

HPRP Year 2 APR Update
E-snaps error correction
November 4, 2011

HUD has discovered an error in the HPRP APR that is causing grantees to get an incorrect error message on the “Submission Summary” page of their report. The error is *“The Total Households Served cannot exceed the Total Persons in Households Served reported in screen 6.”* While this may be a valid error in some cases, some grantees have received this message erroneously.

We are working this morning to fix this error and will be updating the HPRP APR in *e-snaps*. HPRP grantees who have not yet gone into their Year 2 APR do not need to do anything. Grantees who have opened their APR and/or have begun entering data (i.e., your report shows as “In Progress” on the Submissions screen), may need to close the APR and get back into it in order for the fix to apply itself to the report. ***Please remember to save your data before you close your report so you do not lose anything you have already entered.*** If you close and re-open your report and you are still getting the error message, please submit a question to the help desk and attach a screenshot of the error so HUD can assist you with resolving the issue.

Please submit all questions related to *e-snaps* QPRs to the HUD Virtual Help Desk at <http://www.hudhre.info/>. **Make sure you select “HPRP” (not “APR”) as the “Program/System”.** The Help Desk staff are prioritizing reporting-related questions during the reporting periods and will seek to respond quickly, usually within a day or two. At the same time, please note that the Help Desk receives a high volume of questions, so HUD appreciates your patience as we work to respond to all the questions in a thoughtful manner.