



U.S. Department of Housing & Urban Development
Office of Public & Indian Housing
Real Estate Assessment Center
Presents
Initial Enterprise Income
Verification (EIV) System Training &
Effective Use of EIV To
Reduce Improper Payments
October 27-28, 2011



Training Agenda


- EIV System Overview
- Access to the EIV System
- Using the EIV System
- Use of the Income Report
- Income Discrepancy Resolution Using the Income Report
- Debts Owed to PHAs & Terminations Module
- Access to the Debts Owed to PHAs & Terminations Module



2

Training Agenda (Continued)

- Use of the Debts Owed to PHAs & Terminations Module
- Enter/Update Debts Owed & Termination Information
- Delete Debts Owed & Termination Information
- Use of the Debts Owed to PHAs & Termination Report
- Screening of Applicants: Search For Former Tenant



3

Training Agenda (Continued)

- Screening of Applicants: Existing Tenant Search
- Screening of Current Tenants: Use of the Multiple Subsidy Report
- Use of the New Hires Report
- Use of the Identity Verification Report
- Use of the Immigration Report
- Use of the Deceased Tenants Report
- EIV Question & Answer Session



EIV System Overview

Understanding EIV Basics



Upfront Income Verification (UIV)

Upfront Income Verification:


the verification of income, before or during a family re-examination, through an independent source that systemically and uniformly maintains income information in computerized form for a number of individuals.

“Automated Written 3rd Party Verification”



EIV = UIV


EIV = Automated 3rd Party Verification



7

What is the EIV System?


- An upfront income verification (UIV) tool & web-based application available to authorized program administrators of HUD rental housing assistance programs (RHAP) and HUD staff for oversight & monitoring;
- Used to validate tenant reported wages, unemployment and social security income during mandatory annual and interim reexaminations of income



8

**What is the EIV System?
(Continued)**

- An automated tool to:
 - Identify potential improper payments;
 - Reduce fraud, waste, & abuse in HUD rental housing assistance programs
- Contains income data obtained through computer matching programs with the Social Security Administration (SSA) & Health and Human Service (HHS)



9

What is the EIV System? (Continued)

- Contains debts owed to PHAs and termination (adverse status as of end of participation (EOP) date)
- Information in EIV is protected under the Federal Privacy Act (5 USC 552a)



10

Use of EIV to Streamline Verification of Tenant Income

- PHAs are required to use EIV as a 3rd party source to verify (validate) tenant employment and income information; and use EIV to reduce administrative & subsidy payment errors (24 CFR 5.233)
- EIV minimizes the need for traditional 3rd party verification forms (mailing/faxing forms to 3rd party sources)



11

Use of EIV to Streamline Verification of Tenant Income (Continued)

- EIV **only** for Social Security (SS) & Supplemental Security Income (SSI) benefits **unless** tenant disputes EIV
 - See PIH Notice 2010-3 for guidance
- EIV + current pay stubs
- EIV + employer letters
 - Guidance on EIV Implementation is outlined in PIH Notice 2010-19



12

Use of EIV to Streamline Verification of Tenant Income (Cont.)

- Tenant-provided documents from a 3rd party is acceptable
- PHA would pursue traditional 3rd party (verification form) if:
 1. Tenant is unable to provide documents requested by the PHA
 2. Tenant-provided documents are not acceptable to the PHA
 3. Tenant disputes EIV **and** one or both of the above conditions apply



13

Use of EIV Data

- EIV data is used to **validate** tenant-reported income & supplement tenant-provided documents
- EIV data should **not** be used to calculate anticipated annual income (except as specified in HUD guidelines)



14

Benefits of EIV

- Improve program integrity
 - Identify and prevent fraud & abuse of RHAP
 - Identify and recover improper payments
 - Ensure limited Federal resources serve as many eligible families as possible
 - Ensure program is accessible by intended program beneficiaries



15

Benefits of EIV (Continued)

- Reduce administrative burden
 - Time consuming
 - Postage & telephone costs
 - Cost of 3rd party verifications
 - Many 3rd parties are now charging a fee for verifications
 - Ambiguity of written 3rd party verification
 - Occurrence of **not** receiving requested written 3rd party verification forms from 3rd party sources



EIV Content & Source of Information

- SSA provides the following information:
 - Death records
 - Validation of Public & Indian Housing Information Center (PIC)-reported SSN, Date of Birth (DOB), & Name (collectively referred to as tenant personally identifiable information (PII))
 - Social Security (SS) benefits
 - Supplemental Security Income (SSI) benefits
 - Dual Entitlement benefits
 - Medicare & hospital insurance premiums




EIV Content & Source of Information (Continued)

- The source of SSA information is as follows:
 - SSA's Benefits database
 - SSA's Death Master File (DMF)
 - As reported by medical examiner, mortuary, etc.



EIV Content & Source of Information (Continued)


- HHS provides the following information from its National Directory of New Hires (NDNH) database:
 - Quarterly unemployment insurance (UI)
 - Quarterly wages (QW), including federal wages
 - Monthly new hires (W-4), including date hired
 - Employer name, address, Employer Identification Number (EIN)



19

EIV Content & Source of Information (Continued)


- The source of NDNH information is as follows:
 - UI – state workforce agencies (SWAs)
 - QW – employers
 - W-4 – employers



20

EIV Content & Source of Information (Continued)


- The debts owed to PHAs and termination information is reported by the PHA which provided assistance to the former tenant (family)



21

EIV System Functions


- Identify tenants whose identity cannot be verified
- Identify tenants who are required to disclose a SSN
- Identify tenants who are deceased
- Identify tenants who may be receiving multiple assistance



22

EIV System Functions (Continued)


- Identify individuals (applicants) who may already be receiving rental assistance
- Identify tenants who have started new jobs
- Identify tenants with income discrepancies (unreported income)
- Identify former tenants with a reported debt owed to a PHA and/or adverse EOP status



23

EIV Income Data

- Accessible any time
- Data available for existing tenants only - **not available for applicants**
 - Who have positive identity verification status
- Two years of wage and employment information
- Current SS, SSI, Dual Entitlement benefit information, Medicare & hospital insurance premium information, and last 8 changes to benefit



24

EIV Income Data (Continued)

- EIV is not a "be-all to end-all"
- EIV will display income information as provided by the 3rd party sources
- For example, you may know that the tenant is currently employed, however, the wage information may not be available in EIV because the 3rd party source did not provide the information



25

HUD Data Collection Process

- Computer matching occurs based on HUD-collected data from PHAs on current (dated within the last 15 months) form HUD-50058 in Public and Indian Housing Information Center (PIC)
- If there is no form HUD-50058 in PIC, there will be no income information in EIV



26

HUD Data Collection Process (Continued)

- Tenant PII is collected from Section 3 of the form HUD-50058
 - Used to validate individual's identity
- PHA-reported and verified wages, unemployment, and SS/SSI benefits is collected from Section 7 of the form HUD-50058
 - Used for income discrepancy analysis



27

Computer Matching Program with SSA

- Matching occurs for any current from HUD-50058 with an action type of:
 - New Admissions
 - Annual Reexam
 - Interim Reexam
 - Portability Move-in
 - Other Change of Unit
 - Annual Reexam – Search Voucher
 - Flat Rent Annual Update; and
 - Historical Adjustment



28

Computer Matching Program with SSA (Continued)

- HUD sends tenant PII of all household members (who have passed HUD's pre-screening process) to SSA for:
 - Identity validation process
 - Obtainment of failed identity errors
 - Obtainment of death information
 - Obtainment of SS, SSI, Dual Entitlement benefit information for positively identified individuals



29

Computer Matching Program with SSA (Continued)

- Matching occurs during the 1st and 15th of each month
- SSA information in the EIV system is updated every 3 months for all households in accordance with the computer matching schedule
- Subsequent monthly matching occurs for updated forms HUD-50058s
 - New Admissions, Portability Move-ins, & Historical Adjustment actions
 - Modified tenant PII



30

Computer Matching Program with SSA (Continued)

- SS/SSI benefits are modified annually* to reflect the SSA-approved cost of living adjustment (COLA) for all beneficiaries by December 31st of each year
 - * If applicable
 - Effective January 2012, the COLA is 3.6%
 - COLA information is available online at: www.socialsecurity.gov



31

Computer Matching Program with SSA (Continued)

HUD-SSA Computer Matching Schedule	
Matching Occurs During the 1 st and 15 th of Each Month	
PHA State	Month Matched
AK, DC, DE, GG, HI, IA, IN, KS, LA, ME, NC, NE, NH, NJ, NV, OH, RI, SD, TN, TX, UT, VQ, VT, WV, WY	January, April, July, October
AL, FL, GA, ID, IL, KY, MD, MI, MO, ND, NY, VA	February, May, August, November
AR, AZ, CA, CO, CT, MA, MN, MS, MT, NM, OK, OR, PA, RQ, SC, WA, WI	March, June, September, December



32

Computer Matching Program with HHS

- Matching occurs for any current form HUD-50058 with an action type of:
 - New admission
 - Annual reexam
 - Interim reexam
 - Portability move-in
 - Other change of unit
 - Annual reexam – searching voucher
 - Flat rent annual update; and
 - Historical adjustment



33

Computer Matching Program with HHS (Continued)

- HUD sends to HHS, the SSNs of Individuals age **18 and over**, who have passed both HUD's pre-screening and SSA identity verification process to obtain the following information:
 - W-4
 - QW
 - UI



34

Computer Matching Program with HHS (Continued)

- Monthly Computer Matching occurs during the **16th and 30th** of each month to obtain:
 - W-4 (New Hires) for all individuals age 18+
 - QW & UI for all individuals age 18+ for any form HUD-50058 with an action of:
 - New Admission
 - Portability Move-in
 - Historical Adjustment



35

Computer Matching Program with HHS (Continued)

Note: Monthly matching also done for any household who has a household member who turned 18 since last quarterly computer match



36

Computer Matching Program with HHS (Continued)

- Quarterly Computer Matching occurs during the 16th and 30th of **Feb, May, Aug, and Nov** to obtain:
 - W-4 for all individuals age 18+
 - QW & UI for all individuals age 18+



37

Timing of NDNH Data

- There are reporting time frames associated with the reporting of quarterly and monthly employment data – as imposed by HHS
- SWAs and federal agencies are required to report data within specific time frames



38

NDNH Reporting Time Frames

- New Hire Employment Information
 - **Twice a month** for electronic or magnetic medium transmission (12-16 days apart); or
 - **Within 20 days** of date of hire



39

NDNH Reporting Time Frames (Continued)

- Quarterly Wage (Federal)
 - No later than **one month** after the end of a calendar quarter
- Quarterly Wage (Non-Federal)
 - Within **four months** of the end of a calendar quarter
- Quarterly Unemployment Compensation
 - Within **one month** of the end of a calendar quarter



Availability of NDNH Data

Quarter	QW-Federal	QW	UI
Q1 (Jan-Mar)	May	Aug	May
Q2 (Apr-Jun)	Aug	Nov	Aug
Q3 (Jul-Sept)	Nov	Feb	Nov
Q4 (Oct-Dec)	Feb	May	Feb




EIV System Overview

Access to the EIV System



EIV Rules of Behavior


- All EIV system users, including handler/viewers of EIV information, **must** comply with HUD security policies
- Failure to comply may result in:
 - Termination of EIV access
 - Civil & criminal penalties



43

EIV Rules of Behavior (Continued)


- EIV system users are responsible for protecting:
 - Passwords
 - Information
 - Equipment
 - PHA systems & networks
 - Communication pathways to which users have access to



44

EIV Rules of Behavior (Continued)

- The Web Access Security System (WASS) user id and password issued to you is to be used solely in connection with the performance of your responsibilities in support of HUD's mission & administration of HUD rental housing assistance programs
- Personal use of EIV information is strictly prohibited



45

EIV Rules of Behavior (Continued)

- You must **not** provide your user id and/or password to anyone including another employee during your employment at the PHA nor upon you leaving the employment of the agency
- Users are required to use only approved HUD software, software settings & comply with vendor software license agreements



46

EIV Rules of Behavior (Continued)

- Users must avoid leaving system output records or reports unattended or unsecured
- Users must lock their computer or log out of the system when leaving work areas unattended



47

EIV Rules of Behavior (Continued)

- All users are held accountable for their actions while accessing the system or viewing printed or electronic EIV data
- All users and PHAs are subject to monitoring of their use of the EIV system and compliance with security requirements by HUD, HUD contractors, or a 3rd party



48

EIV Rules of Behavior (Continued)

- Immediately report any suspected violation or breach of EIV system security to:
 - Your supervisor
 - National EIV System Administrator at PIH.RHIPTA@HUD.GOV
 - If you do not receive a response from the National EIV System Administrator within one hour, contact HUD's National Help Desk at 1-888-297-8689



49

Training Prerequisites for EIV Access

- EIV system users **must** complete the following training:
 - Annual Security Awareness training
 - Initial EIV System training
 - Updated EIV System training
- Viewers/handlers of EIV data **must** complete only Annual Security Awareness training



50

Training Prerequisites for EIV Access (Continued)

- Annual Security Awareness training is offered online at:
<http://iase.disa.mil/eta/index.html#onlineinetraining>
- Initial and Updated EIV system training is available via HUD webcasts and You Tube
- New EIV users **must** complete the training prior to accessing the system



51

Authority to Obtain EIV Income Information

- The PHA must have the following in the tenant file for each adult household member (excluding live-in aides) prior to accessing EIV income information:
 - Form HUD-9886 (Authorization for the Release of Information and Privacy Act Notice); or
 - An equivalent consent form which meets the requirements of 24 CFR 5.230



52

Disclosure of EIV Information

- EIV information is to be used for the sole purpose of determining eligibility and level of assistance for the following programs:
 - Public Housing (24 CFR 960)
 - Section 8 Housing Choice Voucher (HCV) (24 CFR 982)
 - Including the Disaster Housing Assistance Program (DHAP)
 - Moderate Rehabilitation (24 CFR 882)
 - Project-Based Voucher (24 CFR 983)



53

Disclosure of EIV Information (Continued)

- The Federal Privacy Act (5 USC 552a) prohibits the disclosure of an individual's information to another person without the written consent of such individual
- EIV data of an adult household member may not be shared (or a copy provided or displayed) with another adult household member, unless the individual has provided written consent



54

Disclosure of EIV Information (Continued)

- The PHA is not prohibited from discussing with the HOH and showing the HOH how the household's income and rent were determined based on the total family income reported and verified
- EIV information of a minor may be disclosed to the parent or guardian



55

Disclosure of EIV Information (Continued)

- EIV information may be disclosed to:
 - The individual to which the information pertains to
 - PHA-hired auditors who have signed non-disclosure oath statement
 - Independent auditors who have signed non-disclosure oath statement
 - HUD Office of Inspector General (OIG)
 - Attorney General



56

Disclosure of EIV Information (Continued)

- EIV information may be disclosed to:
 - Entities associated with grievance procedures and judicial proceedings relating to independently verified unreported income identified through EIV
 - i.e. grievance hearing officers, lawyers, court personnel, etc.
- These individuals may not access EIV. They are authorized to view only paper or electronic file copies



57

Disclosure of EIV Information (Continued)

- EIV information may be disclosed to:
 - PHAs in connection with HCV portability
 - 24 CFR 982.355(c)(4) requires the initial PHA to provide the receiving PHA the most recent form HUD-50058 for the family and the related verification of information – including EIV information



58

How to Obtain EIV Access

- PHA Executive Director (ED) or authorizing official identifies and authorizes all EIV users
- PHA ED or authorizing official and user signs EIV User Access Authorization Form and Rules of Behavior and user Agreement (form HUD-52676)
 - Effective Spring 2012, the content of the form HUD-52676 will be incorporated into EIV and paper copies will no longer be required



59

How to Obtain EIV Access (Continued)

- Detailed instructions for completing form HUD-52676 are available on the PIH EIV web page
- PHA-hired management agents may have access to EIV if authorized by the PHA ED or other authorizing PHA official
- PHAs must maintain copy of completed forms
- **Note:** HUD staff are not required to complete form HUD-52676



60

How to Obtain EIV Access (Continued)

- PHA submits completed form HUD-52676 to EIV Coordinator in local HUD Field Office by:
 - Fax
 - E-mail
 - Mail



61

How to Obtain EIV Access (Continued)

- HUD Field Office (FO) approves and grants PHA staff access to EIV
- All EIV users must have a WASS ID with active PIC & EIV access rights
 - Guest Users in PIC **cannot** access EIV!
- EIV copies PIC data nightly
 - User ID will appear in EIV the next day



62

How to Obtain EIV Access (Continued)

- Once HUD FO has approved the PHA User Administrator(s) within EIV:
 - PHA User Administer can create access requests for additional and future PHA staff in EIV by:
 - Selecting users from list displayed under User Administration - By Users (on left navigation panel)
 - Checking the applicable check boxes next to the desired roles
 - Assigning Public Housing projects to PHA Occupancy – Public Housing users by clicking on the pencil



63

EIV User Roles

- **PHA Occupancy-Public Housing:** access to the Debts Owed to PHAs & Terminations Report, Search for Former Tenant, Tenant Income Information and Verification Reports for the Public Housing program

• **Note:** Public housing projects must be assigned to the user. Otherwise, the user will **not** be able to access tenant information.



64

EIV User Roles

- **PHA Occupancy-Voucher:** access to the Debts Owed to PHAs & Terminations Report, Search for Former Tenant, Tenant Income Information and Verification Reports for the Housing Choice Voucher (HCV) and other PIH Section 8 programs



65

EIV User Roles (Continued)

- **PHA Occupancy – Application Processor:** access to the Debts Owed to PHAs & Terminations Report, Multiple Subsidy Report, Existing Tenant Search, and Former Tenant Search

• This is a **limited role** and should **not** be assigned to any user if the PHA Occupancy – Voucher or Public Housing role is assigned to the user



66

EIV User Roles (Continued)

- **Program Administrator – Public Housing:** ability to review, enter, update, or delete debt or termination information of former public housing tenants in the Debts Owed to PHAs & Termination module, access to the Debts Owed to PHAs & Terminations Report, and search for former tenants



67

EIV User Roles (Continued)

- **Program Administrator – Voucher:** ability to review, enter, update, or delete debt or termination information of former HCV and other PIH Section 8 tenants in the Debts Owed to PHAs & Termination module, access to the Debts Owed to PHAs & Terminations Report, and search for former tenants



68

EIV User Roles (Continued)

- **PHA User Administrator:** Allows user to request EIV access for PHA staff; assign, modify, and remove assigned EIV roles; assign public housing projects; certify users, terminate EIV access, and view User Role history, Termination and User Certification reports



69

EIV User Roles (Continued)

- **PHA Security Administrator:** Allows user to monitor staff access to the EIV system by viewing the various audit reports:
 - User Session and Activity
 - Tenant Data Access



70

EIV User Roles (Continued)

- A user may be assigned multiple roles
- PHAs should have at least one occupancy user for each program it administers
- Occupancy user roles should only be assigned to staff who need to have access to income data (need-to-know basis)



71


EIV User Roles (Continued)

- The User Administrator should not be the Security Administrator*
 - The Security Administrator should not be the User Administrator*
 - PHA should have at least 2 User Administrators*
 - PHA should have at least 2 Security Administrators*
- *Except within small PHAs



72

User Administration By Users



- To request access or modify access
- Click on **By Users**

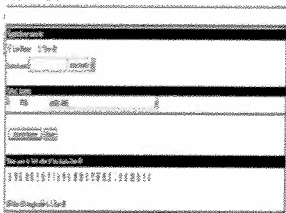
73

User Administration By Users (Continued)

- The PHA User Administrator is authorized to add & remove roles from a user within the agency
 - Addition of roles by the PHA User Administrator generates a pending access request for the HUD User Administrator to approve within EIV
- The HUD User Administrator is authorized to add & remove roles from a user within their jurisdiction

74

User Administration By Users (Continued)



- Query by last name or User ID
 - Exact Match; or
 - Begins With
- Must enter full last name or User ID of new users
- Click on **Select Users** to display user names

75

User Administration By Users - Adding Roles

User Administration - By Role/By User
User Profile Details

User ID	30010
User Name	ROBERT LAMT, JR
Office Code	FL01
Plant/Agency Code	FL01

Click in check box to select applicable roles. Then Click "Update" button. Status will now be "Pending"

Role	Role	Update
<input type="checkbox"/>	PHS User - Administrator	
<input type="checkbox"/>	PHS Occupancy - Application Processor	
<input type="checkbox"/>	PHS Occupancy - Public Housing	
<input type="checkbox"/>	PHS Occupancy - Inspector	
<input type="checkbox"/>	PHS Occupancy - Administrator	
<input type="checkbox"/>	PHS User Administrator	
<input type="checkbox"/>	Program Administrator - Public Housing	
<input type="checkbox"/>	Program Administrator - Tractor	

76

User Administration By Users - Added Roles Approved by HUD

User Administration - By Role/By User
User Profile Details

User ID	30010
User Name	ROBERT LAMT, JR
Office Code	FL01
Plant/Agency Code	FL01

Click on pencil to display list of project codes. Status must be "Approved"

Role	Role	Status
<input type="checkbox"/>	PHS User - Administrator	
<input type="checkbox"/>	PHS Occupancy - Application Processor	Approved
<input type="checkbox"/>	PHS Occupancy - Public Housing	Approved
<input type="checkbox"/>	PHS Occupancy - Inspector	
<input type="checkbox"/>	PHS Occupancy - Administrator	
<input type="checkbox"/>	PHS User Administrator	
<input type="checkbox"/>	Program Administrator - Public Housing	Approved
<input type="checkbox"/>	Program Administrator - Tractor	

77

User Administration By Users - Assigning Projects to User

User Administration - By Role/By User
User Profile Details

User ID	30010
User Name	ROBERT LAMT, JR
Office Code	FL01
Plant/Agency Code	FL01

Click on pencil to display list of project codes. Status must be "Approved"

Role	Role	Status
<input type="checkbox"/>	PHS User - Administrator	
<input checked="" type="checkbox"/>	PHS Occupancy - Application Processor	Approved
<input type="checkbox"/>	PHS Occupancy - Public Housing	Approved
<input type="checkbox"/>	PHS Occupancy - Inspector	
<input type="checkbox"/>	PHS Occupancy - Administrator	
<input type="checkbox"/>	PHS User Administrator	
<input type="checkbox"/>	Program Administrator - Public Housing	Approved
<input type="checkbox"/>	Program Administrator - Tractor	

78

User Administration By Users - Assigning Projects to User (Continued)

Click within check box to select Project or click on "Select All" and then click on "Update" button. Only 11-digit project codes can be added.

79

User Administration By Users - Confirmation of Assigned Projects

80

User Administration By Users - Removing Roles

Click in checked check box to remove applicable role(s) then Click "Update" button or Click on "Revoke All" to remove all roles. Status will now be blank.

81

EIV User Certification Process

- Users must be certified semi-annually (April & October) to continue accessing EIV
- EIV will terminate user access and assigned roles if user is not certified by deadline (See page 81)
- Users who are no longer with the agency or whose duties no longer require access should not be certified
 - PHA should terminate EIV access



82

EIV User Certification Process (Continued)

- If access is terminated due to non-certification, the PHA User Administrator will need to be reinstated by HUD FO and generate access requests for all other users whose access is terminated



83

EIV User Certification Schedule

Certification Period	Begin Certification	Certify By	Access Terminated 12:00A.M., EST
Apr 30 th – Oct 30 th	Apr 1 st	Apr 29 th	Apr 30 th
Oct 31 st – Apr 29 th	Oct 1 st	Oct 30 th	Oct 31 st



84

EIV User Certification- Certifying EIV Users

85

EIV User Certification Certifying EIV Users (Continued)

86

EIV User Certification Certifying EIV Users (Continued)

87

Terminating EIV Access

• EIV access may be terminated in several ways:

- Terminate WASS access
 - Remove EIV action in WASS
- Terminate PIC access
- Revoke EIV roles assigned to user
- Failure to certify users in EIV (system-generated termination)
- Failure to access HUD secure systems within 90 days (system-generated termination)



88

Terminating EIV Access (Continued)

• HUD will terminate a PHA's EIV access if a user is:

- Non-compliant with security requirements
- PHA should terminate staff's EIV access if:
 - Employee leaves agency
 - Terminate access on last day of employment
 - Employee's duties no longer require access
 - Employee violates security requirements



89

Effective Use of EIV to Reduce Improper Payments

Using the EIV System



EIV Security Awareness Test – Effective Sept 2010

- An EIV Security Awareness Test will appear when external users log onto EIV
- The page contains a Security Awareness Questionnaire with 10 questions to confirm the user’s awareness of applicable safeguards to protect EIV data

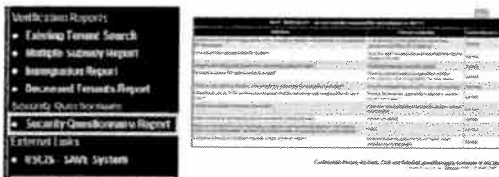


EIV Security Awareness Test (Continued)

- Users will be permitted to access EIV after successful completion of the questionnaire
 - Answer 9 of 10 questions correctly, otherwise questionnaire will reappear again
- EIV will prompt user to confirm security awareness once a year
- Printer-friendly questionnaire results are available in EIV



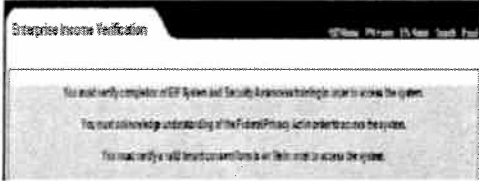
Printer-Friendly Security Questionnaire Results



Double click on Security Questionnaire Report to obtain printer-friendly Security Questionnaire Results



Legal Warnings/Privacy Act – Acknowledgment Required




Enterprise Income Verification

You must verify completion of EIV System and Security Awareness training prior to access the system.
You must acknowledge understanding of the Federal Privacy Act in order to access the system.
You must verify a valid email connection to an email server to access the system.

- User must acknowledge all statements on the screen prior to accessing EIV information

103

Getting Started in EIV



- All EIV functions are located on the left navigation panel
- Functions are listed in white text
- Click on function to access desired EIV function

104

Viewing EIV Data For a Household

- Ability to view household summary, income details or income discrepancy information within one click
- Click on the Income Report tab to view household income details
 - Available employment and income information is displayed for each household member

105

Viewing EIV Data For a Household (Continued)

- Detailed error messages as to why a household member's identity verification failed
- Date household member died is displayed for any household member whose identity verification status is "deceased"
- Alert (indication) of possible multiple rental assistance
- Alert (indication) of debt owed to a PHA and/or program non-compliance



106

Use of EIV Income Report

- Identify income (wages, unemployment and SS/SSI benefits – only) not previously reported
- Identify historical patterns of earnings and received income
- Identify new employment



107

Use of EIV Income Report (Continued)

- Determine need to pursue traditional 3rd party verification
- Identify reason(s) for tenant failed identity verification
- Identify household members who may be receiving multiple HUD rental assistance
- Identify prior debt owed to a PHA and/or program non-compliance



108

Access Tenant Information

- Tenant information can be accessed:
 - Single (By Head of Household (HOH)); or
 - Batch (By Reexamination Month)
- EIV contains a Household Income Report for each household reported in PIC
- EIV users may only access tenant information within their PHA portfolio and assigned program(s) and projects



109

Access Tenant Information By Head of Household (Continued)

- Enter 9-digit SSN. It is not necessary to enter other tenant PII or PHA Code
- PHA Code is required when searching by HOH last name search criteria of either begins with or exact match; and HOH DOB
- Click on the clear button to erase typed text in data fields



110

Example of PHA User with Access to Multiple PHAs

Access Information >> By Head of Household

Enter one or a combination of the following fields and click Get Information to retrieve household(s) owner data

Enter Head of Household's Social Security Number:

Enter Head of Household's Last Name:

Enter Head of Household's Date of Birth (mm/dd/yyyy):

Select a Participant Code:

- Select a Participant Code
- 0001 - Public Housing Authority
- 0002 - Chicago Housing Authority
- 0003 - Cabrini Green Housing Authority
- 0004 - Housing Authority of Chicago



111

Access Tenant Information By HOH – Common Errors

- EIV will not allow a user to access information when:
 - Search is conducted by HOH last name and/or date of birth and a PHA Code is not selected
 - Note Participant Code = PHA Code
 - Search is conducted by HOH SSN not within the PHA's portfolio or assigned program(s) and/or public housing projects
 - Search is conducted by using an invalid HOH SSN or a HOH SSN that does not appear in the PIC database



112

Access Tenant Information By HOH – Common Errors (Continued)

Income Information => By Head of Household

Enter one or a combination of the following fields and click Get Information to retrieve household income data:

Enter Head of Household's Social Security Number:

Enter Head of Household's Last Name:

Enter Head of Household's Date of Birth (mm/dd/yyyy):

Select a Participant Code:

Select a Participant Code:

Please select a Participant Code



113

Access Tenant Information By HOH – Common Errors (Continued)

Income Information => By Head of Household

Enter one or a combination of the following fields and click Get Information to retrieve household income data:

Enter Head of Household's Social Security Number:

Enter Head of Household's Last Name:

Enter Head of Household's Date of Birth (mm/dd/yyyy):

Select a Participant Code:

Select a Participant Code:

PHA: Jacksonville Housing Authority

You do not have permission to view the family details of the tenant with the name JILLIE



114

Access Tenant Information By HOH – Common Errors (Continued)

Income Information -> By Head of Household

Enter one or a combination of the following fields and click Get Information to retrieve household income data:

Enter Head of Household's Social Security Number:

Enter Head of Household's Last Name:

Enter Head of Household's Date of Birth (mm/dd/yyyy):

Select a Participant Code:

* Current Form 1099-INT received for Social Security Assessor



115

Access Tenant Information By HOH – Common Errors (Continued)

Income Information -> By Head of Household

Enter one or a combination of the following fields and click Get Information to retrieve household income data:

Enter Head of Household's Social Security Number:

Enter Head of Household's Last Name:

Enter Head of Household's Date of Birth (mm/dd/yyyy):

Select a Participant Code:

* Current Form 1099-INT received with not listed SS - Social Security Number 999-99-9999



116

Access Tenant Information By HOH – Common Errors (Continued)

Income Information -> By Head of Household

Enter one or a combination of the following fields and click Get Information to retrieve household income data:

Enter Head of Household's Social Security Number:

Enter Head of Household's Last Name:

Enter Head of Household's Date of Birth (mm/dd/yyyy):

Select a Participant Code:

* Current Form 1099-INT received with not listed SS - Social Security Number 999-99-9999



117

Contents of Income Report

- HOH summary information
- Employment Information
- Wages
- Unemployment Benefits
- Social Security Benefits
- Dual Entitlement
- Medicare Data
- Supplemental Security Benefits
- Disability



118

HOH Summary Information

- Information extracted from PIC (data from form HUD-50058):
 - PHA Code (1b)
 - PHA Name (1a)
 - Program Type (1c)
 - Project Name (for Public Housing only)
 - Next Annual Reexam Date (2i)
 - Transmission Date of form HUD-50058
 - Unit Address (5a)
 - Most Recent Type of Action (2a)
 - Effective Date of Most Recent Action (2b)



119

HOH Summary Information (Continued)

- Information extracted from PIC (data from form HUD-50058):
 - HOH Name (3b, 3c & 3d)
 - HOH SSN (3n)
 - HOH DOB (3e)



120

Unemployment Benefits

- This section of the Household Income Report contains unemployment benefit information for each adult household member:
 - Pay period (Quarter and Year)
 - Amount of gross benefit
 - Date received by EIV



124

Unemployment Benefits - Example

Pay Period	Amount	Date Received by EIV
Q1 of 2011	\$1.00	10/28/2011
Q2 of 2011	\$2.00	05/05/2011
Q4 of 2010	\$1.00	11/01/2011
Q3 of 2010	\$1.00	11/05/2010
Q1 of 2010	\$1.00	10/14/2010
Q2 of 2010	\$1.00	10/13/2010



125

Social Security (SS) Benefits

- This section of the Household Income Report contains SS information (for each household member):
 - Payment status code
 - Date of current entitlement
 - Gross benefit amount
 - Net monthly benefit if payable
 - Payee name and address
 - Benefit history (last 8 changes)
 - Lump Sum Date and Amount



126

SS Information: Disallowed Claim

State Security Benefits	Verification Date	Date	Gross Benefit	Benefit History
Payment Status Code	12/20/00			
Date of Current Entitlement	03/2000			
Net Monthly Benefit if Payable	93			
Payee Name and Address	HOBBS			
	4327943			
		Date Paid	Amount	
		03/27	93	



130

SS Information: Terminated Benefits

Social Security Benefits	Verification Data	Date	Gross Benefit	Benefit History
Payment Status Code	18 - Child beneficiary is no longer attending school on full-time basis and is between ages 18 and 19, or a disabled child is no longer under a disability	3/2001	\$694.00	Benefits not paid
		12/2000	\$694.00	Benefits paid
		4/2000	\$671.00	Benefits paid
Date of Current Entitlement	02/1999			
Net Monthly Benefit if Payable	90.00			
Payee Name and Address	HOBBS			
	LELAND			



131

Dual Entitlement

This section of the Household Income Report contains Dual Entitlement information for each household member:

- Claim Number
- Payment Status Code
- Date of Current Entitlement
- Gross benefit amount
- Net Monthly Benefit if Payable
- Payee Name and Address
- Benefit History



132

Medicare Data

- This section of the Household Income Report contains Medicare Data for each household member:
 - Payee Name and Address
 - Premium Amount for Hospital & Supplemental Medical Insurance
 - Buy-in Status (Yes or No)
 - If "Yes" insurance is paid by a 3rd party
 - Do **NOT** include the listed amount when determining medical deduction
 - Buy-in Start Date & Buy-in End Date



136

Medicare - Example

Medicare Data	Validation Data	Premium	Buy in	Buy-in Start	Buy-in Stop
Payee Name and Address	2010E	Hospital Insurance	0.00		
		Supp Med Insurance	0.00		
999 9999.9999					
Data Provided by CMS (2010) (2011)					



137

Supplemental Security Income Benefits


- This section of the Household Income Report contains Supplemental Security Income (SSI) information for each household member:
 - Payment Status Code
 - Alien Indicator
 - Current SSI Monthly Assistance Amount
 - Current State Supplemental Amount
 - Payee Name and Address
 - Benefit History



138


Effective Use of EIV to Reduce Improper Payments

Use of the Income Report



Income Reports (Continued)


- PHAs are required to:
 - Comply with HUD requirements outlined in PIH Notice 2010-19
 - Review the Income Report during all reexaminations of family income & composition
 - Obtain income documentation from tenant
 - If necessary, obtain 3rd party verification from income source



143

Income Reports (Continued)

- PHAs are required to:
 - Resolve all income discrepancies with the family
 - Maintain Income Report in tenant file
 - EIV may be retained for the duration of tenancy but not to exceed 3 years from the EOP date
 - For active tenants, PHAs must maintain at a minimum, the most recent 3 years of annual and interim reexams and supporting documentation (24 CFR 908.101)
 - Electronic retention of Income Report is permissible



144

Tenant Obligation To Supply PHA/HUD With Information

• 24 CFR 960.259 & 982.551

- The family **must** supply any information that the PHA or HUD determines is necessary in the administration of the program
- The family **must** supply any information requested by the PHA or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition in accordance with HUD requirements



145

Rejection of Tenant-Provided Documents

- Acceptable reasons for rejection of tenant-provided documents:
 - Document is not an original or authentic; or
 - Original document has been altered, mutilated, or not legible; or
 - Document appears to be a forged document (i.e. does not appear to be authentic)



146

How to Generate the Income Report

- PHA users with the following assigned EIV roles can generate the Income Report:
 - PHA Occupancy – Voucher
 - PHA Occupancy – Public Housing
- Click on the **By Head of Household** (single Income Report) or **By Reexamination Month** (multiple Income Reports) link from EIV's left navigation panel located under the **Income Information** header



147

How to Generate the Income Report – Single (Continued)

- Enter data in one or a combination of the following data fields
 - HOH SSN; or
 - HOH last name
 - Begins with (specify a minimum of 3 letters); or
 - Exact match
 - HOH date of birth
- Click on the **Get Information** button



148

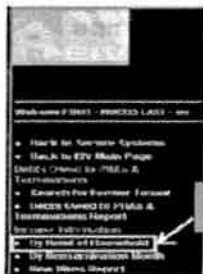
How to Generate the Income Report – Single (Continued)

- EIV will display the following report tabs:
 - Summary Report
 - Includes identity verification status
 - Certification Page
 - Income Report
 - Printer-friendly by household member or household
 - Income Discrepancy Report/Analysis
 - For information purposes only
 - Do not use for any income calculations



149

How to Generate the Income Report – Single



150

Identity Verification Status

- **Pending:** matching of tenant personal identifiers with SSA is pending
- **Verified:** tenant personal identifiers match SSA records. Available income information is obtained and displayed in EIV



154

Identity Verification Status (Continued)

- **Failed:** tenant personal identifiers do not match SSA records. No income information is obtained
- **Deceased:** tenant personal identifiers match SSA records. The individual is deceased



155

Identity Verification Status – Example: Verified

Field	Value
Verification Status	Verified
Income Type	Wages
Income Amount	\$1,200.00
Income Date	10/20/11
Income Source	ABC COMPANY



156

Identity Verification Status – Example: Pending

Identity Verification Status - Example: Pending

Member ID	Member Last Name	DOB (if birth)	Gender	Verification Status
11-0001	SMITH	01/01/1980	M	Pending
11-0002	SMITH	01/01/1980	M	Pending
11-0003	SMITH	01/01/1980	M	Pending

157

Identity Verification Status – Example: Failed

Identity Verification Status - Example: Failed

Member ID	Member Last Name	DOB (if birth)	Gender	Verification Status
11-0001	SMITH	01/01/1980	M	Failed
11-0002	SMITH	01/01/1980	M	Failed
11-0003	SMITH	01/01/1980	M	Failed

158

Identity Verification Status – Example: Deceased

Identity Verification Status - Example: Deceased

Member ID	Member Last Name	DOB (if birth)	Gender	Verification Status
11-0001	SMITH	01/01/1980	M	Deceased
11-0002	SMITH	01/01/1980	M	Deceased
11-0003	SMITH	01/01/1980	M	Deceased

159

Access Optional Certification Page (Continued)

Print the optional certification page and fill in the information. The information on this page is used to determine if you are eligible for the optional certification. The information on this page is used to determine if you are eligible for the optional certification. The information on this page is used to determine if you are eligible for the optional certification.

By using this optional certification page, you are certifying that you are eligible for the optional certification.

Print Name: _____ Sex: _____

Print Address: _____

Print Age: _____ Sex: _____

Credentialed Primary Ad Care, Child and Olaner penalties apply to release of this data.



Access the Income Report

Print Name: _____ Program Type: Public Housing

Print Address: _____ Effective Date: 10/27/2008

Print Age: _____ Sex: _____

Credentialed Primary Ad Care, Child and Olaner penalties apply to release of this data.



Access Income Discrepancy Report/Analysis

Print Name: _____ Program Type: Public Housing

Print Address: _____ Effective Date: 10/27/2008

Print Age: _____ Sex: _____

Credentialed Primary Ad Care, Child and Olaner penalties apply to release of this data.



For information purposes only!
Do not use for any income calculations

Accessing Tenant Information By Reexamination Month

- Tenant information can be accessed for multiple tenants of a PHA
- Report criteria selection
 - Program Type (All, PH, S8)
 - Reexam Month
 - A specific month or all months
 - PHA Code



166

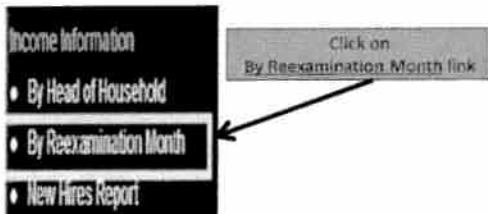
Accessing Tenant Information By Reexamination Month (Continued)

- Access to summary reports
 - Printer-friendly
 - Downloadable into Excel
- Access to detail reports by clicking link to summary reports
 - Printer-friendly only for detailed Income Reports
- Page tabs allow easy access between summary and detail reports with one click



167

How to Generate the Income Report – Multiple



168

How to Generate the Income Report – Multiple (Continued)

Income Information -> By Examination Month

Select Program Type, Reexamination Month and Participant Code. Click Get Report or return Summary Report.

Select Program Type: [v]

Select Reexamination Month: [v]

Select Participant Code: [v]



169

How to Generate the Income Report – Multiple (Continued)

- Select report criteria
 - Program Type, Reexamination Month, PHA
- Click on the **Get Report** button
- EIV will display Reports Summary
- Click on **Income Report** link



170

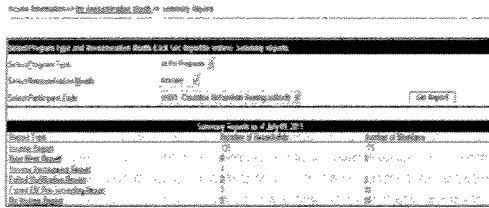
How to Generate the Income Report – Multiple (Continued)

- To access other listed reports from the Report Summary page, click on the **Reports Summary** link at the top of the page
 - Click on the active link to access one of the following listed reports when the results are greater than 0:
 - Income, New Hires, Income Discrepancy, Failed Verification, Failed EIV Pre-Screening, & No Income



171

How to Generate the Income Report – Multiple (Continued)



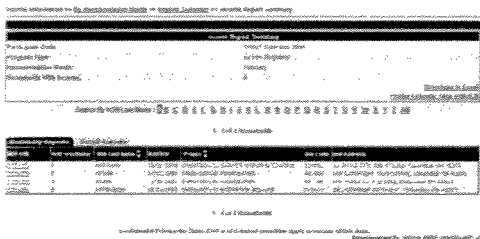
172

How to Generate the Income Report – Multiple (Continued)

- Income Summary Reports page displays
 - Summary Reports tab
 - Detail Reports tab
- Select letter of HOH's last name or **All** to display Income Report results
 - System default displays income report results for HOH's last name that begins with the letter "A"
- Select **Detail Reports** tab to access detail Income Reports

173

How to Generate the Income Report – Multiple (Continued)



174

No Income Report

- Identifies households in which there was no income reported by HHS and SSA
- This does not mean that the household has zero income



181

Effective Use of EIV to Reduce Improper Payments

Income Discrepancy Resolution Using the Income Report



182

Income Discrepancy Resolution

- Effective 10/31/2011, the Income Discrepancy Report will no longer be available to PHAs under the Verification Report header
- PHAs are required to:
 - Comply with HUD requirements outlined in HUD regulations (24 CFR 5.236) & PIH Notice 2010-19
 - Review the Income Report and resolve any disparities between tenant-reported and EIV-reported income information



183

Income Discrepancy Resolution (Continued)

- PHAs are required to:
 - If applicable, update the form HUD-50058
 - If applicable, determine family's underpayment of rent
 - Demand repayment of retroactive rent resulting from family's non-disclosure of complete and accurate income information
 - Take any other appropriate action as directed by HUD and/or the PHA's administrative policies



184

Income Discrepancy Resolution (Continued)

- PHAs are **not required** to view or print available EIV income discrepancy reports



185

Effective Use of EIV to Reduce Improper Payments

Debts Owed to PHAs & Terminations Module



Debts Owed to PHAs & Terminations Module (Continued)

- Available to PHAs since 09/25/09
- National repository of families that:
 - Owe a debt to any PHA nationwide; and/or
 - Left a PIH program under negative circumstances
- EIV imports EOP information from PIC daily



187

Debts Owed to PHAs & Terminations Module (Continued)

- Only forms HUD-50058 dated within the last 15 months will be imported
 - PHAs cannot enter debt/termination information for families who left the program prior to **June 2008**



188

Debts Owed to PHAs & Terminations Module (Continued)

- Effective April 26, 2010, PHAs are **required** to provide HUD with this information
- Only PHAs may enter, update and delete former tenant debt and termination information
- A record may be modified only 5 times
- HUD does **not** have the ability to enter or update information



189

Debt Owed to PHAs & Terminations Module (Continued)

- The term "termination" refers to the voluntary or involuntary end of participation in a PIH rental assistance program
- Termination does not necessarily mean the PHA has physically evicted the family or terminated HAP



190

Debts Owed to PHAs & Terminations Module (Continued)

- PHAs are required to enter the following information into EIV no later than 60 days from the EOP date:
 - Amount owed
 - Adverse status at time of EOP
 - Bankruptcy indicator
 - Repayment agreement indicator
 - Default on repayment agreement indicator



191

Debts Owed to PHAs & Terminations Module (Continued)

- PHAs are required to:
 - Comply with HUD requirements outlined in EIV training materials and/or other HUD guidance
 - Provide form HUD-52675: *Debts Owed to PHAs & Terminations* to all adult applicants and participants - **one time only**
 - At next interim or annual reexam, require individuals who reach the age of 18 to sign the form and provide copy of the form to individual



192

Debts Owed to PHAs & Terminations Module (Continued)

- PHAs are required to:
 - Enter applicable adverse information for all families that end participation in rental assistance program, whether voluntarily or involuntarily
 - Maintain signed or mailed form HUD-52675 in applicant and tenant file



193

Debts Owed to PHAs & Terminations Module (Continued)

- PHAs are required to:
 - Mail form to last known address of former tenant, for whom the PHA will report adverse information in EIV, and has **not** previously provided the family with form HUD-52675
 - On signature line indicate "Mailed to last known address"; and on date line, record date form was mailed
 - Maintain copy of form mailed to former tenant's last known address in tenant file



194

Debts Owed to PHAs & Terminations Module (Continued)


- PHAs are required to:
 - Provide family with their Debt Owed to PHA and EOP report, upon request
 - Honor tenant disputes of reported adverse information for a period not to exceed 3 years from EOP date
 - Notify tenant in writing of the PHA's action regarding the dispute within 30 days of receipt of written dispute



195

Debt Owed to PHAs & Terminations Module (Continued)


- The purpose of entering this information is to alert the PHA community of prior program non-compliance and/or outstanding debt owed at time of EOP
- Repository of adverse information helps PHAs make informed decision when processing applications for assistance



196


Form HUD-52675

**Debts Owed to PHAs & Terminations:
Notice to Applicants and Participants**



Form HUD-52675

- Approved by OMB on 04/24/2010
- OMB Control Number: 2577-0266
- PHAs are required to report:
 - All outstanding debt amounts owed by an assisted family to the PHA as of EOP (end of participation) date
 - All adverse status' as of EOP date



198

Form HUD-52675 (Continued)

- Content of form:
 - Information collected by HUD from PHAs
 - Who will have access to the information
 - How the information will be used
 - How long debt and adverse information is maintained in EIV
 - Tenants' rights
 - How to dispute adverse information



199

Form HUD-52675 (Continued)

- Applicants and tenants age 18+ are **required** to sign form HUD-52675 (only once)
- The form must be maintained in the family file for the duration of tenancy
- PHAs must mail a copy of the form to the last known address of former tenants whose adverse EOP status will be reported in EIV



200

Form HUD-52675 (Continued)

- Disputes must be made within **3 years** of EOP date
- Otherwise, the information is presumed correct



201

Effective Use of EIV to Reduce Improper Payments

Access to the Debts Owed to PHAs & Terminations Module



Debt Owed to PHAs & Terminations Module

- The PHA Executive Director or designee must identify which staff will be authorized to enter, update, and delete debt owed and termination information



203

Debt Owed to PHAs & Terminations Module (Continued)

- Current EIV users with any Occupancy Specialist role has the ability to:
 - Search for Former Tenant; and
 - View Debts Owed to PHAs & Terminations Report for their agency



204

Debt Owed to PHAs & Terminations Module (Continued)

- HUD has created two new roles to allow PHA users to enter, update, and delete information:
 - Program Administrator – Public Housing
 - Program Administrator - Voucher



205

Debt Owed to PHAs & Terminations Module (Continued)

- PHA User Administrators must electronically request (within EIV) the assignment of these new roles to designated users for HUD approval
- EIV users must complete a new EIV Access Authorization form and submit to the EIV Coordinator in local HUD office for approval of the requested new role (Program Administrator)



206

User Administration: New Roles for Debts Owed to PHAs & Terminations

User Administration & Authority Search
User Profile Details

User System Search Results Standard Web browser: 6/16/2011

Field	Value
User ID	140521
User Name	TRINIS LAUF - EBF
Office Code	PL001
Assignment Code	PL001

Role	Role	Status
17	HUD EIV Access	Approved
23	HUD Termination/Disenrollment/Reinstatement	Approved
31	HUD Voucher - Public Housing	Approved
32	HUD Voucher - Voucher	Approved
33	HUD Voucher - Voucher	Approved
34	HUD Voucher - Voucher	Approved
35	HUD Voucher - Voucher	Approved
36	HUD Voucher - Voucher	Approved
37	HUD Voucher - Voucher	Approved
38	HUD Voucher - Voucher	Approved
39	HUD Voucher - Voucher	Approved
40	HUD Voucher - Voucher	Approved
41	HUD Voucher - Voucher	Approved
42	HUD Voucher - Voucher	Approved
43	HUD Voucher - Voucher	Approved
44	HUD Voucher - Voucher	Approved
45	HUD Voucher - Voucher	Approved
46	HUD Voucher - Voucher	Approved
47	HUD Voucher - Voucher	Approved
48	HUD Voucher - Voucher	Approved
49	HUD Voucher - Voucher	Approved
50	HUD Voucher - Voucher	Approved
51	HUD Voucher - Voucher	Approved
52	HUD Voucher - Voucher	Approved
53	HUD Voucher - Voucher	Approved
54	HUD Voucher - Voucher	Approved
55	HUD Voucher - Voucher	Approved
56	HUD Voucher - Voucher	Approved
57	HUD Voucher - Voucher	Approved
58	HUD Voucher - Voucher	Approved
59	HUD Voucher - Voucher	Approved
60	HUD Voucher - Voucher	Approved
61	HUD Voucher - Voucher	Approved
62	HUD Voucher - Voucher	Approved
63	HUD Voucher - Voucher	Approved
64	HUD Voucher - Voucher	Approved
65	HUD Voucher - Voucher	Approved
66	HUD Voucher - Voucher	Approved
67	HUD Voucher - Voucher	Approved
68	HUD Voucher - Voucher	Approved
69	HUD Voucher - Voucher	Approved
70	HUD Voucher - Voucher	Approved
71	HUD Voucher - Voucher	Approved
72	HUD Voucher - Voucher	Approved
73	HUD Voucher - Voucher	Approved
74	HUD Voucher - Voucher	Approved
75	HUD Voucher - Voucher	Approved
76	HUD Voucher - Voucher	Approved
77	HUD Voucher - Voucher	Approved
78	HUD Voucher - Voucher	Approved
79	HUD Voucher - Voucher	Approved
80	HUD Voucher - Voucher	Approved
81	HUD Voucher - Voucher	Approved
82	HUD Voucher - Voucher	Approved
83	HUD Voucher - Voucher	Approved
84	HUD Voucher - Voucher	Approved
85	HUD Voucher - Voucher	Approved
86	HUD Voucher - Voucher	Approved
87	HUD Voucher - Voucher	Approved
88	HUD Voucher - Voucher	Approved
89	HUD Voucher - Voucher	Approved
90	HUD Voucher - Voucher	Approved
91	HUD Voucher - Voucher	Approved
92	HUD Voucher - Voucher	Approved
93	HUD Voucher - Voucher	Approved
94	HUD Voucher - Voucher	Approved
95	HUD Voucher - Voucher	Approved
96	HUD Voucher - Voucher	Approved
97	HUD Voucher - Voucher	Approved
98	HUD Voucher - Voucher	Approved
99	HUD Voucher - Voucher	Approved
100	HUD Voucher - Voucher	Approved



207

User Administration: New Roles for Debts Owed to PHAs & Terminations (Continued)

- When the checked role is updated, the status will be listed as **Pending**
- The status will change to **Approved** once the local HUD office approves the addition of the role



208

Responsibilities of the Program Administrator

- No later than 60 days from the EOP date:
 - Delete families from the master list of EOPs who do not owe a debt or have an adverse status at time of EOP
 - Enter debt owed and/or termination information



209

Responsibilities of the Program Administrator (Continued)

- Ensure that information entered is complete and accurate
- Upon notice and confirmation of erroneous information, correct or delete information



210

Effective Use of EIV to Reduce Improper Payments

Enter/Update Debts Owed to PHAs & Termination Information



Debts Owed to PHAs & Terminations

- PHAs are required to:
 - Enter adverse information no later than 60 days from the EOP date
 - Update erroneous information entered into EIV
 - PHAs must eliminate backlog of pending EOP records by **12/31/2011**
 - Delete or enter adverse information for all EOP records with an EOP date between **June 2008 and April 2011**
 - Maintain tenant file documentation for 3 years after the EOP date



212

Debts Owed to PHAs & Terminations (Continued)

- EIV copies PIC EOP records daily
- Only EOP records from June 2008, and later are imported into EIV
- PHAs **cannot** report adverse information for families that left the program prior to June 2008
- PHAs **cannot** add EOP records dated prior to June 2008 into EIV



213

Debts Owed to PHAs & Terminations (Continued)

- Debt owed and termination information is available only if the PHA enters the information
- Adverse information can be entered by
 - SSN; or
 - Batch



214

Enter/Update Former Tenant Information

- If applicable, enter the following information:
 - Amount of debt owed (\$0.01 - \$500,000) as of EOP date
 - You must select **at least one Failure to Pay** EOP status



215

Enter /Update Former Tenant Information (Continued)

- If applicable, enter the following information:
 - Bankruptcy indicator: check the checkbox if you have received a copy of court order for Chapter 7 or 11 bankruptcy filing
 - Repayment Agreement
 - Default on Repayment Agreement indicator
 - Judgment indicator
 - EOP status (select applicable reasons)



216

Enter/Update Former Tenant Information (Continued)

- PHAs should ensure that entered information is accurate
- PHA may modify a tenant record only **5** times
 - HUD may increase the number of record modifications, if necessary
- If a former tenant is making payments on an outstanding debt, do **NOT** modify the debt owed amount



217

Enter/Update Former Tenant Information (Continued)

- The system will not allow you to add a debts owed amount to the database unless you have selected a **Failure to Pay** reason
- The system will not allow you to add conflicting information to the database
- If there is an EOP record from another PHAs for a family who has subsequently been admitted into the program, the household income report will display warning of adverse information reported



218

Available EOP Statuses

- Failure to pay retroactive rent*
 - Failure to pay rent*
 - Failure to pay other charges*
 - Failure to complete annual reexam
 - Criminal Activity – Drugs
 - Criminal Activity – Sex Offender
 - Criminal Activity – Violent
- *User must select a "Failure to Pay" EOP status when reporting a debt owed amount



219

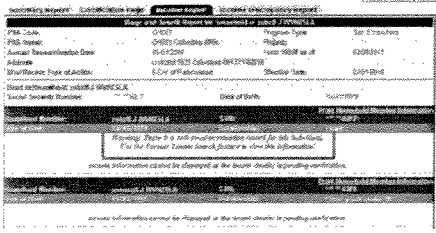
Available EOP Statuses (Continued)

- ✦ Lease Violations
- ✦ Unit Abandoned/Vacated with No Notice
- ✦ Non-compliance with Program Requirements
- ✦ Failure to Report Income
- ✦ Family Evicted
- ✦ Debt Owed Paid in Full



220

Warning of Adverse Information for Current Tenant



221

How to Enter/Update Information By SSN

- ✦ To enter adverse information by SSN, click on the **By SSN** link from EIV's left navigation panel located under the **Enter/Update Information** sub-header under the **Debts owed to PHAs Terminations** header
- ✦ Enter the applicable information
- ✦ Click on the **Submit** and then **OK** button to add information to the database
- ✦ Use the same procedures to update information



222

How to Enter/Update Information By SSN (Continued)

Enter applicable information and click on Submit button

226

How to Enter/Update Information By SSN (Continued)

Click on OK button to add information to database

227

How to Enter/Update Information By SSN (Continued)

Confirmation of successful update

228

How to Enter/Update Information By Batch

- To enter adverse information by batch, click on the **By Batch** link from EIV's left navigation panel located under the **Enter/Update Information** sub-header under the **Debts Owed to PHAs Terminations** header
- Click the **Enter information** link to enter adverse information
- Enter or edit the applicable data fields and click the **Submit** and **OK** button to confirm updated information



229

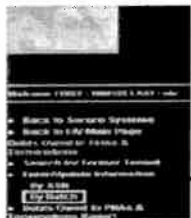
How to Enter/Update Information By Batch (Continued)

- **Enter Information** link is displayed for EOP records which have never been accessed or entered/edited for reporting adverse information
- **Edit** link is displayed for EOP records which have been accessed previously **and** adverse information has been entered



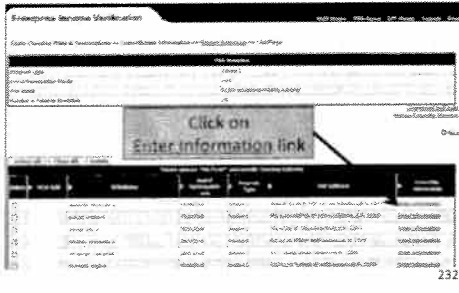
230

How to Enter/Update Information By Batch (Continued)



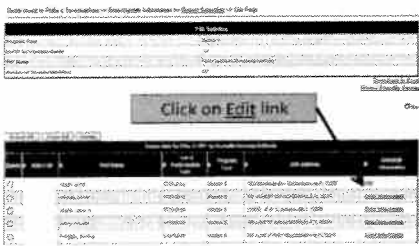
231

How to Enter/Update Information By Batch (Continued)



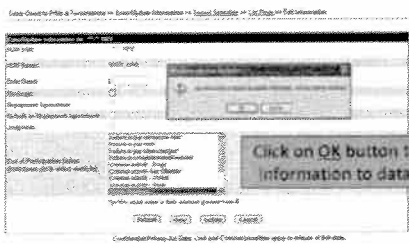
232

How to Enter /Update Information By Batch (Continued)



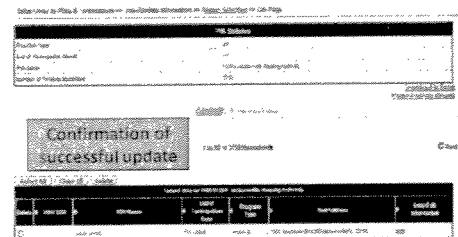
233

How to Enter/ Update Information By Batch (Continued)



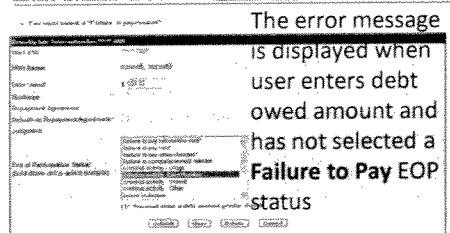
234

How to Enter/Update Information By Batch (Continued)



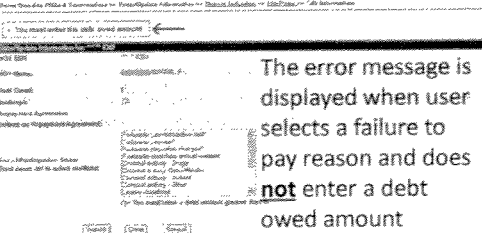
235

Error Message: You Must Select a Failure to Pay Reason



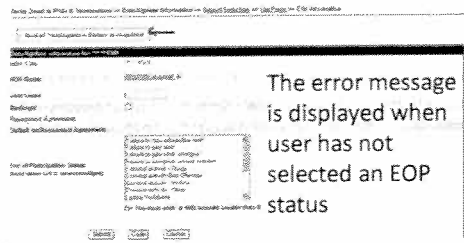
236

Error Message: You Must Enter the Debt Owed Amount



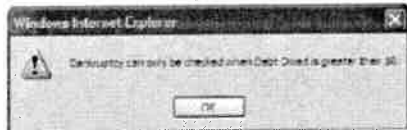
237

Error Message: End of Participation Status is Required



238

Error Message: Bankruptcy Can Only Be checked When Debt Owed is Greater Than \$0



The error message is displayed when user checks the **Bankruptcy Indicator** and has not entered debt owed amount

239

Effective Use of EIV to Reduce Improper Payments

Delete Debts Owed to PHAs & Termination Information



Delete EOP Records

- PHAs are required to delete EOP records for which there is:
 - No adverse information needs to be reported
 - Reported erroneous adverse information
- Do **NOT** delete records of families who paid debt in full. Instead, add the **Debt Paid In Full** EOP status to the family record
- Deleted records are permanently deleted



241

Delete EOP Records (Continued)

- When you click on the **Delete** link, the system will prompt you **twice** to confirm your desire to delete the family from the database
- EIV will always display a blank debt/adverse record if the EOP family is not deleted or updated with debt owed and/or adverse information



242

Delete EOP Records (Continued)

- PHAs should do one of the following with each EOP record:
 - Delete the record if there is no debt or adverse information to report; or
 - Enter debt owed and/or adverse information



243

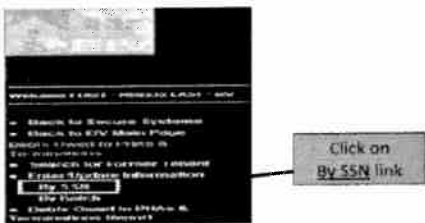
How to Delete EOP Records By SSN

- Click on the **By SSN** link under the **Enter/Update Information** header
- Enter the 9-digit SSN and click on the **Get Information** button
- Click on the **Delete** button
- The system will prompt you **twice** to confirm your desire to delete the selected EOP records
- When you confirm deletion of the selected EOP records, EIV will delete the records



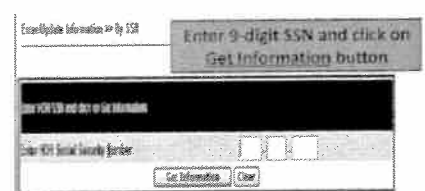
244

How to Delete EOP Records By SSN (Continued)



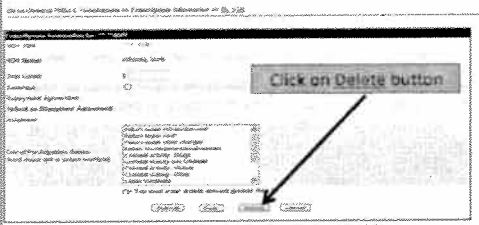
245

How to Delete EOP Records By SSN (Continued)



246

How to Delete EOP Records By SSN (Continued)



247

How to Delete EOP Records By Batch

- Click on the **By Batch** link from EIV's left navigation panel located under the **Enter/Update Information** sub-header under the **Debts Owed to PHAs Terminations** header
- Place a checkmark in the **Delete** checkbox next to the applicable EOP records to flag for deletion

248

How to Delete EOP Records by Batch (Continued)

- Click on the **Delete** button
- The system will prompt you **twice** to confirm your desire to delete the selected EOP records
- Click the **OK** button to confirm deletion
- When you confirm deletion of the selected EOP records, EIV will delete the records

249

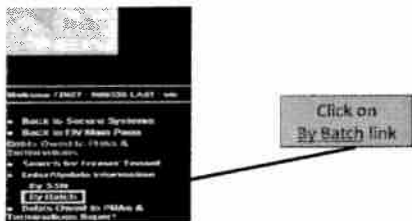
How to Delete EOP Records By Batch (Continued)

- You may delete 50 records at one time by clicking on the **Select All** button
 - Click on **Deselect All** if you do not wish to delete all EOP records
- EIV will highlight the EOP record and display the last name of each selected EOP record flagged for deletion below the **Delete**, **Select All**, and **Deselect All** buttons



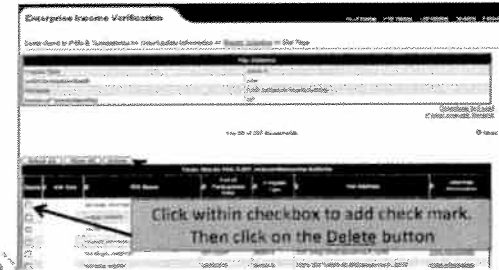
250

How to Delete EOP Records By Batch (Continued)



251

How to Delete EOP Records By Batch (Continued)



252

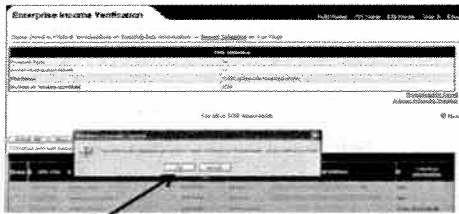
How to Delete EOP Records By Batch (Continued)



Selected records for deletion are highlighted in yellow and listed in green at the top and bottom of list page

253

How to Delete EOP Records By Batch (Continued)



Click the OK button to confirm deletion of selected EOP records

254

Effective Use of EIV to Reduce Improper Payments

Use of the Debts Owed to PHAs & Terminations Report



Debts Owed to PHAs & Terminations Report

- The PHA-specific report includes:
 - PHA Statistics (top statistics table)
 - List of reported tenants (bottom table)
 - Details of debt owed and/or termination information for tenant
 - Click the hyperlink associated with household



256

Debts Owed to PHAs & Terminations Report (Continued)

The screenshot shows a report with two main tables. The top table is a summary of statistics, and the bottom table is a detailed list of tenants with columns for name, address, phone, and other details.



257

Debts Owed to PHAs & Terminations Report

- The report contains statistics and details of only entered adverse information reported by your agency
- The report will be blank if your agency has not entered any adverse information into EIV
- PHAs may use this report to monitor PHA-reported information




258

Debts Owed to PHAs & Terminations Report - Blank Report

Data View: PHAs & Terminations >> Debts Owed to PHAs & Terminations Report >> Report Selection >> PHAs & Terminations


Subtotal



259


Effective Use of EIV to Reduce Improper Payments

Screening of Applicants:
Search For Former Tenant



Search for Former Tenant

- PHAs are required to conduct a former tenant search for all adult applicant household members **prior to admission**
- Purpose:
 - Determine suitability for initial rental assistance
 - Avoid providing limited federal housing assistance to families who:
 - Previously did not comply with HUD program requirements ; and/or
 - Owed money to a PHA as of the EOP date



261

Search for Former Tenant (Continued)

- PHAs are required to deny admission in accordance with the PHA's established policy
- **At this time**, HUD regulations do **not** require PHAs to deny assistance to a family with reported adverse information in EIV
- Consistent with Presidential Memorandum of June 18, 2010, **Enhancing Payment Accuracy Through a "Do Not Pay List"** which directs agencies to access available information in various databases to prevent improper payments **before** they occur



262

Search for Former Tenant (Continued)

- HUD strongly encourages PHAs to adopt policies which will:
 - Hold families (culpable family members) accountable for their actions or inactions which results in fraud, waste, or abuse of HUD RHAP
 - Prevent improper payments on behalf of potential beneficiaries of HUD RHAP



263

How to Conduct a Former Tenant Search

- PHA users with the following assigned EIV roles can conduct a Former Tenant Search:
 - PHA Occupancy – Application Processor
 - PHA Occupancy – Voucher
 - PHA Occupancy – Public Housing



264

How to Search for a Former Tenant (Continued)

- To search for a former tenant:
 - Click on the **Search for Former Tenant** link under the **Debts Owed to PHAs & Termination** header on the left navigation panel
 - Enter the 9-digit SSN and click the **Get Information** button



265

How to Search for a Former Tenant (Continued)

- To search for a former tenant:
 - Other alternative search criteria
 - Last name only
 - Last name and DOB
 - Search by only DOB is prohibited
 - Easiest and quickest search is by SSN
 - Click on **clear** button to erase typed text



266

How to Search for a Former Tenant (Continued)



Click on Search for Former Tenant link



267

How to Search for a Former Tenant (Continued)

Debt Owed to PHAs & Terminations » Search for Former Tenant

Search for Former Tenant - Enter one or a combination of the following items and click on Get Information

Enter Household Member's Social Security Number:

Enter Household Member's Last Name: exact match

Enter Household Member's Date of Birth (mm/dd/yyyy):



268

How to Search for a Former Tenant (Continued)

Debt Owed to PHAs & Terminations » Search for Former Tenant

Search for Former Tenant - Enter one or a combination of the following items and click on Get Information

Enter Household Member's Social Security Number:

Enter Household Member's Last Name: exact match

Enter Household Member's Date of Birth (mm/dd/yyyy):

Search by only Date of Birth is not permitted. Enter Last name and Date of Birth.



269

How to Search for a Former Tenant (Continued)

- The system will display either a
 - Negative result; or
 - Positive result
- **Negative result** means that a PHA has not reported an adverse termination and/or debt owed
- **Positive result** means that a PHA has reported an adverse termination and/or debt owed or the PHA has not deleted the EOP record (blank debt/adverse record)



270

Tenant Dispute of Debts Owed & Termination Information

- Tenant must contact the PHA, who has reported the information, in writing & explain why information is disputed and provide any applicable documentation to support claim
- Disputes must be made **within three years** from the end of participation date
 - Otherwise the debt and termination information is presumed correct



277

Tenant Dispute of Debts Owed & Termination Information (Continued)

- Only the PHA who reported the adverse information can delete or correct the record
- PHA who has denied assistance is required to provide the family with the household Debt Owed to PHA & Termination report



278

Required Documentation of Former Tenant Search Results

- PHAs must document the results of its former tenant search by:
 - Retaining the positive search results (Debts Owed to PHAs and End of Participation Report) in the applicant file; and
 - Recording the negative search results in the applicant file and the date of the results
 - i.e. "No former tenant search results for all household members as of 05/02/2011"



279

Tenant Dispute of Debts Owed & Termination Information (Continued)

- The PHA's name, address, and telephone numbers are listed on the Debt Owed and Termination Report for family to follow up with reporting PHA



280

Effective Use of EIV to Reduce Improper Payments

Screening of Applicants:
Existing Tenant Search



Existing Tenant Search

- Purpose:
 - Determine eligibility of applicants
 - Avoid providing duplicate rental housing assistance to families already assisted
 - Determine allowable dependent allowance
 - Applicable to child only once



282

Existing Tenant Search (Continued)

- PHAs are required to:
 - Conduct an existing tenant search for all household members
 - Provide the family with a copy of the Existing Tenant Search Results, if requested
 - Require the family to provide documentation of move-out from assisted unit
 - i.e., vacate notice
 - If necessary, contact PHA or landlord to confirm and obtain documentation of current tenancy status
 - i.e., EOP form HUD-50058 or HUD-50059



283

Existing Tenant Search (Continued)

- PHAs are required to:
 - Deny assistance; or
 - Approve assistance contingent upon move-out from currently occupied assisted unit
- **At no time may a family receive duplicate assistance**



284

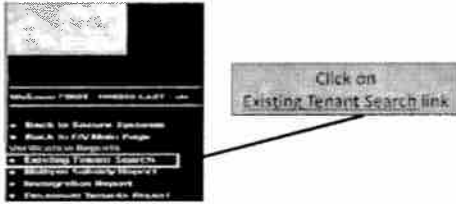
How to Conduct an Existing Tenant Search

- PHA users with the following assigned EIV roles can conduct an Existing Tenant Search:
 - PHA Occupancy – Application Processor
 - PHA Occupancy – Voucher
 - PHA Occupancy – Public Housing
- Click on the **Existing Tenant Search** link from EIV's left navigation panel located under the **Verification Reports** header



285

How to Conduct an Existing Tenant Search (Continued)



286

How to Conduct an Existing Tenant Search (Continued)

Validation Report >> Existing Tenant Search



287

How to Conduct an Existing Tenant Search (Continued)

- To search for an existing tenant:
 - Enter the 9-digit SSN and click the **Get Information** button
 - EIV will display either negative or positive search results



288

Existing Tenant Search Results - Negative

Application Results - Existing Tenant Search

Confidential Printing - To Date. Call your Client at your office to review other data.


01 Existing Tenant Search - Results Found

No search results for program for 5/28/11 - 7/28/11

02 Existing Tenant Search - Results Found

No search results for program for 5/28/11 - 7/28/11

Confidential Printing - To Date. Call your Client at your office to review other data.



289

Existing Tenant Search Results - Positive


Enterprise Income Verification

Confidential Printing - To Date. Call your Client at your office to review other data.

01 Existing Tenant Search - Results Found

DOB	01/11/1978
SSN	123-45-6789
Income and Assets	2010/2011
Program Type	Public Housing
Program	Case Management
Address	1234 Main St, New York, NY 10001
Phone	(212) 555-1234
Employer	ABC Company
Income	\$12,345 per year
Assets	\$5,678


Confidential Printing - To Date. Call your Client at your office to review other data.



290

Effective Use of EIV to Reduce Improper Payments

Screening of Current Tenants: Use of the Multiple Subsidy Report



Multiple Subsidy Report

- PHAs are required to:
 - Monitor the Multiple Subsidy Report on a quarterly basis for all household members
 - If necessary, update family composition to remove household members who no longer reside in the unit
 - If applicable, terminate duplicate assistance; or
 - Require the family to immediately terminate participation in the other rental assistance program
 - Maintain documentation of resolved duplicate subsidy issue in tenant file



292

HUD OIG Audit Report 2011-KC003

- HUD's Office of Inspector General (OIG) issued audit report number 2011-KC-003, entitled ***HUD's Office of PIH Did Not Ensure that Housing Authorities Resolved Items on the EIV Multiple Subsidy Report in a Reasonable Amount of Time*** on September 26, 2011
- What OIG found:
 - PHAs did not properly identify and eliminate improper payments made on behalf of tenants occupying 2 or more HUD-assisted units



293

HUD OIG Audit Report 2011-KC003 (Continued)

- What OIG recommends:
 - Notify PHAs of possible imposition of sanction on PHAs that:
 - Modify the EIV multiple subsidy report to show the date that the tenant was flagged as potentially receiving multiple rental assistance and include an aging report in EIV to show how long tenants have appeared on the report
 - Implement a process to monitor and follow up with PHAs with flagged tenants (6 months or more)



294

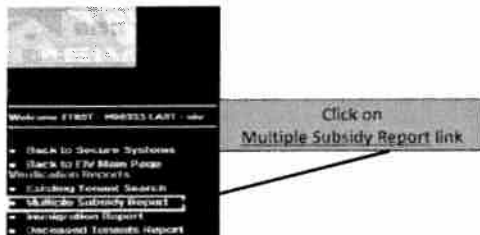
How to Generate the Multiple Subsidy Report

- PHA users with the following assigned EIV roles can generate the Multiple Subsidy Report:
 - PHA Occupancy – Application Processor
 - PHA Occupancy – Voucher
 - PHA Occupancy – Public Housing
- Click on the **Multiple Subsidy Report** link from EIV's left navigation panel located under the **Verification Reports** header



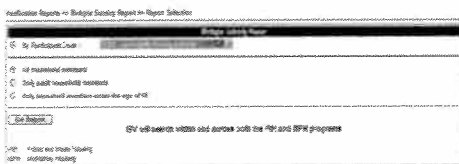
295

How to Generate the Multiple Subsidy Report (Continued)



296


How to Generate the Multiple Subsidy Report (Continued)



297

How to Generate the Multiple Subsidy Report (Continued)

- Select report criteria
- Click on the **Get Report** button
- EIV searches within and across both PIH and MFH programs and displays all results of potential duplicate rental assistance
- EIV will display summary and detail results



298

Multiple Subsidy Report – Report Summary (Top)

W-Workshop Reports > Multiple Subsidy Report > Report Summary > Multiple Subsidy Report Summary

Multiple Subsidy Report Summary

Procedure Code: P-200


Residential Subsidies Tracking Multiple Subsidies: 10

Program Type: PIH, MFH, and SF Programs

Residential Tenant Selection: City and County Included

Detailed Report Summary
Download Report

- Report criteria and results



299


Multiple Subsidy Report – Report Summary (Bottom)

Summary Report

Procedure Code	Residential Subsidies Tracking Multiple Subsidies	Program Type	Residential Tenant Selection	Number of Subsidies	Number of Duplicate Subsidies
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0
P-200	10	PIH, MFH, and SF Programs	City and County Included	10	0

1. All of the above listed procedures
 are the next number in the sequence of the above listed procedures.

- Default display of Summary Reports tab
- Select Detail Report tab to see details



300

Alert of Potential Multiple Assistance on Certification Page

Secondary report **Certification Page** Income report Income (Secondary report) Family Assets/Debits


The following household member is flagged on the new report, not added by the PHA

Household Member

Member ID#	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Date
111121	JAMES	WAGNER	10/01/58	4	Male	None
111122	AMANDA	WAGNER	08/01/75	14	Female	None
111123	JOEY	WAGNER	06/01/78	17	Male	None

This member may be causing multiple subsidies. See the Multiple Subsidy report for details.


PIHs are not required from this Certification Page. It is a courtesy discussed for PIHs and users to confirm their review of the EIV Income Report and for residents to confirm their agreement in documentation with all reported income information.



304

Reasons For False-Positives


- PHA or owner/management agent did not update family composition on form HUD-50058 (PIH) or HUD-50059 (MFH) to remove family members who have moved out of the unit
 - i.e., a household member shows up as a household member in one unit and as the HOH in another unit
- Family is using voucher at eligible project-based Section 8 program
 - i.e., unit address is the same



305

Reasons For False-Positives (Continued)

- It is not uncommon for false-positives for former MFH program participants
- Move-out forms HUD-50059 are not provided to EIV
- PIH will work with MFH to ensure availability of move-out forms HUD-50059 for PIH EIV to reduce false positives



306

New Hires Report

- Identifies tenants that:
 - Have been hired within the last 3 months
- Report also includes new hire information received within the last 3 months
- PHAs that conduct interim increases and adjusts family rent contribution in between annual income must review the report on a quarterly basis and follow up with identified tenants



310

New Hires Report

- Identifies tenants that:
 - Have been hired within the last 3 months
- Report also includes new hire information received within the last 3 months
- PHAs that conduct interim increases and adjusts family rent contribution in between annual income must review the report on a quarterly basis and follow up with identified tenants



311


How to Generate the New Hires Report

- PHA users with the following assigned EIV roles can generate the New Hires Report:
 - PHA Occupancy – Voucher
 - PHA Occupancy – Public Housing
- Click on the **New Hires Report** link from EIV's left navigation panel located under the **Verification Reports** header



312

How to Generate the New Hires Report (Continued)



The screenshot shows a software menu with several options. A grey callout box with the text "Click on New Hires Report link" has an arrow pointing to the "New Hires Report" option in the menu. The menu options include "Back to GCare System", "Back to CVF Menu Page", "My Board of Supervisors", "My Financials", "My HRIS System", and "New Hires Report".


313

How to Generate the New Hires Report (Continued)

- Select report criteria
 - Program Type, Reexamination Month, Action Type, PHA
- Use system defaulted selections
- Click on the **Get Report** button
- EIV will display results

314

How to Generate the New Hires Report (Continued)



The screenshot shows a form titled "Search Information by Report Type or Report Selection". It contains several input fields: "Program Type" (with a dropdown menu), "Reexamination Month" (with a dropdown menu), "Action Type" (with a dropdown menu), and "Selected Report" (with a dropdown menu). Below the form is a "Get Report" button.

315

Identity Verification Report

- Identifies tenants that:
 - Failed EIV Pre-Screening
 - Failed SSA Identity Test
 - Pending Verification
- Assists PHAs with identifying tenant PII which need to be corrected or updated on the form HUD-50058
- Identifies families who may not be eligible for assistance due to non-compliance with SSN disclosure requirements (24 CFR 5.216)
- Identifies deceased tenants



319

Identity Verification Report (Continued)

- Assists with the availability of EIV income data
- PHAs are required to:
 - Comply with HUD requirements outlined in PIH Notice 2010-03
 - See pages 12-16 of notice
 - Monitor the Identity Verification Report on a monthly basis



320

Identity Verification Report (Continued)

- PHAs are required to:
 - If applicable, require family to provide updated information, official documentation and/or current documentation from SSA
 - i.e., birth certificate, state-issued identification card
 - Update form HUD-50058 with SSA-provided information
 - Update form HUD-50058 with tenant-provided information
 - If applicable, terminate assistance and/or tenancy in accordance with HUD requirements



321

Identity Verification Report (Continued)

- The Identity Verification Report consists of:
 - Failed EIV Pre-screening Report
 - Failed SSA Identity Test
- The Failed EIV Pre-screening report identifies households in which HUD has determined not to match the tenant PII against SSA's database due to incorrect or invalid data



322

Identity Verification Report (Continued)

- The Failed SSA Identity Test report identifies households in which the tenant PII was submitted to SSA for matching and SSA has determined the PII does not match their records
- HUD will not submit failed PII to HHS for computer matching



323

Identity Verification Report (Continued)

- The Failed EIV Pre-screening report is updated every week upon successful completion of the EIV weekend summarization job
- The Failed SSA Identity Test report is updated the following month after receiving an updated form HUD-50058 with updated PII which subsequently matches SSA records



324

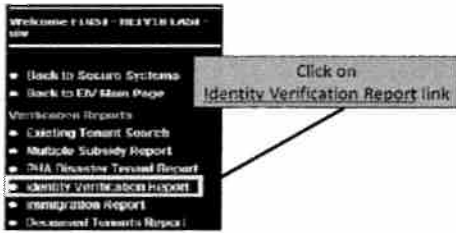
How to Generate the Identity Verification Report

- PHA users with the following assigned EIV roles can generate the Identity Verification Report:
 - PHA Occupancy – Voucher
 - PHA Occupancy – Public Housing
- Click on the **Identity Verification Report** link from EIV's left navigation panel located under the **Verification Reports** header



325

How to Generate the Identity Verification Report (Continued)



326

How to Generate the Identity Verification Report (Continued)

- Select report criteria
 - Program Type, Reexamination Month, Action Type, PHA
- Use system defaulted selections
- Click on the **Get Report** button
- EIV will display results:
 - Failed EIV Pre-Screening
 - Failed SSA Identity Test
 - Pending Verification



327

Failed EIV Pre-Screening Resolution

- **Failed Effective Date Check**
 - Indication of form HUD-50058 with an effective date older than 15 months (indication of possible overdue annual reexams)
- **Failed SSN Check**
 - Alternate ID or invalid SSN
 - If applicable, replace alternate ID with valid SSN



331

Failed EIV Pre-Screening Resolution (Continued)

- **Reminder:** HUD cannot obtain income information for anyone with a PIC-generated alternate ID or an invalid SSN



332

Failed SSA Identity Test



333

Failed SSA Identity Test – Project Code Drop Down Menu

Enterprise Income Verification

Failed SSA Identity Test

Participant Code: [Redacted]

Project Type: [Redacted]

Project Code: [Redacted]

334

Failed SSA Identity Test Resolution

- Implement corrective action outlined on pages 13-16 of PIH Notice 2010-3
- If tenant continues to appear on Identity Verification Report after PHA implementation of corrective action, contact HUD Headquarters via email: PIH.RHIIP.TA@HUD.GOV, with a copy to the designated EIV Coordinators in your local HUD office

335

Pending Verification – No Results

Enterprise Income Verification

Pending Verification

Participant Code: [Redacted]

Project Type: [Redacted]

Project Code: [Redacted]

No records found.

336

Pending Verification

Verification Reports -> Status -> Pending

Failed CIV Pre-Secondary Failed SSA Health Tax Pending Verification

Program Code	Program Type	Program Status	Program Date
0000	00	00	00
0000	00	00	00
0000	00	00	00

1 of 10 households

Member ID	Member Name	Member DOB	Member SSN
0000	0000	00/00/00	00-00-0000
0000	0000	00/00/00	00-00-0000
0000	0000	00/00/00	00-00-0000

337

Pending Verification Resolution

- No action required by PHA
- HUD will send tenant PII to SSA with next regularly scheduled SSA data matching process
- Families schedule for the routine SSA quarterly computer matching process appear on this report
 - Families for which an updated form HUD-50058 containing changed PII is **not** included on the report (monthly computer matching process)

338

Effective Use of EIV to Reduce Improper Payments

Use of the Immigration Report



Immigration Report

- Assists PHAs with effective monitoring of:
 - PHA and tenant compliance with SSN disclosure and reporting requirements
 - Implementation of prorated assistance for mixed families
- Assist PHAs with follow-up with tenants that are:
 - Pending verification of citizenship/immigration status (as reported on form HUD-50058)
 - Eligible citizens or non-citizens with an assigned alternate ID who need to disclose SSN



340

Immigration Report (Continued)

- PHAs are required to:
 - Comply with requirements outlined in HUD guidance
 - Monitor the Immigration Report on a monthly basis
 - Update the form HUD-50058 with information provided by:
 - Tenant
 - SSA
 - Department of Homeland Security (DHS)



341

Immigration Report (Continued)

- PHAs are required to:
 - If applicable, require family to provide updated information and/or current documentation from SSA or DHS
 - If applicable, for mixed families, pro-rate assistance
 - If applicable, terminate assistance and/or tenancy in accordance with HUD requirements and/or PHA policy



342

How to Generate the Immigration Report

- PHA users with the following assigned EIV roles can generate the Immigration Report:
 - PHA Occupancy – Voucher
 - PHA Occupancy – Public Housing
- Click on the **Immigration Report** link from EIV's left navigation panel located under the **Verification Reports** header



343

How to Generate the Immigration Report (Continued)



Click on
Immigration Report link



344

How to Generate the Immigration Report (Continued)

- Select report criteria
 - Program Type, Reexamination Month, Action Type, PHA
- Use system defaulted selections
- Click on the **Get Report** button
- EIV will display results



345

Deceased Tenants Report

- Identifies currently assisted deceased tenants as reported in SSA's Death Master File (DMF) and compared to tenant PII reported on the form HUD-50058
- Deceased tenants are removed from the report when:
 - The PHA transmits an updated form HUD-50058, which does not contain the previously identified deceased tenant in Section 3 of the form HUD-50058; or
 - HUD obtains updated and corrected information from SSA's DMF



349

Deceased Tenants Report (Continued)

- HUD obtains death information from SSA every month
- SSA-provided death information is posted in EIV by the 15th of each month
- Report is updated every Saturday with EIV's successful weekend summarization job
 - Deleted tenants from forms HUD-50058 successfully submitted to PIC since last weekend summarization job
 - Added or deleted tenants from SSA updates since last weekend summarization job



350

Deceased Tenants Report (Continued)

- PHAs are required to:
 - Comply with HUD requirements outlined in PIH Notice 2010-50
 - Monitor the Deceased Tenants Report on a monthly basis
 - Contact the next of kin or listed emergency contact to confirm death
 - If applicable, terminate assistance and/or tenancy in accordance with HUD requirements



351

Deceased Tenants Report (Continued)

- PHAs are required to:
 - If applicable, submit updated form HUD-50058 to remove deceased household members
 - If, applicable submit EOP form HUD-50058

Note: 1st priority is deceased single member households

352

352

Deceased Tenants Report (Continued)

- PHAs are required to update the HUD-50058:
 - Single member households (and HOH with live-in aide): submit an EOP
 - Multiple member households: update family composition by removing deceased household members



353

What to Do if Tenant is Not Deceased

- PHAs are required to:
 - Immediately notify the tenant in writing and advise the tenant to contact SSA so that SSA may correct its records
 - SSA (800) 772-1213
 - Provide the tenant with his/her section of the EIV Income Report which shows the SSA-reported death information
 - Obtain SSA documentation from tenant to confirm that SSA has corrected its records



354

Reminder:

- The HCV is not transferrable to individuals who were not a part of the household upon death of single household member



355

How to Generate the Deceased Tenants Report

- PHA users with the following assigned EIV roles can generate the Deceased Tenants Report:
 - PHA Occupancy – Application Processor
 - PHA Occupancy – Voucher
 - PHA Occupancy – Public Housing
- Click on the **Deceased Tenants Report** link from EIV's left navigation panel located under the **Verification Reports** header



356

How to Generate the Deceased Tenants Report (Continued)



Click on Deceased Tenant Report link



357

How to Generate the Deceased Tenants Report (Continued)

- Select report criteria
 - Program Type, Reexamination Month, Household Type, Action Type, PHA
- Use system defaulted selections
- Click on the **Get Report** button
- EIV will display results



358

How to Generate the Deceased Tenants Report (Continued)

Verification Reports >> Deceased Tenants Report >> Report Selection

Select Program Type, Reexamination Month, Household Type and Action Type:

Program Type: All Programs

Reexamination Month: All

Household Type: All

Action Type: All

Select Program:

PHA PHAS - New York City Housing Authority

Get Report



359

How to Generate the Deceased Tenants Report (Continued)

Enterprise Income Verifications

Verification Reports >> Enterprise Income Verifications >> Report Selection

Case Number	Case Name	Case Address	Case City	Case State	Case Zip	Case Phone	Case Email	Case Status	Case Action	Case Date	Case Type	Case Category	Case Subcategory	Case Priority	Case Severity	Case Impact	Case Risk	Case Score	Case Weight	Case Total
100-100-10000	John Doe	123 Main St	New York	NY	10001	212-555-1234	john.doe@email.com	Open	Request	10/28/2011	Income	Income	Income	High	Medium	Low	Low	100	100	100



360

EIV Question & Answer Session

Ask HUD...



Future EIV Inquiries

Contact the EIV Coordinator in your local HUD Office

Additional assistance is available from the National EIV Coordinator (HUD Headquarters)

PIH EIV system issues: EIV_HELP@HUD.GOV

PIH EIV policy issues: PIH.RHIIP.TA@HUD.GOV