The HESWAP System is used to manage and track production for each Lead Safe Pilot Agency. In this system, client information, the work performed and costs associated with the work are monitored. It is important to keep records as up to date as possible in the system to accurately display the work performed by the agency for all active grants. As the records are entered, please note that the dates are a key field on every screen to monitor. You want to ensure that the dates reflected for your production are as accurate as possible to ensure proper reporting. Below are outlined key areas of the HESWAP System and their functions. Should you have questions regarding the HESWAP System, please consult with your assigned State monitor and/or contact the Support e-mail address: LeadSafeProgram@dca.nj.gov.
Client Intake

When logging into Hancock Software, this page is used to communicate with users. Any guidance applicable to the system will be communicated here.
The Client List screen will show all clients entered in the system by your agency. Use the lower fields to filter searches when looking for a specific client.

Select “Add Client” to create another client record.
Your client intake page should be completed entirely. When entering multi family or mobile homes, utilize the APT# field to ensure that your client record isn’t labeled as a duplicate record.
Client Intake

- Comments field is a great way to communicate with both agency staff and DCA. I.e. “client only speaks French; Client has 20 cats etc.”
- Under the categorical eligibility, select “LEAD Pilot” to ensure this client is documented as a file for the pilot program.
After completing your client information page, the Family screen will be the next one to update. Every legal resident of the property must be entered on this screen.

Click the plus sign in the middle of the page to add a new record.
When entering the birthday of the client, the age will automatically populate. The center and lower demographics are not required fields to complete.
After entering all household members on the family page, then next proceed to the income page. Here, all members of the household who are above the age of 18 must be documented. The red text indicates all members of the household that have been identified as over the age of 18 and require an income record to complete the file.

Click the plus sign to add a new record.
When entering the income, the family member will be populated in the dropdown labeled family member.
After selecting the member of the family, the income types will be listed as well.
Please note when entering “no income” the frequency will still need to be entered as well as the hours/week. Entering other/0 will suffice as long as there is a character recorded in the field.
Client Intake

• 1.1. Required Documentation

The following are the forms and documents required in an Application Package:

- “Lead-Safe Pilot Program Application”
- “Right of Entry Permit and Release of Information Form”
- “Confirmation of Receipt of Lead Pamphlet”
- Proof of Income
- Copies of Social Security Cards or Equivalent Documentation for all household members
- Proof of Residence at property for occupants
- Proof of Ownership (copy of mortgage deed, or rental agreement, or county tax record)
- Copy of Current Property Tax Bill
- Copy of Current Water and Sewer Bill
- For Lead Abatement Grants, an Order for Abatement from a Health Department if required.
The documents screen serves as a checklist of what is to be expected in the physical client file. As some items listed pertain to programs outside of Lead Pilot, users should enter not required near each item as well as insert a character in the notes field.

Whenever not required is selected, something needs to be entered in notes as justification. Since many are obvious N/A’s i.e. no income verification, when income was provided. A detailed note is not needed so user can simply enter “n/a”.

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Only when the client information is entirely entered and the client is deemed eligible will the audit information page be available.

A job number will be defaulted on this page, however, agencies can change this number to develop a sequential system to track records.

Site assessment section of this page needs to be completed.

In the House information page, “Lead Paint” and “Built before 1979” check boxes should be marked if they apply.

Once finished with the audit information page, click the “weatherization” tab and select the “other measures” subsection.
All measures applicable to the Lead Pilot Program will be listed under “other measures” and will begin with “LP”.

Click the plus sign to add a measure for the job
In the event that there is a measure needed to be added to the list, users are to e-mail leadpilotprogram@dca.nj.gov (CC you State Monitor) and request for the measure to be added. You will either receive confirmation that the measure was added or be instructed to use a measure in place of the requested one.
Once all measures are selected on the other measures screen, users will go to the Work Order tab and select work order to assign the measures to a contractor.

Click the plus sign to create a new work order.
All measures assigned to the job will be listed. If there is more than one contractor that performed the work, select only the specific measures and assign them to the contractor. If it is the same vendor, you will be able to click “Apply all”.

Please note: There is an option in the print options section to click photo. Users are not to upload any documents in the system.
On this screen, Users can edit the quantity and cost for each measure.
The change vendor drop down will show all vendors (contractors) agencies have registered on the vendor list. After assigning a contractor, press the save and close button. It will bring you back to the main work order screen and the job should now have a work order status.
Installation is the next screen to select. This will be where you document when the work was performed.
Clicking the pencil near the work order will allow you to enter the date of the work and any comments necessary for the job being entered.
Selecting the measures tab will allow you to edit the quantity and cost if this has changed since the work order was created.
Although the field for date is labeled “inspection date”, this serves as your installation date.
When updating the record, you will see the status change to install.
The work has been installed and now the final inspection needs to be performed. The inspection screen is your next step.
On the inspection screen, you will click the pencil next to the job and be presented with this screen. Here you will identify the inspector and when the inspection was performed.
There is a comment field to provide additional inspection details if needed.
The measure tab is where you will confirm whether the measures installed passed or failed inspection.
You are presented again with the option to update costs of a job. Scrolling to the right will allow you to pass/fail each measure. You can also use the above drop down that says “record status of all measures” which will allow you to pass or fail all measures at once.
When you complete the inspection screen, go to the client job list screen to confirm that the job is complete and ready for reporting.
Fiscal

A job can only be placed on an invoice when it is in an inspected status. The invoice list screen is where you will go to create your invoice. Click the plus sign to create a new invoice.
When creating a new invoice, you will be able to add direct costs (which or the jobs inspected) as well as indirect costs (i.e. insurance, admin, etc.). Click the plus sign under the manage job on invoice (direct costs) section.
When this screen appears, select the funding source, program year and click search.
Every completed job that is assigned to this grant will be listed. In the event that a job does not show, click the “view incomplete jobs” button. This will show you any job that is not placed on the invoice and list the reason why.
Once you have added the jobs to this invoice, you will be able to click the plus sign under the indirect costs section to add these costs.
On the indirect cost screen, there are red asterisks for all required fields.
When adding costs such as Admin, you will complete the bill detail section as well as the personnel bill section if it is applicable to the costs you are capturing.
Adding all costs to the invoice both direct and indirect will reflect as such. Although there are separate sections, the costs all come together on one invoice.

Click "view invoice" to see the status of the grant with all costs captured.
This report shows a number of fields such as the amount being charged on this invoice, the budget amount and balance as well as the previously reported amount of funds expended.
One report managers are encouraged to review to get an idea of your agency’s progress is the Client Status report. This is used by the Lead Safe Pilot Supervisor to evaluate grant progress especially when units aren’t on an invoice.

When selecting the funding source and program year, you will be able to see the process all units are in. From client information entered all the way to invoicing. Keep in mind, this data will only populate the clients with Lead Paint preselected as the funding source on the client information screen.
Management

Clicking on any blue number will create a detailed spreadsheet which will allow you to export to Word, Excel or as a PDF. The detailed spreadsheet will show the records behind the number.
Budget Balance screen allows you to select a specific grant or all grants and view the line budget amounts as well as the balance. Keep in mind that the jobs and costs placed on an open invoice still draws down when viewing this page.
The Production and Job Cost screen shows the amount expended in each Budget Line Item, as well as the average cost for units reported on the grant and number of units charged to the grant. This is used to ensure agencies are on track with production benchmarks.
There are (3) forms of approval that may be needed when creating a client file or reporting a unit: Client, Measure and State Approvals.

The client approval is required when a client file is identified as a duplicate. On the client information screen, when you press save, you may get a message informing you there is a record with the address and asking how you’d like to move forward. Always press “OK” this will save all the information you have entered so far and allow you to request for the record to be released.

The Hancock system tracks client by their address and not their name, so you can have five clients with the name “Ann Taylor”. However, once the address for the client is entered more than once, it will prompt for approval.

For agencies with WAP and LEAD PILOT grants, the Lead Pilot client will ALWAYS be entered separate from the client file that received WAP. This means that an e-mail will need to be sent requesting for the record to be released.
Measure approval is required when a job is being reported and the total cost of the job exceeds the allowable cost per unit. If approval from OLIEC is granted to move forward, your state Monitor will need to release the job form this screen.
The final approval screen is the State Approval Screen. Jobs are listed on this screen for several reasons:

- The work being reported is a rework
- The allocation date for the grant has expired
- The work performed in a unit takes place outside the grant term.
- The Vendor License has expired.
In the matter of a rework, approval to perform rework on a job must be granted by the State Monitor. Once approval is granted, the State Monitor can release the record from this screen.

The allocation date error appears when the work being reported is charged to a grant that is expired. When your grant is expired, work with your State Monitor to ensure the grant is eligible for an extension and the request for an extension is submitted properly.

Similar to the allocation end date, when the work performed in a unit (the completed date) falls outside the grant term, the job will be pushed to this screen. Be sure to check all dates when building a job to confirm they are accurate. The day you enter the information is the date the system uses for that activity.

When a vendor’s license expires, this will need to be updated on the vendor/crew screen and then released from the State approval screen.
Entering a Lead Abatement Client
When entering a Lead Abatement Client, the process is the same as above **EXCEPT** that the funding source is “Lead Abatement”.

Abatement Orders are also to be placed on an invoice **separate** from the lead remediation units.

One invoice **should not** contain both lead remediation and lead abatement jobs.
Agency’s select “Lead Abatement” as the Pre-selected Funding Source
To enter measures for a Lead Abatement project, always ensure to select measures that **ONLY** start with “LP-“.
After adding all of the measures, go under the “Selected Measures” screen and insure that all measures are categorized under the funding source “Lead Abatement”.
The process to finish building the client is the same as building a Lead Remediation project, as noted in the instructions above.

Please refer to page 17 above to finish building the client.
Invoicing for Lead Evaluations from Deferred Units
The following are instructions on how to invoice for costs incurred from lead evaluations conducted by NJDCA Certified Lead Evaluators for units that are deferred.
Under “Indirect Costs on Invoice”, click the add button.
Under “Budget Type”, select “LP-Risk Assessment Deferred”
Under “Bill Amount”, enter the exact amount of the Lead Evaluation from the Deferred Unit.
Under "Funding Source", select "Lead Paint"

Under "Program Year", select "2016"
Under the “Description” section, notate that it is a Risk Assessment for the specific address.

Also enter the corresponding Client ID of the deferred Client.
After entering all of the required information, click “Save” to save the entry.
Each Deferred Risk Assessment is to be invoiced on its own line with its Property Address and Client ID Number notated in the comments/description section.
Because it is the same funding source, “lead paint”, lead evaluation deferrals can be put on the same invoice with normal and completed lead remediation jobs.

Please note that lead remediation jobs **SHOULD NOT** be placed on the same invoice as lead abatement jobs.