

From: Mayer, Jerrold H

Sent: Friday, March 13, 2015 10:10 AM

To: 'SF-HOUSING-COUNSELING-L@hudlist.hud.gov'

Subject: Update for all Housing Counseling Agencies on the upcoming end date of the Voice Response System (VRS) and the implementation of eLOCCS

All Housing Counseling Agencies:

Update for all Housing Counseling Agencies on the upcoming end date of the Voice Response System (VRS) and the implementation of eLOCCS.

Beginning April 01, 2015, all HCAs should follow the instructions below to obtain guidance on how to register into eLOCCS.

- After the March 31, 2015 deadline, VRS will no longer be available and HCA's will NOT be able to use this system to draw down funds.
- However, HCA's can continue to utilize VRS through March 31, 2015.
- Agencies not completely registered in Secure Systems and eLOCCS MUST complete their registration as soon as possible.
- Beginning April 01, 2015, HCAs should contact the REAC/eLOCCS, or the LOCCS Help Desk using the contact information below:

1. REAC for Secure Systems issues at: 1-888-245-4860 or via email at: REACTAC@hud.gov.
 2. eLOCCS issues contact - eLOCCS Help Desk at: 1-571-766-2916 or via email at: eLOCCS@hud.gov.
 3. LOCCS related issues contact LOCCS Security Office at: 1-877-705-7504.
- HCAs with additional questions or encountering problems registering into secure systems/eLOCCS please email: housing.counseling@hud.gov.

It is also important that HCAs understand the eLOCCS recertification process that must be completed by the agency's Approving Official. If an agency can now utilize eLOCCS to draw down their funds, the approving officials should log into secure systems and utilize eLOCCS to recertify their users. This process is completed by the approving official every 6 months. You will find a copy of the eLOCCS Recertification Guide [on-line](#). It provides specific instructions on how an agency can recertify their users in eLOCCS. Instructions on how an agency can change their approving official can also be found [on-line](#).

Please note the following information below when calling in to use VRS:

Agencies using VRS to draw down funds currently hear the below message which started Monday, March 02, 2015: "In less than a month, VRS will be shut off. VRS will not be available after March 31, 2015. In order to draw down funds after March, you will need to begin the eLOCCS registration process

immediately. Contact your local Field Office today for eLOCCS information and a link to the eLOCCS registration guide.”

HUD-OHC Listserv Bulk subscriptions:

Some housing counselors have asked, "How do I sign up my entire agency staff for HUD Office of Housing Counseling (HUD-OHC) listserv updates?" It is easy... Just list your staff email addresses like this:

aaa@xyz.com

bbb@xyz.com

ccc@xyz.com

You can send in one email address or your entire agency. Then [Email your list](#) to HUD-OHC. If you have a housing counseling industry friend who you want to subscribe to this listserv, there are 2 other ways to sign up: Send them this [link](#) or forward them this email.

Some Helpful Links for Housing Counselors:

- [Email Technical Support for Housing Counselors](#)
 - [HUD Housing Counseling Webpage](#)
 - [The Bridge Housing Counseling Newsletter Archive](#)
 - [Housing Counseling Listserv Archive](#)
 - [OHC Webinar Archive](#)
 - [Events & Training Calendar](#)
 - [Contracting Opportunities](#)
 - [Employment Opportunities](#)
 - [Grant Opportunities](#)
 - [Disaster Recovery Resources](#)
 - [Foreclosure Assistance](#)
 - [Making Home Affordable](#)
 - [FHA Resource Center](#)
 - [Index of HUD Listserv Mailing Lists](#)
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Thank you!!!!