FHLBank Topeka

Project Completion Report

User Guide

Updated: February 12, 2019

FHLBank Topeka

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Affordable Housing Program Details

PROGRAM DESCRIPTION

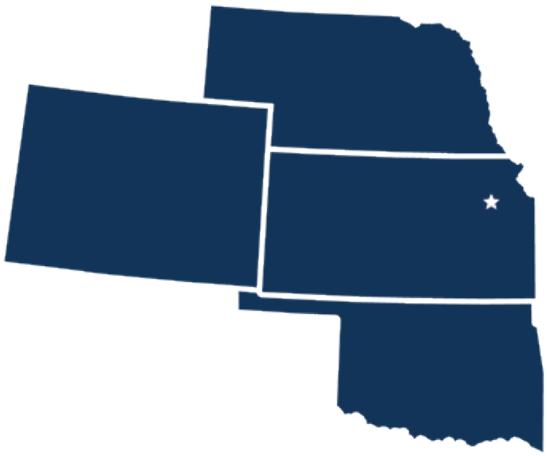
The Affordable Housing Program (AHP) was created by Congress through the Financial Institutions Reform, Recovery and Enforcement Act in 1989. The AHP is funded each year with 10 percent of FHLBank Topeka's (FHLBank's) net income. FHLBank's competitive AHP, implemented in 1990, in partnership with its members and project sponsors, addresses the housing needs of very low-, low-, and moderate-income households by providing gap financing for owner-occupied and rental projects.

PROGRAM RESOURCES

AHP Implementation Plan

Code of Federal Regulations (12 C.F.R. Part 1291)

AHP Website



HOURS OF OPERATION

AHP Online will be available between the hours of 6:30 a.m. to midnight (Central Time). It will be offline for routine maintenance and updates between the hours of midnight and 6:30 a.m.

TECHNICAL ASSISTANCE HOURS

Housing and Community Development (HCD) will be available to provide technical assistance from 8:00 a.m. to 5:00 p.m. (Central Time) Monday through Friday, excluding bank holidays.

HCD's toll-free number is: 1.866.571.8155.

FHLBank Topeka

HELPFUL HINTS

- ✓ Use the links in this User Guide to navigate to specific sections, definitions of terms, etc.
- ✓ Users must have been associated with a project as a contact in order to complete processes, such as Project Completion Report, in AHP Online.
- ✓ AHP Online uses ZIP + 4 to populate a location's City, County, State, Census tract, Congressional District, and CBSA. If you are unsure of the location's ZIP + 4, use the "Quick Tools" option at USPS.com to obtain this information.
- ✓ To navigate through the application, use the "<Previous" and ">Next" options at the bottom of the page. To avoid potential errors or loss of data, do not use the "Back" arrow at the top of your screen next to the browser bar.
- ✓ AHP Online will automatically log off users after 20 minutes of inactivity. Any non-input action, such as moving from screen to screen or saving a screen, are included in the definition of "inactivity."
- ✓ To clear the information entered on a page and start over, use the "Undo" feature.
- ✓ **For optimal performance in AHP Online, FHLBank recommends using the current version of Internet Explorer.**
- ✓ After an application is approved, consultants no longer have access through their company's login information. If a Sponsor wants a consultant to have access to AHP Online for a project, the Sponsor will need to approve the consultant as an authorized user for the Sponsor's account. The consultant will need to use a different username login for this account.

FYI - Symbols

- For helpful information, select the ? on each screen.
- Fields with ◆ must be completed before the application can be submitted.
- Fields with * must be completed before the page can be saved.

FYI – Uploading Documents

- Only one file per upload box is allowed. If the upload includes multiple files/documents, save the documents as a ZIP file or as a single PDF file.
- AHP Online accepts the following file upload types: PDF, ZIP, DOC, DOCX, XLS, XLSX.
- The maximum file size for any single upload is 50 megabytes.

FYI – Save Each Page

To ensure you work has been saved, look for the message (shown below) after saving the page.

- ✓ Refer to The AHP website to obtain documents required for PCR (i.e. Feasibility Workbook, Income Calculation Workbook, etc.)
- ✓ Always select "Save" before selecting "Next" to continue to the next page. **AHP Online does not retain unsaved data.**
- ✓ The Feasibility Workbooks include important and helpful instructions.

Project Completion Report – The BASICS:

This section provides instructions for both Rental and Homeownership (Owner-occupied) Project types. Instructions that are applicable for a specific project type will be specifically identified.

FYI

Refer to the current year's AHP Implementation Plan for the definition of Project Completion.

EMAIL NOTIFICATIONS

AHP Online sends automated emails to Lead Sponsor Contacts (unless otherwise stated) at various stages of PCR. They are identified in the table below:

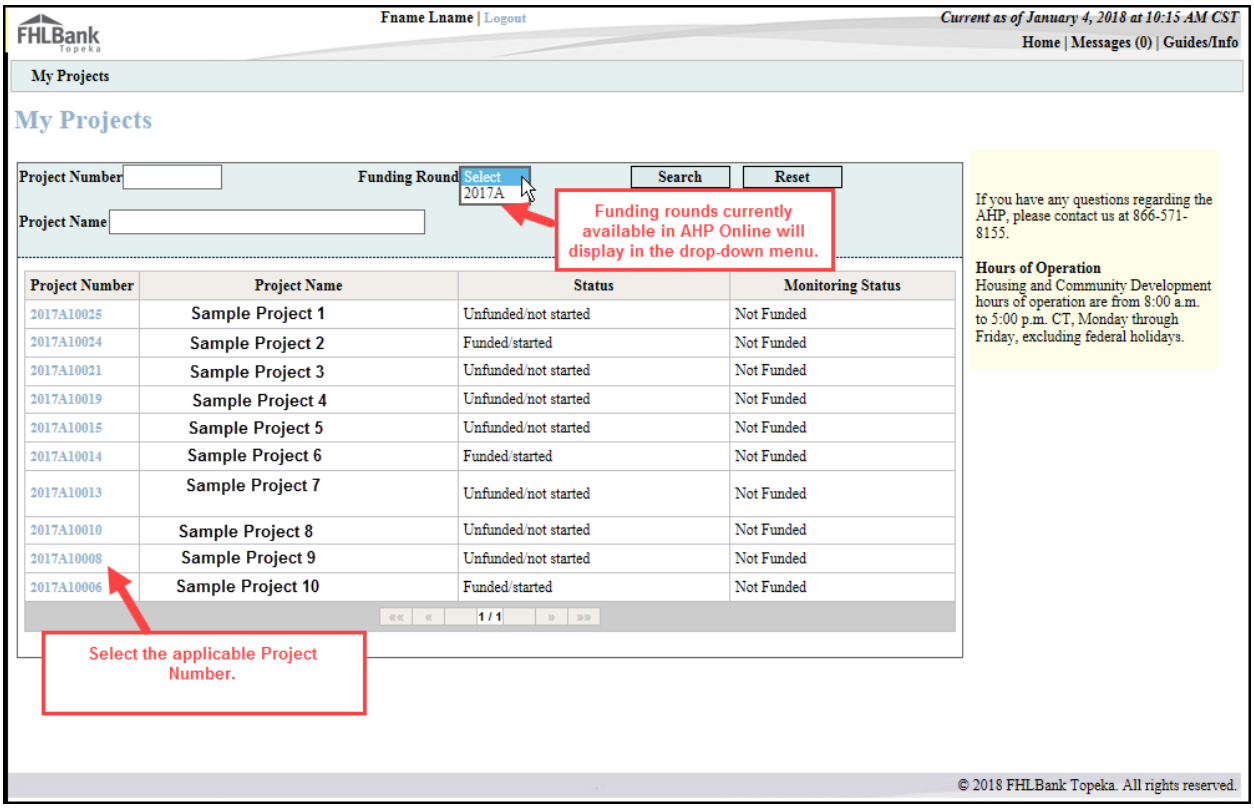
PCR Stage	Explanation
PCR Initiation	HCD has verified the project meets the AHP Implementation Plan (AHP IP) definition of project completion and has initiated Project Completion Report.
Notification of PCR Due Date	The date by which PCR should be completed and certified in AHP Online for HCD review.
Notification Clarification is Needed	One or more items submitted during PCR requires additional documentation, correction, or explanation. An HCD staff will contact you directly with the exact nature of the clarification(s) required.
PCR Approval	HCD has completed PCR review and does not require any additional information at this time. This email is also sent to Member Lead Contact(s).

Screen Statuses:

NAVIGATING THE DASHBOARD

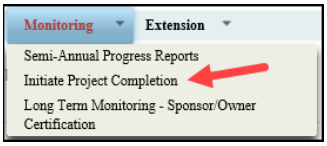
After you have logged in, you will be directed to your dashboard, also known as **MY PROJECTS**.

1. Select the Funding Round of the project for which you wish to complete PCR then "Search."
2. The projects for that funding round will display. Select the project number for which you wish to complete PCR.
3. Upon selection of the applicable project number, you will be directed to the projects **CURRENT PROJECT SUMMARY** screen.

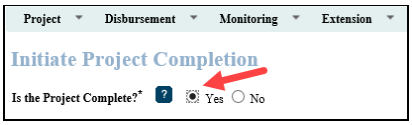


INITIATING PROJECT COMPLETION

1. On the **CURRENT PROJECT SUMMARY** screen, select “Initiate Project Completion” from the “Monitoring” drop-down menu.

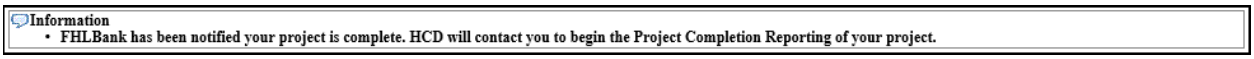


2. On the **INITIATE PROJECT COMPLETION** screen, select “Yes” to “Is the Project Complete?”



3. Select

.
4. An information box will display just below the screen title to verify Project Completion Report has been initiated.



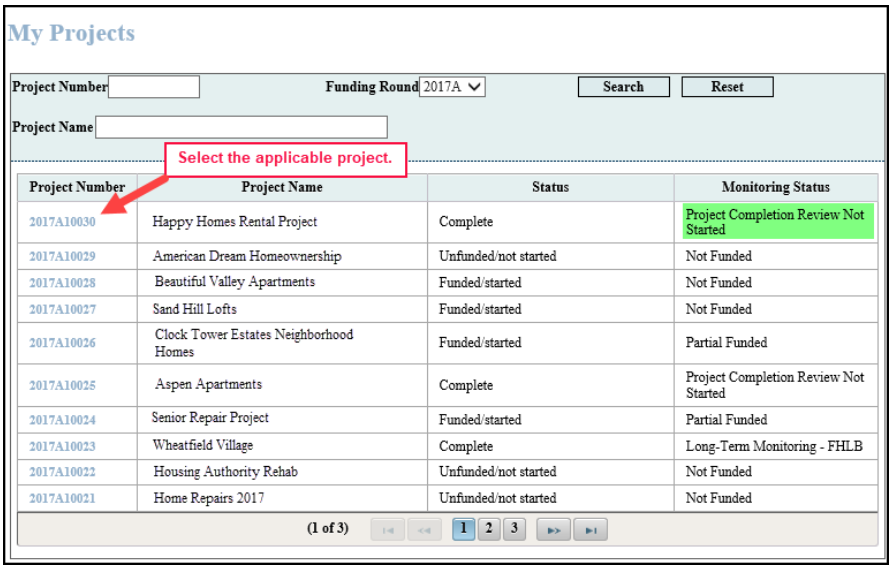
5. Select “Finish.”
6. You will be returned to the **CURRENT PROJECT SUMMARY** screen.

Project Completion Report

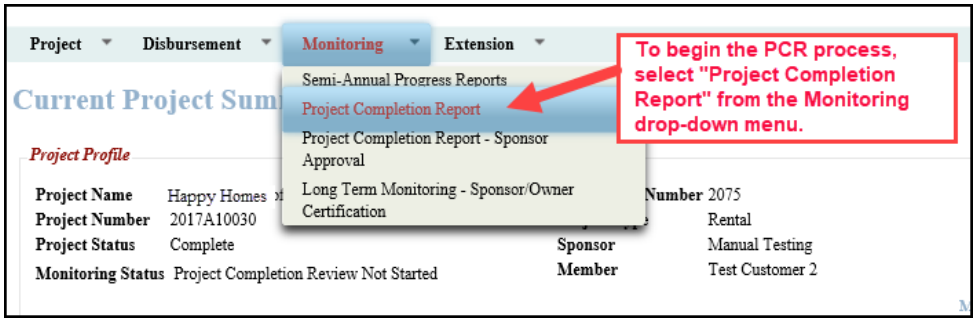
FHLBank Housing and Community Development (HCD) staff will be notified once project completion has been initiated from a project. HCD staff will then verify the project is complete based on the definition of project completion in the Affordable Housing Program (AHP) Implementation Plan (IP). You will be notified via email when HCD staff has verified the project is complete and has initiated the Project Completion Report module. Once you have received the email:

> **FYI**
> The project's Monitoring Status will change as PCR is completed.

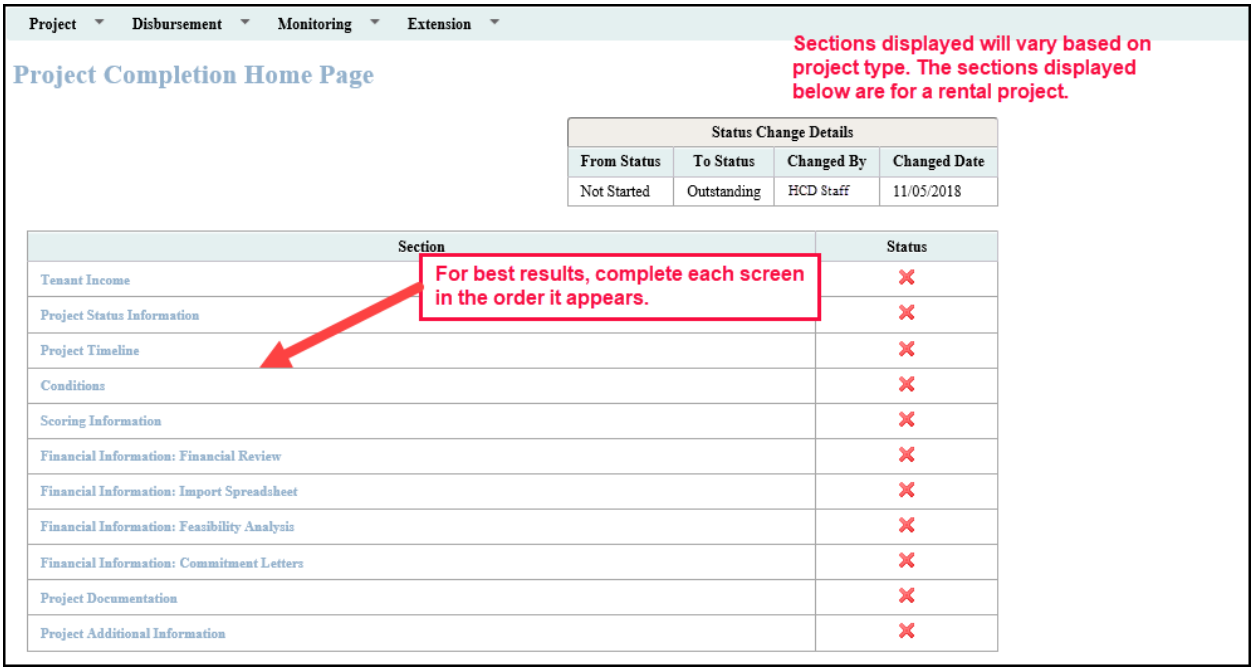
1. Locate the project on the **MY PROJECTS** screen. The project's monitoring status will be "Project Completion Review Not Started."
2. Select the applicable project number.



3. You will be directed to the **CURRENT PROJECT SUMMARY** screen. From the "Monitoring" drop-down menu, select **PROJECT COMPLETION REPORT**.



4. You will be redirected to the **PROJECT COMPLETION HOME PAGE**. This screen shows the status of each page required to complete PCR.
5. Select each screen with a status of “Not Visited” or “In Progress.”



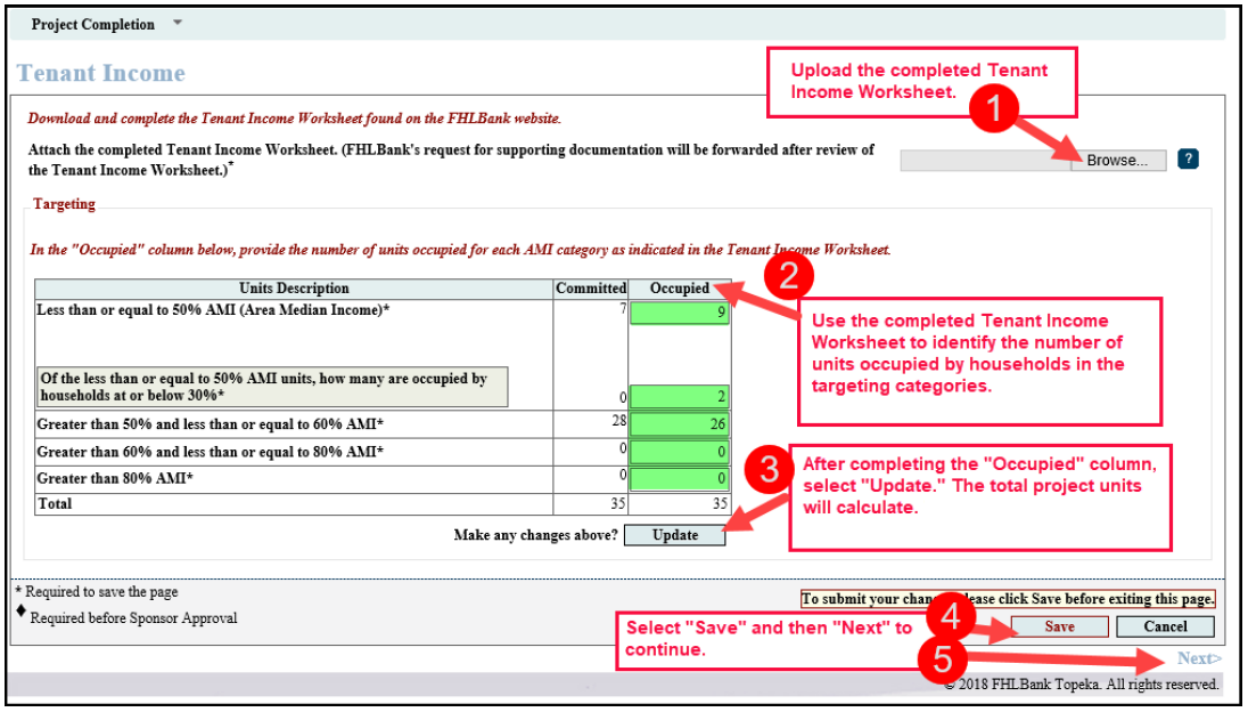
TENANT INCOME (RENTAL PROJECTS ONLY)

Prior to completing this screen, you will need to complete FHLBank's Tenant Income Workbook (TIW) that is located on FHLBank's website.

1. Use the Browse feature to upload the TIW. The TIW must be a Microsoft Excel document.
2. In the "Occupied" column, enter the number of units occupied by households in each targeting category. The number of units occupied may not match the number of units committed. Enter a number in each category.
3. Select "Update."
4. Review the information entered.
5. Select "Save" and then "Next" to continue.

FYI

Enter a "0" for categories that are not occupied by a household.



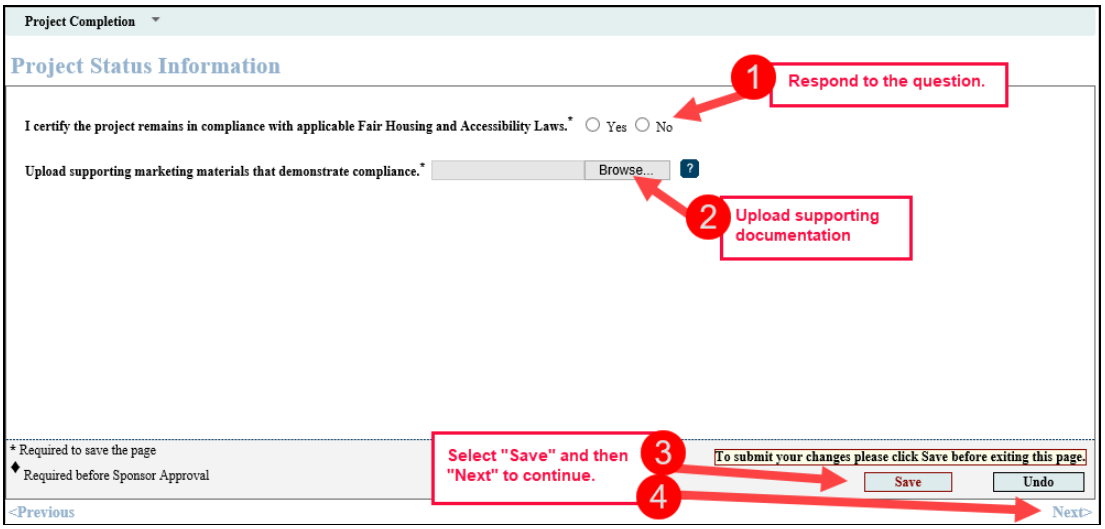
Rental Projects

Upon receipt and review of the TIW, HCD will review and select a sample of residents for you to provide documentation the households meet the project's income targeting requirements according to FHLBank's Income Calculation Guidelines.

PROJECT STATUS INFORMATION

This screen is used to verify the project is complying with Fair Housing laws.

1. If your project complies Fair Housing and Accessibility laws, select "Yes."
2. Use the Browse function to upload supporting documentation.
3. Review the information entered.
4. Select "Save" and then "Next" to continue.



DOCUMENTING AFFIRMATIVE FAIR HOUSING

Marketing actions to provide information about the project to the broadest number of the targeted population to attract eligible persons in the housing market area to the available housing without regard to race, color, national origin, gender, religion, familial status, or disability. Supporting documentation includes:

- Copies of advertisements from newspapers or other print media sources **– OR –**
- Copies of letters sent to social service agencies advertising the program
  - ✓ Should include the fair housing logo, equal opportunity statement, or slogan as illustrated.

Illustrations of Logotype, Statement, and Slogan. Equal Housing Opportunity Logotype:

EQUAL HOUSING OPPORTUNITY

Equal Housing Opportunity Statement: We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the Nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.

Equal Housing Opportunity Slogan: "Equal Housing Opportunity."

– OR –

- If the project did not advertise because it has a waiting list, provide a signed letter that includes this explanation and verifies the project complied with all federal and state laws on fair housing and housing accessibility in its advertising of the project and its tenant/homebuyer/homeowner selection process.

PROJECT TIMELINE

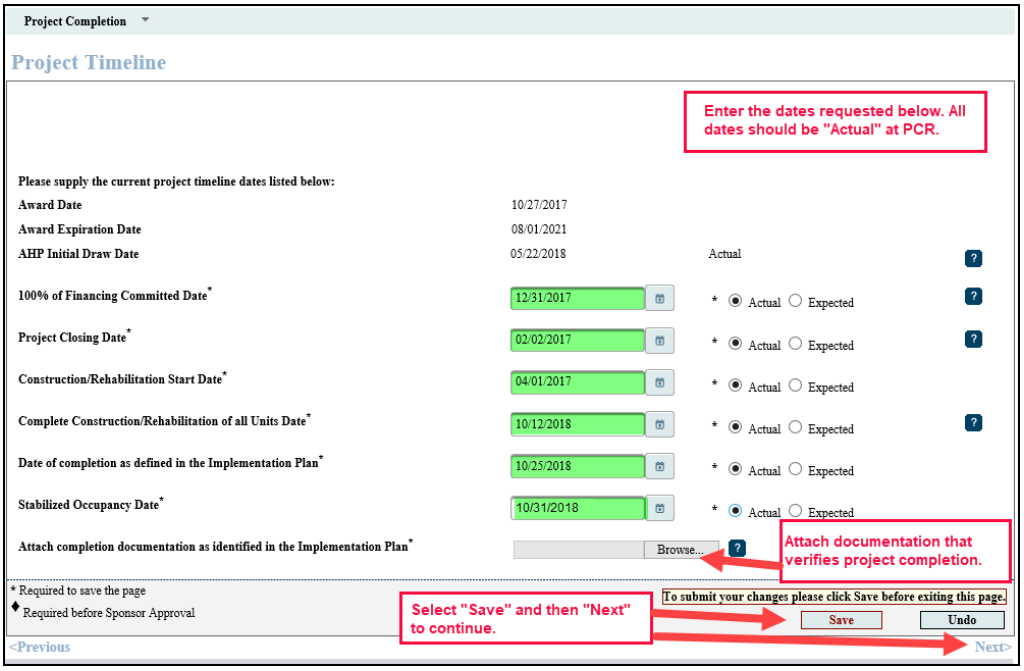
The **PROJECT TIMELINE** screen will display differently based on project type (Homeowner or Rental).

1. Review the timeline information that displays on the screen.
2. Revise any dates that need to be changed.
3. All dates should be switched to "Actual" at PCR.
4. **Rental Projects Only:** Use the Browse function to upload documentation to support the completion date entered in the Timeline.
5. Review the information entered.
6. Select "Save" and then "Next" to continue.

FYI

Rental Projects only: "Complete Construction/Rehabilitation of all Units to Date" and "Date of completion as defined in the IP" should be the same date.

Select the ? on the right side of the screen for guidance.



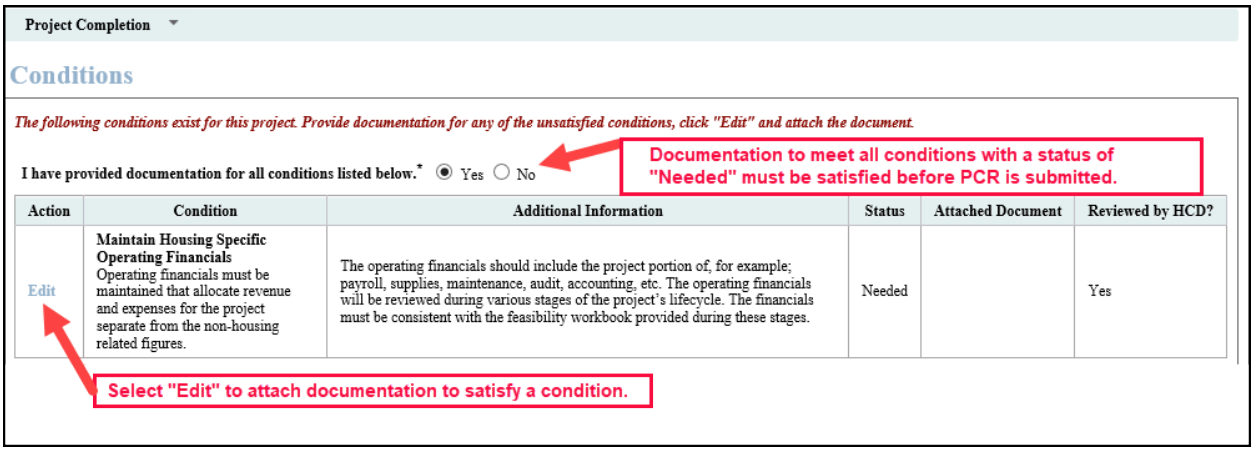
Rental Projects – Examples of Completion Documentation

- New Construction/Rehabilitation Projects: Certificate of occupancy issued by the local jurisdiction. If the project involves more than one building/address, submit the last certificate of occupancy.
- Projects for which certificates of occupancy are not issued:
  1. Date the project was first occupied as evidenced by the lease signed by the first tenant to move in.
  2. Signed certificate from project architect or contractor stating all construction is complete
  3. Other documentation determined acceptable by FHLBank.

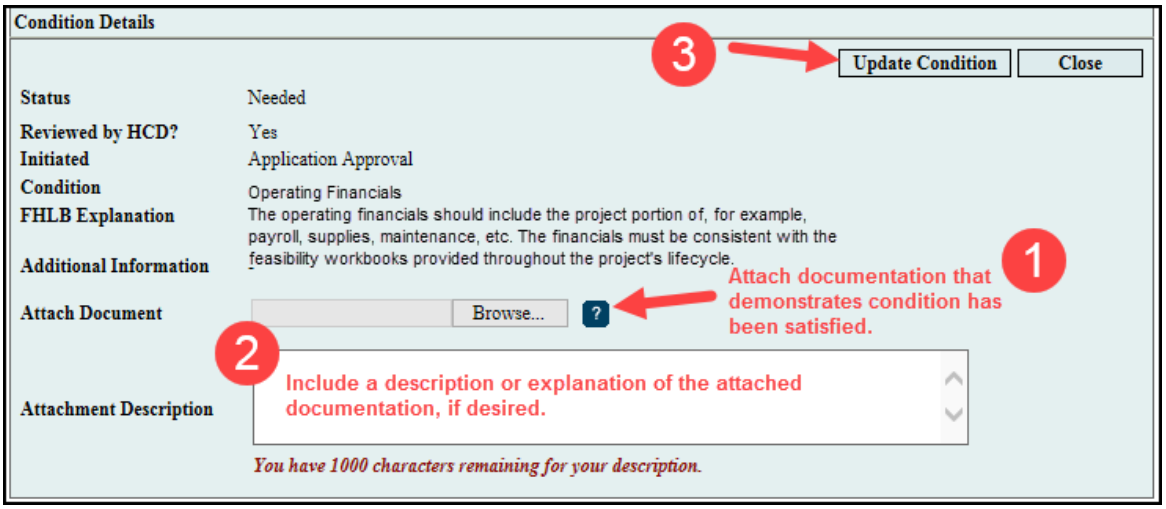
CONDITIONS (RENTAL ONLY)

Condition: A provision included in an AHP Agreement that must be satisfied prior to submission of Project Compliance Report (PCR) as stated in the Agreement. Conditions are often related to feasibility; however, they can be related to scoring or eligibility issues as well.

1. If the project does not have any conditions, or if all conditions have a status of "Satisfied," proceed to Scoring Information by selecting "Save" and then "Next." If the project has conditions, provide documentation to demonstrate the requirements of the condition(s) have been met.



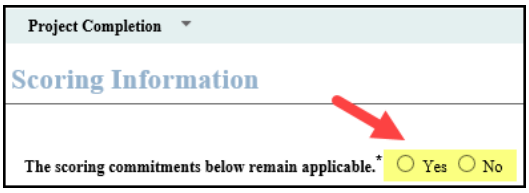
   a. To provide documentation to satisfy the condition now, select "Edit." Otherwise, continue to Step 2 (below). All conditions MUST be satisfied prior to completing PCR.
   b. Attach the documentation that demonstrates the condition has been satisfied.
   c. Use the space provided to provide a description or explanation of the documentation.
   d. Select "Update Condition" to save.



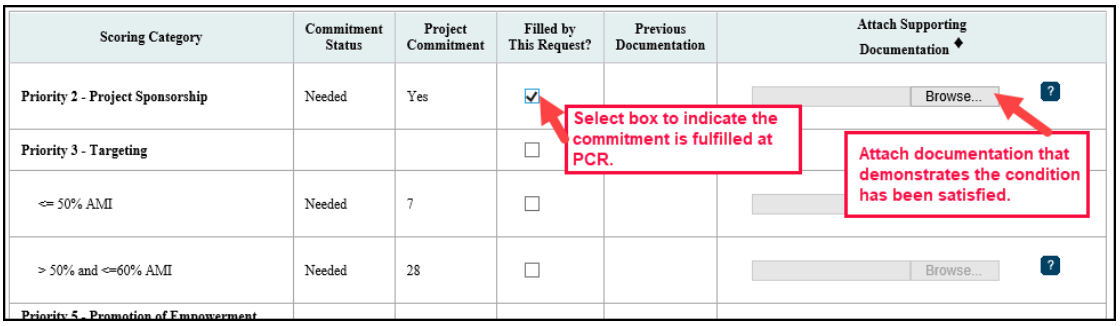
   e. Once the condition has been updated, select "Save" and then "Next" to continue.

SCORING INFORMATION

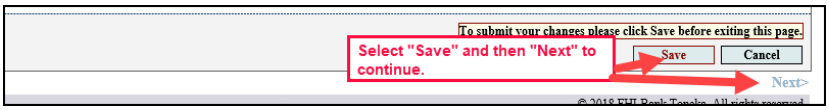
1. Review the project's scoring categories. To enable the Scoring Category functionality, provide a response to "The scoring commitments listed below remain applicable." If the response is "no," contact HCD. **This question must be answered "Yes" in order to continue.**



2. If any of the commitments have a status of "Needed," check the box in the "Filled by This Request" column. When the box is checked, if documentation is required, the upload option for that scoring category will be functional.
3. Upload supporting documentation in the "Attach Supporting Documentation" column.



4. Once all scoring commitments have been updated, select "Save" and then "Next" to continue.



FYI

- Homeowner Projects: Generally, all commitments have been fulfilled prior to PCR.
- Rental Projects: Generally, commitments are documented at PCR.
- Any Scoring Categories with a Commitment Status of "Needed" must be addressed at PCR before PCR can be submitted for review.

Rental Projects with Special Needs or Housing for Homeless scoring commitments:

Obtain and complete the Special Needs Identification Form and/or the Homeless Identification Form, as applicable, on FHLBank's website. Upon receipt and review of the form(s), HCD will review and select a sample of residents included on the list(s) for you to provide documentation the households identified meet the requirements to fulfill the scoring commitment(s).

PCR Rental Project Financial Feasibility – Helpful Hints

- ✓ Documenting financial feasibility is different based on the project's approval date. Refer to the correct section of the User Guide for instruction, either "Financial Feasibility: Rental Projects Approved Prior to 2017" or "Financial Feasibility: Rental Projects Approved in 2017 and After" as applicable.
- ✓ Obtain the Disbursement and PCR Feasibility Workbook from the AHP website associated with the round in which the project was approved. AHP Online will not accept other versions for projects approved in 2017 and after.
- ✓ The Feasibility Workbooks include instructions and helpful hints to make completing them as easy as possible. Most tabs of the feasibility workbooks include instructions at the top of the page or within data entry points.
- ✓ Total Costs must be equal to Total Sources.
- ✓ Much of the financial feasibility analysis is completed by HCD staff outside of the online system. Provide explanations in the Feasibility Workbooks as indicated.
- ✓ Contact Housing and Community Development at 1.866.571.8155 for technical assistance concerning difficulties uploading the Feasibility Workbook.

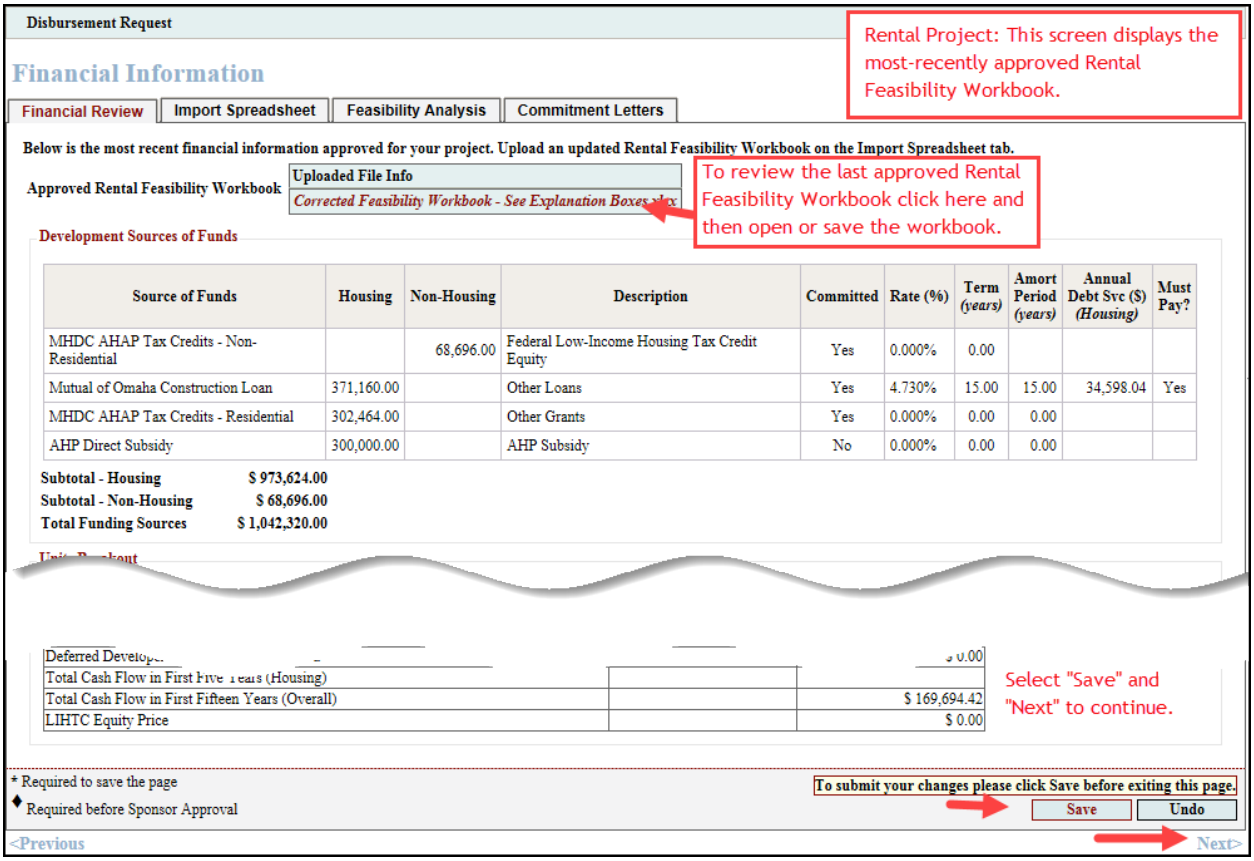
FINANCIAL FEASIBILITY: RENTAL PROJECTS APPROVED IN 2017 AND AFTER

FINANCIAL INFORMATION: FINANCIAL REVIEW – APPLIES TO RENTAL PROJECTS APPROVED IN 2017 AND AFTER

This section applies to projects approved in 2017 and after. For projects approved prior to 2017, see "Financial Feasibility: Rental Projects Approved prior to 2017."

This screen displays the feasibility workbook that was most recently approved.

1. If desired, click on the "Uploaded File Info" box to view the Workbook.
2. Select "Save" and "Next" to continue.



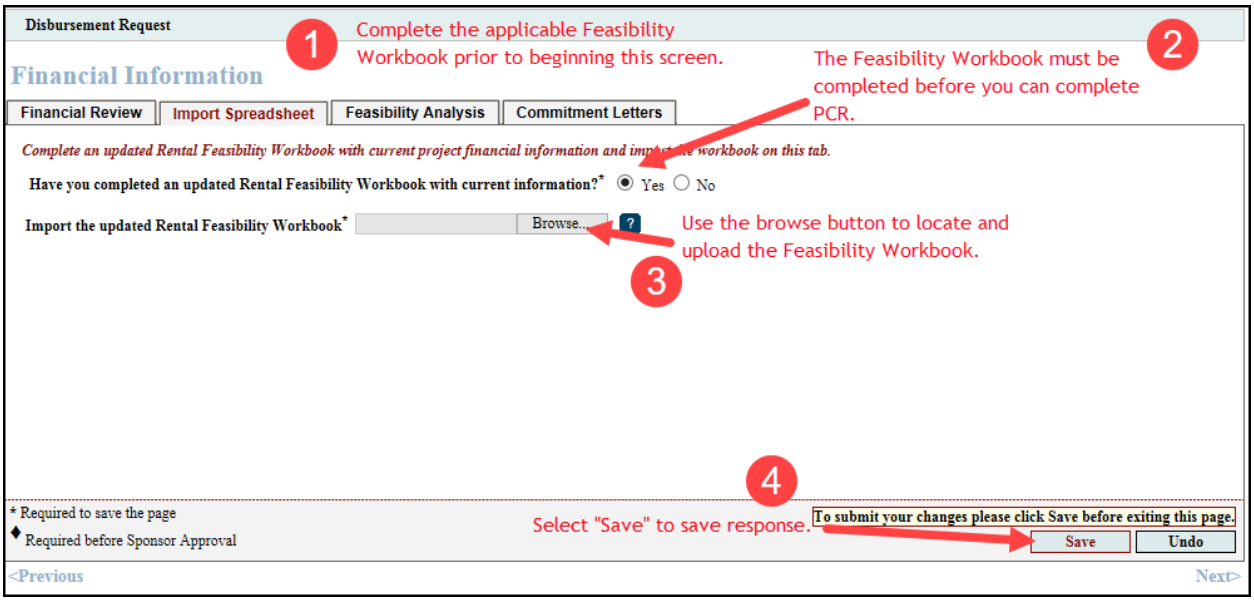
Financial Information: Import Spreadsheet – Applies to Rental Projects Approved in 2017 and After Only

Feasibility Workbook Guidance:

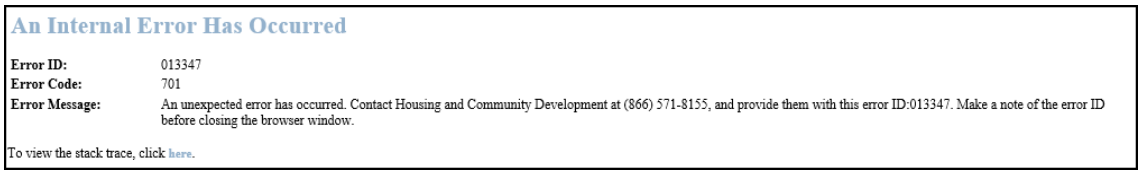
Rental: Use the "Feasibility Workbook – IM & Disbursement" associated with the year in which the project was approved.

Upload source documentation in the space provided.

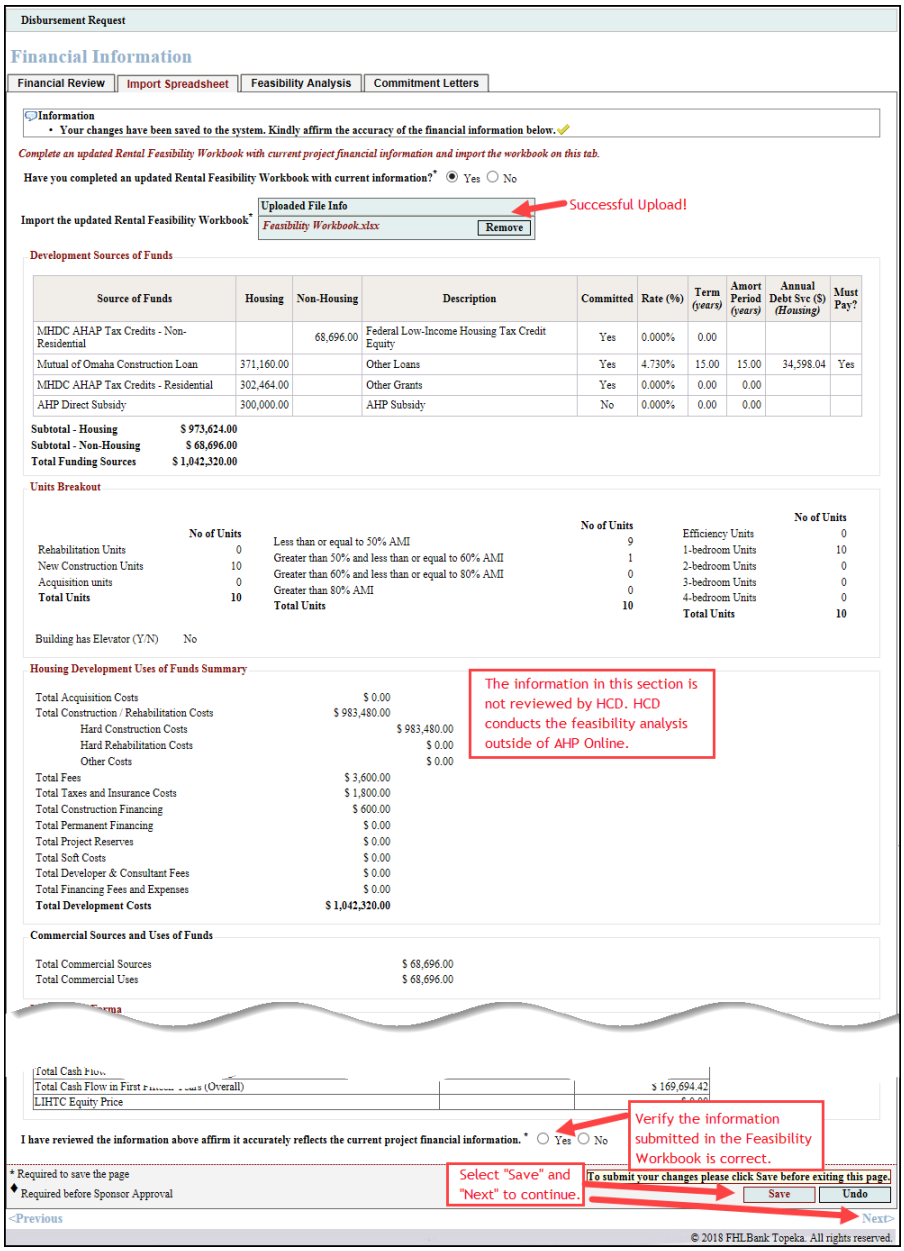
1. Complete the applicable Feasibility Workbook with the project's financial information as of project completion.
2. Once the Feasibility Workbook is completed, verify this by responding affirmatively to the question shown below *(applicable only to 2017 projects and after).*
3. Upload the Feasibility Workbook as shown below.
4. Select "Save" to complete the upload.



Upload the "Disbursement and PCR Feasibility Workbook." Uploading a different workbook, such as the one used at application, will result in an error like the one shown below.



5. ***For projects awarded in 2017 and after,*** if the upload is successful, no errors will display, and the upload box will now display the file name for the Feasibility Workbook. An additional section will display that includes some information from the Feasibility Workbook. Most of HCD's review of feasibility is completed outside of AHP Online.
6. ***For projects approved in 2017 and after***, verify the information submitted in the Feasibility Workbook is correct by responding affirmatively to the certification at the bottom of the screen. HCD reviews the information in the Feasibility Workbook and not what is displayed on the screen. For this reason, when you verify the accuracy of the project financial information, you are verifying the accuracy of the information in the Feasibility Workbook.
7. For projects approved prior to 2017, upload financing source documents in the space provided. Upload all documents as a single PDF or as a ZIP file.
8. Select "Save" and "Next" to continue.



Financial Information: Feasibility Analysis – **Rental Projects Only Approved in 2017 and After**

This screen will display any elements of the Feasibility Workbook that are outside FHLBank guidelines that were analyzed by AHP Online and approved at the last feasibility review. In addition, it will identify elements from the newly-uploaded Feasibility Workbook that are outside FHLBank guidelines. Any explanations previously-provided will be included.

- If all feasibility values displayed indicate an explanation has been received, or if no feasibility values display, go to Step 5 (below).
- If you want to update an explanation, or if an explanation is required (as indicated by "No" in the "Explained" column), do so by:

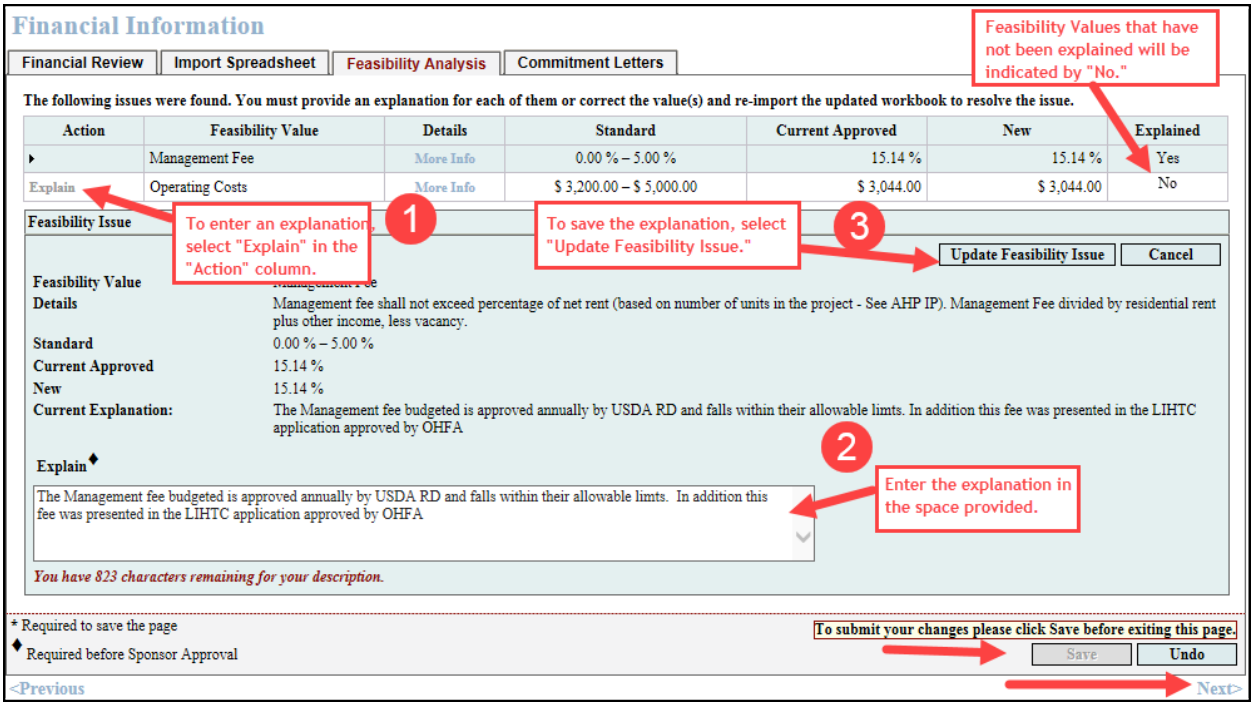
FYI

Most of the analysis of project feasibility is completed outside of AHP Online.

The Feasibility Workbook identifies any elements that are outside of FHLBank guidelines.

If an item is outside FHLBank guidelines due to an error in the Feasibility Workbook, remove the previously uploaded Workbook. Make corrections as needed, and upload the corrected one.

1. Select "Explain" in the "Action" column.
2. Enter the explanation in the space provided.
3. Select "Update Feasibility Issue" to save the explanation.
4. Repeat this process for each Feasibility value that requires explanation until all explanations have been entered and saved.
5. Select "Save" and "Next" to continue.

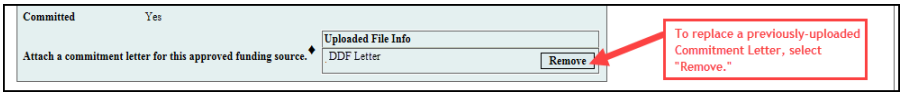


FINANCIAL INFORMATION: COMMITMENT LETTERS – **RENTAL PROJECTS ONLY (FOR PROJECTS APPROVED IN 2017 AND AFTER)**

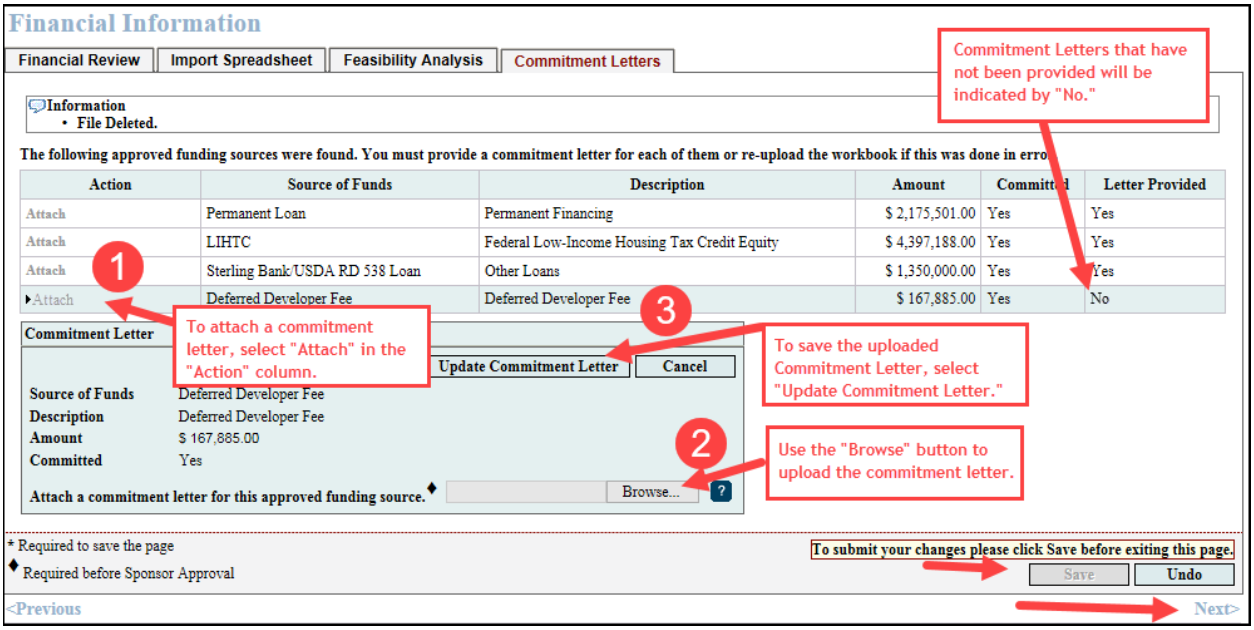
This screen will display all approved funding sources from the Feasibility Workbook. Commitment Letters previously provided may carry forward.

- If no Commitment Letters are required or were previously provided, as indicated by "Yes" in the "Letter Provided" column, proceed to Step 6 (below).
- If you want to update a Commitment Letter, or if a Commitment Letter is required (as indicated by "No" in the "Letter Provided" column), do so by:

1. Select "Attach" in the "Action" column.
2. If you are replacing a previously-uploaded Commitment Letter, select "Remove."



3. Use the "Browse" function to locate and upload the new or revised Commitment Letter.
4. Select "Update Commitment Letter" to save. Once the Commitment Letter has been successfully uploaded, the document title will display in the "Attached Document" column.
5. Repeat this process for each Commitment Letter that needs to be uploaded or replaced.
6. Once all Commitment Letters have been uploaded and saved or if they are not required, select "Save" and "Next" to continue.



FINANCIAL FEASIBILITY: RENTAL PROJECTS APPROVED PRIOR TO 2017

FINANCIAL INFORMATION: IMPORT SPREADSHEET – APPLIES TO RENTAL PROJECTS APPROVED PRIOR TO 2017

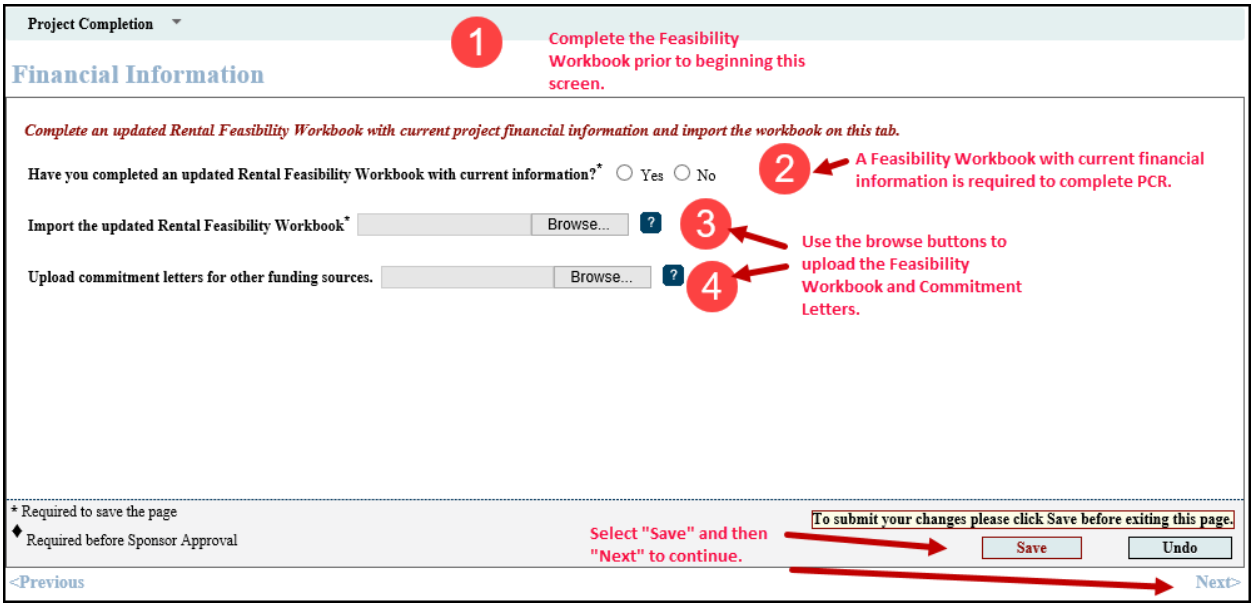
This section applies to projects approved prior to 2017. For projects approved in 2017 and after, see "Financial Feasibility: Rental Projects Approved in 2017 and After."

Projects approved prior to 2017 have only one Financial Feasibility screen – "Financial Information: Import Spreadsheet."

FYI

Commitment Letters: Documentation of all sources of funds excluding the AHP subsidy.

1. Complete an updated Rental Feasibility Workbook with the project's financial information as of project completion. ***A feasibility workbook with current information is required at PCR.***
2. Once the Feasibility Workbook is completed, verify this by responding affirmatively to the question shown below.
3. Upload the Feasibility Workbook in the space provided.
4. Upload all Commitment Letters (as a single PDF or ZIP file) in the space provided.
5. Select "Save" to complete the upload and then "Next" to continue.

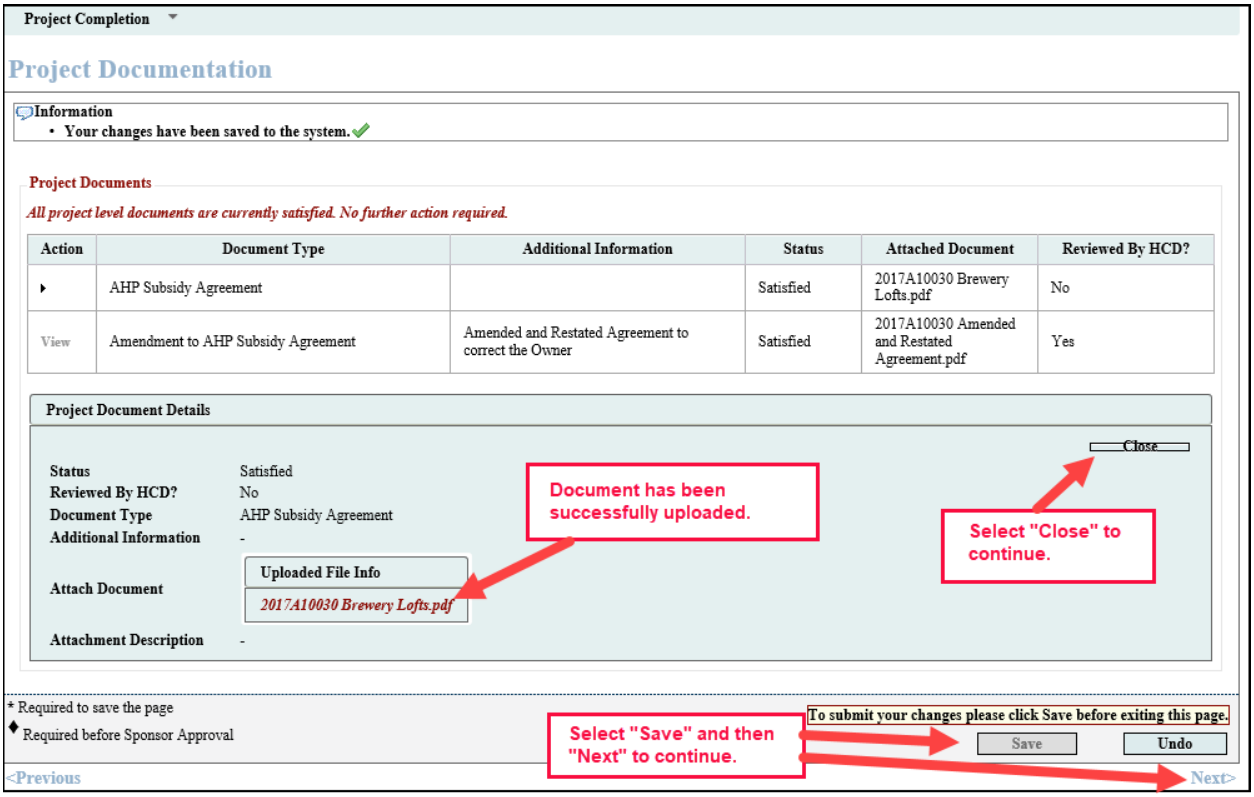


PROJECT DOCUMENTATION

Status	Explanation
Needed	Documentation is not required to save the screen but must be provided at or before submission of PCR.

To upload Project Documentation *(if needed)*:

1. If the status is "Needed," select "Edit" in the "Action" column.
2. Use the "Browse" function to locate and upload the documentation.
3. Select "Update Project Document" to save. Once the documentation has been successfully uploaded, the document title will display in the "Attached Document" column.
4. Repeat this process for each Project Document that needs to be uploaded.
5. Once all documentation has been uploaded and saved, select "Save" and "Next" to continue.

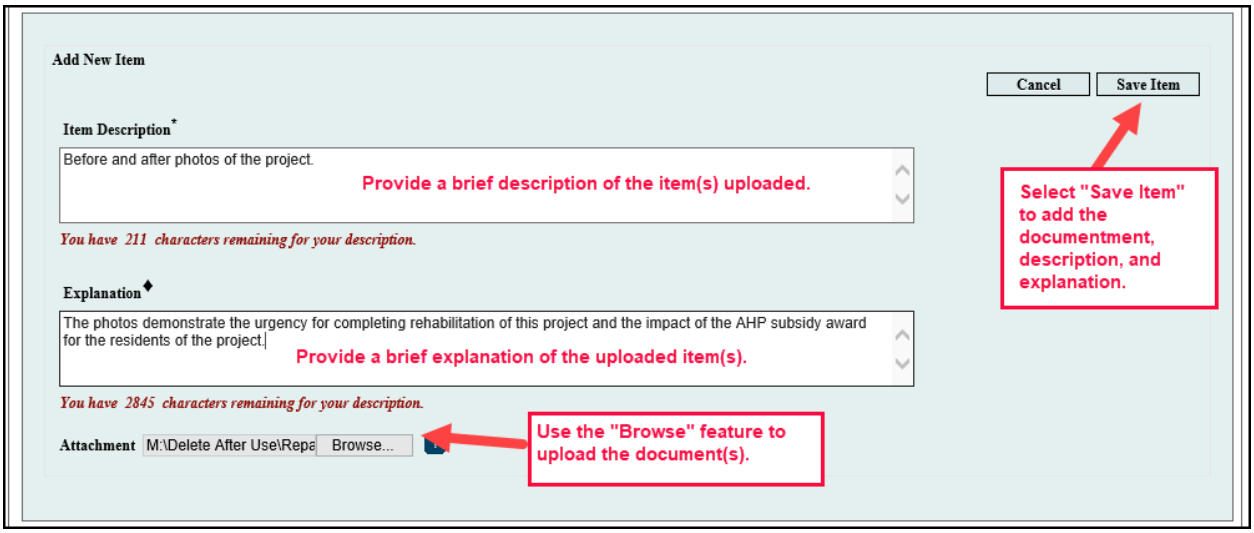


PROJECT ADDITIONAL INFORMATION

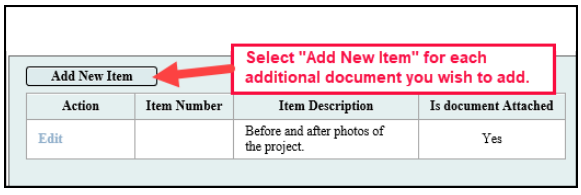
Use this screen to upload project documentation you wish to provide that was not requested on any other screen. This would be a good place to include news articles about the project, before and after photos, pictures of homeowners in front of their new homes (with homeowner permission to publish included), kudos, etc. This screen is not required. If there are no additional documents to upload, continue to Step 7 (below) To add documents:

1. Select “Add New Item.”
2. In the “Item Description” text box, include a description of the additional documents provided.

3. In the “Explanation” text box, provide an explanation for why the additional documents have been provided as well as any additional information that will be useful to the HCD reviewer.
4. Use the “Browse” feature to upload the additional documents (as one file).
5. Select “Save Item.”



6. Repeat the process for each additional document you wish to provide.
7. When all additional documentation has been uploaded, select “Save” and then “Next” to continue.



8. You will be returned to the **PROJECT COMPLETION HOME PAGE**.

PROJECT COMPLETION HOME

The Project Completion Home Page will display Status Change Details as well as the status of each section of the PCR module. A status of ✔ indicates the screen is complete and does not require anything further to complete and submit PCR.

Screen Statuses:

- Not Visited
- In Progress
- Complete
- Modified by Community Investment staff

Project ▾ Disbursement ▾ Monitoring ▾ Extension ▾

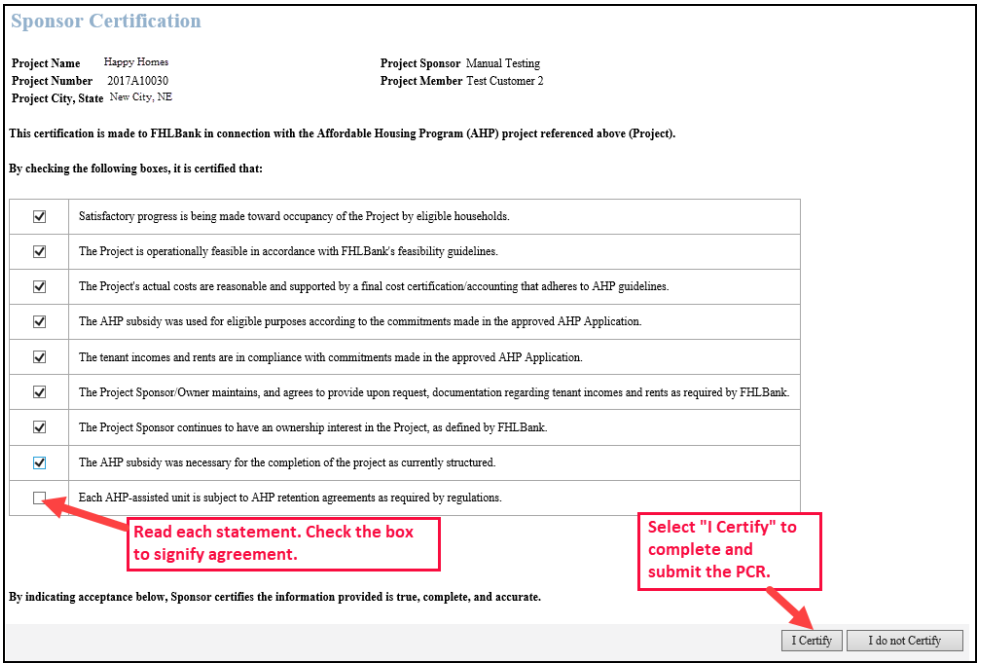
Project Completion Home Page

Status Change Details			
From Status	**To Status**	**Changed By**	**Changed Date**
Not Started	Outstanding	Alyse Mioni	11/05/2018

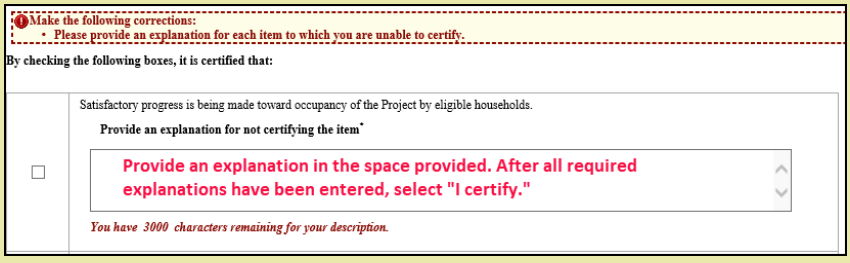
Section	Status
Tenant Income	✔
Project Status Information	✔
Project Timeline	✔
Conditions	✔
Scoring Information	✔
Financial Information: Financial Review	✔
Financial Information: Import Spreadsheet	✔
Financial Information: Feasibility Analysis	✔
Financial Information: Commitment Letters	✔
Project Documentation	✔
Project Additional Information	✔

CERTIFYING AND SUBMITTING THE PCR

1. Once all sections are complete, the PCR is ready to be sponsor certified and submitted.
2. From the “Monitoring” drop-down menu, select, “Project Completion Report – Sponsor Approval.”
3. You will be directed to the Sponsor Certification screen.
4. Review each statement carefully.
5. Signify agreement with each statement by checking the box to the left. If all statements are not checked, the PCR cannot be submitted.
6. Select “I Certify” to certify and submit the PCR. An explanation must be provided for any statements not certified by the sponsor. *(See illustrations below. After entering explanations, select “I Certify” again to certify and submit the PCR.*



Provide an explanation for any statement you are unable to certify. The explanation box and instruction to provide the explanation will display upon selecting “I certify.”



FYI

HCD will review explanations for any certifications with a response of “No” and determine if PCR can be approved. **Entering an explanation does not guarantee approval.**

HCD Review of PCR

CLARIFICATION REQUESTS

An email is sent from AHP Online notifying the sponsor if clarification is needed. The HCD specialist will send a follow-up email detailing what clarification or documentation is needed.

Responses that include Personally Identifiable Information (PII) must be sent through Proofpoint. If you do not have a Proofpoint account, refer to the AHP website to create an account.

FYI

- Familiarity with the AHP Implementation Plan and program documents (i.e. Income Calculation Guide, User Guides, etc.) enables the sponsor to ensure documentation meets FHLBank requirements.
- Prompt response to FHLBank communications will help expedite the review.

SPONSOR NOTIFICATION OF APPROVAL/DENIAL OF THE PCR

When HCD has completed review of the PCR, both the sponsor and the member will receive an email notification.

FHLBank Topeka

Terms/Definitions

(See AHP Implementation Plan, Exhibit D for additional definitions.)

AHP and HSP Income Calculation Guide – Document that sets forth the income calculation guidelines for the Affordable Housing Program (AHP) and the Homeownership Set-aside Program (HSP) of FHLBank and provides instruction for the completion of the Income Calculation Workbook.

AHP Online: FHLBank's automated online system for AHP project application, disbursement, and monitoring.

Homeownership Project: Term used interchangeably with Owner-occupied project.

Inactivity: A period of time the user is not entering information on a screen in AHP Online. An inactivity period includes non-action items such as moving from screen to screen or saving a screen.

Personally Identifiable Information (PII): Information that can be used to distinguish or trace an individual's identity, such as their name, address or telephone number, **combined** with other personal identifying information such as social security numbers, biometric records, health information, date of birth, mother's maiden name, personal bank account numbers, credit card numbers, etc.

Project Completion Report (PCR): Formerly Initial Monitoring.

AHP Online Status Descriptions

Clarification Pending – The sponsor-approved PCR requires clarification (i.e. additional documentation, answers to questions, corrections, etc.) as determined by Housing and Community Development (HCD) staff's review.

Pending – A PCR has been initiated by the sponsor.

Sponsor Approved - A PCR has been approved by the sponsor and is ready for HCD review.

Under Review – The PCR is currently being reviewed by HCD staff.

Commitment Status Descriptions

Needed – The category has not been fulfilled, or it is not required until a subsequent PCR is made or until time of project completion reporting. Supporting documentation may be uploaded but may not be required for the disbursement.

Required – Documentation must be provided that this commitment is fulfilled before the PCR can be submitted.

Satisfied – Documentation previously provided has been accepted as evidence the scoring commitment has been met.

Information Security

WHERE IS THE DATA STORED?

- The data is stored on Amazon Web Service servers in the cloud.
- Amazon Web Service Cloud Security website: https://aws.amazon.com/security/
- Information on Assurance certifications: https://aws.amazon.com/compliance/pci-data-privacy-protection-hipaa-soc-fedramp-faqs/

FYI

To protect sensitive information:

- After logging out of AHP Online, close all browser windows.
- Do not share your username or password with anyone.

USEFUL LINKS:

- Business Continuity Plan: https://www.fhlbtopeka.com/corporate-governance/business-continuity-plan
- Fraud Awareness: https://www.fhlbtopeka.com/corporate-governance-fraud-awareness
- FHLBank Information Assurance: https://www.fhlbtopeka.com/corporate-governance-information-assurance
- Internal Control System: https://www.fhlbtopeka.com/corporate-governance-internal-control-system

FOR TECHNICAL ASSISTANCE:

Contact Housing and Community Development via the contact information below with questions or difficulty logging in. When contacting Housing and Community Development, provide your contact information (name, organization, phone number, and email) and a description of the issue.

Phone: 1.866.571.8155

Email: hcdahp@fhlbtopeka.com