Office of Public & Indian Housing (PIH)

Rental Housing Integrity Improvement Project (RHIIP) Training

Training for Public Housing & Housing Choice Voucher (HCV) Program Administrators

Enterprise Income Verification (EIV) System

Effective Use of HUD's EIV System

Provided by

Nicole Faison

August 26, 2008

Agenda

- Welcome
- What's New in EIV 8.1.1
- Final Rule Pending: Refinement of Income and Rent Rule
- Effective Use of Income Reports
- Resolving Income Discrepancies
  - Calculation of Retroactive Rents
  - Repayment Agreements
  - Invalid Income Discrepancies

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Agenda - Continued

- Reducing Deceased Tenants in Public Housing & Housing Choice Voucher Programs
- Effective Use of the New Hires Report
- Correcting Incorrect Tenant Personal Identifiers
- Reducing Tenants Receipt of Multiple Rental Assistance
- Questions & Answers Session

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What's New in EIV 8.1.1

- New release of EIV scheduled for 09/22/08
- EIV Users are required to certify they have had EIV System & annual Security Awareness training
- Single member deceased household identified with red asterisk (*) on Deceased Tenants Report
- MFH owner or agent name listed on multiple subsidy report & existing tenant search results
- Existing Tenant Search Results now Printer-friendly
- Masked user IDs on printed reports
- Flat renters (public housing only) excluded from income discrepancy report

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EIV Oath Page Changes

Notice of Your Responsibility for Security

Information contained in this system is subject to the Privacy Act of 1974 (5 U.S.C. 552a, as amended). Only authorized persons in the conduct of official business may use private information contained in this system. Any individual responsible for unauthorized disclosure or misuse of private, personal information may be subject to fine of up to $5,000 for each violation.

Certification of EIV & Security Awareness Training

Users are not permitted to access the EIV system if the user has not obtained EIV system and/or Security Awareness training. Free HUD-sponsored EIV training is available online at http://www.hud.gov/offices/pih/centers/ph.cfm

I acknowledge that I have participated in EIV System and annual Security Awareness training.

New Certification

Authorization for the Release of Information

The data in the EIV system includes private and confidential information. Staff at Public Housing Agencies and FHA-based private management agents may not view private information unless there is a signed Authorization for the Release of Information and Privacy Act Notice (Form HUD-9886) or equivalent consent form satisfying requirements under 24 CFR 5.230 in the household's file for the head of household and the spouse of the head of household, or co-head, regardless of age, and for each adult member in the household.

☐ I acknowledge that I understand that this system contains personal information covered by the Privacy Act of 1974 (5 U.S.C. 552a, as amended). Access to this data is solely for governmental purposes. Any individual responsible for unauthorized disclosure or misuse of the private, personal information contained in this information system may be subject to civil or criminal penalties under the Privacy Act.

☐ I certify that a valid form HUD-9886 or equivalent consent form meeting requirements under 24 CFR 5.230, signed by each household member who is at least 18 years of age, and each family head and spouse regardless of age, and for each adult household member, is on file for each household whose income data I view.

To view income data, check the affirmation checkbox to the left and then click on Continue.

Continue

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New Deceased Tenants Report

Verification Reports >> Deceased Tenants Report >> Report Selection >> PHA Statistics

Single member deceased Households now identified with red asterisk (*)

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MFH Owner/Agent Name

Member Information

Member SSN	9723
Member Last Name	LOQUMFQS
Member DOB	[illegible]
Count of Subsidies	2

Household Information of Household Where Legal Member Receives Subsidy

Member First Name	ZMZN
HOH SSN	9791
HOH Last Name	LOQUMFQS
Program Type	Voucher
Relationship for the Member	Other youth under 18
Project Code	
50058 Effective Date	06/01/2007
Type of Action	Annual Reexamination
Unit Address	173 DS JEV 59 NYL B-1 OPM G-1, HAMILTON, AL, 35570000
PHA	AL033 HAMILTON
PHA Address	BEXAR, HAMILTON, AL, 35570-4029
PHA Telephone Numbers	Office: (205) 921-3155 Fax: (205) 921-9045

Member First Name	ZMZN
HOH SSN	6302
HOH Last Name	MTTEKO
Subsidy Type	Section 8
Relationship for the Member	Child
Contract Number	PA39M000121
Project Number	0334021
Owner/Management Agent name	PENNSYLVANIA HO
50058 Effective Date	06/01/2007
Certification Type	Annual Reexamination
Unit Address	508 60TH ST APT F 508-F, ALTOONA, PA, 16602

Multiple Subsidy & Existing Tenant Search results includes MFH Owner/Management Agent name

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Existing Tenant Search Results

Printer-Friendly Version

FIH Tenant Match Results - Tenant Based

SSN:	9723
HOH SSN:	*** ** 9791
HOH First Name	LOQUIFF
HOH Last Name	LOQUMFQS
Program Type	Voucher
50058 Type Of Action	Annual Reexamination
50058 Effective Date	06/01/2007
PHA	AL033 HAMILTON
PHA Address	BEXAR,HAMILTON,AL,35570-4029
PHA Telephone Numbers	Office: (205) 921-3155 Fax: (205) 921-9045

Now Printer-Friendly

MF Tenant Match Results - Tenant Based

SSN:	9723
HOH SSN:	*** ** 6302
HOH First Name	ZZTFNZU
HOH Last Name	MTTEKO
Contract Number	PA39M000121
Project Number	0334021
Subsidy Type	Section 8
Owner/Management Agent name	PENNSYLVANIA HO

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Refinement of Income & Rent Rule Publishing of Final Rule Pending

- Proposed rule published June 19, 2007
  - [72 FR 33844-33850]
- Mandates use of EIV system (24 CFR 5.233 – New)
- Requires disclosure of SSNs by all household members regardless of age (24 CFR 5.216 – Modified)
  - Penalty for failure to disclose is denial or termination of assistance
    (24 CFR 5.218 – No Change)

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Refinement of Income & Rent Rule Publishing of Final Rule Pending (Continued)

- Definition of annual income modified to allow use of past actual income to calculate rent (24 CFR 5.609 – Modified)
  - Reduce tenant manipulation of income to reduce rent contributions
- Requires retention of form HUD-50058 in file for term of each assisted lease & 3 years thereafter (24 CFR 908.101 - Modified)

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Income Reports

Effective Use of EIV Income Reports
During Annual & Interim Reexams

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Income Reports

- Identify income (wages, unemployment and SS/SSI benefits – only) for each household member
- Identify historical patterns of earnings and income received
- Identify new employment
- Identify reason for tenant failed identity verification
- Identify deceased tenants
- Identify household members who may be receiving multiple HUD rental assistance
- Determine need to pursue written 3rd party verification

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Streamlining the Income Verification Process with EIV Use

- PHAs can reduce need to send income verification request forms (via mail & fax)
- PHA discusses EIV information with tenant and requests current documentation to supplement EIV information
- Obtain written 3rd party verification if:
  - Tenant disputes EIV information
  - PHA determines need for additional information not available from tenant

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Streamlining the Income Verification Process with EIV Use (Cont)

- Written 3rd party verification is required only if:
  - The tenant disputes the EIV data; and/or
  - Additional information is required as determined by the PHA, such as
    - Effective dates of employment
    - Pay rate, number of hours worked, pay frequency for new jobs
    - Confirmation of change in circumstances (reduced hours, reduced rate of pay, etc.)
- The PHA will use supplemental documents or most current information to calculate annual income

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What is Upfront Income Verification (UIV)?

Upfront Income Verification:

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

"Automated 3rd Party Verification"

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Benefits of the UIV Technique

- Information derived from computerized systems and databases - not likely to be manipulated
- Minimize erroneous income verifications
  - Misinterpretations
  - Collusion between tenant and employer
  - You send; tenant completes
  - Incorrect information recorded
- Easier to obtain information
- More timely

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UIV= EIV = 3rd Party Verification*

*When the tenant does not dispute EIV & supplemented with current documents

•The PHA should **NOT** use quarterly income data from EIV to calculate current income and rent

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Documents to Supplement EIV Information

- **Employment, Wages & Unemployment information**
  - Letter from employer to confirm effective dates of employment, etc.
  - Current and consecutive pay stubs
  - Payroll report
  - Letter from unemployment office to confirm benefit status and payments
  - Unemployment benefit pay stubs
- **Social Security Benefits**
  - Updated in EIV every 3 months
  - No supplemental documentation needed if tenant does not dispute EIV
  - If tenant disputes EIV, tenant should provide current (dated within 60 days of PHA request date) SSA benefit verification letter
    - Tenant should call **SSA at (800) 772-1213** to request verification letter

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Tenant Obligation To Supply PHA/HUD With Information

- **24 CFR 960.259 (PH) & 982.551 (HCV)**
  - 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
  - ***PHA may terminate tenant assistance for tenant's failure to provide necessary information in a timely manner (as prescribed by PHA)***

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File Documentation of EIV Use

- **Undisputed EIV Information:**
  - EIV+Supplemental Documents
- **Disputed EIV Information:**
  - EIV+Supplemntal Documents+Written 3rd Party Verification *[Required when tenant disputes EIV information or PHA requires additional information]*

EIV = Either income report or Individual Control Number (ICN) page

Note: Supplemental documents (of income information) should be dated within the last **60 days** of the reexamination interview or PHA request (for information) date. Pay stubs should be **current and consecutive!**

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Individual Control Number (ICN) Page - Example

Head of Household Identifiers

Name:	LULA
Social Security Number:	***-**-3112
Date of Birth (mm/dd/yyyy):	XX/XX/1965
Program Type:	Sec 8 Vouchers
Project:	
Unit Address:	17 BENTRY ST TX 7 4
Participant Code:	T300
Annual Reexamination Date:	12/01/2008
Tenant Data from Form 50058 as of:	06/14/2008
Most Recent Type of Action:	2-Annual Reexamination
Effective Date:	12/01/2007

ICN T2009-0825208-1306071

Unique ICN page to confirm EIV use

Family Members

Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
***-**-3112	LULA		XX/XX/1965	43	Head	Verified
***-**-6753	SHAMYRIA		XX/XX/1988	23	Full time student 18+	Verified
***-**-5280	JAMEL		XX/XX/1990	18	Other youth under 18	Verified
***-**-5276	JAMAL		XX/XX/1990	18	Other youth under 18	Verified

The month and day values in the Date of Birth field have been masked for security reasons

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EIV Income Report

EFFECTIVE USE OF EIV INCOME REPORT & INCOME DISCREPANCY RESOLUTION

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EIV Income Report

- Use to identify:
  - Unreported income
    - Discuss information with tenant
    - Confirm effective dates of income
    - Identify disputed information
  - Need for written 3rd party verification

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Disclosure of EIV Information

- PHAs may **not** disclose (or re-disclose) EIV info to **any** third party (EIV data is property of the Federal govt. and protected by Federal Privacy Act) – ***If in doubt, contact your local HUD Office***
- HUD OIG & Auditors may review file folder contents for audit and investigative purposes
- PHAs may provide EIV data to the individual (only) to whom the record pertains – ***Tenant can then provide information to whomever he/she desires***

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Disclosure of EIV Information (Continued)

- PHA may release EIV information upon receipt of court subpoena (Please forward copy of request to your local HUD office)
- PHA may release EIV information if tenant has signed an authorization for release of information to a third party (i.e. attorney)

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Disclosure of EIV Information (Continued)

- EIV information of minors may be provided to the minor's parent or guardian
- EIV information of adult children or other adult household members may **not** be provided to HOH (Be sure to provide the info only to the person the information pertains to)
  - Interview all adult household members and obtain necessary documentation and verifications

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Jane Doe's Income Report

See EIV Case Study #1 Handout

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EIV Case Study #1

- Review income report for the Doe family
- What questions will you ask the family?
- If more than one adult in the household, you will need to interview **each** adult household member

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Questions to Ask Jane Doe - 1

- Are you employed with Countrywide Funding Corporation?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - Did you begin on 06/06/2005?
      - If no, when did you start and can you provide documentation?

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Questions to Ask Jane Doe - 2

- Are you employed with UTI Integrated Logistics?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - When did you begin working for UTI and can you provide documentation?

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Questions to Ask Jane Doe - 3

- Are you receiving unemployment benefits?
  - If yes, when did you begin receiving the benefits and can your provide current pay stubs?
  - If no, when did the benefits stop and can you provide documentation?
  - If never received, tenant will need to contact local unemployment office to dispute information and request correction of erroneous information

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Questions to Ask Mary Doe - 1

- Are you still a full-time student?
  - If yes, can you provide current documentation?
  - If no, when did you stop going to school on a full-time basis and can you provide documentation?

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Questions to Ask Mary Doe - 2

- Are you employed with Macy's?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - Did you begin on 11/13/2006?
      - If no, when did you start and can you provide documentation?

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Questions to Ask Mary Doe - 3

- Are you employed with GMRI Texas?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - Did you begin on 01/30/2006?
      - If no, when did you start and can you provide documentation?

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Questions to Ask Randy Doe - 1

- Are you a full-time student?
  - If yes, can you provide documentation?
- Are you employed with Larry W. Collins, Inc.?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - Did you begin on 04/11/2007?
      - If no, when did you start and can you provide documentation?

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Questions to Ask Randy Doe - 2

- Are you employed with KRGP, Inc.?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - When did you begin working for KRGP, Inc. and can you provide documentation?

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Questions to Ask Sandy Doe - 1

- Are you a full-time student?
  - If yes, can you provide documentation?
- Are you employed with Certified Payment Processing?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - Did you begin on 07/17/2008?
      - If no, when did you start and can you provide documentation?

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Questions to Ask Sandy Doe - 2

- Are you employed with the City of Dallas?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - Did you begin on 04/30/2008 & 06/04/07?
      - If no, when did you start and can you provide documentation?

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Questions to Ask Sandy Doe - 3

- Are you employed with JJS Hampton?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - Did you begin on 09/11/2007?
      - If no, when did you start and can you provide documentation?

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Questions to Ask Sandy Doe - 4

- Are you employed with Foot Locker?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - Did you begin on 07/03/2006?
      - If no, when did you start and can you provide documentation?

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Questions to Ask Sandy Doe - 5

- Are you employed with Minyard Food Stores?
  - If no, when did your employment end and can you provide documentation?
  - If yes, can you provide current pay stubs?
    - When did you begin working for Minyard Food Stores and can you provide documentation?

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Tenant Dispute of EIV Information

- Tenants may not agree with the information in EIV for the following reasons:
  - Not employed by listed employer
    - Victim of identity theft
  - Incorrect income amount provided by source
- Tenant should contact source directly to request correction of erroneous information
  - HUD can not remove erroneous info from EIV
- PHA is required to obtain written 3rd party verification of disputed EIV information

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Tenant Dispute of Employment Info.

- If tenant disputes employment information, tenant will need to contact employer (in writing) to dispute information and request correction of erroneous information
  - PHA should have tenant provide written declaration of disputed EIV information
  - Tenant should provide PHA with written notification to employer of erroneous information and request to correct and any response from employer
    - If no response from employer or company out of business tenant should notify IRS & SSA of erroneous information

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Documentation for Identity Theft

- When tenant disputes EIV information, the tenant should indicate in writing to the PHA the reason for dispute and provide the PHA with supporting documentation
- Supporting documents for identity theft:
  - Copy of police report (not a police report number); or
  - Notice from credit bureau regarding fraud alert placed on credit report or copy of credit report with fraud alert notice; or
  - Copy of identity theft report filing with the Federal Trade Commission; **and**
  - Copy of tenant's letter sent to employer to dispute information and request for correction; **and**
  - Any correspondence the tenant received from employer

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Documentation for Employer Reporting Error

- When tenant disputes EIV information, the tenant should provide the PHA with documentation to support claim of incorrect data, such as:
  - Copy of tenant's letter sent to employer to dispute information and request for correction; **and**
  - Any correspondence the tenant received from employer

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Income Discrepancies

How EIV Calculates Income Discrepancies

How to Read the Income Discrepancy Report

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How EIV Calculates Income Discrepancies

$$\frac{\text{PIC} - \text{EIV}}{\text{EIV}} \quad \text{Example: } \frac{\$0 - \$20{,}000}{\$20{,}000} = \mathbf{100\%}$$

Discrepancy amount = **($20,000)**

- Current 50058 income data is analyzed weekly
- Compares PIC and EIV reported wages, unemployment benefits and social security benefits only (not total household income)
- Two discrepancy amounts calculated: actual & annualized last quarter (larger of the discrepancy amounts in **bold**)
- Discrepancy must meet selected % threshold & $2,400+ (annual discrepancy amount) to be included on report

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EIV Income Discrepancy Analysis

- **Period of income for discrepancy analysis**
  - Identifies 12 month period of income considered for discrepancy calculation
- **Actual annual income discrepancy (Past actual earnings)**
  - Compares PIC *projected* wages and benefits to *actual* EIV data for a 12-month period (which ends 3 months prior to effective date of current 50058)
- **Annual income discrepancy: annualized last data quarter (Future projected earnings)**
  - Compares PIC *projected* wages and benefits to *projected* EIV annualized last quarter data (last quarter data X 4 to annualize) [Projection of income for 12 months which ends 9 months after effective date of current 50058]

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Income Discrepancy Report (Household Details)

Summary Report | Income Report | Income Discrepancy Report

Head of Household Information

Name:	Jane Doe
Social Security Number:	
Program Type	Section 8
Project:	
Effective Date of Action:	12/01/2007
Annual Recertification Date:	12/01/2008
Projected Annual Wages and Benefits from Form HUD-50058:	$0.00
Period EIV Income for Discrepancy Analysis:	09/01/2006 - 08/31/2007

Discrepancy Analysis	Actuals	Annualized Last Quarter
Reported Annual Wages and Benefits from EIV Data:	$58,417.06	$66,003.85
Amount of Annual Income Discrepancy:	($58,417.06)	**($66,003.85)**
Amount of Monthly Income Discrepancy:	($4,868.09)	($5,500.32)
Percentage of Income Discrepancy:	(100%)	(100%)

Past income which may not have been reported

Future projected income EIV, 09/01/07 -08/31/08 which may not be reported at next reexam

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How to Read the Income Discrepancy Report

- The total reported wages, unemployment, and SS/SSI benefits for the household as of the **12/01/2007** was **$0**
- At the 12/01/2007 reexam, Ms. Doe may not have reported **$58,417.06** in wages, unemployment, and SS/SSI benefits
- EIV projects the amount of wages, unemployment, and SS/SSI benefits that will go unreported at the 12/01/2008 reexam at **$66,003.85**, if you do not review and reconcile the information on the EIV income report
- The Doe family may have experienced an increase in income of **$7,586.79** (difference between $66k and $58k) since the 12/01/2007 reexam

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How to Read the Income Discrepancy Report (Cont.)

- Of the two amounts listed for the annual income discrepancy amount, one number is in bold. The greater of the two #s is in **BOLD**
- The 1st # (actual) = past income that may not have been reported at last reexam
- The 2nd # (annualized last qtr) = future projected income that may not be reported at next reexam
- If 2nd # is in bold, the family most likely has experienced an increase in income since the last reexam

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Reasons for Invalid Income Discrepancies

- PHA has no interim increase policy
  - Tenant not required to report increases in income in between annual reexams
- Family has opted for **flat rent** (public housing only)
- Employer error (tenant needs to contact source of incorrect data to have corrected)
- Identity theft (tenant needs to contact source of incorrect data to have corrected)

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Reasons for Invalid Income Discrepancies (Cont.)

- Family had decrease in income which has been verified by the PHA (annualized last quarter amount is **lower** than past actual income discrepancy amount)
- PHA error
  - 50058 error
  - Administrative error
- Tenant has allowed someone else to use his/her SSN

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HUD Guidance on the Income Discrepancy Report

- PHAs who use the income reports with the family during annual and interim reexams will have fewer income discrepancies
- View the Income Discrepancy Report at least twice a year (100% threshold level)
- PHAs may wish to call the family in for a review prior to an annual reexam
- Request Social Security Earnings Statements for all discrepant households

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Income Discrepancies

How to Calculate Retroactive Rent Repayment Agreements

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How to Calculate Retroactive Rents

- No adverse action may be taken by the PHA based ***solely*** on EIV information
- Discuss the income discrepancy with the tenant
- Identify under reported income and/or unreported income sources
- Obtain additional documents from tenant and/or third party verification (if necessary)
- Review current & historical 50058s and annual reexam documents in tenant file
- Verify effective dates of new and terminated income sources

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How to Calculate Retroactive Rents (Continued)

- The PHA should determine the amount of tenant rent underpayment as a result of intentional/unintentional misrepresentation of household income
- Retroactive rents are determined by recalculating the correct tenant rent based on omitted income during previous reexams and subtracting from previously charged rent
  - Example: $500 (correct rent) - $200 (tenant rent contribution) = **$300 retroactive rent** (per month)
- Take action in accordance with PHA policy

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How to Calculate Retroactive Rents (Continued)

- Obtain Social Security Earnings Statement (SSA Form 7004) for historical wage earnings (Form available on HUD's website) for retroactive rent calculations
  - **Note:** PHAs may not use the form HUD-9886 or other PHA equivalent consent form to obtain this information. Must use SSA form 7004

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SSA Form 7004

PHA may request via mail or online at www.ssa.gov
Delivery dates: Online requests: 2-4 weeks;
Mail requests: 4-6 weeks

PHA stamps their address Here to receive info. Include tenant reference #

Tenant signs & dates here

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Sample Social Security Earnings Statement

Your Earnings Record

Useful for calculating retroactive rents

Reported earnings for each year is listed

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HUD Guidance on Repayment Agreements

- Explain to the tenant how the retroactive rent was calculated and for what time period it covers
- Provide tenant a written retroactive rent repayment agreement outlining what caused the PHA to calculate a retroactive rent (i.e. tenant did not disclose employment income during mandatory annual reexams for 2007, 2006 & 2005); how much is owed; amount of monthly payment in addition to regular rent; and consequences for default.
- **PHA staff and tenant should sign a repayment agreement**
- Include payment schedule
- PHA discretion in determining length of time for tenant to pay retroactive rent

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HUD Guidance on Retroactive Rent Policies

- Educate judicial system, tenant groups and tenants on retroactive rent procedures
- No HUD mandated policies
- PHAs have discretion to establish their own policies
- PHA policy should be general so that the merit of each case is viewed and action taken accordingly ("Each case will be reviewed on a case-by-case basis")
- No two cases are alike!

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Calculation of Retroactive Rent & Sample Repayment Agreement

See EIV Case Study # 1 (Solution) Handout

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Reducing Deceased Tenants in PIH Programs

Effective Use of the
Deceased Tenants Report

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Deceased Tenants Reports

- Identify deceased tenants in Public Housing and HCV programs
- PHAs should view report every month
  - Take appropriate action
- Deceased tenant information also available at:
  - Income Report (By HOH or Reexam Month)
  - Failed Verification Report

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Accessing the Deceased Tenants Report

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Deceased Tenants Report
Search Criteria

Verification Reports >> Deceased Tenants Report >> Report Selection

Report Selection

Program Type: All PH Programs

Reexamination Month:

Public Housing

Can choose all programs or select specific program

Income Information >> New Hires Report >> Report Selection

Verification Reports >> Deceased Tenants Report >> Report Selection

Report Selection

Program Type: All PH Programs

Reexamination Month: All

January
February
March
April
May
June
July
August
September
October
November
December
All

Select Region

HUD HQ
State
HUB
FO
TARC
PHA

Get Report

Can choose all reexam months or select specific month
HUD recommends selecting ALL reexam months

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Deceased Tenants Report

Deceased Tenants Report for [redacted] PIA for Program Type: ALL for Reexamination Month: ALL

Total number of household members reviewed	Households with deceased members	% of households with deceased members	# of single member deceased households	% of single member deceased households	Deceased Members	Members deceased less than 1 year		Members deceased more than 1 year		Members deceased more than 2 years		Members deceased with no deceased date	
						Count	%	Count	%	Count	%	Count	%
5,425	3	88.11%	2	66.67%	3	2	66.67%	1	33.33%	0	0.00%	0	0.00%

Printer Friendly Version

Download to Excel

1 - 3 of 3 Households

Deceased Tenants Report By PIA as of 08 21 2008

[HOH Name: DIANA] [HOH DOB: 09/12/1954]

Member Name	Member DOB	Member Deceased Date
DIANA	09/12/1954	07/30/2007

[HOH Name: GEORGE BROWN] [HOH DOB: 05/15/1928]

Member Name	Member DOB	Member Deceased Date
GEORGE	05/15/1928	03/31/2008

[HOH Name: RONNIE SINGLETARY] [HOH DOB: 11/19/1953]

Member Name	Member DOB	Member Deceased Date
RONNIE	11/19/1953	03/14/2008

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Deceased Tenant
Summary Information

Summary Report | Income Report | Income Discrepancy Report

Head of Household Identifiers

Name: GEORGE

Social Security Number: ***-**-0384

Date of Birth (mm/dd/yyyy): XX/XX/1928

Program Type: Sec.8 Vouchers

Project:

Unit Address: 430 N WEST ST APT 202 WILMINGTON

Participant Code: 01

Annual Reexamination Date: 02/01/2009

Tenant Data from Form 50058 as of: 02/28/2008

Most Recent Type of Action: 2-Annual Reexamination

Effective Date: 03/01/2008

Family Members

Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
*** ** 0384	GEORGE	BROWN	XX/XX/1928	80	Head	Deceased

The month and day values in the Date of Birth field have been masked for security reasons

Provide ICN

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

Report Generated By [redacted] MIDDLE X TAXPAYER

69

Deceased Tenants Details

Summary Report | Income Report | Income Discrepancy Report

Wage and Benefit Report for Household of GEORGE BROWN

PHA Code:	01	Program Type:	Sec 8 Vouchers
PHA Name:	Wilmington HA	Project:	
Annual Reexamination Date:	03/01/2009	Form 50058 as of:	02/28/2008
Address:	430 N WEST ST APT 202 WILMINGTON		
Most Recent Type of Action:	2-Annual Reexamination	Effective Date:	03/01/2008

Head of Household: GEORGE BROWN
Social Security Number: ***-**-0384 Date of Birth: XX/XX/1928

Source Employer	Income Type	Gross	Net
Date of Birth	SSN Verified	Tax Identity	Hold

SSN is verified; individual is deceased. Deceased as of 01/31/2008

Report Date: 06/15/2008 Back to top

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.
Report Generated By - HH398 NICOLE N FASION

* The difference between the gross and net benefit may include the Medicare premium and/or additional deductions, such as garnishments, which are not listed on this report

What should you do?

70

PHA Action for Deceased Tenant

- Contact George's next of kin or other family member
- Conduct home visit
- Upon confirmation of death:
  - Complete **End of Participation (EOP)** 50058
  - Terminate HAP contract
  - Follow-up with Landlord to collect overpaid HAP

71

HUD Guidance on Deceased Tenants

- Confirm with HOH or next of kin (emergency contact person)
- Update family composition accordingly
- Complete EOP if deceased single member household
- Take any other action in accordance with PHA policy
- **Goal:** Zero (0) deceased tenants

Note: For deceased single member households in public housing, the PHA may need to seek judicial intervention to regain possession of the unit

72

New Hires Report

Identify Tenants Who Have Started a New Job

Useful for PHAs with Interim Increase Policy

73

New Hires Information

- HUD requests two years' worth of new hire information each month
- Useful for identifying tenants who have started a new job
- New Hire information is **updated monthly** – most employers report in **30 days or less** from date of hire
- For PHAs with an interim increase reexam policy, EIV can alert you to new employment within 60 days of new hire
  - Proactive outreach to tenants for rent adjustments in a timely manner
  - Eliminate/reduce amount of tenant retroactive rent
- Reduce need for written 3rd party verification of new employment

74

Accessing the New Hires Report

75

New Hires Report
Search Criteria

Can choose all programs or select specific program

Can choose all reexam months or select specific month
HUD recommends selecting ALL reexam months

76

New Hires Summary Report

Income Information >> New Hires Report >> Report Selection >> PHA Statistics

New Hires Summary Report

Participant Code:	MD
Program Type:	Section 8
Reexamination Month:	All
Period Reviewed:	02/26/2008 - 08/24/2008
Households With New Hires:	130
Household Members With New Hires:	144

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1 2 3
1 - 50 of 130 Households

Summary Reports **Detail Reports**

HOH SSN	HOH First Name	HOH Last Name	HOH DOB	Member Name	Program Type	Project	Unit Code	Unit Address
71	WILLIAM		05/29/1964	GINA	Sec 8 Vouchers			40 HANSON RD, MD 2 5
12	LATOYA		07/10/1984	LATOYA	Sec 8 Vouchers			4 GROUSE PLACE, MD 2 3
82	GLADYS		03/26/1958	JEFFREY	Sec 8 Vouchers			3 BUCKNELL CIRCLE, MD 2 1

77

New Hires Details Report

New Hires Report for Household of CHARLENE

PHA Code:	MD	**Program Type:**	Sec 8 Vouchers
PHA Name:	MD	**Project:**	
Annual Reexamination Date:	09/01/2008	**Form 50058 as of:**	08/15/2008
Address:	49 -B SAVOY PLACE		MD 2 1
Most Recent Type of Action:	3-Interim Reexamination	**Effective Date:**	08/01/2008

Head of Household: CHARLENE

Social Security Number: [illegible] 81 **Date of Birth:** XX/XX/19[illegible]2

Current New Hire Information!

Employment Information

Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by ETV
08/01/2008	MD	41-0215170	TARGET CORPORATION PO BOX 9401, MINNEAPOLIS MN 55440-9401	08/20/2008
06/04/2006	MD	59-3786346	FEIX INC 3620 MATTIAWOMAN BRANTOWN, WALDORF MD 20601	08/10/2006

78

New Hire Date Not Available

Hire date not transmitted – confirm hire date with tenant or employer

Employment Information

Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by EIV
Not Available	MD	58-1853319	HOME DEPOT U S A INC STORE SUPPORT CENTER, 2455 PACES FERRY RD, ATLANTA GA 30339-0000	07/26/2008
Not Available	MI	94-1648752	ROBERT HALF INTERNATIONAL INC 5720 STONERIDGE DR STE 3, PLEASANTON CA 94588-4521	07/26/2008

Note: Obtain documentation from tenant regarding effective date of new employment. Pursue traditional 3rd party verification if tenant can not provide PHA with acceptable documentation.

79

Different Employer Name in Employment & Wage Sections of Income Report

1 2 3 4

Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by EIV
10/16/2006	MD	23-2739382	GENESIS HEALTHCARE CORP 111 E MELROSE AVE, BALTIMORE MD 21214-2013	07/17/2007
10/10/2005	MD	52-0391538	[illegible]	[illegible]

Same employer; Different name; Same FEIN

Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q2 of 2007	$2,337.00	23-2739382	M I ACQUISITION CORPORATION PO BOX 283, SAINT LOUIS MO 63166-0283	11/17/2007
Q1 of 2007	$2,473.00	23-2739382	M I ACQUISITION CORPORATION PO BOX 283, SAINT LOUIS MO 63166-0283	07/17/2007
Q4 of 2006	$1,969.00	23-2739382	M I ACQUISITION CORPORATION PO BOX 283, SAINT LOUIS MO 63166-0283	07/17/2007
Q3 of 2006	$156.00	52-1711371	JENKINS MEMORIAL NURSING HOME 3320 BENSON AVE, BALTIMORE MD 21227-1033	07/17/2007
Q3 of 2006	$21,818.00	52-1076402	CHESAPEAKE ELECTRICAL SRVS INC PO BOX 866, DUNKIRK MD 20754-0866	07/17/2007
Q2 of 2006	$4,775.00	52-1711371	JENKINS MEMORIAL NURSING HOME INC, 3320 BENSON AVE, BALTIMORE MD 21227-1033	07/17/2007
Q2 of 2006	$14,877.00	52-1076402	CHESAPEAKE ELECTRICAL SRVS INC PO BOX 866, DUNKIRK MD 20754-0866	07/17/2007
Q1 of 2006	$2,776.00	52-1711371	JENKINS MEMORIAL NURSING HOME INC, 3320 BENSON AVE, BALTIMORE MD 21227-1033	07/17/2007
Q4 of 2005	$4,267.00	52-1711371	JENKINS MEMORIAL NURSING HOME INC, 3320 BENSON AVE, BALTIMORE MD 21227-1033	07/17/2007

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New Hire & Wage Information

Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by EIV
03/03/2008	MD	22-1898332	BERETTA USA CORPORATION 17601 BERETTA DR, ACCOKEEK MD 20607-9113	07/14/2008
05/24/2007	MD	52-1107403	MORTGAGEWORKS INC 1901 KELSO DR, ESSEX MD 21221-3112	06/18/2007
04/12/2007	MO	36-3746559	LOWE'S HOME CENTERS INC PO BOX 1111, N WILKESBORO NC 28656-0001	05/15/2007
08/03/2006	MD	20-4497546	SOUTHERN MARYLAND HOME CARE 4299 TILGHMAN MBR, 9131 FIRCA TAWAY ROAD STE, CLINTON MD 20744-0000	10/24/2006
03/13/2006	MD	20-0224921	STE MANAGEMENT GROUP LLC P O BOX 9241, POTOMAC MD 20859	06/13/2006
01/23/2006	MD	20-1340307	E W TAX SERVICE PO BOX 171, TEMPLE HILLS MD 20757-0000	02/27/2006
07/11/2003	MD	75-2652340	SOURCECORP BPS 3232 MCKINNEY AVE, DALLAS TX 75204	10/13/2003
06/30/2004	MD	42-1610161	MARYLAND CLIPPERS INC DBA GREAT CLIPS, 7013 FAWN TRAIL CT, BETHESDA MD 20817-3928	10/13/2003

Wages

Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q1 of 2008	$1,036.00	22-1898332	BERETTA USA CORP 17601 BERETTA DR, ACCOKEEK MD 20607-9113	07/26/2008
Q4 of 2007	$1,973.00	61-0852764	DOLGENCORP INC PO BOX 283, SAINT LOUIS MO 63166-0283	07/26/2008
Q3 of 2007	$2,236.00	61-0852764	DOLGENCORP INC PO BOX 240 50, LOUISVILLE KY 40232-4130	02/15/2008
Q2 of 2007	$2,938.00	36-3746559	LOWES HOME CENTERS INC PO BOX 283, DC EXPRESS, SAINT LOUIS MO 63166-0283	11/13/2007
Q1 of 2007	$277.00	52-0782589	CHARLES CO ASSOC-RANDOPH PO BOX 2367 WALDORF MD 20604-2367	08/31/2007

User will not see wage information for Q2 of 2008 until Nov 2008

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HUD Guidance on New Hires Information

- Employer address may be that of payroll office, company headquarters, etc.
- Employer telephone number is not available in EIV
  - PHA can Google company name to locate local address and telephone number, should additional information be required
- Termination date of employment not available in EIV
- New Hire date may not be in EIV because:
  - Employer did not report in timely manner
  - Tenant has been employed by company more than 2 years
- Due to 5 month lag time in wages, there may be no wages posted for new hire information
  - Wage information is received quarterly (Feb, May, Aug, Nov)
  - New Hire information is received monthly

82

Correcting Incorrect Tenant Personal Identifiers

Using EIV's Failed EIV Pre-Screening and Failed Verification Reports

83

Failed EIV-Prescreening Report

- Implemented in May 2008
- Identifies household members that were not sent to SSA for verification because the SSN or 50058 failed HUD's EIV pre-screening test
- Identity Verification Status is **Not Verified** for 2 or more months
- Provides information useful in correcting invalid tenant personal identifiers (Surname, DOB, SSN)
- Provides clarification of error descriptions
- Use this report to update your 50058s and improve PIC reporting rate

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Accessing the Failed EIV Pre-Screening Report

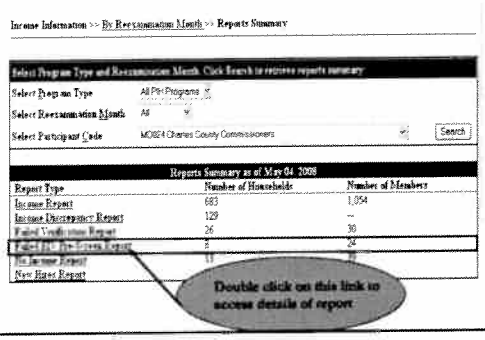
85

Failed EIV Pre-Screening Report Search Criteria

- Select Program Type
  - All PIH Programs
  - Public Housing
  - Section 8
- Select Reexam Month
  - All Reexam Months
  - Specific Month
- Select Participant (PHA) Code
  - If more than one PHA code there will be a drop down menu to select a PHA

86

Failed EIV Pre-Screening Report



87

Failed EIV Pre-Screening Report (Details)

Failed EIV Pre-Screen Report

Participant Code:	K3002 TOPEKA
Program Type:	All PH Programs
Reexamination Month:	All
Households that Failed EIV Pre-Screen Test:	40

Click here for error descriptions

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Error Description Help

1 - 40 of 40 Households

HOH SSN [redacted]27 | HOH Name JUDY CLELAND | HOH DOB 08/25/1967 | Project KS002R000001 PINE RIDGE MANOR

Member SSN	Member Name	Member DOB	Failed EIV Prescreen Description
15	HEATHER KNAPP	10/31/2007	Failed SSN check.

HOH SSN [redacted]97 | HOH Name ANGELA SHORT | HOH DOB 12/27/1985 | Project KS002R000005 DEEP CREEK VILLAGE

Member SSN	Member Name	Member DOB	Failed EIV Prescreen Description
52	PATRISHA SHORT	03/24/2008	Failed SSN check.

HOH SSN [redacted]25 | HOH Name DIANE MCCLENDON | HOH DOB 11/01/1969

Member SSN	Member Name	Member DOB	Failed EIV Prescreen Description
7	RONALD MCCLENDON	07/06/1991	Failed effective date check.
6	PORSCHIA MCCLENDON	11/06/1987	Failed effective date check.
1	ZAQUAN YOUNG	06/22/1993	Failed effective date check.
8	ZACHARY YOUNG JR	06/22/1993	Failed effective date check.
5	DIANE MCCLENDON	11/01/1969	Failed effective date check

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Error Description Help

Failed EIV Prescreen - Error Code Description - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Error Code	Error Short Description	Error Long Description
1	Failed effective date check.	The effective date of action is more than 15 months old.
2	Failed DOB check	The date of birth is blank or null
3	Failed last name check	The last name is blank or null
4	Failed SSN check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000}
5	Failed DOB & effective date check.	The date of birth is blank or null & the effective date of action is more than 15 months old
6	Failed last name & effective date check	The last name is blank or null & the effective date of action is more than 15 months old
7	Failed last name & DOB check	The last name is blank or null & the date of birth is blank or null.
8	Failed SSN & effective date check	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the effective date of action is more than 15 months old
9	Failed SSN & DOB check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the date of birth is blank or null.
10	Failed SSN & last name check	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the last name is blank or null
11	Failed last name & DOB & effective date check.	The last name is blank or null & the date of birth is blank & the effective date of action is more than 15 months old.
12	Failed SSN & DOB & effective date check	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the date of birth is blank or null & the effective date of action is more than 15 months old
13	Failed SSN & last name & effective date check	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the last name is blank or null & the effective date of action is more than 15 months old
14	Failed SSN & last name & DOB check	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the last name is blank or null & the date of birth is blank or null
15	Failed SSN & last name & DOB & effective date check	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the last name is blank or null & the date of birth is blank or null & the effective date of action is more than 15 months old

89

Failed Verification Report

- Provides information useful in correcting invalid tenant personal identifiers:
  - Incorrect SSNs
  - Date of Birth
  - Surnames
- Identify individuals who are receiving SS/SSI benefits
- Identify deceased household members
- Use this report to update your 50058s and improve PIC reporting rate

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Accessing the Failed Verification Report

91

Failed Verification Report Search Criteria

- Select Program Type
  - All PIH Programs
  - Public Housing
  - Section 8
- Select Reexam Month
  - All Reexam Months
  - Specific Month
- Select Participant (PHA) Code
  - If more than one PHA code there will be a drop down menu to select a PHA

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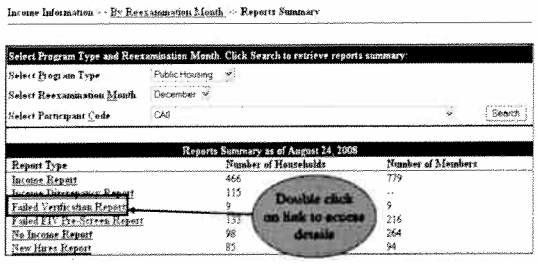
Failed Verification Report



93

Failed Verification Report - Details

Member SSN	Member Name	Member DOB	Failed Verification Description
872	SILVIA	12/10/1939	Verification failed - SS benefits cannot be authorized due to discrepancy in date of birth 08/09/1947
51	CAROL	03/12/1956	Verification failed - Surname matched, SSA records 03/12/1954
56	RUDY	12/14/1931	SSN is verified; individual is deceased 11/17/2006
4819	KENDRA	03/18/1981	Verification failed - SSN not found in SSA records
25	JOSE	04/29/1979	Verification failed - Date of birth matched, but surname did not match with SSA records

Indicator of payable SS/SSI benefits & correct DOB

Correct SSN

94

How to Correct Errors

- Incorrect DOB
  - Update 50058 with SSA-provided DOB (at end of error message)
  - If not provided, request proof of DOB from tenant
- Incorrect SSN
  - Update 50058 with SSA-provided SSN (at end of error message)
  - If not provided, request proof of SSN
- Incorrect Surname
  - Ask tenant for other surname(s) used
  - Request proof of surname being used on SSA records

95

HUD Guidance on Failure Reports

- No income information is obtained for any individual listed on this report
- Update 50058s **ASAP** to obtain income information
- Failed Verification Reports often provides:
  - Correct SSN
  - Correct DOB
  - Informs you if tenant is receiving SS/SSI benefits
    - Ask the tenant for a current benefit verification letter

96

Reducing Tenant Receipt of Multiple Rental Assistance

Effective Use of EIV's
Existing Tenant Search &
Multiple Subsidy Report

97

Use EIV to Help Eliminate Tenant Receipt of Multiple Rental Assistance

- Use the Existing Tenant Search for all applicants
- Use the Multiple Subsidy Report for all current participants
- PIC & TRACS databases are searched for occurrence of same SSNs showing up more than once in PIH & MFH programs

98

Accessing the Existing Tenant Search

Find out if an applicant is already receiving rental assistance before admission

99

Existing Tenant Search

Verification Reports >> Existing Tenant Search

Existing Tenant Search

Enter Social Security Number.

Get Report

- Simply type in any SSN and click get report
- Both PIH & MFH databases are searched
- Report displays information on current tenancy as reported in PIC & TRACS

100

Existing Tenant Search Results

PIH Tenant Match Results : 1 match found

SSN:	75
HOH SSN:	***-**-3575
HOH First Name	DOROTHY
HOH Last Name	BALL
Program Type	Voucher
50058 Type Of Action	New Admission
50058 Effective Date	06/01/2003
PHA	DC001 D.C Housing Authority
PHA Address	1133 N 1133 N Capitol Street, NE ST NE, Washington,DC,20002-
PHA Telephone Numbers	Office: (202) 535-1500 Fax: (202) 535-1740

ALERT! This individual *may be* currently assisted

Follow-up with respective PHA Owner/Agent to confirm individual's program participation status before admission into program.

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

Report Generated By - H18560 *NICOLE X FAISON*

MF Tenant Match Results : 1 match found.

SSN:	75
HOH SSN:	***-**-3575
HOH First Name	DOROTHY
HOH Last Name	BALL
Contract Number	DC39M000056
Project Number	00044222
Subsidy Type	Section 8
50059 Type Of Action	Annual Recertification
50059 Effective Date	05/01/2007

ALERT! This individual *may be* currently assisted

Follow-up with respective PHA Owner/Agent to confirm individual's program participation status before admission into program.

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

Report Generated By - H18560 *NICOLE X FAISON*

101

HUD Guidance On Applicant's Receiving Multiple Assistance

- Confirm current tenancy in other HUD rental assistance programs with applicant (or tenant), PHA or MFH owner/agent
- Do **not lease-up** until confirmation of no double subsidy or termination in other program
- It is not uncommon for families to transition from one program to another

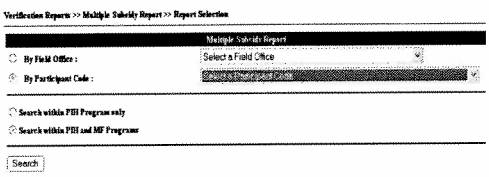
102

Accessing the Multiple Subsidy Report

Find out if your tenant may be receiving multiple rental assistance

103

Multiple Subsidy Report



- Allows user to search within PIH and MFH programs to identify individuals that may be receiving multiple rental subsidy

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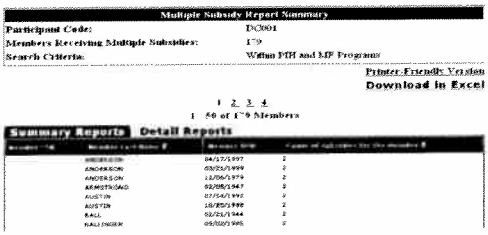
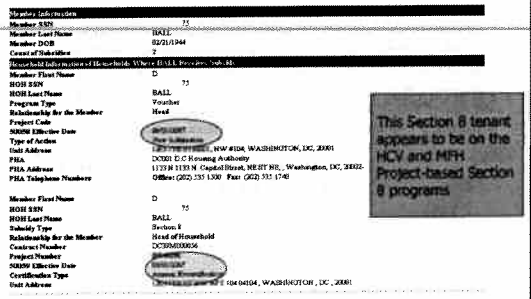
Multiple Subsidy Report Summary Reports



- Lists individuals that may be receiving multiple rental subsidy

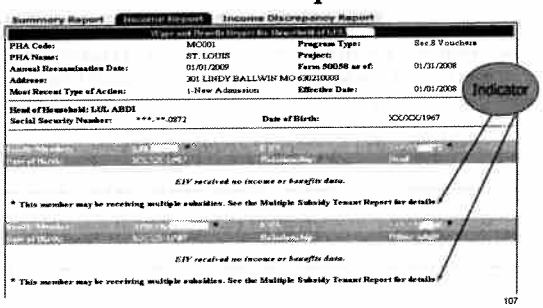
105

Multiple Subsidy Report
Detail Reports



106

Multiple Subsidy Report Indicator on Household Income Report



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Existing Tenant Search Multiple Subsidy Report What to do if there is a match

- Advise applicant/tenant it appears he/she is already receiving assistance
- Give applicant/tenant opportunity to explain and/or provide documentation he/she is not still assisted
- If necessary, contact PHA to confirm current tenancy status
- Update family composition on 50058, if necessary
- Take action in accordance with PHA policy

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Visit HUD's Web Page For More Information on UIV/EIV

www.hud.gov/offices/pih/programs/ph/rhiip/uiv.cfm

109

Question & Answer Session

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For Help with the PIH-EIV System

Contact the EIV Coordinator
at your local HUD Field Office

111

We Hope You Enjoyed This EIV Training Session ☺

U.S. Department of Housing & Urban Development
Office of Public and Indian Housing
Office of Public Housing & Voucher Programs

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