Organizational Standard Software Webinar on 9/7/17 - Responses to Questions

1. Q: Organizing by date is not easier to track. It would be easier to track if after OS.
   A: Subrecipients can name the documents how they would like as long as the document uploaded has the required elements within the document. We recommend using the date because we found that to be the easiest way to track and upload the documents.

2. Q: So, let's say a document is 10 pages, only pages needed are uploaded?
   A: All the pages necessary to fulfill the standard are needed. If it's not part of the standard, it does not need to be uploaded. For example, if the OS related to a policy or procedure and asks for that policy or procedure, then upload the document in its entirety.

3. Q: Is it fiscal year or calendar year? That is, are the documents supposed to cover a fiscal year or program year or calendar year?
   A: If the OS says "annually", then the action should have occurred within the past 12 months from when the submission window first opens (mid September to mid-October). If it is a standard that is met every 3 or 5 years, again use the September-October time period and go back the required number of years. Other than that, calendar year is used.

4. Q: Should page numbers be separated by commas, dashes, or what?
   A: In naming the document, subrecipients can name the documents how they would like as long as the document uploaded has the required elements within the document.
       For labeling when uploading, you can use commas for non consecutive pages and dashes for consecutive pages. For example, on consecutive pages: 1-3. For individual pages, you can use commas such as: 1, 3, 6.

5. Q: Does the user have to be the E.D or can someone else upload with different email and password?
   A: No, it can be whoever the ED designates to upload documents. To add a user, contact Stephen Kuhns at TDHCA and he will create a user account for them.

6. Q: Isn't the effective date going to trigger a deficiency? Even if it is not month sensitive?
   A: If a document is submitted that is older than the standard requirement, the standard will be marked as denied (not met). If the OS requires annual action, the effective date will need to be within 12 months since the last action.

7. Q: "Just to be clear...do NOT click "submit" until ALL documents have been added. Correct?"
   A: You do not want to hit the "submit" button until all the documents you are going to submit are uploaded. When the Field Assessment Guide is submitted, it becomes locked and can no longer be edited which means you will be unable to add or delete documents.

8. Q: Why is it showing 2016 approved with no document showing?
    A: The Field Assessment Guides for 2016 were created so that you would not have to add all 58 standards for this year. The only documents that the department uploaded in 2016 are the ones that were met last year and have an effective date of more than one year.

9. Q: Have the passwords already been sent to E.D. prior to today?
    A: No passwords have been sent out. To get your password, click on the "Forgot Password" button and follow the steps. A temporary password will be sent to you and you can then log-in after creating a permanent password.

10. Q: "Suggestion on date format--if you start first with two digit year then 2 digit month and then 2 digit day it will sort chronological order instead of alphabetically."
    A: Subrecipients can name the documents how they would like as long as the document uploaded has the required elements within the document. We recommend using the date because we found that to be the easiest way to track and upload the documents.

11. Q: "How do you close the tool at the end of each day without hitting the submit button? So you can go back to it the next day to continue?"
    A: As long as users save their documents when uploading, the documents uploaded will not be lost. At the end of the day simply log-out and the documents uploaded will still be there. Remember, you do not want to hit the "Submit" button until you have uploaded all of the documents you are submitting for the current Field Assessment guide.

12. Q: How will Subrecipient know once Department has finished reviewing the documents uploaded in the Field Assessment Guide? Will you email us?
    A: You can log-in anytime to see what the status is. We will send out an email when we complete the reviews.

13. Q: Will you be sending emails or calling subrecipients with questions as you're conducting the review?
    A: While the window is open, yes, we will call and/or email subrecipients. After the window closes, we will contact you prior to the final window opening in January.

14. Q: Do subrecipients need to pick the fiscal year the second and subsequent time they log in once they've created the 2017 Field Assessment Guide?
    A: The fiscal years will be listed on the Field Assessment Guide homepage. To enter into each fiscal year, you click on the year and it will take you to the Assessment Guide for that year.

15. Q: Did the department change any document requirement for any organizational standards?
    A: We did not change any, but we did clarify some. You can check what the requirements are either by clicking the standard number on the assessment guide or by looking at the Organizational Standard guide which can be found on our website at http://www.tdhca.state.tx.us/community-affairs/csbg/additional-requirements.htm

16. Q: Can you upload and then go out without submitting and it still keeps document uploaded?
    A: Yes, as long as you save the documents, they will stay in the system.

17. Q: Can there be more than one user who may upload documents? For example 3 people who can upload.
    A: There can be as many users as you'd like, but we recommend no more than three people having access.

18. Q: All the documents we have previously submitted and were approved are already in the system...we just need to submit those that were not met correct?
    A: All standards that must be done every year (36 of them) must be submitted. The documents related to OS's that need to be met every 2-5 years and were met last year are already uploaded for you, so these will not need to be uploaded this year.

19. Q: Will 2017 field assessment tell us what standards we have to submit for this year?
    A: You will be responsible for all 58 standards. The documentation for standards that only need to be done 2-5 years have already been uploaded for you just for 2017.

20. Q: Will there be tech support throughout?
    A: Yes, contact Stephen Kuhns at TDHCA for assistance.

21. Q: Will there be any prompts letting you know when different standards are due since some are not yearly?
    A: No, but the met documents for 2-5 years are uploaded already. You can look at FY2016 to see what standards were met/not met last year. You are still responsible for all 58 standards.

22. Q: I just tried to log in and it says my username can't be found. Are all the usernames already entered or will there be available on the live day?
    A: Contact Stephen Kuhns at TDHCA and he will verify that you are signed up as a user and add you if need be.

23. Q: Going live Sept. 15 and we have a month to upload all the documents that are due annually?
    A: Completing Organizational Standards should be done throughout the year for best results. The month long window provides time to upload all the documentation necessary to meet the standards.

24. Q: If the document submitted last year was larger than 10MB, is it still pulled over into the 2017 docs?
    A: With the exception of the standards that are due every 2-5 years, all documents for all OS's that must be met every year will need to be uploaded again. The met standards that are for 2-5 years, will carry over. Be sure to verify the effective date on OS's with multiple years and make sure they are still valid.