



SUBRECIPIENT MANAGEMENT UNIT INFORMS YOU

GCP: FAQs & Inquiries



Concierge Desk

CDBG-DR subrecipients will now have access to the Concierge Desk where they can submit specific CDBG-DR questions and receive a standardized, timely response within five (5) business days. The Concierge Desk will be triaged by CDBG-DR experts. PRDOH will oversee and ensure the appropriate use and management of this tool.

Submitting a question:

To submit a question, please use the following instructions:

- Log into GCP and navigate to "Inquiries & FAQs" from the hamburger menu.
- On this landing page, you will find a list of approved FAQs. If you do not find your question in the FAQs, scroll to the bottom of the page and navigate to the bottom to submit an inquiry.

- This will take you to your Inquiries Dashboard where you will see all inquiries you've made or are drafting.
- Navigating to the "New Inquiry" button on the top right of the dashboard to submit a new inquiry.
- All boxes with an asterisk are necessary for submitting a new inquiry.
- After hitting submit, you may receive a confirmation response in the portal acknowledging your inquiry and confirming the timing.
- Please note that more information may be requested and you may be reached by one of our team members by phone.
- All responses will be provided in the language they were received.

Please note:

All responses provided are based on the current requirements and guidance available at the time of the response. HUD and/or PRDOH may issue future guidance that may impact the original response. It is the responsibility of the subrecipient to identify any new guidance and identify if they need to modify their action based on the new information.

The response provided to you via this portal is specific to the question submitted and may not apply to similar questions. Therefore, please use discretion in sharing response to others, as the answer may not apply to their situation.

Technical Assistance



Send an email to
helpdeskpr@home.com
or call (939) 910-9295