

| Section/ Screen Number/ Function | Table Name | Issue | Interim Solution |
|--|---|---|---|
| Administration | | | |
| AD-25 or AD-25 | Uploading Attachments | Error message appears when trying to upload attachments using Internet Explorer or attachment link does not appear on the screen even if the grantee does not receive an error message. | Issues exist with uploading attachments through Internet Explorer. Use either Google Chrome or Firefox browsers to upload attachments on AD-25/AD-26. Save and exit the screen after uploading attachments, then reenter the screen to view the list of attachments. |
| AD-25 or AD-26 (Field Office user only) | Review Comments text box | Error message appears when a Field Office Rep enters more than 4000 characters in the Review Comments text box or Field Office Rep is not able to change status after entering more than 2000 characters in the Review Comments text box. | Enter no more than 2000 characters in the Review Comments text box. Remember than formatting may add invisible characters, which increases the count. |
| AD-25 or AD-26 | Quality Checks for SP-45, AP-15 and AP-20 | Warning that narrative is blank in SP-45, AP-15, and AP-20 when there is text saved on those screens. | In any case where the quality check does not seem accurate, no changes are required. Plans may be submitted in IDIS, even if the quality check warnings are not cleared. These warnings are meant to help grantees determine if their plan is complete. If a quality check is incorrectly stating that you are missing information, then you can ignore the quality check warning. |
| AD-50 and AD-55 | N/A | A warning message appears when Field Office email address is not available in IDIS. | This message appears when a Field Office representative has not been designated in the grantee's profile in IDIS. A Field Office user must be designated in the grantee profile in order for IDIS to generate an email notifying the Field Office that a plan has been submitted. Grantees that receive this message should notify their CPD representative when a plan has been submitted in IDIS to ensure that they are aware this plan is available for review. |
| Process | | | |
| PR-10 | First table on this screen | Agency/group types are missing: Services-victims; Services – housing; and "business and civic leaders" | Select "other" and then list each of the missing types in the designated space below. |
| PR-10 | Missing text box | Narrative text box is missing, which should read "Describe any efforts to enhance coordination with private industry, businesses, developers, and social service agencies (91.215(l))." | In the discussion text box or an inserted text box, add a label that reads "Describe any efforts to enhance coordination with private industry, businesses, developers, and social service agencies (91.215(l))" and provide a response. |
| PR-15 | Citizen Participation Outreach table | When using Internet Explorer, the text boxes for questions in the Citizen Participation Outreach table are right justified and very small. | Copy and paste text into these small boxes on the right. When you save the screen, the text boxes will expand to fit the text. |
| PR-15 | Citizen Participation Outreach table | "Public Hearing" is missing as a mode of outreach. | This option will be added in a later IDIS Release. For now, use the fourth button in the "Mode of Outreach" section of this table and enter "Public Hearing" in the blank. |

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| Needs Assessment | | | |
| NA-10 | Households with Children Present table | Data is missing for this table | At this time, HUD does not have data for this table. Use local or state data to fill in this table. |
| NA-10 | N/A | Narrative text boxes are missing for two required elements of the needs assessment: 1) "Describe the number and type of single person households in need of housing assistance;" and, 2) "Estimate the number and type of families in need of housing assistance who are disabled or victims of domestic violence, dating violence, sexual assault and stalking." | Copy and paste these questions from this document into the discussion box at the bottom of the screen and provide response. |
| NA-10, SP-30 | Insertions throughout | Insertions (GIS data, GIS maps, text boxes, tables and JPEGs) entered on NA-10 are appearing on SP-30, and vice versa. When any of these insertions is modified or deleted on one screen, the insertion on the other screen is also affected. | Note in the labels of each insertion which screen they are associated with. Since modifying or deleting an insertion on either screen will also modify or delete the insertion from the other screen, leave the full list of insertions on both screens. Use the notations in each label to identify which insertions should be deleted from the NA-10 or SP-30 section in the downloaded Word report. |
| NA-35 | All public housing data | Data missing in random cells | Data in these cells are based on the data provided to HUD by individual PHAs. Missing data was missing in the PHA's submission. Review the data with your local PHA and confirm the correct values. If you are a state grantee and it is not feasible to obtain this data, you may choose to enter "no data" in these blank cells. |
| Market Analysis | | | |
| MA-10 | Unit Size by Tenure table | Error message appears when a grantee attempts to save the screen after deleting default data and entering alternate data in the Unit Size by Tenure table. | If you want to change the default data in the Unit Size by Tenure table, create a table in Excel, save it as a JPEG and insert it in the template below the Unit Size by Tenure table. Then delete the default data table in the downloaded Word Report before posting for public participation. |
| MA-15 | Rent Paid and Housing Affordability tables | Using alternate data in the Rent Paid and Housing Affordability tables causes errors in the calculated percentages when screen is saved, and the user is not able to toggle back to the default data values. | Clicking or tabbing in the different cells of the Rent Paid table causes the percent values to be replaced with the correct calculated values. But selecting the save button, replaces these values with the percentages for the original default data set. Correct these percentages in the downloaded Word Report for public participation. After selecting the alternate data set, the default data button remains disabled. To revert back to the default data values select the delete data set button. |

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|---|---|--|---|
| MA-15 (State Plans only) | Monthly Rent (\$) | Table does not include any data in State plans | This table is mistakenly included in the template for State plans, since there is not a single set of FMRs or High/Low HOME rents for State grantees. State grantees should ignore this table. It will be removed in a future IDIS update. |
| MA-35 (State Plans only) | N/A | Question for entitlement/consortia appears and duplicates previous state question | Ignore the duplicate narrative question and text box. And delete it in the Word version of the plan used for public participation. |
| MA-45 (State Plan only) | Median Earnings in the Last 12 Months table | Data is missing the Median Earnings in the Last 12 Months by Educational Attainment table | Download a CPD Maps report for your State (do not use CDBG grantee area or medians will be N/A) and look at the excel file (see the CPD Maps desk guide for instructions at http://www.hud.gov/offices/cpd/about/conplan/pdf/cpdmaps_deskguide.pdf) To fix this data in IDIS, click "Alternate Data" and enter the data from the "Educational Attainment" section in the "Economic Context" tab of the excel output. The source will be ACS 2005-2009. (See Note at the end of this document for instructions) |
| Strategic Plan | | | |
| SP-10 | N/A | When a target area (any type) is added or an existing target area is included on Geographic Priorities screen, system does not prompt the user to answer the required questions about the target area. | For each target area the user wishes to include in the plan, check the "include" box in the table. Then select "edit" and answer the questions on the next screen. |
| SP-10 | N/A | A "Save and return" in the Admin screen within the Geographic Priorities screen returns the user to the main menu, rather the main Geographic Priorities screen. | HUD is aware of this flaw in the system and it will be corrected in a later IDIS release. |
| SP-35 | Uses of funds for ESG | Uses of funds listed in the Anticipated Resources table is wrong for ESG | Edit the uses of funds for ESG in the downloaded Word Report of your plan to read: a. Street Outreach b. Emergency Shelter c. HMIS d. Homelessness Prevention e. Rapid Re-Housing |
| SP-40 | Institutional Delivery Structure table | An error message occurs when a grantee attempts to save the screen or when clicking "select organization." | These errors occur when there is more than one blank organization block and the grantee attempts to choose "select organization" in one of those blocks or attempts to save the screen. Delete any duplicate blank organization blocks before clicking save or "select organization." |
| SP-40 | Institutional Delivery Structure table | Four categories are missing from the "Responsible Entity Type" drop-down menu: Community faith-based organizations; Philanthropic organizations; Continuums of Care; and, Departments and Agencies. | Select "other" and then list each of the missing types in the designated space below. |

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| Annual Action Plan | | | |
| AP-15 (Consortia Participant Plan only) | Uses of funds for ESG | Uses of funds listed in the Expected Resources table is wrong for ESG | Edit the uses of funds for ESG in the downloaded Word Report of your plan to read: a. Street Outreach b. Emergency Shelter c. HMIS d. Homelessness Prevention e. Rapid Re-Housing |
| AP-20 in a Standalone Annual Action Plan | Narrative Question | That following question appears on the screen, but is not required in an Action Plan: "Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.215(b)." | Delete this question from the Word report. This question is a requirement of the Strategic Plan and appears on SP-45, it is not required for the Annual Action Plan. |
| AP-30 (State Plan only) | MOD | An error message occurs rather than a warning if a grantee enters a duplicate program name for a Method of Distribution. | Ensure that you are not entering any duplicate program names on AP-30. |
| AP-35 | HESG | The system does not allow users to enter more than one project for HESG. | Enter all of your HESG funding in one project and then detail what you plan to spend the funding on in the planned activities narrative text box. |
| AP-35 | Deleting a Project | Received an error message when trying to delete a project from an Annual Action Plan. This error can be caused by two different conditions, either there is an apostrophe in the title of the project and/or the project is associated with a priority need in the Strategic Plan. | Remove the apostrophe from the title of the project and uncheck any associated priority needs in the project description, then the project can be deleted. |
| AP-55 (Consortia Participant Plan only) | Barriers to Affordable Housing | The text box for Barriers to Affordable Housing is blank and read-only. | Describe both the barriers to affordable housing and the strategy to address these barriers in the text box on this screen. Delete the blank space under Barriers to Affordable Housing in the word version of the plan being used for Citizen Participation. |
| CAPER | | | |
| CR-15 | Fiscal Year Summary - HOME Match | Records cannot be deleted after they are created for HOME Match Contributions. | Delete the record from the downloaded Word Report for public participation. |
| CR-60 | N/A | The fields for Grantee and ESG Contact Information and Reporting Period say "Refer to the Grantee/PJ tab on the top IDIS navigation" and do not include a field where information can be entered. | Grantee contact information and the reporting period will be pulled from information already gathered in IDIS and will appear in the downloaded Word report. If any of the information needs to be edited, correct it in the downloaded Word report. |
| CR-60 | Speficy Subrecipients section | An error message occurs when a grantee enters the same subrecipient's name with different funding sources | Duplicate subrecipient names may not be entered. |

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| CR-60 | Speficy Subrecipients section | An error message occurs when a grantee enters more than 49 subrecipients on the screen. | Add up to 49 subrecipients in IDIS and add additoinal subreciepients directly in the downloaded Word Report. |
| CR-60 | 3A Subrecipient Form | On the 3A Subrecipient Form, the label "Is subrecipient a VAWA-DV provider" is incorrect. It should read "Is subrecipient a victim services provider." | In the downloaded Word Report on 3A Subrecipient Form, change "Is subrecipient a VAWA-DV provider" to "Is subrecipient a victim services provider" |
| CR-65 | Missing table for Street Outreach | This screen is missing a 'household information' table for Street Outreach | In the downloaded Word Report of the CAPER, copy and paste one of the other "Household Information" tables under section 4 on CR-65, fill it out and label it for Street Outreach. |
| CR-65 | 5 Gender table | In the Gender table, one row is mislabeled as "Unknown." The label should read "Don't Know/Refused." Also a row is missing for "Missing Information." | In the downloaded Word Report of the CAPER, change the row labeled "Unknown" in the Gender table to "Don't know/Refused." Also, ad a row at the end of the Gender table for "Missing information." |
| CR-65 | 6 Age table | In the Age table, the last row is mislabeled "Over 24." It should read "25 and over." | In the downloaded Word Report of the CAPER, change the row labeled "Over 24" in the Age table to "25 and over." |
| CR-70 | Missing question | A question is missing on CR-75 that should read "Provide project outcomes data measured under the performance standards developed in consultation with the CoC(s)" | In the downloaded Word Report of the CAPER, add the label "Provide project outcomes fata measured under the performance standards developed in consultation with the CoC(s)" and provide a response. |
| CR-75 | 11B ESG Expenditures for Rapid Re-housing table | The lable for subtotal on table 11B ESG Expenditures for Rapid Re-Housing is incorrect, it should be "Subtotal Rapid Re-Housing." | In the downloaded Word Report, change "Subtotal Homelessness Prevention" on table 11B Expenditures for Rapid Re-housing to "Subtotal Rapid Re-Housing." |
| Word Report | | | |
| AD-25 and AD-25 iin the Word Report | Attachments | Attachments can only be viewed in the system, they do not download with the Word Report of the plan. | Add any attachments to the Word Report when posting for public participation. Field Offices will be able to access the attachments saved in AD-25 and AD-26 when reviewing the plan. When clicking view on AD-25 of AD-26, the attachment will open as a PDF and can be printed. |
| AD-25 and AD-26 in the Word Report | Alternative Data Sources | The list of alternative data sources does not download with the Word Report of the plan. | Create a list of alternative data sources and attach to the Word Report when posting for public participation. Field Offices will be able to access the list of alternative data sources saved in AD-25 and AD-26 when reviewing the plan. |
| NA-40 in Word Report | All tables | Homeless Needs Assessment tables do not show up in the downloaded Word Report if data has not been entered in them on the screens. Nature and Extent of Homelessness table shows up in the downloaded Word Report if data has not been entered, but it is missing all of the rows for race and ethnicity types. | This issue only occurs if the grantee has not opened the NA-40 screen before downloading the Word Report. Open NA-40 and save the screen, even if you do not yet have data to enter, before downloading the Word Report |

Troubleshooting Guide: Consolidated Plan Template in IDIS

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| NA-45 in Word Report | All tables | Tables do not show up in the downloaded Word Report if the grantee has not opened the screen in IDIS before downloading the Word Report. | This issue only occurs if the grantee has not opened the NA-45 screen before downloading the Word Report. Open NA-45 and save the screen, even if you do not yet have data to enter, before downloading the Word Report |
| AP-20 in Word Report for a Standalone Annual Action Plan | Narrative Question | When you download the Word report of the plan, AP-20 includes the question: "Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.215(b)." | Delete this question from the Word report. This question is a requirement of the Strategic Plan and appears on SP-45, it is not required for the Annual Action Plan. |
| AP-30 and AP-48 | MOD | Colonias States are not able to enter separate information on AP-48 for the Colonias method of distribution. The data entered for MOD on AP-30 appears on AP-48. | Enter all MOD information on AP-30 and delete duplicate information in the downloaded Word Report before using for public participation. |
| Throughout | Data tables throughout | Cells that are blank in the data tables in IDIS (because there is no data) have zeros in them in the printed Word Report | Replace zeros with "No Data" if the cells are blank in IDIS. They are blank in IDIS because data is not available, not because the value is zero. |
| General Issues | | | |
| IDIS Log-in | N/A | After logging into IDIS, I don't see a menu for Con Plan, Annual Action Plan, or CAPER of the left side of the screen. | Your user profile needs to be modified so that you have access to the Consolidated Plan and/or CAPER IDIS. Please contact your local IDIS administrator to get the appropriate privileges. Instructions for adding Consolidated Plan and CAPER privileges to an IDIS profile are provided in the May 16, 2012 webinar - Consolidated Plan Template. Recordings and slides of this webinar can be found at: https://www.onecpd.info/learning-center/conplan-training/#may16 |
| Screens missing for non-ESG grantees | SP-60 and AP-65 | Screens SP-60 and AP-65 are required by regulation for all grantees, but are missing in the menu for grantees that do not receive ESG directly. These sections do appear in the downloaded Word Report. | Provide this information directly in the downloaded Word Report to be used for public participation and add these two sections to the documents uploaded on AD-25/AD-26 as appendices so that the Field Office may review this information. |
| Importing Maps to IDIS from CPD Maps | Throughout | When two maps with the same name are added at the same insertion point, the first map is lost. | Give maps at the same insertion point different names |
| Inserted Tables in IDIS | Throughout | Data can only be entered one cell at a time in inserted tables | Enter data one cell at a time in inserted tables. Tables can also be saved as .jpg documents and uploaded to the plan that way. |
| Inserted Tables in IDIS | Throughout | The system produces an error message when you enter formatted text in an inserted table | If the table that you want to insert into your Con Plan has formatting, save the table as a JPEG and insert the image rather than inserting a table. |

Troubleshooting Guide: Consolidated Plan Template in IDIS

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| Text Boxes in IDIS | Throughout | Error message that says response in narrative box can be no more than 4000 characters, but you think that you have entered less than 4000 characters. | Formatting adds extra characters that are not visible. Remove the formatting from your text to ensure that your text has fewer than 4000 characters. |
| Copy Function | Standalone Annual Action Plan | Copy of the standalone Annual Action Plan does not work properly, some screens or data may be missing from the copy. | <p>The copy function for a standalone Annual Action Plan will work properly for a grantee with multiple grant programs if the status of the source plan is "Review Completed." The Field Office must change the status of an approved plan to review completed and then you will be able to make a copy.</p> <p>For a CDBG-only grantee, creating a subsequent year copy of the original Annual Action Plan does not work regardless of the plan status, but creating a same year copy does work. Create a same year copy of your plan and then create a subsequent year copy of your copied plan .</p> |
| General | N/A | The system does not allow users to delete a draft plan that will not be completed and submitted to HUD. | This functionality is planned for a future IDIS release. Users should note that HUD cannot review any plans where the status has not been changed to "Submitted for Review" or "Open In Progress/FO Review". To avoid confusion when multiple plans are open, users can indicate in the version name which plans are not actively being worked on. |
| Problems saving plans when multiple users are logged in | N/A | When more than one person is logged into the same screen in the same plan, the system produces an error message when one user tries to save their work. | Users are able to save their work in the same plan as long as they work in different screens and are sure to wait several minutes between saving the plan. Users should also avoid working in screens that share data, such as the Priority Needs, Geographic Priorities, Expected Resources, and Goals screens in the Strategic Plan or Annual Action Plan. |

NOTE: To correct data issues noted here, follow the following procedure. After clicking "Alternate Data", in screen AD-30, choose "Add Survey Data Source", name the source to match the source in the table where data is being corrected and enter the words "data correction from (source name)" in the response text box for the first question. Click "Save and Return" to return to AD-30. Check the box in the "Select" column next to the source that was just added, and click the "select" button to return to the template. The data fields will now be modifiable. This correction source can be used again when corrections are made in other tables from the same data source.