

IDIS LIVE

...for the Integrated Disbursement and Information System

U.S. Department of Housing and Urban Development

Office of Community Planning and Development

LOUISIANA AND LAKE COUNTY, IL NAMED BEST PRACTICES WINNERS

The State of Louisiana and Lake County, Illinois were both awarded prestigious HUD Best Practices awards at the "Building a Better Tomorrow" awards symposium, held late July in Kansas City, Kansas.

The State of Louisiana is the first state in the nation to successfully implement Electronic Data Interchange (EDI) to transfer CDBG information from a state's database to IDIS. Under EDI, standard data are formatted into records and transmitted through a Value Added Network (VAN) to HUD. EDI eliminates the duplication of effort that comes from keying data into both IDIS and the state information systems. As part of their award-winning effort, Louisiana's technical staff developed computer programs to extract, format, and transmit data to HUD in agreed upon EDI and IDIS data formats.

Lake County, Illinois, created a low-cost, e-mail mailing list subscription service (or *listserv*) that has more than 400 users. User questions are communicated via e-mail to other subscribers from across the nation, who may choose to respond. Even if subscribers never post questions or answers, they benefit by learning from other subscribers who do. Lake County's award-winning project was the brainchild of David Robinson, formerly of the Lake County Planning Department. Robinson observed that IDIS users needed a fast way to communicate with each other and knew a list service would solve the problem.

A panel led by HUD's Deputy Secretary Saul Ramirez and Acting Assistant Secretary of Administration Joseph Smith ranked and rated over 2,000 Best Practices nominations. In addition to the award winners, the following jurisdictions had IDIS best practice projects worthy of mention:

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Bakersfield, CA, uses IDIS to track and report program accomplishments for their CAPER. The level

of detail supplied by IDIS data provides a more accurate assessment of program performance and lets Bakersfield identify program areas that may need improvement.

The City of Fontana, CA, a former two-time best practice winner for IDIS, works closely with HUD on IDIS issues, while mentoring other Southern California area grantees to assure that IDIS meets their needs.

Decatur, GA, developed a tool, the Master IDIS List, to summarize projects in IDIS. The List allows the grantee's staff to access all project information in one document.

The City of New Orleans, live in IDIS since September 1997, encourages an open dialog on IDIS-related issues with employees in their Division of Housing and Neighborhood Development and HUD. The goal: "tackling this nationwide initiative."

The Fall River, MA Community Development staff produced model reports using Community 2020 and IDIS data. By providing better quality information in an easy-to-understand format, public participation also increased.

The HUD Michigan Field Office, along with grantees **Ann Arbor** and **Dearborn**, created a state-wide training team to help eliminate obstacles as new Michigan grantees came aboard IDIS. Grantees Ann Arbor and Dearborn provided peer to peer assistance and training. The effort opened doors of communication among grantees and will hopefully facilitate future collaborative efforts in other areas.

The Michigan Field Office and their grantees exemplify how a partnership between the Federal and local government can pool knowledge and resources to address a complex technology issue. ■

JOIN THE LISTSERV

IDIS users maintain a list service, or *listserv*, which enables them to e-mail messages that are automatically distributed to all members of the list. Members can read, post, and respond to a message.

The following instructions for subscribing to the listserv can also be found on the web at: <http://www.hud.gov/cpd/idis/faq/cosa02.html>

To subscribe to the list, send a message to `LISTSERV@HOME.EASE.LSOFT.COM`. In the body of the message, write `SUBSCRIBE IDIS-USERS Pat Jones` (using your first name and last name, of course). You will receive a confirmation message once you have been added to the list of subscribers. (If you have problems during set up, contact Dave Robinson at `drobinson@hdsoftware.com`).

Once you have subscribed to the mailing list, you can send a message to all other grantees on the list by sending an e-mail message to `IDIS-USERS@HOME.EASE.LSOFT.COM`. You send mail to a single address and the LISTSERV makes copies for all of the subscribers.

Be ready for some additional e-mail! There's a lot of talk about IDIS going on and other issues arise occasionally (related to CDBG, HOME, ESG, and HOPWA, for example).

To use the following commands, send a message to `LISTSERV@HOME.EASE.LSOFT.COM` and type the command as the body of the message. If you find that you're getting too much e-mail, or if you decide that you don't want to continue participating, you can always un-subscribe by sending the **SIGN-OFF** command.

Other subscribers can see that you subscribe to the list by sending a **REVIEW** command. This command directs the listserv to send the requester the e-mail addresses and names of all the list subscribers. If you do not want your name to be visible after you have subscribed to the list, send a **CONCEAL** command.

More information about the mailing list and commands will be sent to you as soon as you subscribe. Have fun connecting with other IDIS users! ■

INTERNET ACCESS TO IDIS

The articles in this issue pertaining to IDIS Web 390 internet access, were written by John Mayer, HUD Security Administrator.

You now have more than one way to access IDIS. Previously, you could access IDIS only by dialing into SprintLink. Now you can use the internet, which links you to IDIS through the web and your regular Internet Service Provider (ISP). Among other advantages, using the internet allows more than four times the number of concurrent IDIS users. You should be able to get into IDIS at just about any time it is operating (7:30 a.m. to 8:00 p.m. EST).

To use the internet to access IDIS, you need to be able to get to the internet in the first place. To do that:

- You need an Internet Service Provider (ISP).
- You need to know the name of the website, which is: <http://www.hud.gov/cpd/idis/idis.html> and;
- You must have your Web 390 ID and password.

Web 390 is the software HUD uses to allow people to use the internet to get into the HUD computer that runs IDIS. A Web 390 ID and password are your credentials for identifying yourself to the computer so that you can gain access. Each person has his/her own ID and password. The Web 390 ID and password are in addition to any ID and password you use to get into the Internet initially. You get Web 390 IDs and passwords one of several ways:

- If you already have an active Production IDIS ID, a letter should have been sent to you August 19 with your Web 390 ID and password.
- If your Production IDIS ID is not active, then when you get it re-activated, you will be given a Web 390 ID and password at that time.
- If you don't have an IDIS ID, get an IDIS Access Request form from your local CPD representative and send it in. You'll be sent an IDIS ID and Web 390 ID, and passwords for both. ■

WEB390 ACCESS QUESTIONS

Q: I don't have a Web 390 ID and password. Can I borrow someone else's?

A: No. Each person must have his/her own Web 390 ID and password just as each person has his/her own IDIS ID and password.

Q: Are the Web 390 ID and password case sensitive?

A: Yes. All the letters in the Web 390 ID and password are lower case. All the numbers are just plain numbers.

Q: Can I change the Web 390 ID or password?

A: Interesting question. Typically you will keep the same Web 390 ID and password for as long as you continue to use IDIS, and you cannot change either one. Even if your IDIS ID is revoked from six months of non-use and you get an entirely new IDIS ID, you will very likely keep the same Web 390 ID and password. The Web 390 ID and password do not wear out.

If you move from one HUD region to another, we WILL assign you a new Web 390 ID and password, even though you keep the same IDIS ID.

Q: Why is that?

A: The IDIS ID will stay the same even though you move from one HUD region to another because you are still the same person. Web 390 keeps track of problems, poor connections, etc. all across the country. It uses the Web 390 ID to identify where the problems exist, and to identify where remedial attention is needed.

You'll notice that the WEB 390 ID starts with "wi" for "Web 390 IDIS" followed by a set of numbers. Those numbers identify which HUD region you are in, and identify you as a unique user of IDIS. If you use a Region 1 Web 390 ID in Region 7, and Region 7 is having some connection problems, it will appear to the people who manage Web 390 that there is a problem in

Region 1 and they will divert resources there, when the real problem exists in Region 7.

Q: How will HUD know if I've moved from one region to another?

A: When you leave one grantee and start working for another, we will change your IDIS user profile so that you have access to the data for the new grantee and not the old one. At the same time, we will assign you a new Web 390 ID.

Q: Will SprintLink be discontinued once we begin using the internet to access IDIS?

A: HUD has no plans to discontinue SprintLink. We expect that many people will continue to use SprintLink to get into IDIS, and think it is a good idea to have more than one way to get you into IDIS. ■

SPARE SPRINTLINK IDS

For those users still using SprintLink, here are some spare IDs and passwords. Remember that these IDs are shared by many IDIS users; **DON'T CHANGE THE PASSWORD!!**

SprintLink ID	Password
CPD.262172.003	173054
CPD.292652.003	144451
CPD.342190.003	114664

CPD.343234.003	165763
CPD.372304.003	112317
CPD.392118.003	152777
CPD.349035.003	165433
CPD.370108.003	146442
CPD.372508.003	125774
CPD.391176.003	157746
CPD.395214.003	133162
CPD.426711.003	156163■

“COOKIE” QUESTIONS

Web 390 users may receive one or more *cookie* messages when they use IDIS via Internet. These messages may occur if you - or the person who installed Netscape on your PC - changed the Netscape “Cookie” preferences.

To STOP receiving these messages for Version 4.XX and above of Netscape:

- From the Netscape Edit menu, select Preferences, then Advanced.
- In the section titled Cookies (the lower half of the box), select Accept all Cookies.
- Remove the check from Warn Me before Accepting a Cookie. ■

IDIS TROUBLESHOOTING GUIDE FOR WEB 390

Web 390 allows you to access IDIS through the Internet. It will be available any time IDIS is available.

MAKING THE CONNECTION

Connecting to IDIS with Web390 is easy! You need a connection to the internet and Netscape Navigator 4.05 or higher. If you do not have Netscape installed on your computer, you may download it from <http://home.netscape.com/download>

Because of compatibility issues, Web 390 will not work with Microsoft Internet Explorer. **In order to**

use this program, you must use Netscape Navigator, no exceptions.

Some popular ISPs time out after a certain period of time with no activity. If you have problems losing your internet connection from IDIS, contact your internet service provider's technical support line. Do not call the IDIS Technical Assistance Unit with connection problems.

PASSWORDS AND SECURITY

In order to connect to IDIS using Web 390, you need two sets of ID/passwords:

- A Web 390 ID and password, which will be issued to you; and
- Your regular IDIS ID and password.

Your Web 390 ID and password are case-sensitive and must be entered in lower case. If you have trouble with either of these, call the HUD Helpdesk at (202) 708-3300.

USING IDIS/WEB 390 FOR THE FIRST TIME

The first time you log in to IDIS with Web 390, you must install the 3270 emulation plug-in:

Start Netscape Explorer and go to the url: <http://www.hud.gov/cpd/idis/idis.html>

Select the region where you are located, then enter your Web 390 ID and password.

Click **Configure** on the right-hand side of the screen. (If the 3270 plug-in was already installed by someone else, you will see the location where it is installed, for example:

C: \PROGRAMFILES\NETSCAPE\COMMUNICATOR\PROGRAM\plugin327032.DLL

If the plug-in is not installed, click **Download the latest PC Client Software** and follow the directions on the download screen.

After the download is completed:

- Quit Netscape Navigator.
- Locate the file you downloaded.
- Run the self-extracting executable file.
- Re-start Netscape, go to the web url: <http://www.hud.gov/cpd/idis/idis.html> and log in again.

EXITING WEB 390

For security reasons, when you exit IDIS/390, it is important that you also close Netscape Navigator.

A FEW WEB 390 TIPS:

To maximize the screen size, before you go to the IDIS Internet Login Screen, close Netscape's Personal, Location and Navigation toolbars by clicking the small down arrows at the far left of each toolbar.

To maximize the viewable part of the IDIS screen, click the **Configure** button on the right side of the Web 390 application. Next to **Plug-in Screen Resolution**, change **Width** to 640 and **Height** to 480. Then, on the left panel, scroll down until the **Process** button is visible, then click on it. Your IDIS screen should now be larger.

Browser functions such as the Back button are disabled while using the emulator, please continue to use the regular PF keys.

To access PF keys, right click on any screen. From the pop-up screen, click on a key with your mouse. You may also select PF1 through PF12 from your keyboard.

To recover from a software error, either application or network:

- Click the **RELOAD** button on the browser. If this returns another error; then
- Click the **BACK** button on the browser. If this also returns an error; then
- Click the **RESYNCHRONIZE** icon at the left of the application screen. (This option is not available if you are at the home page.
- If you still cannot correct the problem, click **STOP** on the browser and use **File, Exit** from the Netscape menu to shut down Netscape; then restart Netscape. If the problem still occurs, contact the IDIS help desk.

To print the screen we strongly recommend that you first click the **RESYNCHRONIZE** icon before you use the Netscape browser to print the screen. It is important to realize that the screen print function is controlled by Netscape and the software/hardware configured on your computer.

Due to hardware/software incompatibilities, not all users may be able to print the screen. We are working to insure that in the future you will be able to do this.

Once you are logged into IDIS, IDIS in the Web 390 environment is exactly the same as the IDIS you use

with SprintLink. For questions regarding IDIS, refer to the IDIS Reference Manual. ■

THE HOPWA PAGES

The HOPWA Pages spotlight issues pertinent to the HOPWA program. Rusty Bennett, PMI/CPD Specialist for the Office of HIV/AIDS Housing, is available at (202) 708-1934 Ext. 4619 or at Russell_L._Bennett@hud.gov to answer your questions.

HOPWA Highlights



YOU ASKED FOR IT!! IDIS HANDS-ON TRAINING FOR HOPWA GRANTEES

The Office of HIV/AIDS Housing in cooperation with AIDS Housing of Washington (AHW) is making final arrangements for the Third National Meeting of HOPWA Formula Grantees September 26-29, 1999 at the Tremont Suite Hotel in Baltimore Maryland. As a part of this meeting, TONYA, Inc. and the Office of HIV/AIDS Housing are offering hands-on IDIS training and assistance for HOPWA grantees.

YES, THAT IS RIGHT---HANDS-ON IDIS TRAINING!!

As a HOPWA grantee, you will be able to receive hands-on IDIS training whether you are a beginning, intermediate, or advanced user. Training will be offered concurrently with scheduled sessions in 30 minute to one hour intervals for up to three people at a time. TONYA staff will be on-hand to offer the best, most up-to-date training available on the IDIS system throughout the conference.

In addition, if you would like to look at your own community and its current projects/activities bring your user ID and your password. This will not be required for training, but will be necessary if you would like to access your current data records.

Please pass this information to your staff and colleagues. This HOPWA-specific IDIS training will be a great introduction for new staff working with IDIS and/or HOPWA. Be sure to mark you calendars

and don't forget to bring your questions. We hope to see you and your colleagues from all the other States and cities. If you have any questions before the meeting or questions on the IDIS training, please contact Rusty Bennett (202-708-1934 ext.4619) or Harry Garte (305-536-5678 ext.2260) in the Office of HIV/AIDS Housing. ***SEE YOU IN BALTIMORE!***

RACE AND ETHNICITY IDIS SCREEN IS BACK!!

As many of you may know, the HOPWA APR and IDIS are the same in the data they collect. However, over the past year, IDIS has not tracked race/ethnicity data of HOPWA clients receiving housing assistance - until now. The IDIS HOPWA accomplishment screens now have a new screen which tracks race/ethnicity (C04MP13).

When entering your accomplishment data on your project/activity, you should account for the number of individuals receiving housing assistance along with their age/gender, recent living situation, and race/ethnicity. The total number of individuals receiving housing assistance should match the total number of individuals reported under the above categories.

IDIS REFERENCE MANUAL: HOPWA ACTIVITIES

The IDIS Reference Manual has been updated and contains a new chapter specifically for HOPWA activities. You can find this resource and other valuable tools at:

<http://www.hud.gov/cpd/idisweb.html>

Go to the IDIS Reference Manual and select Chapter 11: Completing HOPWA Activities for complete details on completing HOPWA related screens including the new race/ethnicity screen.

HOPWA AND IDIS QUESTIONS AND ANSWERS

This month's Q & A will focus on accounting for units of housing provided under the HOPWA program.

Q: I am confused! When do I count people and when do I count units?

A: This certainly can be confusing especially when each HUD program may have different reporting requirements. The HOPWA program is a housing program. We count *both* the persons living with HIV/AIDS and their families that receive housing, *and* the number of units that are provided with HOPWA funds.

In IDIS on the C04MP05 screen, you should account for the **number of persons** with HIV/AIDS and their families that are receiving housing assistance with HOPWA funds.

Units of housing funded under the HOPWA program are divided into: 1) two types of housing subsidy payments including tenant-based rental assistance (TBR) and short-term rent, mortgage, utility payments (STRMU); and 2) facility-based housing. In IDIS, facility-based units should be reported under the "facility-based" or "facility-based plus supportive services" track on the C04MP02 screen. TBR and STRMU units are reported under the "scattered-site" or "scattered-site plus supportive services" track on the C04MP04 screen. Units should be reported in relation to the number of bedrooms in each unit.

Q: How do I count the number of units if two or more individuals share a unit?

A: Whether it is facility-based housing, scattered-site housing, or short-term rent, mortgage, or utility payments, each unit of housing provided with HOPWA funds should be counted only once regardless of the number of people served in that unit.

For example: if you operate a short-term facility which has 5 two bedroom units. Two individuals share each unit. You would report this facility as having 5 two bedrooms units on the C04MP02 screen under facility-based housing. The number of units does not change due to the number of individuals living

in the unit. (Note: You would count the total number of individuals served in the facility on the C04MP05 screen.)

Q: How much HOPWA funds goes toward housing assistance? How does it break down under each category?

A: Data reported by HOPWA grantees show us that over 70 percent of HOPWA program dollars go toward housing assistance. Fifty-seven percent of housing assistance funds are spent on short-term rent, mortgage and utility payments and tenant-based rental assistance. Forty-three percent of HOPWA housing assistance funds go toward facility-based housing.

Information collected through IDIS and the HOPWA APR helps HUD understand where program dollars are being spent, ensures accountability in the usage of program funds, and ensures that program dollars are providing necessary housing for persons living with HIV/AIDS and their families. ■

WRAPPING UP THE HOME DATA CLEAN-UP

HOME data cleanup efforts are well underway. Many jurisdictions have corrected their data and notified the TAU; however, much remains to be done. The goal of completing the data clean-up so that there is reliable HOME data by the end of this Fiscal Year is rapidly approaching. PJs that have not completed clean-up are urged to do so quickly. Contact the TAU at 1-800-273-2573 if you need assistance. ■

LIVE UPDATE

We are happy to announce the addition of the

State of Nevada

to the list of state grantees that have gone "live" in IDIS.

Welcome! We look forward to working with you.

SUMMARY: RELEASE NOTES

PSEUDO VERSION 4.7

The following new features were released in Pseudo Production for user testing on Friday August 6, 1999.

NEW FEATURES

New activity copy/move feature. Using the Revise Activity option, users can now copy all activity setup data except the “Money” screen. To setup a “like” activity quickly, users can copy an activity to another activity under the same project and year; or to a different project and/or a different year. This feature also enables users to move all activity setup data, including the activity number, to a different project or a different year. Once copied or moved, users can revise the activity, as necessary.

Changes to the HOME Path.

The codes used for activity setup on the Homeowner/Rental Assistance Setup screen are now the same as those used on the completion screens.

The Appraised Value field on the HOME Multi-Unit Costs Data screen (C04MH16) has been replaced with two new fields. For completion Activity Codes 1 or 4, the user must complete the new After Rehab Value field. For completion Activity Codes 2, 3 or 5, the user must complete the new Initial Purchase Price field.

The Homeowner Downpayment Assistance screen (C04MH19) contains two new fields. For completion Activity Codes 1 or 4, the user must complete the new After Rehab Value field. For completion Activity Codes 2, 3 or 5, the user must complete the new Initial Purchase Price field.

Tenure Type 2 (Homeownership First-Time) and Tenure Type 3 (Homeownership Rehab) now apply to both Homeownership Completion activities and Multi-Unit Completion activities.

The Multi-Unit Location/Address screen (C04MH12) now accepts more than four addresses.

GENERAL ENHANCEMENTS

Renamed “Year” field on Setup Activity view screen, C04MA54. The field on this screen has been renamed from “Program Year” to “Report Year.”

Drawdown Request and Approval access. Due to the Inspector General’s concern over “separation of duties,” CPD has redefined which drawdown options a user can perform within the Drawdown function, depending upon the flag settings on the User Information screen, C04MU02.

- If there is an X in the Request Drawdown field of the User Information screen, the user can only use options 1-5 on the Drawdown menu (all options except Drawdown Approval).
- If there is an X in the Drawdown Approval field of the User Information screen, the user can only use options 1, 2, 3, and 6 on the Drawdown menu (all options except Create Drawdown and Maintain Drawdown).
- If there is an X in both the Request Drawdown field and the Drawdown Approval field of the User Information screen, the user can use all options on the Drawdown menu.

HOPWA Facility-Based screen, C04MP02, and HOPWA Scattered-Site screen, C04MP04 modified. Expanded Housing Units field to six digits.

CDBG 1-1 Replacement screen, C04MC06, modified. Address line can now be deleted.

REPORT ENHANCEMENTS

In response to requests from grantees and HUD Field Offices, CPD has enhanced the following reports:

Federal Entitlement Grant Funding report, PR01, modified.

- Numeric fields include commas for readability.
- New subtotal and total fields.

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- New layout makes report easier to read.

List of Activities report, PR02, modified.

- Activity and project names are no longer truncated.
- Numeric fields include commas for readability.
- New subtotal and total fields.
- New layout makes report easier to read.

Grant Drawdown report, PR05, modified.

- Activity and project names are no longer truncated.
- Numeric fields include commas for readability.
- New subtotal and total fields.
- New layout makes report easier to read.

Summary of Consolidated Plan Projects, PR06, modified.

- New layout makes report easier to read.

Program Income Details report, PR09, modified.

- Numeric fields include commas for readability.
- New subtotal and total fields.
- New layout makes report easier to read.

Security report, PR30, modified.

- Numeric fields include commas for readability.

CDBG Summary of Activities report, PR03, modified.

- Numeric fields include commas for readability.
- New subtotal and total fields.
- New layout makes report easier to read.
- Dollar and cents properly displayed.
- Date displays correctly.

CDBG Rehabilitation Activities report, PR10, modified.

- The report can be printed for a report date in 1997.
- Activity and project names are no longer truncated.
- New subtotal and total fields.
- Numeric fields include commas for readability.
- New layout makes report easier to read.

CDBG New Housing Construction report, PR11, modified.

- Activity and project names are no longer truncated.
- Numeric fields include commas for readability.
- New layout makes report easier to read.

CDBG Float-Funded Activities report, PR13, modified.

- Activity and project names are no longer truncated.
- Numeric fields include commas for readability.
- New layout makes report easier to read.

CDBG Activities by CDFI Area report, PR14, modified.

- Activity and project names are no longer truncated.
- Numeric fields include commas for readability.
- New layout makes report easier to read.

CDBG Financial Summary report, PR26, modified.

- Numeric fields include commas for readability.
- New subtotal and total fields.
- New layout makes report easier to read.

Status of HOME Activities report, PR22, modified

- New layout makes report easier to read.
- New column reports status of activity.

HOME Status of CHDO Funds report, PR25, modified.

- Numeric fields include commas for readability.
- New layout makes report easier to read.

Status of HOME Grants report, PR27, modified.

- Numeric fields include commas for readability.
- New subtotal and total fields.
- New layout makes report easier to read.

ESG Grantee Activity Summary report, PR20, modified.

- Numeric fields include commas for readability.
- New subtotal and total fields.
- New layout makes report easier to read.

- Report now runs for other than current program year.
- Report based on run-time parameters.

Financial Summary for ESG Program report, PR26, modified.

- Numeric fields include commas for readability.
- New subtotal and total fields.
- New layout makes report easier to read.

CORRECTIONS

IDIS screen processing corrected. The system no longer locks up on the login screen when an invalid login ID is entered.

Activity Funding processing corrected. When a user presses F1 or F2, the system displays the correct owner name of the project.

Setup Activity screen, C04MA08, corrected. The cent value on the Money screen is retained when a user exits the screen.

Job Creation/Retention screen, C04MA07, corrected. The full-time equivalency is now calculated correctly.

CDBG Activity screen, C04MC01, corrected. The screen no longer displays an amount in the Unliquidated Amount field if it was not entered by the user.

CDBG screen processing corrected. Various CDBG screens now retain data correctly.

Grantee List for Office screen, C04FM08, corrected. The screen now scrolls forward and backward correctly.

PERFORMANCE ENHANCEMENTS

No activity setup for HOME converted activity. A grantee's 0001 activity, always a converted HOME activity, no longer requires any activity set up for funding and draws.

SQL error message no longer displays when funding for an activity is changed.

Programmers can now delete error files from the system program C04PB05. This enhancement is for "clean-up" purposes.

Profile security changes. New programs were created to standardize the establishment of security flags in the IDIS database.

User Information screen, C04MU02, internal processing improved. Standardized the flag values on the internal table (making them either Y or N). ■

FOR YOUR INFORMATION	
Your IDIS contacts are Tracey Peterson and Vivian Baldwin at CPD. You may contact them via the following:	
Telephone:	202-708-0614, ext. 4859 (Tracey) 202-708-0614, ext. 4693 (Vivian)
Internet:	Tracey_R_Peterson@hud.gov Vivian_C_Baldwin@hud.gov
Mail:	HUD/CPD Systems Development and Evaluation Division 451 Seventh St., S.W., Room 7226 Washington, D.C. 20410
For technical information , contact your field office or the CPD Technical Assistance Unit at 1-800-273-2573. For SprintLink ID and password information , contact your local HUD field office. To have your IDIS ID and password reset , call HUD Security at 202-708-3300. For IDIS training , contact TONYA, Inc. at 202-289-8100.	

TAU TOTALS FOR JULY

A total of 1,200 calls were received by the TAU during July. The TAU customer service representatives answered all but four of those calls on the initial call-in. A review of the calls indicates that 37% of the calls concerned the HOME C/MI System and HOPE 3 program, while 63% of the calls were associated with IDIS. ■