Centralized Application and Management System



DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

Best Practices & FAQs

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Best Practices & FAQs

The Virginia Department of Housing and Community Development (DHCD) owns and operates the Centralized Application and Management System (CAMS). DHCD administers programs using CAMS to release applications, collaborate with grantee organizations, and manage projects. The CAMS User Guide is designed to be a self-service resource for users when operating the platform. It is updated periodically to reflect system updates and feedback from applicants and grantees

Use the Quick Links button in the upper-right corner, the Table of Contents, or *linked section references* to easily navigate through the document. Download the Guide, instead of using the Chrome PDF viewer, to utilize additional features like the "Search User Guide" option in the Quick Links drop down menu and the "Last Viewed Page" back arrow in the lower left corner. If you have questions about this guide or using CAMS, contact the CAMS Help Desk at CAMSHelp@dhcd.virginia.gov.

Best Practices

Browser

Google Chrome is the recommended browser for CAMS.

Users

CAMS is designed for use by organizations, not individuals. Only organizations are permitted to register for CAMS profiles and submit applications for funding. Both organizations and individuals can use the DHCD website to research programs offered by DHCD, but individuals in search of assistance are encouraged to contact 2-1-1 Virginia to be immediately connected with available community services.

Organization Profile

Organizations are strongly encouraged to keep their organization profile and staff list up to date - even if the organization is not managing any active projects. This ensures that organization has access to its CAMS profile in the event of staff turnover or the need to quickly submit an application for funding.

Frequently Asked Questions (FAQs)

Applications

- Do I have to make separate applications for each program?
 - Yes
- I found a program for which I want to apply. Where is the Apply button?
 - You must be logged in under an organization profile to apply. (If you do not have an organization profile, submit a <u>registration request</u>.) Click **Apply** in the navigation bar at the top of the page. Any programs with an open application for which your organization is eligible, based on the selected Organization and Activity Type(s), appear on this page. Visit the <u>DHCD</u> website to research programs and their submission dates.
- Why can't I apply for certain programs?
 - Users can view all programs from the Program Search page, but individual program applications may be limited to certain Organization and Activity Type(s).

Registration

- I submitted a registration request for a CAMS profile. When will I receive my login information?
 - o DHCD reviews requests according to the order in which they are received and notifies organizations of approval or denial within five business days. The approval of a registration request creates a CAMS profile for the organization by which it can apply for funding.
- I have multiple programs in my agency/organization. Do I need to set up a new profile for every program?
 - No, only one profile is needed.

Organization Staff and Roles

- The person assigned to a project has recently left the organization. How can I designate a new contact?
 - The Profile Manager or Organization Head can make this change by logging in to CAMS and selecting the Project Roles page from the Manage drop down menu in the navigation bar at the top of the page. Assigning a backup Profile Manager is encouraged in the event that the main Profile Manager is absent.
- My organization often works with consultants and other partners to develop applications and implement projects. Can I share my login information with them so they can have access?
 - No, do not share your login information with anyone. User accounts under CAMS organization
 profiles are intended for use by a single individual. You are responsible for any actions taken
 through your user account. The Profile Manager or Organization Head can add users with the
 primary or project role of Consultant.

Program Search

CAMS is designed for anyone to explore the details of DHCD programs without a Login ID and password. To apply for funding, however, a CAMS organization profile must be requested and approved. Once approved, login information is emailed to the Profile Manager and the Organization Head who can then create user profiles for additional staff. See *Registration* and *Staff*. The Program Search page is available from the navigation bar at the top of the login page or upon logging in.

Follow the steps below to search DHCD programs:

1. Click **Program Search** in the navigation bar at the top of the home page.



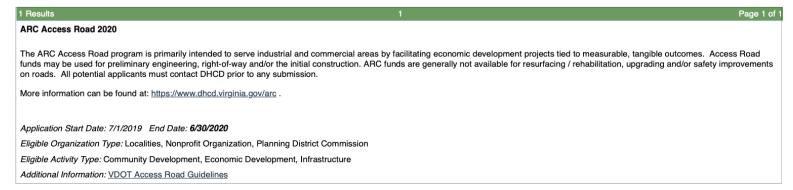
- 2. Use one of three exclusive filter options to search.
 - o By Program Name: Select a program or search "All Programs."
 - If one program was selected from the dropdown menu, only details for that program appear.
 - By Eligible Org Type: Select all that apply to your organization.
 - By Activity Type: Select all that apply to your organization.
 - If eligible organizations/activities were checked, all programs with at least one of the selected criteria appear.

Anyone can search/view all programs, but only organizations with registered profiles can apply for those that align with their selected Organization and Activity Type(s).

The Profile Manager or Organization Head can change the Org/Activity selection at any time from the Manage Organization page.



- Click **Go**.
- 4. Any of the three filters will return an alphabetical list of programs that meet the selected criteria.



Registration

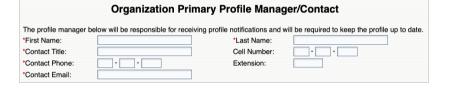
An organization must submit a registration request to be reviewed by DHCD. DHCD reviews requests according to the order in which they are received and notifies organizations of approval or denial within five business days. The approval of a registration request creates a CAMS profile for the organization by which it can apply for funding.

Follow the steps below to submit a registration request for your organization:

1. Click **Registration** in the navigation bar at the top of the home page.



- 2. Complete the CAMS Organization Registration webform.
 - a) Organization Primary Profile Manager/Contact (Profile Manager)
 - The Profile Manager receives email notifications and must keep the organization profile and staff list up to date.



- b) Organizational Information
 - Organization Type: Select all that apply, but note that some options cannot be selected together.
 - Activity Type: Select all activities in which your organization is involved.

If an organization's selected organization and/or activity types do not match those listed as eligible for a program, the organization will not be able to apply for funding.

The Profile Manager or Organization Head can

The Profile Manager or Organization Head can change the selection at any time from the Manage Organization page.

	Organizational Information
*Organization Name:	*Street Address:
	Address Line 2:
*City:	*ZIP Code:
Check this box if the	organization address listed above is the mailing address.
*Mailing Address:	Address Line 2:
*City:	*ZIP Code:
*Phone Number:	FAX Number:
*DUNS Number: Output Description:	*FEIN: 0
Organization Website:	(eg. www.mysite.com)
*Organization Type ②	□ Nonprofit Organization
(Check all that apply):	Developer
	Localities
	CHDO
	Planning District Commission
	Housing Authority
	State Agency
	Other (Private for profit)
	Tribal Government
	which your organization is involved. This information will allow DHCD to send notices or your area of work or interest. Select all that apply.
Activity Type:	☐ Homeless Service
	Housing
	☐ Economic Development
	Infrastructure
	Community Development

Registration

- c) Organizational Leadership
 - If the user listed as the Profile Manager at the top of the form is also the Organization Head, check the corresponding box. Doing so will hide the remaining fields and the user's primary role will be Profile Manager, Organization Head.



- If Nonprofit Organization or CHDO is selected as an organization type, proof of nonprofit status is required upon submission of the registration request.
- An annual audit or reviewed financial statement is requested at this time, but is not required until funds are granted.
- 3. Click **Submit** after completing all required fields.
- 4. Onscreen message appears confirming submission of request.

CAMS Organization Registration

Thank you for submitting a request for a CAMS organization profile. It will be reviewed and a response sent to you within the next five business days.

If the FEIN and/or DUNS number are already in use by another organization, the message to the right will appear after clicking Submit. Email CAMSHelp@dhcd.virginia.gov to find out if the profile is in use and by whom.

devhome says

The FEIN and/or DUNS number entered already exists in CAMS. CAMS organizational profile registration is limited to one registration per organization. Please verify the FEIN and DUNS numbers entered. Contact CAMS HELP MAIL BOX if you need further assistance.

5. The Profile Manager and Organization Head receive the following email from CAMSProfileRequests@dhcd.virginia.gov confirming submission of the request:

Thank you for requesting a CAMS profile for your organization. Your request will be reviewed and a response sent to you within five business days.

The following instructions assume that the user has been added to a CAMS organization profile by an authorized staff person. Contact the CAMS Profile Manager for your organization to be added to the organization's staff list in CAMS. For instructions on adding staff, see *Staff*. If your organization does not have a profile in CAMS, see *Registration*.

Once added, users receive an email from noreply@dhcd.virginia.gov indicating their new password and the person who granted their access, see example to right.

Your Profile Manager, John Doe, has created a CAMS account for you. Please contact this person for further instructions.

Your ID is your email address: test@email.com
Your Password is: 0q1GMW7E

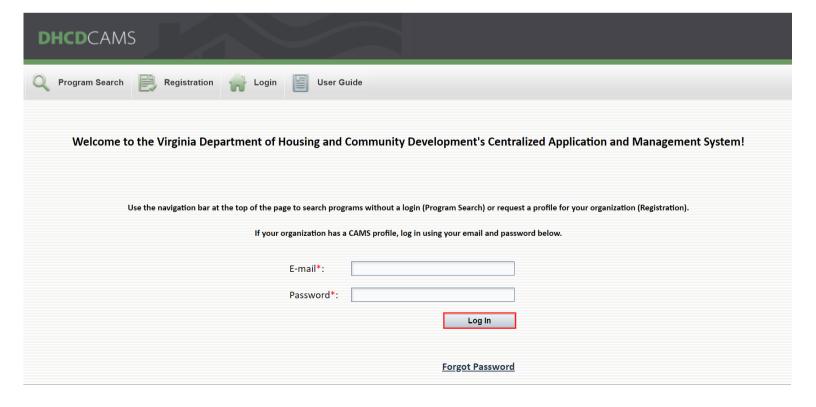
https://dmz1.dhcd.virginia.gov/CAMSPortal/Login.aspx

Thank you.

DHCD CAMS Support

Follow the steps below to log in:

- 1. Enter your email address and password on the <u>home page</u>.
- 2. Click Log In.
 - Users logging in for the first time are prompted to create a new password.

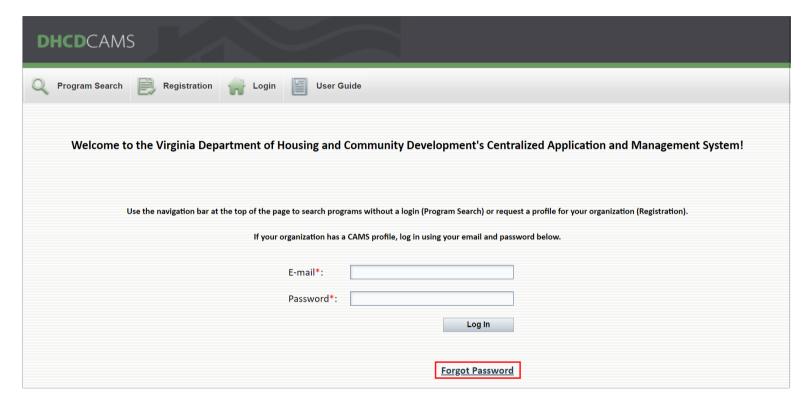


Forgot Password

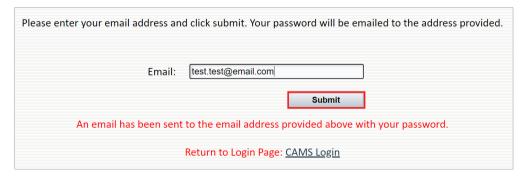
Any user that has a valid email address associated with their CAMS account can use the Forgot Password link on the home page to retrieve their password.

Follow the steps below to retrieve a forgotten password:

1. Click Forgot Password.



2. Enter the email address associated with your CAMS account.



- 3. Click Submit.
- 4. An email is sent from noreply@dhcd.virginia.gov containing your password, see example below.

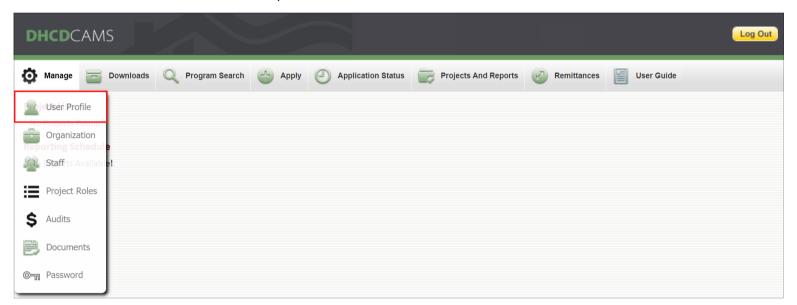
Per your request, your DHCD CAMS password is **Example01**. If you did not submit a forgotten password request, please disregard this email.

User Profile

Only the user can make changes to the information on their User Profile page, however users with the Profile Manager/Organization Head primary role can make changes to the same staff information from the Manage Staff page.

Follow the steps below to mange your user profile:

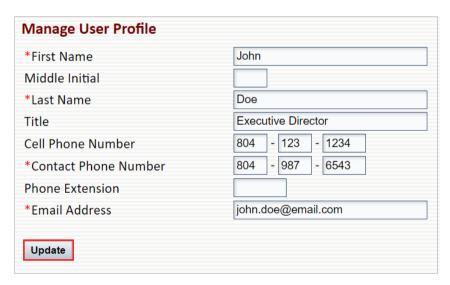
- 1. Login to CAMS.
- 2. Click Manage in the navigation bar at the top of the page.
- 3. Select **User Profile** from the dropdown menu.



- 4. Add/edit user profile information.
- 5. Click **Update** to save changes.

A user can change all profile information from this page except their Staff Role.

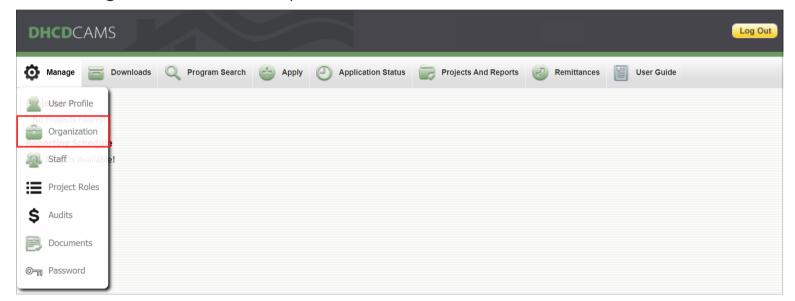
Staff Roles can only be changed by the Profile Manager/Organization Head from the Manage Staff page.



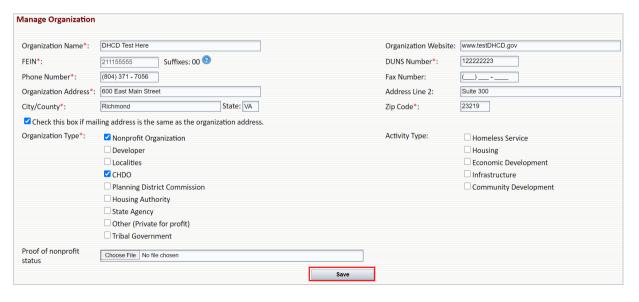
Only users with the Profile Manager/Organization Head primary role can make changes to the Manage Organization page. Consultants do not have access to view this page. All changes to the organization profile must be made from this page. To change or edit organization staff, see *Staff*.

Follow the steps below to mange your organization profile:

- 1. Login to CAMS.
- 2. Click **Manage** in the navigation bar at the top of the page.
- 3. Select **Organization** from the dropdown menu.



4. Edit Organization Information.



If applications for funding have been initiated, and you anticipate changing your organization's name, please contact DHCD to ensure there is no loss of consistency in your data.

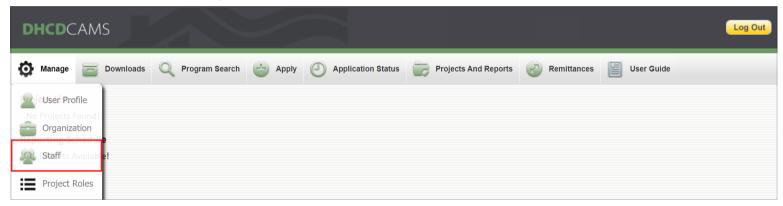
Click Save.

Only users with the Profile Manager/Organization Head primary role can edit the Manage Staff page. Therefore, the Profile Manager/Organization Head <u>MUST</u> keep the staff list up to date by adding or removing staff members and revising staff information and primary roles when needed. The Profile Manager/Organization Head must assign a primary role when adding new users to the organization staff list and giving them access to CAMS. The primary role determines the user's access to all organization and project pages in CAMS. Access to specific projects can be delegated by assigning the user a project role, see *Project Roles*. For an explanation of primary and project role access, see *Role Explanations*.

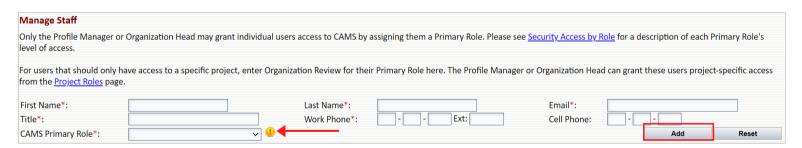
Follow the steps below to manage organization staff:

- 1. Login to CAMS.
- 2. Click **Manage** in the navigation bar at the top of the page.
- 3. Select **Staff** from the dropdown menu.

At a minimum, each organization should have two users assigned as Profile Managers.



Add New Staff



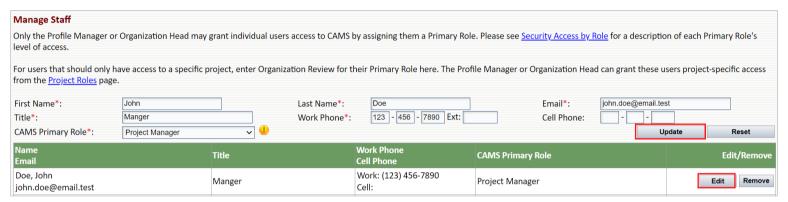
- 1. Complete the required fields: Name, Email, Title, Work Phone, and CAMS Primary Role.
- 2. Click Add.
- 3. Newly added users receive an email indicating their new password and the person who granted their access, see *Login*.

The user can add and edit the information in the required fields - except CAMS Primary Role - from the User Profile page after their first login, see *User Profile*.

Click the information symbol beside the CAMS Primary Role field to view role descriptions and permissions or see *Role Explanations*.

Edit Existing Staff

The email associated with a staff member's profile is their login ID and where their password is sent if forgotten. Staff email addresses <u>must</u> be kept up to date - especially if an organization changes the format of their email addresses - so staff continue to receive notifications and are able to retrieve forgotten passwords.



- 1. Click **Edit** to update the staff member's information or primary role.
- 2. The fields at the top of the page populate with the staff member's information.
- 3. Edit the fields that require revision.
- 4. Click **Update**.

Clicking the 'Reset' button will clear all fields. If you did not wish to clear all fields, do NOT click 'Update.' Instead, refresh the page.

Remove Existing Staff

Staff that are no longer working with the organization must be removed from the organization's staff list in CAMS. Since the Profile Manager and Organization Head are the only users authorized to make changes to the organization information and staff list, it is especially important that these roles are assigned to an active CAMS user who is a current member of the organization. In the event of staff turnover that results in removal of the assigned Profile Manager or Organization Head, the role(s) must be reassigned by either adding a new staff member or editing the role of an existing staff member. Email the CAMS Help Desk at CAMSHelp@dhcd.virginia.gov if your organization no longer has access to CAMS due to your Profile Manager and/or Organization Head leaving the organization without reassigning those primary roles.



- 1. Click **Remove** next to the staff member you wish to remove from the organization.
- 2. Click **OK** in the pop-up window to confirm removal of the staff member.

Once removed from an organization staff list, a user no longer has access to the organization's CAMS profile. Remember to reassign any project roles to which the removed user was assigned.

Project Roles

Only users with the Profile Manager/Organization Head primary role can edit the Manage Project Roles page. Project roles are optional. They provide or restrict access for the project tabs (i.e. Project Information, Budget, Remittances, and Reports & Documents) of a specific project. The user's primary role determines their access to any of the remaining projects associated with the organization's profile, see *Staff*. If assigned, the permissions of the user's project role override the permissions of their primary role for the assigned project only. For an explanation of primary and project role access, see *Role Explanations*.

Follow the steps below to manage project roles:

- 1. Login to CAMS.
- 2. Click **Manage** in the navigation bar at the top of the page.
- 3. Select **Project Roles** from the dropdown menu.

Project roles can only be assigned for approved projects. Applications in any status are unavailable for project role assignment and will not appear in the dropdown menu.



4. Select a project from the drop down menu to view or update project roles.



Assign a New Project Role

- 1. Select the name of the user for whom you wish to assign a project role from the Name dropdown menu.
- 2. Select the project role you wish to assign to the user from the Project Role dropdown menu.

Users must be added to the organization staff list before they can be assigned a project role, see *Staff*.

3. Click Add.



Delete or Edit an Existing Project Role

- 1. Click **Delete** next to the user whose project role you wish to delete or edit. If editing a user's project role, proceed to Step 2.
- 2. Add the user again with the updated project role as if you were assigning a new project role in the previous section.

A user can be assigned a project role on more than one of the organization's active projects simultaneously.



Primary Roles

Every user is assigned a primary role when they are added to an organization's staff list. Primary roles determine the user's access to organization pages and project tabs in CAMS. Access to the project tabs of a specific project can be altered by assigning a project role. Typically, the Profile Manager/Organization Head is not assigned a project role because they already have the highest level of CAMS access.

Project Roles

Project roles are optional. They provide or restrict access to the project tabs of a specific project. The user's primary role determines their access to any other projects associated with the organization's profile for which they are not assigned a specific project role.

Primary Roles ONLY *

Profile Manager
Organization Head
Profile Manager, Organization Head

Primary OR Project Roles

Project Manager
Project Administrator
Financial Analyst
Consultant
Organization Review

*Cannot be assigned as project roles; included in the project role section of table below to show project tab access.

All users can manage their user profile and password, access Project Forms and Templates from the downloads page, and search programs. Additional permissions vary based on the user's primary role and project role if assigned, see table below.

The permissions of the user's project role override the permissions of their primary role for the assigned project only. If a user is not assigned a project role, their permissions for the project tabs of all the organization's projects will be the same as those listed for their primary role.

	PRIMARY ROLE	Profile Manager Organization Head	Project Manager	Project Administrator	Financial Analyst	Consultant	Organization Review
	Manage Organization	Full Access	View-Only	View-Only	View-Only	No Access	View-Only
Pages	Manage Staff	Full Access	View-Only	No Access	View-Only	View-Only	View-Only
	Manage Project Roles	Full Access	Full Access	View-Only	View-Only	View-Only	View-Only
Organization	Manage Audits	Full Access	View-Only	View-Only	Full Access	View-Only	View-Only
Orga	Manage Documents	Full Access	View-Only	View-Only	Full Access	View-Only	View-Only
	Apply/Application Status	Full Access	Full Access	Full Access	View-Only	Partial Access	View-Only
	PROJECT ROLE	Profile Manager Organization Head	Project Manager	Project Administrator	Financial Analyst	Consultant	Organization Review
S	Project Information	Full Access	Full Access	Full Access	View-Only	Full Access	View-Only
t Tabs	Budget	Full Access	Full Access	View-Only	Full Access	Partial Access	View-Only
Project	Remittances	Full Access	Full Access	View-Only	Full Access	Partial Access	View-Only
4	Reports & Documents	Full Access	Full Access	Full Access	Full Access	Partial Access	View-Only

Role Explanations

Access to the organization pages and project tabs for each primary role are listed below. If a project role is assigned, access to the project tabs of the assigned project may change. If a permission is not listed below, the user has view-only access to that organization page or project tab. See table above for details.

*Full Access

Organization Pages: Edit organization info; edit staff list; edit project roles; upload audits; upload documents; initiate/submit new applications for funding

Project Tabs: Edit/save project information; request/submit budget revisions; enter/submit new remittances; complete/submit reports

Profile Manager | Organization Head | Profile Manager, Organization Head

An organization is limited to two Profile Managers and one Organization Head OR one Profile Manager and one Profile Manager, Organization Head. If the same person is listed as the CAMS Primary Contact and Organization Director upon submitting the organization registration request, this user is initially assigned the Profile Manager, Organization Head role. Change this user's role to Organization Head if the organization wishes to assign two separate users as Profile Managers in addition to the Organization Head.

Organization Pages: Full Access*

Project Tabs: Full Access*

Project Manager

• Organization Pages: Edit project roles; initiate/submit new applications for funding

Project Tabs: Full Access*

Project Administrator

• Organization Pages: Initiate/submit new applications for funding

• Project Tabs: Edit/save project information; complete/submit reports

Financial Analyst

• Organization Pages: Upload audits; Upload documents

Project Tabs: Request/submit budget revisions; enter/submit new remittances; complete/submit reports

Consultant

A user assigned the Consultant primary role can initiate and save applications for funding, budget revisions, remittances, and reports, but cannot submit them to DHCD for review. An authorized user must submit the saved application/budget revision/remittance/report.

- Organization Pages: Initiate/save new applications for funding
- Project Tabs: Edit/save project information; request/save budget revisions; enter/save new remittances; complete/save reports

Organization Review

A user assigned the Organization Review primary role has view-only permission for all organization pages and project tabs.

• Organization Pages: N/A

• Project Tabs: N/A

Primary and Project Role Examples

Restricting Access

If a user has the Project Manager primary role, they have full access to edit all project tabs for any project. If the same user is assigned the Project Administrator project role for Project A, they could no longer request budget revisions or enter new remittances for Project A, but the user could still edit all project tabs for any other project.

Providing Additional Access

If a user has the Project Administrator primary role, they can edit/save the Project Information tab and complete/submit reports for any project. If the same user is assigned the Project Manager project role for Project A, they can now request budget revisions and enter new remittances for Project A, but these permissions only apply to Project A. The user cannot request budget revisions or enter new remittances for any other projects.

Specific Project Access

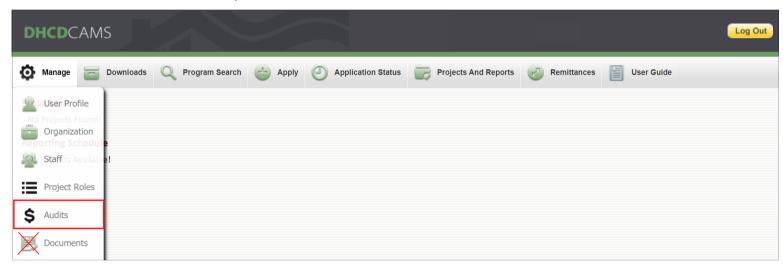
To completely limit a user's CAMS access to a specific project, assign Organization Review as the user's primary role and assign the user a project role for the desired project. This gives the user view-only access to all pages in CAMS except the project tabs for the project to which they are assigned.

Only users with the Profile Manager/Organization Head or Financial Analyst primary roles can edit the Manage Audits page. Financial documentation is NOT required to register your organization for a CAMS profile, however, it must be uploaded prior to applying for funding. After approval of the organization registration request, an audit or financial statement can be uploaded on the Manage Audits page at any time. **DO NOT UPLOAD AUDITS / FINANCIAL STATEMENTS TO THE MANAGE DOCUMENTS PAGE.**

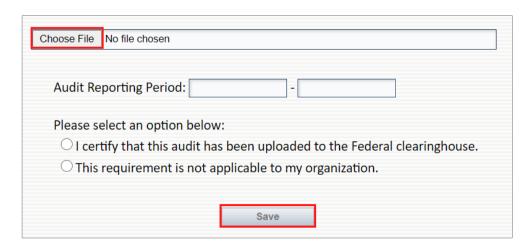
Follow the steps below to upload a new audit:

- 1. Login to CAMS.
- 2. Click **Manage** in the navigation bar at the top of the page.
- 3. Select **Audits** from the dropdown menu.

See DHCD's <u>Audit Policy</u> if you are unsure of the requirements for your organization.



- 4. Click **Choose File** to browse for your audit or financial statement.
- 5. Enter the Audit Reporting Period. (Required for audits AND financial statements)
- 6. Indicate whether or not the audit was uploaded to the Federal Audit Clearinghouse.
- 7. Click Save.



Acceptable file types include Word, Excel, PDF, and ZIP only.

PowerPoint, TXT, IPEG, and PNG

PowerPoint, TXT, JPEG, and PNG files are invalid and will result in an error message.

Status 9 PM Pending Revie 9 AM ••• Not Accepte		Reviewed By M Lauren Kunkel	Comments 	Delete Delete
			 	<u>Delete</u>
9 AM 😃 Not Accepto	ted 12/29/2020 12:02:53 PM	A Lauren Kunkel	<u>—</u>	
AM 💆 Accepted	5/19/2015 11:46:40 AM	Luke Tate		
AM VAccepted	5/19/2015 11:44:54 AM	Luke Tate		
√ Accepted	5/19/2015 11:42:08 AM	Luke Tate		
	AM Accepted ACCEPTED	AM Accepted 5/19/2015 11:44:54 AM	AM ✓ Accepted	AM Accepted 5/19/2015 11:44:54 AM Luke Tate M Accepted 5/19/2015 11:42:08 AM Luke Tate

Audit Statuses

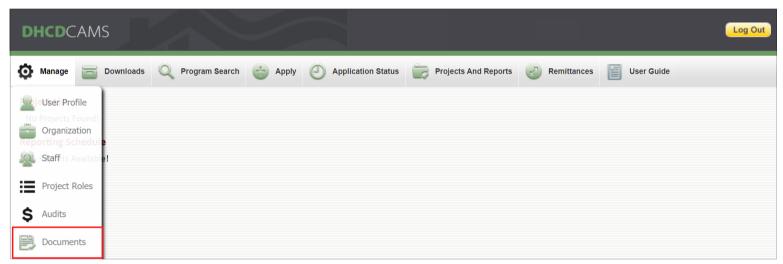
- o Pending Review: Audit submitted by grantee but not yet reviewed by DHCD. Audit entries in this status can be deleted by the grantee. If an audit is pending, no additional audits can be submitted. Delete the pending audit to submit a new one, or wait until it is reviewed by DHCD. Audits pending review do not prevent an organization from applying for funding.
- Not Accepted: Audit submitted by grantee and deemed incomplete or inaccurate after DHCD review. Audit files for Not Accepted audits are removed automatically. Not Accepted audit entries cannot be deleted.
- o Accepted: Audit submitted by grantee and reviewed/approved by DHCD. Accepted audit entries cannot be deleted.

Documents

Only users with the Profile Manager/Organization Head or Financial Analyst primary roles can edit the Manage Documents page. Organizations upload documents applicable to the entire organization (e.g. organizational chart, operating agreement, business license, etc) here. **DO NOT UPLOAD AUDITS TO THE MANAGE DOCUMENTS PAGE.** Upload audits to the Manage Audits page, see *Audits*. Upload project-specific documents to the Reports & Documents tab of that project's Project Management page.

Follow the steps below to upload an organizational document:

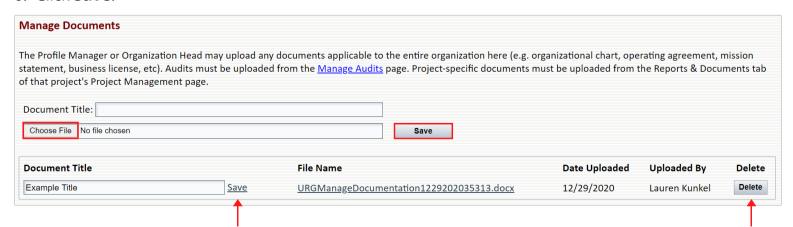
- 1. Login to CAMS.
- 2. Click **Manage** in the navigation bar at the top of the page.
- 3. Select **Documents** from the dropdown menu.



- 4. Enter a title for your file in the Document Title field.
- 5. Click **Choose File** to browse for the document you wish to upload.

Acceptable file types: Word, Excel, PDF, and ZIP only.

Click Save.



To change the name of a document:

To permanently delete a document:

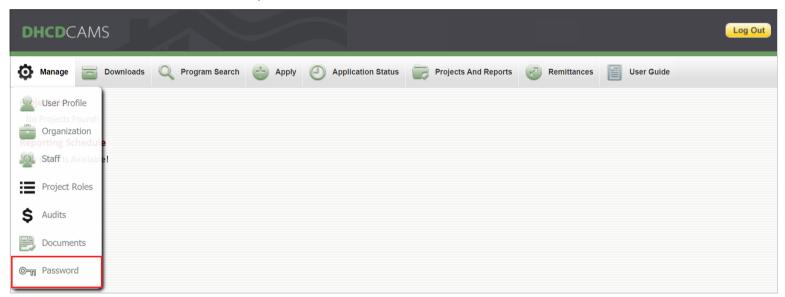
- 1. Edit the Document Title field.
- 2. Click **Save** (linked beside the title field).

1. Click **Delete.**

Users can reset their password at anytime. To retrieve a forgotten password, see Forgot Password.

Follow the steps below to reset your password:

- 1. Login to CAMS.
- 2. Click **Manage** in the navigation bar at the top of the page.
- 3. Select **Password** from the dropdown menu.



- 4. Enter new password.
- 5. Confirm new password.
- 6. Click Submit.

An error message appears in the following circumstances:

• Password guidelines are not met

• "New Password" and "Confirm New Password" fields do not match

CAMS Online Password Reset						
Please follow the following	guidelines while creating a new password:					
 Must be at least 8 ch Cannot be more than Must have at least 1 Must have at least 1 Cannot be the same 	n 20 characters. number.					
New Password*						
Confirm New Password*						
	Submit					

An organization must submit a CAMS registration request and have an approved profile prior to applying for funding. If your organization does not have a CAMS profile, see *Registration*. Only users with the Profile Manger/Organization Head, Profile Manager, or Program Administrator primary roles can initiate and submit new applications for funding. Users with the Consultant primary role can initiate applications, but a user with one of the previously listed roles must review and submit the application to DHCD.

Application Overview



1. Click **Apply** in navigation bar to select program and initiate application.



2. Complete application tabs, clicking **Save This Tab** each time changes are made.

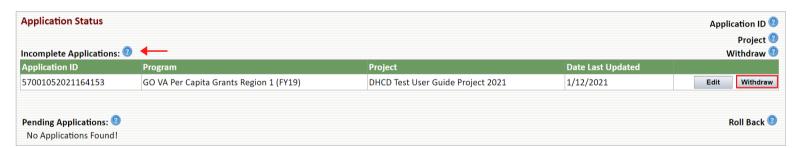


- 3. Click **Application Status** in the navigation bar to return to "Incomplete" applications.
- 4. Click **Print** to review the final application document that will be submitted to DHCD.



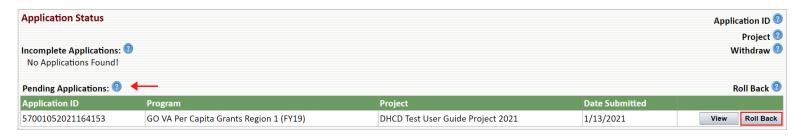
5. Click **Submit Application** when complete.

Applications have an Incomplete status until submitted. Users may complete applications over multiple CAMS sessions by saving their work and returning to Incomplete applications via the Application Status page. Only applications with Incomplete status can be withdrawn or permanently deleted, see *Application Status* for more details.



Once submitted, the application status changes from Incomplete to Pending. Applications with Pending status can be rolled back to Incomplete until DHCD reviews the application. This allows the organization to make changes to the application if needed. After the application is revised and resubmitted, the status changes back to Pending.

CAUTION: If an organization rolls back a Pending application for which the application end date has passed, the organization will not be able to edit or resubmit the application.

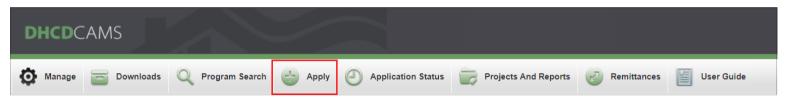


Application Initiation

The Apply for Funding and Program Search pages display the same program information and links. The Program Search page displays <u>all</u> DHCD programs, while the Apply for Funding page only displays programs with <u>open</u> applications (current date within application start and end dates) for which your organization is <u>eligible</u> to apply - based on your selected Organization and Activity Type(s).

Follow the steps below to start an application:

- 1. Login to CAMS.
- 2. Click **Apply** in the navigation bar at the top of the page.



- 3. Select a program from the dropdown list, or search "All Programs" to view all open applications for which your organization is eligible.
- Click **Go**.
- 5. Click **Apply** to initiate an application for that program .



- 6. Enter the Project Name.
- 7. Click Continue.

The Application ID is systemgenerated and cannot be altered.

Be sure to follow the guidelines*
when naming your project.

Please note that it is your organization's responsibility to periodically review its CAMS staff listing to ensure the users in CAMS are still active employees and/or consultants. Any changes to the staff listing must be made by either a Profile Manager or the Organization Head.
Application ID: 70012302020101525
Project Name:
*Project Name must include the following: Organization Name, Project or Program Name, and Program Year. Organization Name or Program Name may be abbreviated.
Continue Cancel

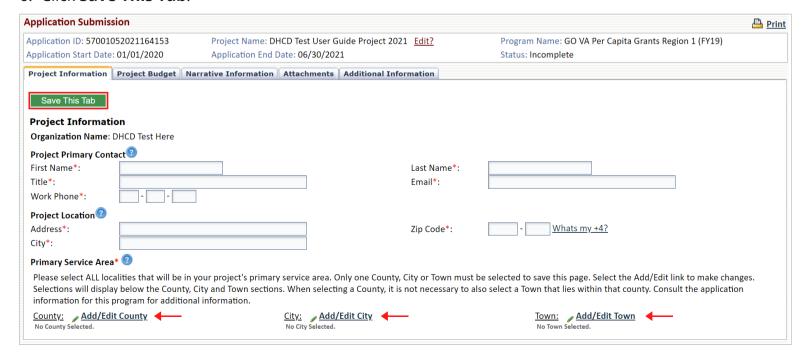
Application Completion

Each tab of the application must be saved individually before proceeding, but the tabs do not need to be completed in any specific order. Users may complete applications over multiple CAMS sessions. Until submitted, applications have a status of Incomplete and may be withdrawn (deleted). Return to or withdraw Incomplete applications via the Application Status page, see *Application Status*. The following sections provide instructions for the completion of each application tab: Project Information, Project Budget, Narrative Information, Attachments, and Additional Information.

Project Information

Follow the steps below to complete the Project Information tab of the application:

- 1. Enter the Project Primary Contact.
 - This user is automatically assigned the project role of Project Manager.
- 2. Enter the Project Location.
 - Location where the project will take place, not necessarily the organization address.
 - Must be in the state of Virginia.
 - If the project takes place in more than one location, select a centralized address.
 - o If the project takes place statewide, enter the organization address.
- 3. Click **Add/Edit County**, **City**, or **Town**.
- 4. Select all localities within the Primary Service Area for this project only.
- 5. Scroll to the bottom of the pop-up window, and click **Done**.
- 6. Click Save This Tab.

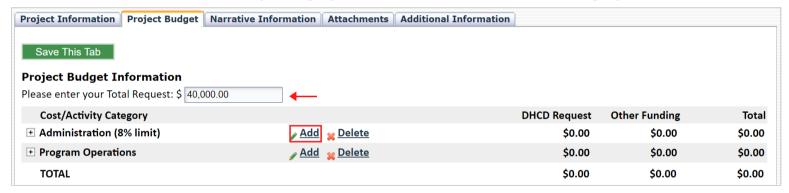


Project Budget

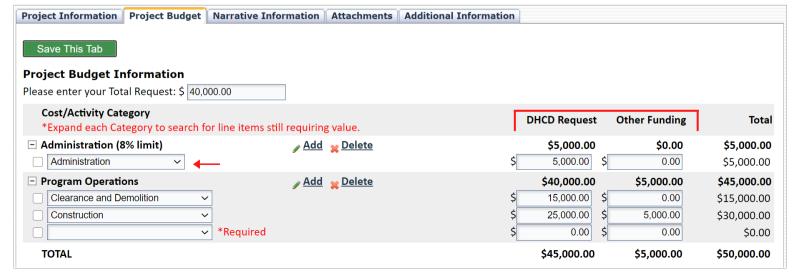
The budget on the Project Budget tab of the application is comprised of three columns. The DHCD Request is the amount requested from DHCD. Other Funding refers to leverage that is included as additional funding in the project budget, but is not being paid directly by DHCD to the grantee. The Total column reflects the total amount of funding (from all sources). CAMS times out after 60 minutes of inactivity, so users are advised to save their progress periodically while working on the Project Budget tab. Some applications do not require a project budget. If the Project Budget tab is grayed out, a budget is not required to apply for this program.

Follow the steps below to complete the Project Budget tab of the application:

- 1. Enter the total amount requested from DHCD in the Total Request field at the top of the page.
- 2. Click **Add** next to a Cost/Activity Category to add a line item under that category.



- 3. Select an eligible line item from the dropdown menu.
 - Some projects have the option to select "Other" as a line item. If "Other" is selected, the user must name the newly created line item.
 - If a line item is added by mistake or no longer needed, check the box next to the unnecessary line item, and click **Delete** to remove it. The Project Budget tab will not save with an blank line item, see error message below.
- 4. Enter the amount requested from DHCD for the line item in the DHCD Request field.
- 5. Enter the amount of non-DHCD funding for the line item in the Other Funding field if applicable.



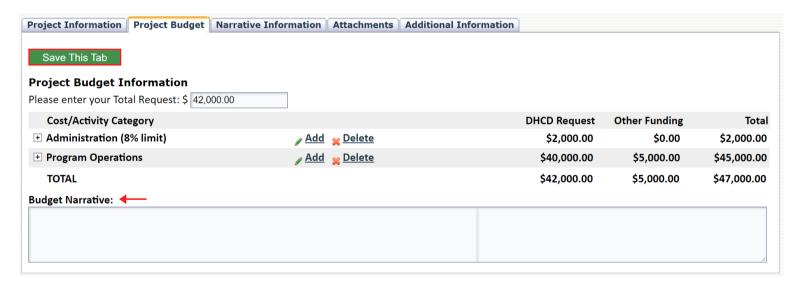
- 4. Review the budget after adding all line items and funding amounts.
 - Confirm that the DHCD Request column total equals the amount entered in the Total Request field for Step 1.
 - Confirm that all budget constraints are satisfied, see error message below.

Budget constraints apply to Cost/Activity Category totals. There are four budget constraints:

- Max Dollar Amount (\$XX.XX limit)
- Min Dollar Amount (no less than \$XX.XX)
- Max Percent of Total Request (X% limit)
- Min Percent of Total Request (no less than X%)



- 5. Complete the optional Budget Narrative if desired 2000 character limit.
- 6. Click Save This Tab.



Narrative Information

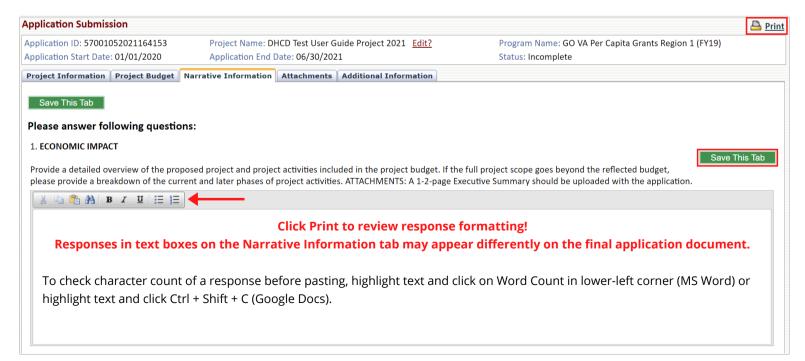
All questions on the Narrative Information tab are required for final submission of the application, but users may save their responses to the questions individually and complete this portion of the application over a period of time. Users may type responses directly in the text boxes, however, CAMS times out after 60 minutes of inactivity. To prevent losing unsaved information, draft and save unformatted responses in MS Word, Google Docs, or Notepad before pasting and formatting each response in the application. Save the Narrative Information tab after completion of each question. Note that text boxes on the Narrative Information tab are limited to 6000 characters.

Follow the steps below to complete the Narrative Information tab of the application:

- 1. Select all Project Types that apply. Refer to the application instructions for guidance.
 - If there are no Project Types, proceed to Step 3.
- 2. Click Go.



- 3. Type responses for each Narrative Information question in MS Word, Google Docs, or Notepad.
- 4. Copy and paste <u>unformatted</u> responses into the corresponding text boxes.
 - Paste using Ctrl + Shift + V to remove formatting.
 - Click **OK** when prompted to allow CAMS to clean pasted text if formatting is detected.
 - o Do not paste tables/charts or text from Excel or PDF files.
 - Only format the response using the buttons above the text box.
- 6. Click **Print** to review the content and formatting of all responses as they will appear in the final application document submitted to DHCD.



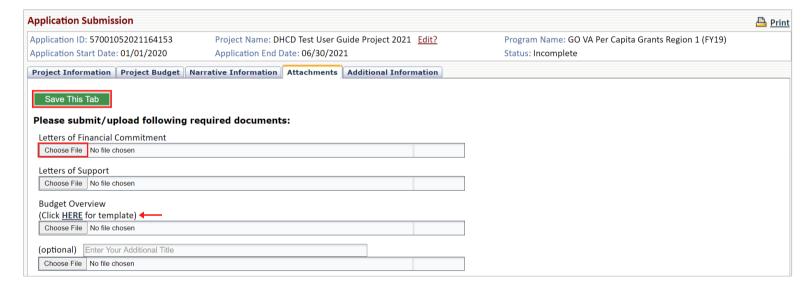
Attachments

Unless otherwise indicated, all document uploads listed on the Attachments tab are required for application submission. Please use attachment templates if provided. Download, complete, and save the template on your computer. Then, choose and upload the completed template file to the corresponding attachment slot. Additional documents may be uploaded in the "Optional" space(s) provided.

Follow the steps below to complete the Attachments tab of the application:

- 1. Click **Choose File** to browse for the appropriate document.
 - Click **HERE** to download and use the preferred attachment template if provided.
 - o Name "Optional" attachments using the Enter Your Additional Title field.
- 3. Click **Save This Tab** after uploading all required documents.

Acceptable file types:
Word, Excel,
PDF, JPEG,
TXT, and ZIP
only.



Additional Information

The Additional Information tab is optional. It provides the applicant with an opportunity to include any relevant comments regarding the application/project for the DHCD application review team. Completion of this tab is not required for application submission.

Follow the steps below to complete the Additional Information tab of the application:

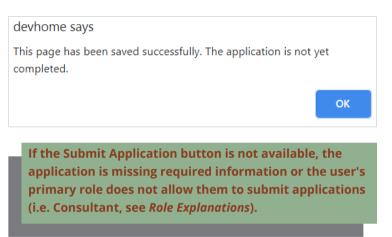
- 1. Enter comments in the space provided if desired.
- 2. Click Save This Tab.



Application Submission

Organizations must complete and submit applications before the application end date to be considered for funding. Remember to save often.

Each time a tab is saved while completing the application, the user receives this message:



When all required fields are complete and the final tab is saved, the user receives this message and the Submit Application button appears:

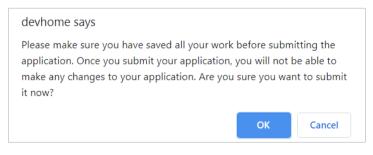


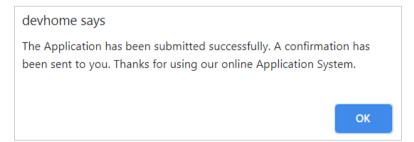
Follow the steps below to submit the application to DHCD for final review:

- 1. Click **Print** to review the content and formatting of the final application document.
- 2. Navigate to the appropriate application tab and make revisions if needed.
- 3. Click **Submit Application**.



4. The following two messages appear consecutively. Click **OK** to submit the application.





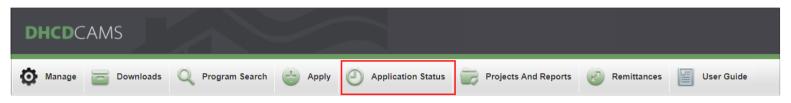
5. The application status changes from Incomplete (see Step 3) to Pending (see below).

Application Status

All users can view applications, but only users with the Profile Manger/Organization Head, Profile Manager, Program Administrator, or Consultant primary roles can edit, withdraw, or roll back applications from the Application Status page. Users with the Consultant primary role cannot submit or resubmit applications - an authorized user must do so. Use this page to continue working on an Incomplete Application or check on the status of a submitted application. The six application statuses are explained below.

Follow the steps below to access the Application Status page:

- 1. Log in to CAMS.
- 2. Click **Application Status** in the navigation bar at the top of the page.



Incomplete Applications

Application initiated by organization but not yet submitted to DHCD.

- Click **Edit** to continue working on the application.
- Click **Withdraw** to <u>permanently</u> delete the application.



Pending Applications

Application submitted by organization but not yet reviewed by DHCD.

- Click **View** to view submitted application.
- Click **Roll Back** to revert the application status to Incomplete.

DO NOT roll back an application if the application end date has passed. The organization will not be able to edit or resubmit the application.

Pending Applications: Roll Back							
Application ID	Program	Project	Date Submitted				
57001052021164153	GO VA Per Capita Grants Region 1 (FY19)	DHCD Test User Guide Project 2021	1/13/2021	View	Roll Back		

In Progress - Applicant

Application reviewed by DHCD and requires additional information.

• Click **Edit** to revise application as requested, then resubmit application to DHCD.

In Progress - Applicant: 0							
Application ID	Program	Project	Date Last Updated				
74412212020133933	Lead Hazard Reduction 2020 -2023	TEST Application	1/13/2021	Edit			

Application Status

In Progress - DHCD

Application under review by DHCD.

• Click **View** to view the submitted application



Approved Applications

Application deemed eligible and awarded funding from DHCD.

• Click **View** to view the approved application.



Denied Applications

Application deemed ineligible for funding from DHCD at this time.

• Click **View** to view the denied application.

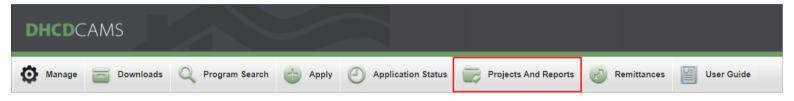
Denied Applications: Output Denied Applications:							
Application ID	Program	Project	Date Denied				
64210102019145934	Acquire, Renovate, Sell (ARS) 2019	TEST	1/22/2020	View			

Projects And Reports

All users can view the Project List and Reporting Schedule on the Projects and Reports page. A user's ability to manage projects in the Project List or complete and submit reports in the Reporting Schedule depends on their primary role (and project role if assigned, see *Role Explanations*).

Follow the steps below to access the Projects And Reports page:

- 1. Login to CAMS.
- 2. Click **Projects And Reports** in the navigation bar at the top of the page.



Project List

Click **Detail** to access the Project Management page for that project. For instructions regarding the completion and use of each project tab, see *Project Management*.



Reporting Schedule

Reports assigned to <u>all</u> of an organization's projects with a status of Not Started or Incomplete that are due within 60 days appear in the Reporting Schedule. Reports with a status of Submitted are listed in the Reporting Schedule until accepted by DHCD. Reports displayed in red are overdue. Double click the report in the list that you wish to complete. For further instructions regarding the completion of reports, see *Reports & Documents*.



Project Management

All users can view the Project Management page for any project. A user's ability to edit the tabs on the Project Management page depends on their primary role (and project role if assigned, see *Role Explanations*). The following sections provide instructions for the completion and use of each project tab: Project Information, Budget, Remittances, and Reports & Documents.

Project Information

The information on this tab is populated by your DHCD Program Administrator or using the information submitted with the application. Authorized users may edit this information as needed. See *Role Explanations* to determine who has permission to edit this tab.

Project Primary Contact

This user is automatically assigned the project role of Project Manager.

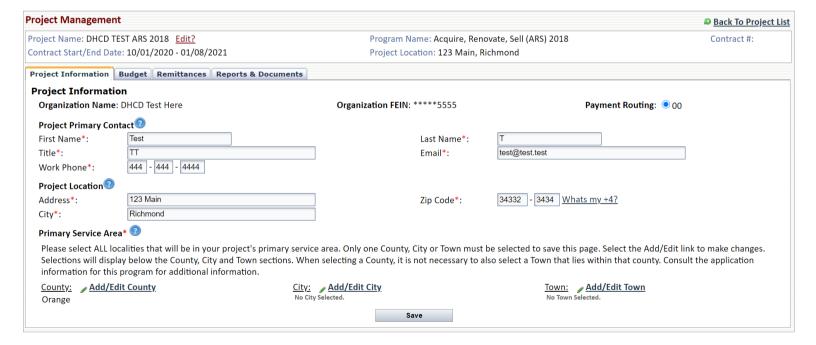
Project Location

Where the project will take place, not necessarily the organization address.

- Must be in the state of Virginia.
- o If the project takes place in more than one location, select a centralized address.
- o If the project takes place statewide, enter the organization address.

Primary Service Area

Localities in which this project will take place, not the service area for the entire organization.



Budget

If you need to add/remove line items or change the funding amounts in your project budget, you must request a budget revision. Be sure to follow any budget instructions at the top of the Budget tab. After revising line items or funding amounts, the budget revision must be saved and requested for DHCD to review it. Contact your Program Administrator before requesting changes to your project budget if you were not initially instructed to do so by DHCD staff. See *Role Explanations* to determine who has permission to edit this tab.

Revision History and Budget Status

Use the View Budget Revisions drop down menu to view previous versions of the budget. The budget status appears in parentheses after the Revision #.

- o Incomplete: Budget revision saved by grantee but not requested. Can be deleted.
- Pending: Budget revision requested by grantee and awaiting review by DHCD.
- Approved: Budget displayed is current and approved by DHCD.

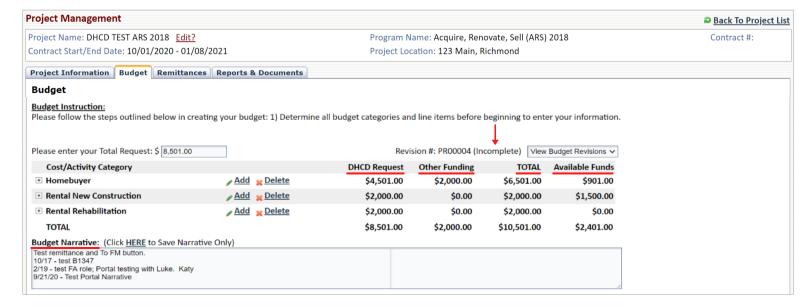
Budget Columns

The amounts in the DHCD Request and Other Funding columns can be edited. The amounts in the TOTAL and Available Funds columns will automatically adjust based on the amounts entered in the first two columns. Requested amounts from paid or pending remittances are subtracted from Available Funds total for each line item.

- o DHCD Request: Amount requested from/awarded by DHCD to the grantee.
- o Other Funding: Leverage to be used as funding for project, but not paid by DHCD.
- TOTAL: Total amount of funding (from all sources).
- Available Funds: Amount of funds remaining to be requested from DHCD.

Budget Narrative

DHCD or the grantee can edit the Budget Narrative text box at anytime.

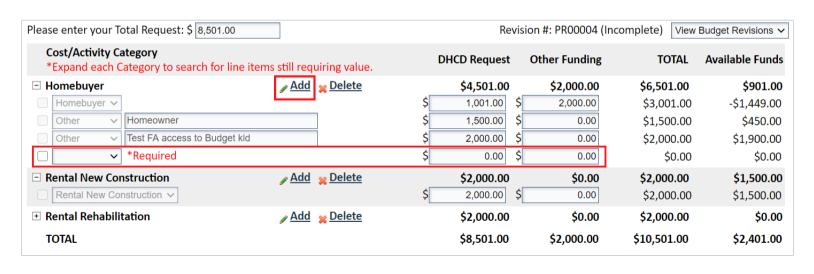




Request Budget Revision

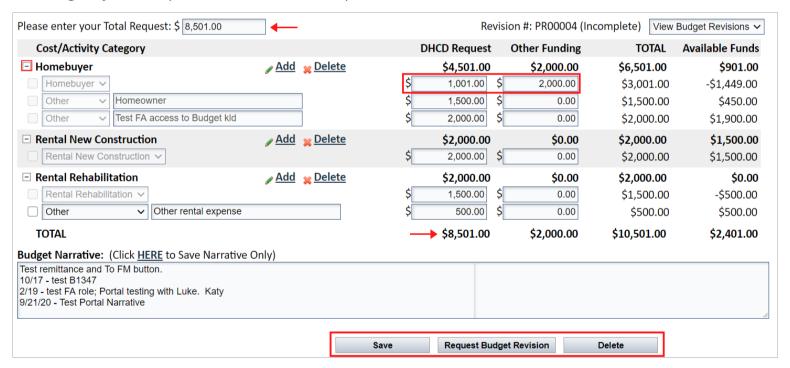
Follow the steps below to request a budget revision:

- 1. Login to CAMS.
- 2. Click **Projects And Reports** in the navigation bar at the top of the page.
- 3. Click **Detail** next to the project requiring a budget revision.
- 4. Click the **Budget** tab.
- 5. Add/delete line items if necessary, or proceed to Step 6.
 - a) Click **Add** next to the Cost/Activity Category.
 - b) Select a new line item from the options in the drop down menu.
 - Some projects have the option to select "Other" as a line item. If "Other" is selected, the user must name the newly created line item.
 - If a line item is added by mistake or no longer needed, check the box next to the line item, and click **Delete**. The Project Budget tab will not save with an blank line item.
 - c) Enter the amount requested from DHCD for the line item in the DHCD Request field.
 - d) Enter the amount of non-DHCD funding in the Other Funding field, if applicable.



Line items that have already been included in remittances cannot be deleted, but a budget revision can be requested to change the funding amounts for these line items.

- 6. Edit funding amounts.
 - a) Click the plus icon beside the Cost/Activity Category that requires the revision.
 - b) Edit the funding amount (DHCD Request/Other Funding) for the appropriate line item.
 - c) Line item totals can be negative, but Cost/Activity Category totals cannot be negative.
- 7. Edit the amount in the Total Request field so it equals the total of the DHCD Request column.
- 8. Click Save.
 - Budget revisions that have been saved but not submitted/requested have the status of Incomplete. Click **Delete** to revert an Incomplete budget revision to the last approved version of the budget.
- 9. Click Request Budget Revision.
 - If this button is not available, your role primary role (or project role if assigned) does not give you this permission, see Role Explanations.



- 10. The budget status changes to Pending after revision is submitted.
 - The budget revision request cannot be deleted by the grantee at this point, but DHCD can deny the request upon reviewing it.



- 11. The budget status changes to Approved after review by DHCD.
 - The revised budget appears if the budget revision request was accepted.
 - The most recently approved budget appears if the budget revision request was denied.
 - View denied budget revisions using the View Budget Revisions drop down menu.

12. The Profile Manager/Organization Head, Project Primary Contact (Project Manager), and person who submitted the budget revision - if not in one of the previously listed roles - receive one of the following emails from CAMSProfileRequests@dhcd.virginia.gov after the budget revision request is reviewed by DHCD.

Approval Email

The project budget revision for [Organization Name] and [Project Name] has received final approval. The project is now open for remittance requests.

Denial Email

Your project, [Project Name] budget has been denied by DHCD. Your formerly approved budget remains in effect. Please contact your Program Manager with questions.

Remittances

See Role Explanations to determine who has permission to submit remittances.

Equation

The totals for "This Remittance" and "Available Funds" update automatically as changes are made to the requested amounts for each line item.

- Project Budget: Total DHCD request/award.
- o Total Paid: Total amount of all remittances with Paid status.
- Other Pending Payments: Total amount of remittances with Incomplete or Pending status.
- This Remittance: Total amount requested in the current remittance.
- Available Funds: Amount of funds remaining to request from DHCD.

Project Budget		Total Paid		Other Pending Payments		This Remittance		Available Funds
\$23,501.00	=	\$0.00	+	\$2,992.99	+	\$0.00	+	\$20,508.01

Remittance Status

- o Incomplete: Remittance saved by grantee but not submitted. Can be deleted.
- o Pending: Remittance submitted by grantee and awaiting review by DHCD.
- o Approved: Remittance reviewed and approved by DHCD but funds not yet disbursed.
- Paid: Funds disbursed to grantee.
- Denied: Remittance reviewed by DHCD and not accepted.



The budget status must be Approved

Pending/Incomplete

budgets result in an error message.

to enter a new remittance.



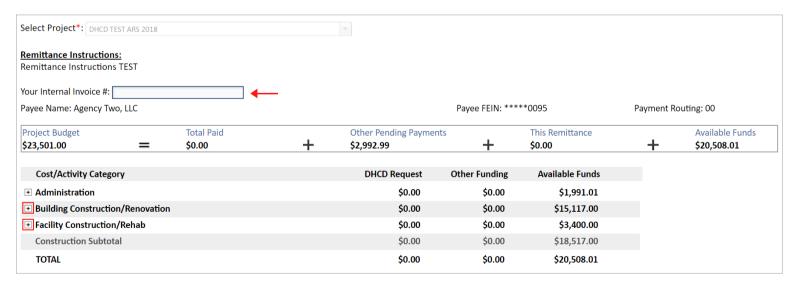
Submit Remittance Request

Follow the steps below to submit a remittance:

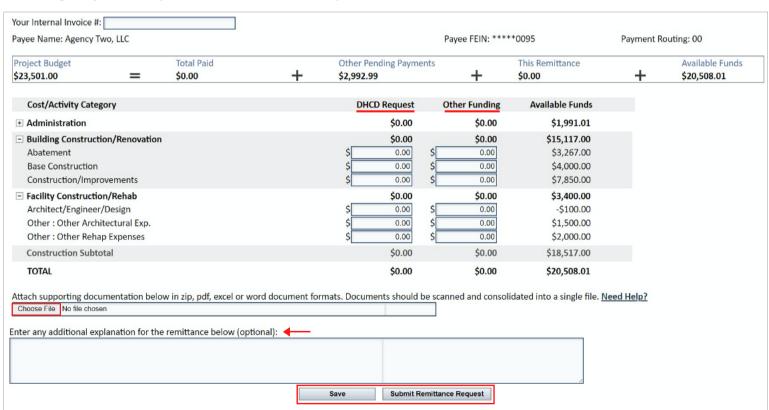
- 1. Login to CAMS.
- 2. Click **Projects And Reports** in the navigation bar at the top of the page.
- 3. Click **Detail** next to the project to submit a remittance.
- 4. Click the **Remittances** tab.
- 5. Click **Enter New Remittance** to prepare a remittance for submission.
 - o If the link is not available your role primary role (or project role if assigned) does not give you this permission, see *Role Explanations*.



- 6. Enter the Internal Invoice #.
 - Review program guidelines or contact your Program Administrator for specific format.
- 7. Click the plus icon beside the Cost/Activity Category that contains the line item for which you are requesting funds.



- 8. Enter the amount requested from DHCD for each line item in the DHCD Request field.
 - The total in the Available Funds column automatically adjusts.
- 9. Enter the amount of Other Funding expended for each line item since the last remittance.
 - Review program guidelines or contact your Program Administrator before using remittances to document the usage of leverage.
 - Amounts entered in the Other Funding column are not subtracted from the total of Available Funds.
- 8. Click **Choose File** to attach supporting documentation if applicable.
 - o Review program guidelines or contact your Program Administrator for templates.
- 9. Enter comments for DHCD program staff if necessary.
- 10. Click Save.
- 11. Click Submit Remittance Request.
 - o If this button is not available, your role primary role (or project role if assigned) does not give you this permission, see *Role Explanations*.



CAUTION

The Available Funds total appears negative if the amount entered for the DHCD Request exceeds what is available for a line item.

- Requests resulting in line items with negative Available Funds are permitted as long as the total amount of Available Funds for the Cost/Activity Category under which the line item falls is greater than or equal to \$0.
- Program-specific guidelines may prohibit this function despite the capability of CAMS to submit the request. The remittance could be denied and require resubmission.
- An error message appears if the request exceeds the amount of Available Funds for a Cost/Activity Category or the budget overall, see example below.

Cost/Activity Category	DHCD Request	Other Funding	Available Funds	
Administration	\$0.00	\$0.00	\$1,991.01	*Invalid
Building Construction/Renovation	\$16,000.00	\$0.00	-\$883.00	
Abatement	\$ 16,000.00	\$ 0.00	-\$12,733.00	
Base Construction	\$ 0.00	\$ 0.00	\$4,000.00	
Construction/Improvements	\$ 0.00	\$ 0.00	\$7,850.00	
Facility Construction/Rehab	\$6,000.00	\$0.00	-\$2,600.00	
Architect/Engineer/Design	\$ 0.00	\$ 0.00	-\$100.00	
Other: Other Architectural Exp.	\$ 0.00	\$ 0.00	\$1,500.00	
Other: Other Rehap Expenses	\$ 6,000.00	\$ 0.00	-\$4,000.00	
Construction Subtotal	\$22,000.00	\$0.00	-\$3,483.00	
TOTAL	\$22,000.00	\$0.00	-\$1,491.99	

The \$16,000 request for Abatement under the Building Construction/ Renovation category exceeds both the line item total (\$3,267) and the category total (\$15,117). The \$6,000 request for Other Rehab Expenses under the Facility Construction/Rehab category exceeds the line item total by \$4,000 and the category total by \$2,600.

The total remittance request of \$22,000 exceeds the overall budget by \$1,491.99.

Reports & Documents

Scheduled reports - reports assigned to a project by DHCD with a due date - can be completed from the Reports & Communication tab of the project, or by clicking on the report in the Reporting Schedule. Provisional reports and documents must be completed from the Reports & Communication tab of the associated project. See *Role Explanations* to determine who has permission to submit reports and documents.

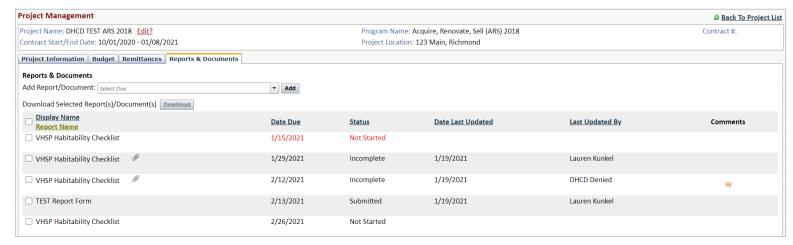
Report Status

- Not Started: Report due within 60 days, but no information entered and saved by grantee.
- Incomplete: Report started and saved by grantee but not submitted, or report that was denied by DHCD and requires revision/resubmission by grantee.
 - Last Updated By column displays "DHCD Denied."
 - The Profile Manager/Organization Head and user submitting the report receive an email from CAMSProfileRequests@dhcd.virginia.gov with the subject "Important Message from DHCD" when a report is denied.
- Submitted: Report submitted by grantee and awaiting review by DHCD.
 - Submitted reports are listed in the Reporting Schedule until accepted by DHCD.
- Accepted: Report reviewed and approved by DHCD.

Submit Scheduled Report

Follow the steps below to complete and submit a scheduled report:

- 1. Login to CAMS.
- 2. Click **Projects And Reports** in the navigation bar at the top of the page.
- 3. Click **Detail** next to the project with a scheduled report.
 - o Or click the report directly from the Reporting Schedule and proceed to Step 6.
- 4. Click the **Reports & Documents** tab.
- 5. Click the report you wish to begin.

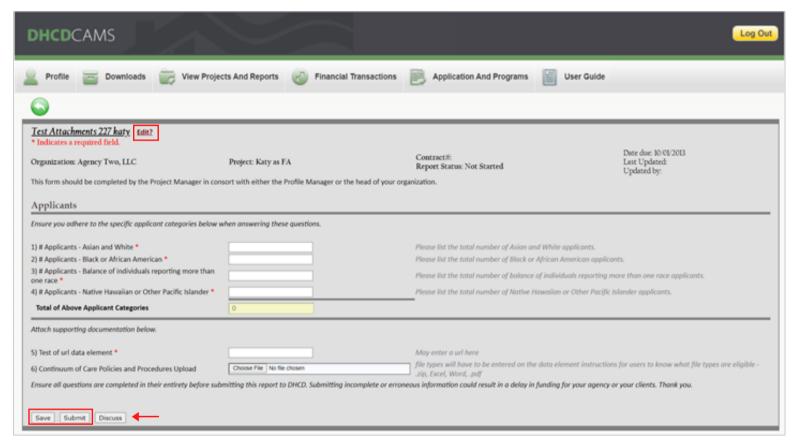


Project Management

- 6. Click Edit? to change the name of the report using a specified format if instructed.
- 7. Complete report fields.
- 8. Click Save.
- 9. Click **Submit** when the report is ready for DHCD review.

Valid file types for attachments include Word, Excel, PowerPoint, PDF, PNG, JPEG, and ZIP.

o If this button is not available, your role primary role (or project role if assigned) does not give you this permission, see *Role Explanations*.



Click **Discuss** to discuss a report with your Program Administrator.

• The grantee or DHCD staff can send discussion messages at any time – when a report is assigned, during DHCD review of a submitted report, and after the report is accepted.

Click the icon (44) next to the report name to view discussion messages.

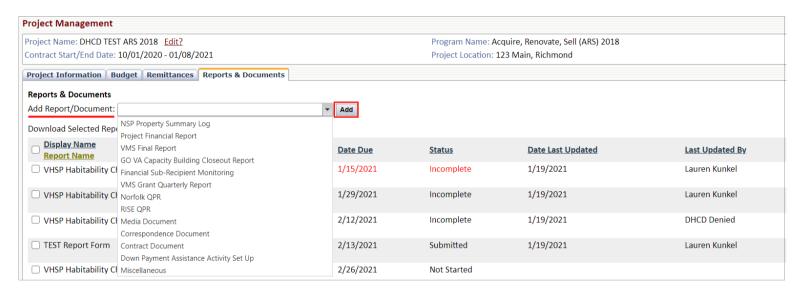
Discussion messages can only be viewed from the Reports & Documents tab of the project.
 They do not appear on the Reporting Schedule.



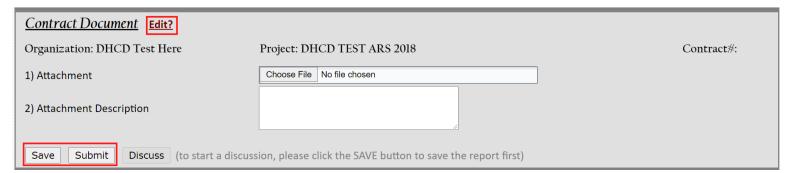
Add Report/Document

Follow the steps below to add a report or document:

- 1. Login to CAMS.
- 2. Click **Projects And Reports** in the navigation bar at the top of the page.
- 3. Click **Detail** next to the project to add a report or document.
- 4. Click the **Reports & Documents** tab.
- 5. Choose appropriate program-specific report or document template from the drop down menu.
 - Drop down menu options may change depending on the project.
 - o Only use program-specific reports when instructed.
- 6. Click Add.



- 6. Click **Edit?** to change the name of the report/document using a specified format if instructed.
- 7. Complete report fields or attach document.
- 8. Click Save.
- 9. Click Submit.
 - If this button is not available, your role primary role (or project role if assigned) does not give you this permission, see Role Explanations.



The Contract Document,
Correspondence
Document, Media
Document, and
Miscellaneous document
templates can be used
for any project.

Valid file types for attachments are Word, Excel, PowerPoint,

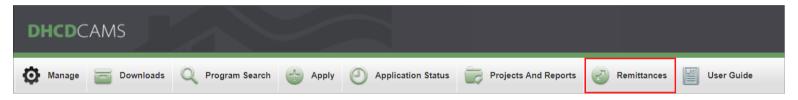
PDF, PNG, JPEG, and ZIP.

Remittances

All users can view the remittances submitted for any project from the Remittances page. (All users can also view remittances submitted for a specific project from that project's Remittances tab, see *Project Management*.) Users with the Profile Manager/Organization Head, Project Manager, or Financial Analyst primary roles can enter new remittances from this page as well. Users with the Consultant primary role have the ability to prepare and save remittances, but they must be submitted by a user with one of the roles previously listed. See *Role Explanations* for further details.

Follow the steps below to access the Remittances page:

- 1. Login to CAMS.
- 2. Click **Remittances** in the navigation bar at the top of the page.



Search Remittances

- 1. Select a program from the Program Name drop down menu or search "All Programs" to view remittances for any program under which the the organization has a project.
- 2. Select a status from the Remittance Status drop down menu or search "All Remittances" to view remittances of any status.
- Click **Go**.



Enter New Remittance

- 1. Click Enter New Remittance.
- 2. Select one of the organization's projects from the Select Project drop down menu.
- 3. Complete the remittance form. See *Project Management* for further instructions.

Select Project*:	t*:				
	Project Name	Program Name			
	DHCD TEST ARS 2018	Acquire, Renovate, Sell (ARS) 2018			

Only projects
with Approved
budgets are open
for remittance.
Projects with
Pending/
Incomplete
budgets are not
available from
the drop down
menu.