACS Certification Query** screen, click on the TRACS Menu link in the blue side bar to return to the TRACS Main Menu.

From the **TRACS Certification Query** screen, the displays directly above the User Guide link as a visual to direct users to the user guide for assistance in using this application.

9.1   To access the Certification Query Screen:

From the **TRACS Main Menu**, click on the <u>Certification Query</u> link, and the **TRACS Certification Query** screen (Figure 1) displays.

Figure 1. TRACS Certification Query Screen

A *Contract Number* or *Project Number* is used to initiate the query, and displays in the form of a drop-down list. Users can only select one *Contract Number* or *Project Number* based on property assigned to the user ID.

- *Contract Number* is the eleven-character number assigned to HAP, PAC, or PRAC contracts. These are the rental assistance agreements associated with Section 8, Section 202/162, Section 202 Capital Advance, and Section 811 Capital Advance.

- *Project Number* is the eight-character project number assigned to the subsidy type.

- The *Sort By* selection defaults to the *Unit* radio button, in which the results will be listed in Unit number order. Select the *Name* radio button to have the results listed by tenant last name in alphabetical order.

- The *Report By* selection defaults to the *Browser* radio button, in which the results will display by the Web browser. Select the *Download* option to have the results downloaded into an ASCII file.

9.2   To report a TRACS Certification Query by Browser

1. From the TRACS Certification Query screen, select either *Contract Number, Project Number,* or *SSN* in the appropriate field.

2. Select desired *Sort By* option.

3. Select Report By: Browser option.

4. Click on ![Submit], and the **User Login** screen (Figure 2) displays.

Figure 2. User Login Screen

5. Enter your *User ID* (User Name) and *Password* where indicated.

? *Note: The User ID must be entered all in uppercase format and the password is case-sensitive. The User ID will be your **M**-ID.*

Click on ![OK], and the **TRACS Certification** screen (Figure 3) displays.

Figure 3. TRACS Certification List screen

> ? *Note:* Any vouchers marked T53 status and placed in Pre-Payment Decision (PPD) for payment suspension has the current compliance percentage re-calculated daily. As tenant certifications are updated daily and compared to the Compliance standard percent set by Housing, if the recalculated percent is equal to or greater than the compliance standard percent set by Housing, then those vouchers are automatically approved and released from PPD for payment. The current counts/ratio of tenant certifications to units—as defined for the ratio and current compliance percent for the contract—is recalculated daily and displayed in the header of the *TRACS Voucher Query* screen and the *TRACS Certification Query* screen.

The initial response screen—shown in Figure 3—from the query is intended to answer some of the more immediate certification questions the user may have for a specific Project or Contract. Further explanations of the data displayed on this screen can be obtained by clicking on the **TRACS Certification** screen <u>Interpreting and Printing this page</u> link, located in the bottom left corner of the **TRACS Certification** screen.

The **TRACS Certification** screen requires the Contract/Project Number. From that, the following information is displayed:

1. Tenant Name
2. SSN

> ? *Note: The first five characters of the social security number (SSN), taxpayer identification number (TIN), and the date of birth (DOB) display in the following format to protect the privacy of the individual.*
>
> *SSN - XXXXXNNNN*
>
> *TIN – XXXXXNNNN*
>
> *DOB – XX/XX/NNNN.*

3. Unit Number
4. Effective Date
5. Cert Type

> ? *Note: Asterisks (ex: *AR*) on either side of the Certification Type code indicate a discrepancy on that certification. If certification type is in bold, it denotes a future certification.*

6. Action Code
7. Action Effect Date
8. TRACS Process Date
9. AP
10. TTP
11. Annual Income
12. Adjusted Income
13. Gross Rent

14. Assist Status Code

15. Project or Contract Number

16. Subsidy Type

17. Previous Contract Number

18. Next Recert Date

19. Bedroom Count

20. Over/Under Housed

21. Move In Date

✏ *Note: Definitions for all Certification Types, Action Codes, Assistance Status Codes, and Subsidy Type Codes are provided in Appendix C of this document.*

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6. Click on **OK**, and the **TRACS Certification Discrepancies** screen (Figure 4) displays.

Discrepancy Code	Description
NDP	TRACS CALCULATED NUMBER OF DEPENDENTS DIFFERS FROM REPORTED VALUE
AD	TRACS CALCULATED ALLOWANCE FROM DEPENDENTS DIFFERS FROM REPORTED VALUE
TA	TRACS CALCULATED TOTAL ALLOWANCE DIFFERS FROM REPORTED VALUE
ADI	TRACS CALCULATED ADJUSTED INCOME DIFFERS FROM REPORTED VALUE
TTP	TRACS CALCULATED TOTAL TENANT PAYMENT DIFFERS FROM REPORTED VALUE
AP	TRACS CALCULATED ASSISTANCE PAYMENT DIFFERS FROM REPORTED VALUE
CE251	NO MATCHING CERTIFICATION FOUND FOR CORRECTION SUBMITTED.
CE131	SECURITY DEPOSIT IS NOW BEING COLLECTED BY TRACS.

Printing this page

(continued)

Recommendation	Action Required	Member Number	Reported Value	Calculated Value
RECALCULATE # OF DEPENDENTS BASED ON RELATIONSHIP, AGE AND SPECIAL STATUS.	1			
VERIFY NUMBER OF DEPENDENTS; RECALCULATE TOTAL ALLOWANCE FOR DEPENDENTS	1		0	480
VERIFY ALL ALLOWANCES, CARE CODES AND/OR SPECIAL STATUS CODES; RECALCULATE	1		0	480
VERIFY CARE/SPEC STATUS CODES; RECALCULATE TOTAL ALLOWANCE & ANNUAL INCOME	1		25,800	25,320
RECALCULATE TTP ON APPROPRIATE WORKSHEET	1		645	633
RECALCULATE GROSS RENT, TTP, AND ASSISTANCE PAYMENT	1		616	628
TRACS STORED THE CORRECTION. NO ACTION REQUIRED.	3			
ENTER THE SECURITY DEPOSIT AMT. AND RESUBMIT THE TRANSACTION AS A CORRECTION	3		0	

RETURN TO QUERY

Figure 4. TRACS Certification Discrepancies listed by Contract/Project Number Screen

The following screen (Figure 5) displays the TRACS Certification List screen queried by Tenant SSN.

Discrepancy Code	Description
NDP	TRACS CALCULATED NUMBER OF DEPENDENTS DIFFERS FROM REPORTED VALUE
AD	TRACS CALCULATED ALLOWANCE FROM DEPENDENTS DIFFERS FROM REPORTED VALUE
TA	TRACS CALCULATED TOTAL ALLOWANCE DIFFERS FROM REPORTED VALUE
ADI	TRACS CALCULATED ADJUSTED INCOME DIFFERS FROM REPORTED VALUE
TTP	TRACS CALCULATED TOTAL TENANT PAYMENT DIFFERS FROM REPORTED VALUE
AP	TRACS CALCULATED ASSISTANCE PAYMENT DIFFERS FROM REPORTED VALUE
CE251	NO MATCHING CERTIFICATION FOUND FOR CORRECTION SUBMITTED.
CE131	SECURITY DEPOSIT IS NOW BEING COLLECTED BY TRACS.
Printing this page	

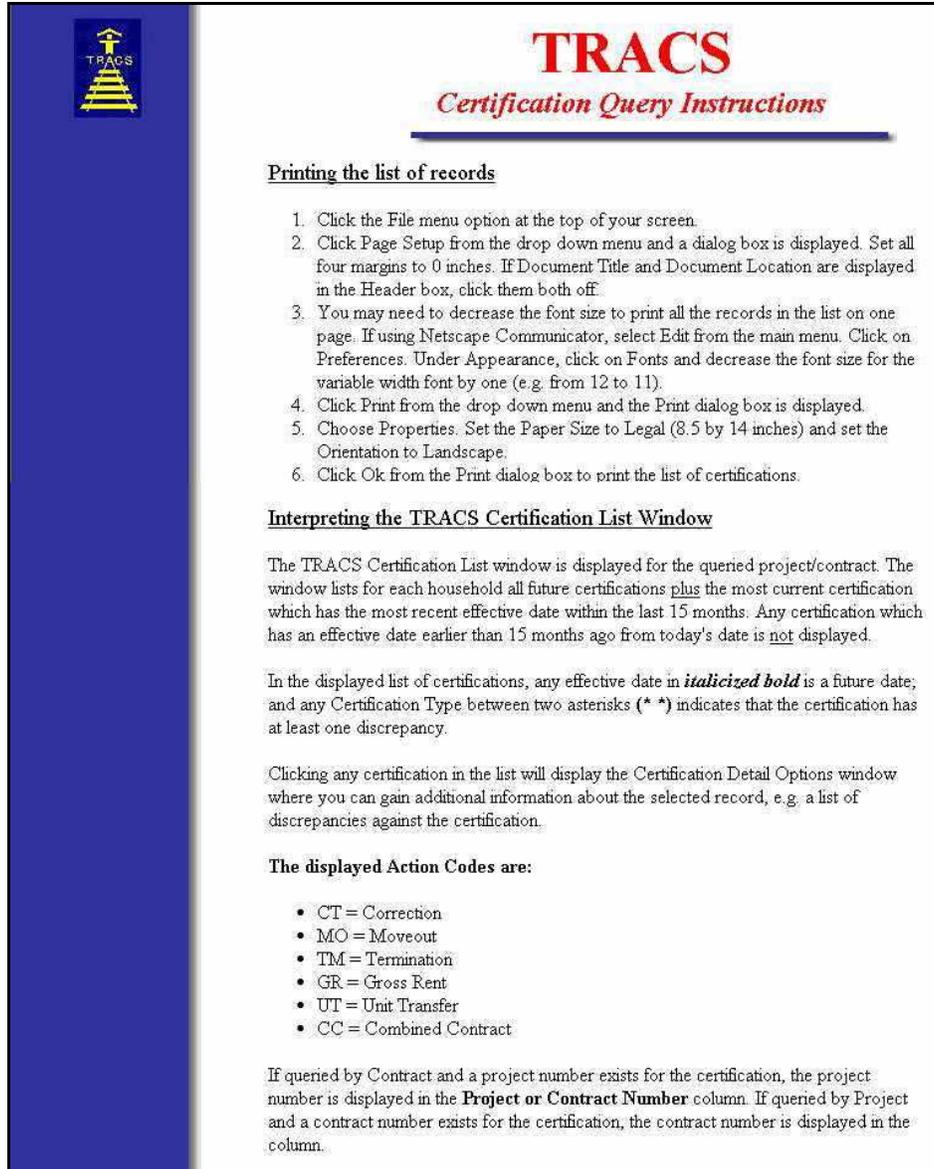(continued)

Recommendation	Action Required	Member Number	Reported Value	Calculated Value
RECALCULATE # OF DEPENDENTS BASED ON RELATIONSHIP, AGE AND SPECIAL STATUS.	1			
VERIFY NUMBER OF DEPENDENTS; RECALCULATE TOTAL ALLOWANCE FOR DEPENDENTS	1		0	480
VERIFY ALL ALLOWANCES, CARE CODES AND/OR SPECIAL STATUS CODES; RECALCULATE	1		0	480
VERIFY CARE/SPEC STATUS CODES; RECALCULATE TOTAL ALLOWANCE & ANNUAL INCOME	1		25,800	25,320
RECALCULATE TTP ON APPROPRIATE WORKSHEET	1		645	633
RECALCULATE GROSS RENT, TTP, AND ASSISTANCE PAYMENT	1		616	628
TRACS STORED THE CORRECTION. NO ACTION REQUIRED.	3			
ENTER THE SECURITY DEPOSIT AMT. AND RESUBMIT THE TRANSACTION AS A CORRECTION	3		0	

RETURN TO QUERY

Figure 5. TRACS Certification Discrepancies Listed by Tenant SSN Screen

If necessary, use the scroll bar on the far right of the screen to scroll down to view the certification information for that Project/Contract. Data is displayed horizontally across the screen.

The top section of the **TRACS Certification Discrepancies** screen displays the Project/Contract Number, and how the query is sorted.

TRACS
Certification Query Instructions

Printing the list of records

1. Click the File menu option at the top of your screen.
2. Click Page Setup from the drop down menu and a dialog box is displayed. Set all four margins to 0 inches. If Document Title and Document Location are displayed in the Header box, click them both off.
3. You may need to decrease the font size to print all the records in the list on one page. If using Netscape Communicator, select Edit from the main menu. Click on Preferences. Under Appearance, click on Fonts and decrease the font size for the variable width font by one (e.g. from 12 to 11).
4. Click Print from the drop down menu and the Print dialog box is displayed.
5. Choose Properties. Set the Paper Size to Legal (8.5 by 14 inches) and set the Orientation to Landscape.
6. Click Ok from the Print dialog box to print the list of certifications.

Interpreting the TRACS Certification List Window

The TRACS Certification List window is displayed for the queried project/contract. The window lists for each household all future certifications plus the most current certification which has the most recent effective date within the last 15 months. Any certification which has an effective date earlier than 15 months ago from today's date is not displayed.

In the displayed list of certifications, any effective date in *italicized bold* is a future date; and any Certification Type between two asterisks (* *) indicates that the certification has at least one discrepancy.

Clicking any certification in the list will display the Certification Detail Options window where you can gain additional information about the selected record, e.g. a list of discrepancies against the certification.

The displayed Action Codes are:

-   CT = Correction
-   MO = Moveout
-   TM = Termination
-   GR = Gross Rent
-   UT = Unit Transfer
-   CC = Combined Contract

If queried by Contract and a project number exists for the certification, the project number is displayed in the **Project or Contract Number** column. If queried by Project and a contract number exists for the certification, the contract number is displayed in the column.

Figure 6. Certification Query Instructions (1 of 3)

Interpreting the TRACS Certification History List Window

The TRACS Certification History List window is displayed for the Tenant Name selected from the Certification List window. The window lists all available certifications for the selected household sorted by effective date, with the most recent displayed first.

Selecting a Head Tenant Name will display the TRACS Certification History Detail Options window.

The displayed Action Codes are:

- CT = Correction
- MO = Moveout
- TM = Termination
- GR = Gross Rent
- UT = Unit Transfer
- CC = Combined Contract

The displayed Assistance Status Codes are:

- N = Subsidy Type is not subject to the Non-Citizen Rule.
- F = Full Assistance while the verification of eligibility is pending. A family is in this status if any member is awaiting verification of eligibility.
- E = All members of the family are eligible under the Non-Citizen Rule. The family receives full assistance.
- C = Continued Assistance. The mixed family, resident on/before June 19,1995, qualifies for continuation of full assistance under the Non-Citizen Rule.
- P = Prorated Assistance. The family qualifies for and receives Prorated Assistance under the Non-Citizen Rule.
- T = Temporary Deferral of Termination. The family is not eligible for assistance under the Non-Citizen Rule, or the family qualifies for Prorated Assistance and elects Temporary Deferral of Termination status.

Interpreting the TRACS Certification Member List Window

The TRACS Certification Member List window is displayed when the Certification Member List option is selected from the TRACS Certification History Detail Options window. The window lists all household member information for the select Head Tenant, with the Head of the Household displayed first.

The displayed Relationship Codes are:

- D = Dependent
- F = Foster child(ren)
- H = Head of household
- K = Co-head of household
- L = Others living in the unit who are not members of the family
- O = Other adult family member whose income is counted as annual income
- S = Spouse

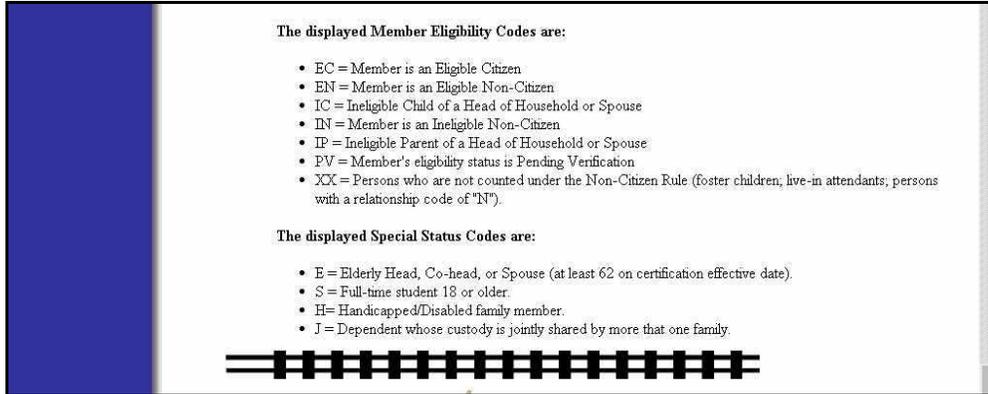**Figure 7. Certification Query Instructions (2 of 3)**

The displayed Member Eligibility Codes are:

- EC = Member is an Eligible Citizen
- EN = Member is an Eligible Non-Citizen
- IC = Ineligible Child of a Head of Household or Spouse
- IN = Member is an Ineligible Non-Citizen
- IP = Ineligible Parent of a Head of Household or Spouse
- PV = Member's eligibility status is Pending Verification
- XX = Persons who are not counted under the Non-Citizen Rule (foster children; live-in attendants; persons with a relationship code of "N").

The displayed Special Status Codes are:

- E = Elderly Head, Co-head, or Spouse (at least 62 on certification effective date).
- S = Full-time student 18 or older.
- H = Handicapped/Disabled family member.
- J = Dependent whose custody is jointly shared by more that one family.

Figure 8. Certification Query Instructions (3 of 3)

9.3   To generate Certification Query Detail Options:

1. From the **TRACS Certification List** screen, click on the <u>Tenant Name</u> link for the certification for which you want more information, and the **TRACS Certification Detail Options** screen displays (Figure 9).

TRACS
Certification Detail Options

Project/Contract Number: AA00A000000
Head Tenant SSN: XXXXX0000
Head Tenant Name: FLOCKHART
Effective Date: 3/1/2008

1. Certification Discrepancies
2. Certification History List

RETURN TO QUERY

Send Mail   HUDweb Home   Back to Top

Last Modified: 10/15/2001

Figure 9. TRACS Certification Detail Options Screen

2. Click on the <u>Certification Discrepancies</u> link to retrieve a table of discrepancies for that certification (Figure 10).

   Remember, only the certifications with asterisks in the Certification Type column have discrepancies.

U.S. Department of Housing and Urban Development
TRACS Certification Discrepancies

Head Tenant Name: BETETA, X. C.   **Certification Effective Date:** 8/1/2007
Head Tenant SSN: XXXXX0000   **Project/Contract Number:** AA00A000000

Discrepancy Code	Description
NDP	TRACS CALCULATED NUMBER OF DEPENDENTS DIFFERS FROM REPORTED VALUE
AD	TRACS CALCULATED ALLOWANCE FROM DEPENDENTS DIFFERS FROM REPORTED VALUE
TA	TRACS CALCULATED TOTAL ALLOWANCE DIFFERS FROM REPORTED VALUE
ADI	TRACS CALCULATED ADJUSTED INCOME DIFFERS FROM REPORTED VALUE
TTP	TRACS CALCULATED TOTAL TENANT PAYMENT DIFFERS FROM REPORTED VALUE
AP	TRACS CALCULATED ASSISTANCE PAYMENT DIFFERS FROM REPORTED VALUE
CE251	NO MATCHING CERTIFICATION FOUND FOR CORRECTION SUBMITTED.
CE131	SECURITY DEPOSIT IS NOW BEING COLLECTED BY TRACS.

Printing this page

(continued)

Recommendation	Action Required	Member Number	Reported Value	Calculated Value
RECALCULATE # OF DEPENDENTS BASED ON RELATIONSHIP, AGE AND SPECIAL STATUS.	1			
VERIFY NUMBER OF DEPENDENTS; RECALCULATE TOTAL ALLOWANCE FOR DEPENDENTS	1		0	480
VERIFY ALL ALLOWANCES, CARE CODES AND/OR SPECIAL STATUS CODES; RECALCULATE	1		0	480
VERIFY CARE/SPEC STATUS CODES; RECALCULATE TOTAL ALLOWANCE & ANNUAL INCOME	1		25,800	25,320
RECALCULATE TTP ON APPROPRIATE WORKSHEET	1		645	633
RECALCULATE GROSS RENT, TTP, AND ASSISTANCE PAYMENT	1		616	628
TRACS STORED THE CORRECTION. NO ACTION REQUIRED.	3			
ENTER THE SECURITY DEPOSIT AMT. AND RESUBMIT THE TRANSACTION AS A CORRECTION	3		0	

Figure 10. TRACS Certification Discrepancies Screen

> ✍ *Note: Action Required codes are explained in Appendix C of the Industry User Guide for TRACS Internet Applications.*

3. Click on the Printing this Page link to display a Help screen on how to modify your PC settings to print the screen successfully.

4. Click the browser's Back button to return to the **TRACS Certification Discrepancies** screen.

5. Click the browser's Back button to return to the **TRACS Certification Detail Options** screen.

6. Click on the Certification History link on the **TRACS Certification Detail Options** screen, and the **TRACS Certification History List** screen (Figure 11) displays.

Figure 11. TRACS Certification History List Screen

7. Click on the Head Tenant Name link, and the **TRACS Certification History Detail Options** screen (Figure 12) displays.

Figure 12. TRACS Certification History Detail Options Screen

8. Click on the Certification Discrepancies link, and the TRACS Certification Discrepancies screen (Figure 13) displays.

Figure 13. TRACS Certification Discrepancies Screen

9. Click on [RETURN TO QUERY] to return to the TRACS Certification Query screen, where a new project number, contract number, or SSN can be selected.

   OR

   Click the browser's Back button to return to the **TRACS Certification History Detail Options** screen.

10. Click on the Certification Member List link on the TRACS Certification History Detail Options screen, and the TRACS Certification Member List screen (Figure 14) displays.

U.S. Department of Housing and Urban Development
TRACS Certification Member List

Head Tenant Name: BETETA, X. C.   Project/Contract Number: AA00A000000
Head Tenant SSN: XXXXX0000   Effective Date: 8/1/2007
Change Sequence #: 4   Sorted By: Member Number

Member Last Name	Member First Name	Member Middle Initial	Member SSN	Alien Registration Number	Relationship Code	Member Number	Date Of Birth	Sex	Member Eligibility Code	Special Status Code	Occupation Description
BETETA	XIOMARA	C	XXXXX0000		H	01	XX/XX/1952	F	EC		
ARAGON	ARIEL	R	XXXXX0000		D	02	XX/XX/1988	M	EN		

Interpreting and printing this page

[RETURN TO QUERY]   [RETURN TO CERTIFICATION HISTORY DETAIL OPTIONS]

Figure 14. TRACS Certification Member List Screen

11. Click on the browser's Back button to return to the TRACS Certification History Detail Options screen.

12. Click on [RETURN TO CERTIFICATION HISTORY DETAIL OPTIONS] to return to the TRACS Certification History Detail Options screen.

   OR

   Click on [RETURN TO QUERY] to return to the **TRACS Certification Query** screen, where a new project number, contract number, or SSN can be selected.

9.4   To display additional certifications for a Project or Contract:

From the TRACS Certification List screen, click on [NEXT 25 CERTS] to display the next 25 certifications for the Project or Contract, and the **TRACS Certification Query No More Certifications Found** screen (Figure 15) displays when all certifications have been displayed.

TRACS Certification Query

No certifications were found for the project/contract number requested.
Either no certifications exist in the TRACS database for this project/contract or the number has been entered incorrectly. Click the RETURN TO QUERY pushbutton to try another query.

(Operation Status = 0, Application Status: certs not found)

RETURN TO QUERY

Figure 15. TRACS Certification Query-No Certifications were found Screen

9.5   To Report a TRACS Internet Certification Query by Download:

1. From the **TRACS Certification Query** screen, enter either *Contract Number, Project Number,* or *SSN* in the appropriate field.

2. Select desired *Sort By* option.

3. Select *Report By: Download* option.

4. Click on Submit, and the **TRACS Certification List** screen (Figure 16) displays.

U.S. Department of Housing and Urban Development
TRACS Certification List

Please click here to download report.

<-Go Back

Figure 16. TRACS Certification List for Download Screen

5. Click on the Please click here to download report link, and a **Security Warning** screen (Figure 17) displays.

Figure 17. Security Warning Screen

   6. Click on the radio button next to *Save it to disk* to name and save the file to your hard drive.

If a query is submitted using the *Report By: Download* function on the query screen, the data is reported in ASCII file format, which is downloaded to your PC's hard drive. The ASCII file is comma delimited so the user may import the data into such database packages as Microsoft Access or Microsoft Excel. The *Header Field Names* display at the beginning of the downloaded file and are separated by commas. Following the *Header Field Names* is the data returned from the query. The data displays in the order of the *Header Field Names* (Figure 18).

```
Contract Number; Project Number; Last Name; First Name; Middle Initial; Head SSN;
Unit Number; Effective Date; Cert Type; Action Code; Action Effect Date; Tracs Process
Date; AP; TTP; Annual Income; Adjusted Income; Gross Rent; Assistance Status Code;
Project or Contract Number; Subsidy Type; Previous Contract Number; Next Recert Date;
Bedroom Count; Over/Under Housed; Move In Date; Discrepancy Indicator; Active
Certification
AAO0A000O00;;PAYER;JAIME;C;XXXXX0000;029;12/1/2007;AR;;;6/18/2008;828;147;6342;5862;975;E
;;1;;12/1/2008;2;;12/21/2001;Y;Y
```

Figure 18. ASCII File