

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

FIELD COORDINATION

TRANSMITTAL

2100.5

August 31, 1978

---

1. This Transmits:

Handbook 2100.5, Field Issue Resolution System.

2. Explanation of Material:

- a. This Handbook further implements a system to assure timely responses by Headquarters on issues raised by the Field.
- b. Because of the urgency for implementation, the Handbook and system have been approved by the Under Secretary without any review by Departmental organizations. Approval of this Handbook is considered tentative pending suggestions for system improvements. It will be revised as necessary based on initial operational experience. Any comments or improvement suggestions concerning the system should be directed to the Office of the Deputy Under Secretary for Field Coordination. If no reasonable suggestions have been received by September 30, 1978 final approval will be considered to have been given.

3. Filing Instructions:

Insert  
Handbook 2100.5,  
dated 8-78

---

HUD-21 (4-74) Previous edition may be used

---

2100.5

FIELD ISSUE RESOLUTION SYSTEM

AUGUST 1978

HUD STAFF

A HUD HANDBOOK

FIELD COORDINATION

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

WASHINGTON, D. C. 20410

---

- 
1. OBJECTIVES: The objectives of the Field Issue Resolution System are to:
    - a. Facilitate timely responses to questions and requests from the Field.
    - b. Monitor the types of issues that concern the Field.
  2. COVERAGE: Any communication initiated by the Field which in the opinion of the Regional Administrator or his designee(s) warrants special Headquarters attention in order to ensure a timely response may be put into the System. There is no requirement that any communication be made a part of the System.
  3. PROCEDURE:
    - a. Any communication may be placed into the System by attaching a completed Form HUD-1069 to it before it is sent to the appropriate Headquarters office(s).
    - b. A copy of the Form HUD-1069 and the correspondence should be sent to the Office of the Deputy Under Secretary for Field Coordination (DUSFC).
    - c. DUSFC shall assign an action officer to monitor progress on the Headquarters' response. Each primary organization of the Department shall designate a liaison with DUSFC on this matter.
  4. FORM HUD-1069, "Field Issue Resolution System Input Record", is scheduled as the Appendix of this Handbook. It should be completed as follows:
    - a. "Field Contact" is the name of the person in either the Regional or appropriate Area Office who can best answer any questions about the correspondence. His telephone number and the Region should also be included.
    - b. "Offices Involved" are the addressees of the correspondence and any other offices who are involved with the issues raised by the correspondence.
    - c. "Date Forwarded" refers to date the correspondence and accompanying Form HUD-1069 are sent to Headquarters.
    - d. "Date Required" is the date beyond which the lack of an answer or other appropriate action would result in serious operational difficulties.
-

---

2100.5

---

- e. "Type of Issue". This list is not intended to be exhaustive. Check the phrase which best describes the issue being raised in the correspondence. The categories are defined in Paragraph 5.
- f. "Summary of Issue" should be a capsule description of the problem or request.
- g. "Remarks" may be used to expand on the summary description of the issue and explain its urgency.

5. TYPES OF ISSUES:

- a. "Processing Priorities:" A request that a HQ organization designate which of its programs should be given priority in the allocation of Field resources.
- b. "Deadline Extension:" A request that Headquarters allow more time to a Region or Area Office for the completion of a report or other work.
- c. "Organization Change:" A request that Headquarters approve an organizational change.
- d. "On-Site Assistance or Field Training:" A request that Headquarters send a team to assist or advise an office in the Field or that it schedule training for Field personnel.
- e. "Policy or Program Change:" A request that Headquarters approve a proposed change in a policy or program.
- f. "Reconsideration or Waiver:" A request that Headquarters overrule either a Field decision or a standing Headquarters instruction.
- g. "Program or Policy Guidance:" A request for clarification of program instructions or policy.
- h. "Operating Plan Change or Fund Allocations:" A request that Headquarters approve a change in the Operating Plan/Executive Management Reports or an allocation of program funds.
- i. "Other:" Specify an additional category if the ones provided do not fit the issue.

6. HEADQUARTERS RESPONSIBILITIES:

Headquarters offices are to:

- a. Expeditiously respond to all Field issues submitted.
- b. Inform DUSFC and the Field contact of any anticipated delay in response.
- c. Send a copy of any FIRS related correspondence to DUSFC.

7. RESPONSIBILITIES OF DUSFC:

- a. Monitor the progress of each issue in the System.
- b. Assign an action officer to expedite Headquarters action on each issue.
- c. Coordinate the resolution of cross-program issues.
- d. Identify and report trends and problems in the interaction between Headquarters and the Field to the Under Secretary/Secretary.





2100.5

APPENDIX 1

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT OFFICE OF THE UNDER SECRETARY FIELD ISSUE RESOLUTION SYSTEM INPUT RECORD		
NAME OF FIELD CONTACT		TELEPHONE NUMBER
		REGION
NAME OF OFFICES INVOLVED		DATE FORWARDED
		DATE RESPONSE REQUIRED
TYPE OF ISSUE (Check Applicable Box)		
<input type="checkbox"/>	Processing Priorities	<input type="checkbox"/> Operating Plan Change or Fund Allocation
<input type="checkbox"/>	Deadline Extension	<input type="checkbox"/> Policy or Program Guidance
<input type="checkbox"/>	Organizational Change	<input type="checkbox"/> Reconsideration or Waiver
<input type="checkbox"/>	On-Site Assistance or Field Training	<input type="checkbox"/> Other (Specify)
<input type="checkbox"/>	Policy or Program Change	
SUMMARY OF ISSUE		
REMARKS		
FOR HEADQUARTERS USE ONLY		
NAME OF ACTION OFFICER		TARGET DATE
REMARKS		

HUD-1089 (7-78)