

PIC COACH CORNER – Volume 2010-2

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PIC/WASS

Below is a detailed explanation as to how WASS (Web Access Secure Systems) and other systems interconnect. After reading it the light bulb went off for me, so I thought I'd share it with you. I hope you find it helpful, too.

WASS provides two security functions for its various client systems. The first function is called authentication, and that is the use of a specific user ID assigned to only one user, and a specific password, which is provided by that user, and is tied to that user ID. When a user authenticates him or herself, they are proving to the system that they are who they are, and they are supposed to be able to access the system.

The second function is Authorization, which is the control of the user's rights within the systems. This is where your ability to get into FASS-PH or APPS or REMS or whatever other system is controlled. By having an action and/or role that is associated with a system, a user is granted access to that system. In addition to having the role, if you are dealing with a specific PHA, for instance, that role and your user ID must be 'assigned' to that PHA. This permits you to work in that system for that PHA and enter, submit, or perform other functions in the system on behalf of the PHA.

The various PHAS systems and some others are dependent upon each other for information, scores, or other results or activities. For instance, IMS/PIC is the PIH database of record, with all tenant and unit data within it. This is directly tied into PHAS, as that information is supplied to PASS, FASS-PH, NASS, CCMI/MAPS, SAGIS, etc.

WASS is even more of a dependence, since if WASS is down for any reason, users are unable to authenticate, and are thus unable to access the systems they need. If for some reason the authentication functioned, but the authorization didn't, the user would be able to get to the main menu but wouldn't be able to get into the system because the system, while recognizing that the user was there, wouldn't be able to tell what rights the user had, or that the user was assigned to a particular PHA.

Hopefully this is sufficient explanation. We have to maintain security on our systems, and your data. Without it, we are all at risk.

PIH EIV Updates

As conveyed in previous PIH EIV training sessions, information reported by 3rd parties to the National Directory of New Hires may be incorrect due to employer or State Workforce Agency reporting errors.

HUD **cannot** change information reported in the EIV system since this information originates from the following 3rd party sources:

1. **The U.S. Department of Health and Human Services (HHS):** National Directory of New Hires database (quarterly unemployment benefits as reported by State Workforce Agencies (SWAs); and employers who report employment information and quarterly earnings to the local State Workforce Agency); and

2. **Social Security Administration (SSA):** SSA provides death information, Medicare insurance premium information, and Social Security Benefits (Supplemental Security Income (SSI) and Social Security (SS)).

Below are the procedures the tenant should follow to have information corrected by the 3rd party source. Once the 3rd party source corrects its records and re-submits to the databases which HUD matches against, EIV will be updated when HUD matches against the updated databases.

PHAs – if the tenant disputes employment and/or earning information, you should email, fax, or mail a 3rd party verification form to the employer. PHAs are required to obtain written 3rd party verification of disputed information obtain from a computer matching program. 24 CFR 5.236(b).
Review the regulation at: http://edocket.access.gpo.gov/cfr_2009/aprqtr/pdf/24cfr5.236.pdf.

***** This information is not applicable to Multifamily Housing Programs *****

Individuals who will access the Office of Public and Indian Housing (PIH) Enterprise Income Verification (EIV) system, including those who will not access the EIV system, and will view printed or electronic EIV information are **required** to complete HUD Headquarters PIH-sponsored EIV & Security Awareness training as noted below. New employees must complete the training **prior** to accessing the EIV system and/or EIV information. The training is available via webcast at:
<http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/iv>. Additional handouts are posted at:
<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm#20100128>.

Type of Training	Webcast Date			Training to be Completed By
Annual Security Awareness Training	2/11/2009			All EIV users
Initial EIV System Training	2/12/2009			All EIV users
Update EIV System Training	2/11/2009	9/24/2009	1/28/2010	All EIV users

The deadline of April 29, 2010, for the completion of the PIH RHIIP/EIV training session (webcast of January 28, 2010), has been **extended to October 30, 2010.**

The deadline of July 31, 2010, for submitting the Certificate of Completion request form for the January 28, 2010, PIH RHIIP/EIV training session has been **extended to October 31, 2010.** Do **not** submit duplicate requests.

The deadline of March 31, 2010, for submitting the Certificate of Completion request form for the September 24, 2009, PIH RHIIP/EIV training session has not changed and **ended on March 31, 2010.** We are no longer accepting certificate request forms for this training session.

Webcast Information:

PIH's January 28, 2010, *Rental Housing Integrity Improvement Project (RHIP)/Enterprise Income Verification (EIV) system* training session is available at the following web page:

<http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/iv>.

Training materials for this training session are available at:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm#20100128>.

HUD offers live webcasts and previously aired programs. Just follow these steps or go to:

<http://www.hud.gov/webcasts/index.cfm>.

Get Started

- Make sure your internet connection is at least 56Kbps.
- Make sure your computer can play sound.
- [Install a free Windows Media video player](#) if your computer doesn't already have it
- Can't or don't want to download a video player?
 - View the webcast at a [local HUD office](#)

[Contact us @ latha.e.strothers@hud.gov](mailto:latha.e.strothers@hud.gov)

EIV System Update

A new version of the Public and Indian Housing (PIH) Enterprise Income Verification (EIV) system is coming soon! The new EIV system will be deployed on April 19, 2010. Changes to EIV are based on your feedback, which is greatly appreciated. Continue to send your feedback to PIH.RHIIP.TA@HUD.GOV. Additional modifications to EIV will be implemented in September 2010.

Below is a summary of new functions in the PIH EIV system effective April 19, 2010.

- **User Certification** – will be required only on a semi-annual basis (April and October). No more quarterly certification! Make sure your agency has an EIV user with the User Administrator role so that this process can be completed.
- **Deceased Tenants Report** – additional report selection criteria. You will be able to run the report for all deceased households, single member households, or multiple member households. This will help you to identify those deceased single member households faster!

[Verification Reports >> Deceased Tenants Report >> Report Selection](#)

Report Selection

Program Type: All PIH Programs

Reexamination Month: All

Household Type: All Households

Select Region: PHA

Get Report

- **Batch Income Reports** - availability of Certification Page with printed batch income reports. Simply click on the printer-friendly version with certification link and you can print a batch of income reports with the certification page.

Income Report Detail	
Participant Code:	FL001 Jacksonville
Program Type	All PIH Programs
Reexamination Month	March
Households With Income	2
By HOH Last Name Filter	A

[Printer-Friendly Version](#)
[Printer-Friendly Version With Certification](#)

- **Batch Income Reports** – ability to print batch income reports by last name. Simply click on the applicable alphabetical letter to display and print batch reports.

Income Report Summary	
Participant Code:	FL001 Jacksonville
Program Type:	All PIH Programs
Reexamination Month:	March
Households With Income:	2

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Search By HOH Last Name : [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [All](#)

- **New Hires Report** – currently the report covers tenants who have been hired within the last 6 months. Modifications have been made to allow HUD to change the period. Many of you asked that the report show only those that have been hired in the last three months. So, the report will be defaulted to only identify those who have been hired within the last 3 months. However, this can be changed any time without a major change to the system.
 - Ability to access batch New Hires Report by last name. Simply click on the applicable alphabetical letter to display and print batch reports.

New Hires Summary Report	
Participant Code:	OH001 Columbus MHA
Program Type:	All PIH Programs
Reexamination Month:	All
Period Reviewed:	08/18/2009 - 02/18/2010
Households With New Hires:	1
Household Members With New Hires:	1

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1 - 1 of 1 Households

Summary Reports		Detail Reports						
HOH SSN	HOH First Name	HOH Last Name	HOH DOB	Member Name	Program Type	Project	Unit Code	Unit Address
-**-*	zyryzs	mzwz	12/31/1964	zyryzs mzwz	Public Housing	OH001000118	018020	vez vivnhzit 5142 018020, Columbus OH 43211

1 - 1 of 1 Households

- **Debts Owed to PHAs and Terminations** (more changes coming in September 2010):

- The listing of end of participation (EOP) families will now include the EOP date.
- The EOP family listing can be sorted by the various columns
- PHAs may now indicate if a family had entered into a repayment agreement for the debt
- PHAs may now indicate if a family has defaulted on a repayment agreement
- PHAs may not indicate if a family has filed bankruptcy
- PHAs may now pull up a debt/termination record for anyone listed in a household
- Once EOP families have been deleted they will not appear back on the EOP family listing tomorrow (current bug in system will be fixed)
- The text of “Reasons for Termination” has been changed to “End of Participation Status”
- Additional report statistics

Debts Owed to PHAs & Terminations >> Debts Owed to PHAs & Terminations Report >> [Report Selection](#) >> PHA Statistics

PHA Statistics as of 03/01/2010			
Office	NY005 New York City Housing Authority		
Program Type	ALL	Public Housing	Section 8
Number of Reported EOP Families	5,249	2,663	2,586
Number of Reported Families with Debts Owed to PHAs & Terminations	2	2	0
Percentage of Reported Families with Debts Owed to PHAs & Terminations	0.04%	0.08%	0.00%
Number of Reported Families with Debts Owed	2	2	0
Percentage of Reported Families with Debts Owed	100.00%	100.00%	0.00%
Number of reported Families with Terminations	0	0	0
Percentage of Reported Families with Terminations	0.00%	0.00%	0.00%
Number of Reported Bankrupt Families	2	2	0
Percentage of Reported Bankrupt Families	100.00%	100.00%	0.00%
Number of Reported Families with Repayment Agreement	2	2	0
Percentage of Reported Families with Repayment Agreement	100.00%	100.00%	0.00%
Total Amount of Debts Owed by Reported Families	\$44.00	\$44.00	\$0.00
Percentage of Amount of Debts Owed by Reported Families	100.00%	100.00%	0.00%

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1 to 4 of 4 Households

Tenant data for PHA: NY005 New York City Housing Authority as of 03/02/2010						
HOH SSN	HOH Name	Debt Owed to PHA	Bankruptcy	Repayment Agreement	Default on Repayment Agreement	End of Participation Status
***_**- [REDACTED]	hzeri, zmrwozd	\$35.00	Yes	Yes	Yes	Failure to pay rent*
***_**-	lozuzi, zrgjt	\$9.00	Yes	Yes	No	Failure to pay retroactive rent*, Failure to pay rent*, Failure to pay other charges*
***_**- [REDACTED]	vramvpxn, mzroot	\$5,000.00	Yes	No	No	Failure to pay retroactive rent*
***_**-	hvmiw, mbovxlq, t	\$560.00	No	No	No	Failure to pay retroactive rent*, Failure to pay rent*

PHA Statistics	
PHA Name	NY005 New York City Housing Authority
Number of Tenants Identified	5249

1 to 50 of 5249 Households

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Tenant data for PHA: NY005 New York City Housing Authority								
HOH SSN	HOH Name	Debt Owed to PHA	Bankruptcy	Repayment Agreement	Default on Repayment Agreement	End of Participation Status	Edit	Delete
	hzeri, zmrwozd	\$35.00	Yes	Yes	Yes	Failure to pay rent*	Exceeded	Delete
	lozuzi, zrgrt	\$9.00	Yes	Yes	No	Failure to pay retroactive rent*, Failure to pay rent*, Failure to pay other charges*	Edit	Delete
	vramvpxn, mzroot	\$5,000.00	Yes	No	No	Failure to pay retroactive rent*	Edit	Delete
	hznlsq-vhliynz, bizsp	\$0.00	No	No	No		Enter Information	Delete
	vpzvck, zwmvly	\$0.00	No	No	No		Enter Information	Delete
	dzk, vmvtfv	\$0.00	No	No	No		Enter Information	Delete

Enter/Update Information for: *** **

HOH SSN: ***_**

HOH Name: hznlsq-vhliynz, bizsp

Debt Owed: \$

Bankrupt:

Repayment Agreement:

Default on Reepayment:

End of Participation Status:
(hold down ctrl to select multiple)

- 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
- Criminal activity - Other
- Lease violations

(*)= You must enter a debt amount greater than 0.

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.

Please be reminded that any and all EIV security breaches must be reported **immediately** to PIH.RHIIP.TA@HUD.GOV and Nicole.Faison@hud.gov. Thank you for your cooperation.