

## Instructions for Voice Response System Access

The purpose of this letter is to provide all Grantees with instructions on using the Line of Credit Control (LOCCs), Lead Hazard Control Program Voice Response System (VRS), for requesting payment drawdowns.

The VRS has been established to do the following:

### Manage Program Funds

The VRS maintains a running account for each Grantee.

### Disburse Program Funds

The VRS processes disbursement data that is used by the Treasury Department to transfer funds electronically to the grantees' designated financial institution when needed for immediate payment of eligible costs incurred under the grant.

### Access to the VRS

Access to the VRS requires appropriate Security Identification (ID) and passwords. The VRS is managed through the Line of Credit Control System (LOCCS). Depending upon security clearance and authorization, authorized individuals will have access to the VRS. The HUD Office of Information Policies and Systems (IPS), Office of Administration, will assign all security IDs for the VRS. All security authorizations issued for drawdowns from the VRS must be validated by an authorizing official of the Grantee and notarized prior to submitting the request to HUD. The official who executes the form must not be the person named on the form for security access. Each Grantee shall designate at least two persons who will be authorized to request drawdown of funds from the VRS and their names must appear on the LOCCS Voice Response Access Authorization Form.

The LOCCS Voice Response Access Authorization Form (HUD Form-27054), must be **returned the Department of Housing and Urban Development; Office of Healthy Homes and Lead Hazard Control; Attention: (the Grant Administrator) in Block 8a of the 1044 cover sheet; 451 Seventh Street; Room P3206; Washington D.C., 20410**. Upon receipt of the completed HUD Form-27054, the Security Officer will issue the authorized person(s) a security ID via certified mail.

When completing the LOCCS HUD Form-27054, in addition to the instruction on the back of the form, pay special attention to the following:

Block 5a, LOCCS Program Area	“LBA”
Block 5b, Program Name	“Lead Hazard Control”
Block 5c, “Q” and “D” are the only options for LBA	

### Privacy of IDs and Passwords

It is crucial to the security of the system that each individual with access to the VRS safeguards his/her security ID and password. Each Grantee must ensure that the person(s) authorized to request payment drawdowns do not share their security IDs and passwords with each other or with any other person. A breach in the security system by the grantee that results in a loss to the Government, will result in immediate expiration of Security IDs and passwords and, depending on the circumstances, may be treated as an offense under applicable Federal laws which may result in prosecution, fine, or other penalty as appropriate. In addition, the Government may have cause for remedial action with respect to the Grant.

### *Canceling Old Security IDs and Issuing New Ids*

In some cases it may be necessary to cancel security IDs because of loss, theft, or change in personnel. A Security ID may be immediately canceled by calling the LOCCS Security Officer at (202) 708-0764. This cancellation must be followed up with a revised copy of HUD Form-27054 indicating that the user's security access is to be terminated. New security IDs may be requested by resubmitting HUD Form-27054 with the appropriate notarized approval signatures.

### *Establishment and Update of Passwords*

The LOCCS Security Officer will establish an initial password for the Security ID at the time the HUD Form-27054 is processed by HUD. Subsequent passwords for the security ID must be established by the user and must be changed within 60 days from the last time a password was established for the Security ID. The user through the VRS will enter the new password. If a person has not accessed the VRS within six (6) months, the Security ID will automatically expire and access will be automatically terminated. Termination of access due to password expiration will require resubmission of HUD Form-27054 with the appropriate notarized approval signatures.

### *Notification to HUD of Designated Financial Institution*

All Grantees must identify an existing account or establish an account in a financial institution. This account will be used for the deposit of funds from the U.S. Treasury account. The financial institution must be capable of receiving Automated Clearing House "ACH" payments.

After the Grantee has identified a financial institution, the authorized official must complete and submit the Direct Deposit Sign-Up Form, SF 1199A and a blank check marked "CANCELED" or "VOID". This form identifies the name of the financial institution and the American Banking Association (ABA) Transit Routing Number the Treasury Department will use to wire funds to a Grantee's account. The Direct Deposit Sign-Up Form also identifies the type of account to which the wires will be sent. **Return this form to Department of Housing and Urban Development; Office of Healthy Homes and Lead Hazard Control; Attention: (The Grant Administrator in Block 8a of the 1044 cover sheet); 451 Seventh Street; Room P3206; Washington D.C., 20410.**

Any unreported changes in the ABA and/or account numbers may result in a rejection of the funds requested. When this occurs, the Grantee will be contacted to ascertain the new ABA and/or account number. Any such rejections may take up to 3-4 weeks to process. To avoid rejections of payments requested, the Grantee must ensure that any changes in ABA and/or account numbers are immediately reported to HUD. All changes will require submission of a new signed Direct Deposit Sign-Up Form.

### *Reconciliation of Account Activity*

The Grantee should receive a monthly statement from its designated financial institution that includes the canceled checks written against its bank account for any activities performed under the grant. The Grantee must account for all checks included in the bank statement and reconcile the statement with the monthly Bank Disbursement report. Grantees must follow appropriate accounting and financial management procedures as required by CFR-24-Part 85 and OMB Circular A-87 (for state and local governments), as applicable. Bank service charges are eligible administrative expenses for all Grantees.

### **The Drawdown Procedure**

The Grantee must first fill out the payment voucher, HUD form-27053 that is required to document the telephone request for drawdown. HUD will provide each grantee with a supply of vouchers or they may be downloaded from one of the websites given below. The caller is thus prepared to provide the information required by the VRS to request a disbursement of funds. To the extent possible, drawdowns should be in whole dollars (no cents). The authorized person then telephones the VRS at (703) 391-1400 and provides his/her security ID. In case of error, he/she will have 3 opportunities to provide the correct security ID before access will be denied. Callers with problem IDs should call the Security Officer at (202) 708-0764. Should the caller experience difficulty in accessing the VRS, he/she should call (202) 708-3226.

Once access has been granted, the VRS will request the following information in filling out the HUD-27053:

- The nine-digit voucher number in box 1, the first three digits (prefix) identify the specific program being funded, the prefix for Lead-Based Paint Abatement grants is 039. This prefix will remain the same for all vouchers submitted. The remaining six digits will be assigned by Voice Response System (VRS) during the telephone call.
  
- In box 2 the LOCCS Program Area is LBA.

After the above information has been entered into the VRS, the VRS will permit the caller to verify the information as recorded by the VRS. At this time the Grantee should submit the voucher and the appropriate supporting documentation (how the reimbursement is to be divided between the different cost line items, such as Direct Labor, Fringe Benefits, Materials, Travel, Subcontracts, Other Direct Costs or Indirect Costs) to the GTR. The GTR will have 5 working days from the date of receipt to review and act upon the voucher. The actual payment to the Grantee will be transmitted within 3 days of the GTR approval. The original signed voucher should be submitted to the GTR. The Grantee's Tax Identification number should be on each voucher. If the information is correct, the caller will be asked to confirm the payment request and the voucher will be given a number. If the information is incorrect the caller will be permitted to re-enter the requested information. If the caller experiences disapproval, he/she should call the appropriate GTR.

Additional program forms may be printed from the HUDCLIPS website: <http://www.hud.gov/offices/adm/hudclips/forms/index.cfm>.

SF1199A can be obtained from any local bank.