



Office of Native American Programs

September 9, 1999

**TO: All Tribal Government Leaders and Tribally Designated Housing Entities (TDHE)**

**FROM: Jacqueline Johnson, Deputy Assistant Secretary, P**

**TOPIC: Line of Credit Control System/Voice Response System (LOCCS/VRS)**

**SUBJECT: LOCCS initiatives**

**Purpose: This guidance will provide you with updated information on LOCCS/VRS including the new toll free telephone numbers; password reset procedures; reinstatement of Notice PIH 98-36, LOCCS/VRS for the Indian Housing Block Grant Program; and modified LOCCS forms.**

**Toll Free Telephone Numbers**

We are pleased to announce that there are now toll-free numbers for you to obtain information on LOCCS. These numbers were established to provide a more effective means of customer service and are as follows:

**LOCCS Security Help Desk - 1-877-705-7504 or 202-708-0764**

**LOCCS Security Drawdowns - 1-877-705-7505 or 703-391-1400**

**Password Reset Procedures for Grantees**

Grantees who need their passwords reset, must complete form 27054, check reset password, and fax that form to 202-708-4350. Once received, the LOCCS security office will reset the password and mail the grantee a letter containing the temporary password.

Note: Grantees that have grants that are renewed are not required to complete another access form. A new form is required only if an additional program area is added.

**Reinstatement of Notice 98-36**

On August 19, 1999, the Department reinstated Notice 98-36, Line of Credit Control System/Voice Response System (LOCCS/VRS) for the Indian Housing Block Grant Program. This notice will expire on August 31, 2000.

**Modified LOOCS Forms**

Modified LOCCS forms designed to be more “grantee friendly” are being

**developed and will be released in the near future. When completed, grantees will be notified of all modifications.**