



# **Enterprise Income Verification (EIV)**

## **8.1.1 Instructional Course**

Department of Housing and Urban  
Development, Office of Housing  
Assistance and Grant Administration  
(HAGA)

December 16-17, 2008



# **Enterprise Income Verification (EIV)**

## **8.1.1 Instructional Course**

December 16, 2008 (Day One, Part One)

# Welcome

- Opening Remarks
- Today's Course Agenda:
  - Gaining/Continuing EIV Access
  - User Administration
  - Security Awareness
  - EIV Modules

# Welcome (cont.)

- Day Two Course Agenda
  - EIV Reports
  - Monitoring

# Course Objectives

- Learn how to:
  - Apply for and continue EIV access for Multifamily Housing Programs
  - Safeguard sensitive data contained in the EIV system
  - Navigate through the EIV system and obtain tenant information

# Course Objectives (Cont.)

- Learn how to:
  - Read/understand wage and benefit income reports
  - Identify/resolve valid income discrepancies
  - Prevent fraud, waste and abuse in HUD rental assistance programs
  - Monitor/be monitored

# Benefits of EIV

- **Quick and easy access for Owners and Management Agents (O/As) to obtain third party verification, at no cost**
- **Eliminates written third party verification if tenant does not dispute the income information in EIV**
- **EIV is a web-based system so it is available 24/7**

# Benefits of EIV (Cont.)

- Alerts O/As of potential tenant income discrepancies
- Deters tenants from misrepresenting income
- Identifies potential incidents of tenants receiving multiple HUD subsidies and applicants who could already be receiving assistance

# Benefits of EIV (Cont.)

- **Using the EIV system is more accurate than written third party verification as it eliminates:**
  - **human error**
  - **misunderstandings on the part of employer or O/A**
  - **collusion**
  - **manipulation**

# Benefits of EIV (Cont.)

- The EIV system is an integral part of the Rental Housing Integrity Improvement Project, the goal of which is to “ensure that the right benefits go to the right persons”.
- The EIV system supports the President’s Management Agenda item of eliminating improper payments.

# Voluntary Use of EIV

- Currently, use of EIV is voluntary
- Scheduled to become mandatory on 9/30/09
- O/As are strongly encouraged to gain access and become familiar with EIV in preparation for full implementation

# **Section I. Gaining/Continuing EIV Access**

# Discussion Topics

- EIV User Types and Roles
- Requests for EIV Access Authorization
- User Administration

# EIV User Types

- There are two EIV user types:
  - User Administrator
  - User

# EIV Roles

- Your EIV **role** determines your level of access and what you can do in EIV once you get access.
- For example, your EIV role might allow you to access and view tenant income and verification data in EIV, but will not allow you to assign authorization rights to another person.

# EIV User Administrator Roles

- Housing Coordinator (HSC)
- Contract Administrator Coordinator (CAC)
- Helpdesk Personnel (HDK)
- HQ User Administrator (HQA)

# **EIV User Administrator Role: Functionality**

- Approve an EIV User's electronic UAAF
- Assign EIV access rights to Users
- Certify/expire a User's access to EIV for a contract(s) and/or property(ies), based on a need for access.

# EIV User Administrator Role: Functionality (Cont.)

- Submit electronic Coordinator Access Authorization Forms (CAAFs) to User Administrators—i.e., HUD's Multifamily Helpdesk
- View/print Approved/Denied CAAF's for one year

# EIV User Administrator Role: Functionality (Cont.)

- View/Print:
  - Various reports concerning User/Coordinator access
  - Tenant Verification Information
  - Tenant Income Information

# EIV User Roles

- Non-HUD User (HSU)
- Contract Administrator User (CAU)
- HUD Field Office User (HFU)
- HUD HQ User (HQU)
- OIG User (OIG)

# EIV User Role: Functionality

- Submit electronic User Access Authorization Forms (UAAFs) to User Administrators—i.e., EIV Coordinators
- View/print Approved/Denied UAAFs for one-year
- View Tenant Verification Information
- View Tenant Income Information

# What EIV Role Should You Be Assigned?

- Speak with your supervisor, site manager, or property owner to determine what role you should be assigned in EIV.
- Only you, your supervisor, or property owner know the role you play onsite at the property or in the management office that would require you to have access to EIV data.

# What EIV Role Should You Be Assigned? (Cont.)

- **In all cases:** The assignment of EIV roles must be made only to persons whose duties or responsibilities require such assignment.

# EIV Access

## Three Steps:

- **Step 1**: EIV role assignment in Web Access Secure Systems (WASS)
- **Step 2**: Assignment of user role to a contract(s) and/or property(ies) in WASS
- **Step 3**: Certification of contract(s) and/or property(ies) to a user's role in EIV

# **Requests for EIV Access Authorization**

# Internal User (HUD and OIG) EIV Requests for EIV Access

- See the “Multifamily Housing – Tenant Rental Assistance Certification System (TRACS)/Enterprise Income Verification (EIV) User Access Guide For Multifamily Internal Users,” on HUD’s MF EIV website at:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/tracseivaccessinternal.pdf>

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## EIV Application and Online Access for Multifamily Housing Programs

In order to gain access to the EIV System, you must apply for such access. If you would like to apply for EIV Coordinator access authorization rights, you must complete the [Coordinator Access Authorization Form \(CAAF\)](#). Coordinator applicants may submit the form to HUD's Multifamily Helpdesk by:

- Emailing the form in a PDF format or in a compressed picture format such as GIF or JPG to [mf\\_eiv@hud.gov](mailto:mf_eiv@hud.gov)
- Faxing the form to 202-401-7984

If you would like to apply for EIV User access authorization rights, you must complete the [User Access Authorization Form \(UAAF\)](#) and submit it to your EIV Coordinator who will approve your form and grant your EIV access rights.

EIV Coordinators and Users should read the updated [External \(Non-HUD Coordinator/User\) Instructions for Applying for EIV Access for Multifamily Housing Programs](#) for complete guidance on application submission and processing requirements.

- [Information by State](#)
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### EIV User Login

- ▶ [Owners, Management Agents, Contract Administrators](#)
- ▶ [HUD staff](#) (Internal Users)

### Related Information

- ▶ [External \(Non-HUD Coordinator/User\) Instructions for Applying for EIV Access for Multifamily Housing Programs](#)
- ▶ [Multifamily Housing - Tenant Rental Assistance Certification System \(TRACS\)/ Enterprise Income Verification \(EIV\) User Access Guide For Multifamily Internal Users](#)
- ▶ [Coordinator Access Authorization Form](#)
- ▶ [User Access Authorization Form](#)
- ▶ [EIV Security Awareness Training Questionnaires for Multifamily Housing Programs](#)

Instructions for Internal Access to EIV

# EIV Access Questions: Internal Users (HUD & OIG)

- Direct all questions not answered in the guidance concerning how to get access to EIV to:

**[MFTRACSSecurity@hud.gov](mailto:MFTRACSSecurity@hud.gov)**

# External User (non-HUD staff) Request for EIV Access

- See the “External (Non-HUD Coordinator/User) Instructions for Applying for EIV Access for Multifamily Housing Programs” on HUD’s MF EIV website at:
  - <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/tracseivaccessexternal.pdf>

Multifamily Housing - RHIIP EIV system - HUD - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>

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## EIV Application and Online Access for Multifamily Housing Programs

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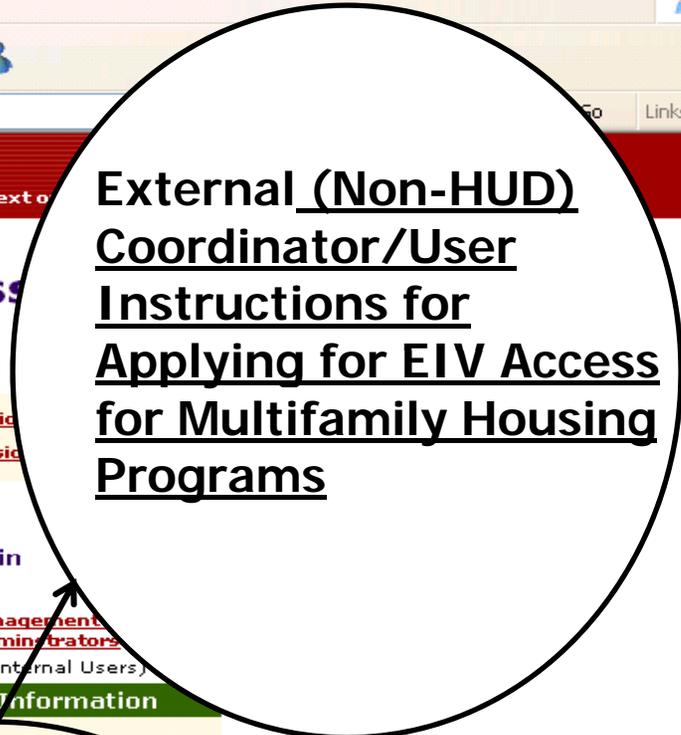
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- ▶ [EIV Security Awareness Training Questionnaires for Multifamily Housing Programs](#)



# For External EIV Users Only

Department of Housing and Urban Development (HUD)  
Housing Assistance and Grant Administration (HAGA)  
Housing Assistance Policy Division

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## **External (Non-HUD Coordinator/User) Instructions for Applying for EIV Access for Multifamily Housing Programs**

### **Section I. Introduction**

The Enterprise Income Verification (EIV) system is a Web-based system that contains tenant benefit and wage-related data for use by HUD's business partners. Specifically, the data is used by owners and management agents (O/As) to assist them in verifying the employment and income of existing tenants at re-certification to ensure that the right benefits are going to the right persons; by contract administrators (CAs) to assist them in preparing for and conducting management and occupancy reviews (MORs) of O/A program operations; and by HUD's Office of Inspector General (OIG) to assist the Office in carrying out its objective to detect and pursue cases of waste, fraud, and abuse of HUD's programs.

This document explains 1) how to apply for access rights to the EIV system as an EIV Coordinator or an EIV User 2) how to obtain a Web Access Secure System (WASS)

# External User (non-HUD staff) Instructions

- Explain how to:
  - Apply for access rights as EIV Coordinator or User
  - Obtain a WASS User ID and/or WASS Coordinator Role
  - Assign the HSC or CAC role to an EIV Coordinator's contract(s) and/or property(ies) in WASS
  - Get certified in EIV

# EIV Access Questions: External User (non-HUD staff)

- Direct questions to:
  - HUD's Multifamily Helpdesk at:
    - (800) 767-7588
    - [Mf\\_eiv@hud.gov](mailto:Mf_eiv@hud.gov)

# External User Requests for EIV Access: *Old Way*

- Prior to June 26, 2007, ***all*** requests for access/removal of access had to be submitted in ***hardcopy***.
  - For EIV Coordinator Applicants to HUD's MF Helpdesk via fax at 202-401-7984 or email at MF\_eiv@hud.gov
  - For EIV User Applicants to their EIV Coordinator onsite or at the main office

# External User Requests for EIV Access: *New Way*

- “New” and “Expire” Requests
  - Continue to submit CAAF/UAAFs in **Hardcopy**
- “Certification” and “Re-certification” Requests
  - Submit CAAFs/UAAFs **Electronically**

# External User Requests for EIV Access: *New Way* (Cont.)

<b>Type of Action</b>	<b>Submission</b>
New & Expire	Hardcopy
Certification & Re- certification	Electronic

# Type of Action: “New” — Hardcopy Submission

- **New** access is defined as access for the first time without having access to EIV for any contract(s) and/or property(ies) in the user’s portfolio in WASS.

# Type of Action: “New” – Hardcopy Submission (Cont.)

- Must have a WASS ID and, if applying as an EIV Coordinator, a WASS Coordinator Role.
  - See External (Non-HUD Coordinator/User) instructions for applying for access for Multifamily Housing Programs located at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>

# MF EIV Application and Online Access Website

Address: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>

## EIV Application and Online Access Multifamily Housing Programs

In order to gain access to the EIV System, you must apply for such access. If you would like to apply for EIV Coordinator access authorization rights, you must complete the [Coordinator Access Authorization Form \(CAAF\)](#). Coordinator applicants may submit the form to HUD's Multifamily Helpdesk by:

- E-mailing the form in a PDF format or in a compressed picture format such as GIF or JPG to [mf\\_eiv@hud.gov](mailto:mf_eiv@hud.gov)
- Faxing the form to 202-401-7984

If you would like to apply for EIV User access authorization rights, you must complete the [User Access Authorization Form \(UAAF\)](#) and submit it to your EIV Coordinator who will approve your form and grant your EIV access rights.

EIV Coordinators and Users should read the updated [External \(Non-HUD Coordinator/User\) Instructions for Applying for EIV Access for Multifamily Housing Programs](#)

**Information by State**  
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**EIV User Login**

- ▶ [Owners, Management Agents & Contract Administrators](#)
- ▶ [HUD staff](#) (Internal Users)

**Related Information**

- ▶ [External \(Non-HUD Coordinator/User\) Instructions for Applying for EIV Access for Multifamily Housing Programs](#)
- ▶ [Multifamily Housing - Tenant Rental Assistance Certification System \(TRACS\)/ Enterprise Income Verification \(EIV\) User Access Guide For Multifamily Internal Users](#)
- ▶ [Coordinator Access Authorization Form](#)
- ▶ [User Access Authorization Form](#)
- ▶ [EIV Security Awareness](#)

CAAF  
and  
UAAF

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>

# Hardcopy CAAF



## Enterprise Income Verification (EIV) System Multifamily Housing Coordinator Access Authorization Form

(Please Print or Type)

Date of Request:

### PART I. SUBMISSION REQUIREMENTS

Fax to Multifamily Help Desk at: 202-401-7984 or  
Email to Mf\_Eiv@hud.gov

*\* All required information must be provided in order to be granted EIV access authorization rights. This form must not be altered in any way. EIV Coordinator applicants who alter this form will be denied EIV system access. Please write legibly.*

<b>*A. Authorized User Details</b>	
<b>Name</b> (last, first, and middle initial):	<b>WASS User ID (M-ID):</b>
<b>Position Title:</b>	<b>Phone Number:</b>
<b>Email Address:</b>	<b>Fax Number:</b>
<b>Type of work which involves use of upfront income verification (UIV) data that is contained in the EIV system (If this request is being submitted to "Expire User Access for Contract/Property" or to "Terminate Coordinator Role," as indicated under section C. Type of Action Requested, state "None"):</b>	

# Hardcopy UAAF



## Enterprise Income Verification (EIV) System User Access Authorization Form

(Please Print or Type)

Date of Request:

### PART I. ACCESS AUTHORIZATION

*\* All required information must be provided in order to be granted EIV access authorization rights.*

*A. Authorized User Details	
Name (last, first, and middle initial):	WASS User ID (M-ID):
Position Title:	Phone Number:
Email Address:	Fax Number:
Type of work which involves use of upfront income verification (UIV) data that is contained in the EIV system (If this request is being submitted to "Expire User Access for Contract/Property" or to "Terminate User Role," as indicated under section C. Type of Action Requested, state "None"):	

# Hardcopy CAAF and UAAF

- Rules of Behavior:
  - Explain the rules and responsibilities for viewing and using the Privacy Act data contained in EIV, including the user's obligation to protect and secure such data from unauthorized use or viewing.

# Hardcopy CAAF and UAAF (Cont.)

- User Agreement and Certification:
  - Explains that by signing the form and gaining access to the system, the user agrees to comply with the rules and responsibilities outlined and described in the **Rules of Behavior**.
  - States the civil and criminal penalties for willful and inadvertent disclosure of EIV data.

# Hardcopy CAAFs and UAAFs (Cont.)

- Users must certify to completion of Security Awareness Training Questionnaire available on the MF EIV website at:  
<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/securityawareness.pdf>
- Coordinator applicants must certify they received owner/authorized CA official approval to access data.

# Type of Action: “New” — Next Steps

- EIV Coordinators:
  - Upon receipt of an approval email and your “Approved” hardcopy CAAF from the MF Helpdesk you need to:
    - Assign your EIV role to your contract(s)/property(ies) in WASS and then submit an online CAAF for “Certification” of such contract(s)/property(ies) in EIV, as discussed later in this presentation.

# Type of Action: “New” — Next Steps (Cont.)

- Instructions for role assignment and online CAAF submission are in the External (Non-HUD Coordinator/User) Instructions for applying for EIV access for Multifamily Housing Programs located at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>
- EIV Users
  - See your EIV Coordinator

# Hardcopy CAAF and UAAF Submission

- EIV Coordinators submit **hardcopy** CAAFs to HUD's MF Help Desk via fax at: 202-401-7984 or via email at MF\_eiv@hud.gov
- EIV Users submit **hardcopy** UAFs to their EIV Coordinators

# Type of Action: “Expire” — Hardcopy Submission

- **Expire** access is defined as the expiration of EIV access in EIV, and subsequent removal of the EIV role from the user’s contract(s) and/or property(ies) in WASS; this would apply to users who no longer have a need for EIV access for a contract(s) and/or property(ies).

## **Type of Action: “Expire” — Hardcopy Submission (Cont.)**

- For example, when the user is no longer employed by the owner, management agent, service bureau, or contract administrator; or when the EIV user has been placed in another position which does not require the use of EIV.

# Type of Action Request: “Expire” — Hardcopy (Cont.)

- Exception:
  - When EIV User is “fired,” — EIV Coordinator must:
    - Expire the EIV User’s access to EIV data immediately, and
    - Mark through EIV User’s current UAAF indicating termination of employment and expiration of EIV access.

# Employee Terminated; Expired Access



## Enterprise Income Verification (EIV) System User Access Authorization Form

(Please Print or Type)

Date of Request:

July 08, 2008

### PART I. ACCESS AUTHORIZATION

*\* All required information must be provided in order to be granted EIV access authorization rights.*

*A. Authorized User Details	
Name (last, first, and middle initial): <b>Dowe, John J.</b>	WASS User ID (M-ID): <b>M12345</b>
Position Title: <b>Housing Specialist</b>	Phone Number: <b>555/555-5555</b>
Email Address: <b>Johndowe.j@don'tdoit.com</b>	Fax Number: <b>444/444-5555</b>
Type of work which involves use of upfront income verification (UIV) data that is contained in the EIV system (If this request is being submitted to "Expire User Access for Contract/Property" or to "Terminate User Role," as indicated under section C. Type of Action Requested, state "None"): <b>Perform annual tenant re-certification of income</b>	

# Type of Action: “Expire” — Next Steps

- No further action is required once:
  - HUD’s MF Helpdesk or your Coordinator has approved your CAAF or UAAF request to expire EIV access; and
  - HUD’s MF Helpdesk or your Coordinator has expired your access for contract(s) and/or property(ies).

# Type of Action: “Certification” — Electronic Submission

- **Certification** is defined as certification of a contract(s) and/or property(ies) that is currently in “New” status and converts it to “Certified” status.
  - It is the third and final step in the EIV application approval process that must be performed in order for the user to gain access to the system.

# Type of Action: “Certification” — Electronic Submission (Cont.)

- CAAF/UAAF must be submitted electronically, for “Certification” of a new contract(s)/property(ies).
- If not, contract(s) and/or property(ies) **WILL NOT** appear in User Certification in EIV for your User Administrator to certify.

# Type of Action: “Re-Certification” — Electronic Submission

- **Re-certification** is defined as recertification of a contract(s) and/or property(ies) in EIV that is currently in “Certified” or “Expired” status in EIV; this action must be performed quarterly for Users and annually for Coordinators in order to continue or maintain EIV access.

# Accessing Electronic CAAFs and UAAFs via EIV

- Electronic CAAF and UAAF requests for “Certification”/ “Re-certification” are accessed online via the Internet through EIV.
- Enter website address for WASS:  
[https://hudapps.hud.gov/HUD\\_Systems/](https://hudapps.hud.gov/HUD_Systems/)

# Secure Systems Single Sign On

Siteminder Login v1.0 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address: [https://hudapps.hud.gov/HUD\\_Systems/](https://hudapps.hud.gov/HUD_Systems/)

**Secure Systems Single Sign On**

**User Login** help | home

User ID

Password

**ATTENTION:** This computer system, and all the systems associated with this system for User and Authentication, are protected by a computer security system; unauthorized access to this system is not permitted; and usage may be monitored.

**NOTE:** There is an inactivity timeout of 30 minutes. Please save your work periodically to avoid being logged out.

Content updated August 26, 2005

U.S. Department of Housing and Urban Development  
451 7th Street S.W., Washington, DC 20410  
Telephone: (202) 708-1112 TTY: (202) 708-1455

[Home](#) | [Privacy Statement](#)

Enter User ID and Password and Click "Login" or "Cancel" to exit out

[https://hudapps.hud.gov/HUD\\_Systems/](https://hudapps.hud.gov/HUD_Systems/)

# WASS Login Option

The screenshot shows the 'User Login' page for 'Secure Systems'. The page has a blue header with navigation links: 'housing | mail | help | search | home | logout'. The main content area is white and contains three sections:

- Legal Warning**: A red heading followed by a paragraph: 'Misuse of Federal Information through the HUD Secure Connection web site falls under the provision of title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.' This section is circled in red.
- Warning Notice**: A red heading followed by a paragraph: 'The Secure Systems security access software supports Internet Explorer 6.0 browser. Internet Explorer 5.0 browser is supported for all processing systems except ARAMS. Other browsers may not be compatible with this software.'
- Message of the Day**: A red heading followed by the text: 'Welcome to the Message of the Day!'

At the bottom of the page are two buttons: 'Accept' and 'Logout'. A callout box on the right side of the page contains the text: 'Click "Accept" to enter WASS or "Logout" to exit WASS'. Arrows point from this callout box to the 'Accept' and 'Logout' buttons.

# WASS Main Menu

**Main Menu** mail | help | search | home | logout

**Secure Systems**

Welcome First - M00337

**system administration**

- [Password Change](#)

**systems**

- [Enterprise Income Verification \(EIV\)](#)

**Systems**

- [Enterprise Income Verification \(EIV\)](#)

**System Administration**

- [Password Change](#)

Content updated September 16, 2005

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U.S. Department of Housing and Urban Development  
451 7th Street S.W., Washington, DC 20410  
Telephone: (202) 708-1112 TTY: (202) 708-1455

**Click on the Enterprise Income Verification (EIV) link**

# Legal Warning Page for O/As and Service Bureaus

## Legal Warning

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of Title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

## 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.

## Authorization for the Release of Information

The data in the EIV system includes private and confidential information. Staff at public housing agencies, management agencies, service bureaus, and multifamily properties may not view private information without verifying that there is a signed Authorization for the Release of Information and Privacy Act Notice (Form HUD-9887) 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.
- Owners and management agents (O/As) must have a valid form HUD-9887 that is signed by each household member who is at least 18 years of age, and each family head, spouse, and co-head regardless of age, in order to view the data contained in EIV. Service bureaus must verify with the Owner that they have a valid form HUD-9887 that is signed by each household member who is at least 18 years of age, and each family head, spouse, and co-head regardless of age, in order to view the data contained in EIV.

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

Continue

# Legal Warning Page for CAs

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- Contract administrators (including HUD staff) overseeing O/A operations need not have a valid form HUD-9887 in order to view EIV data. However, they must affirm that they will verify that O/As have valid form HUD-9887s on file when performing monitoring reviews of O/A operations.

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

Continue

# O/As for PIH and MF Housing Programs

**Enterprise Income Verification** [HUD Home](#)

Select Program Office and click on Continue:

- Office of Public and Indian Housing (PIH) - Access to Income Data by PHA
- Office of Housing (Multi-Family) - Access to Income Data by Subsidy Contract or Project Number

• Back to Secure Systems

• Program Office Selection

Select MF Program Office and Click "Continue"

# Select Coordinator Role: HSC or CAC

The screenshot displays the 'Enterprise Income Verification' web application interface. On the left, there is a vertical navigation menu with two items: 'Back to Secure Systems' and 'Program Office Selection'. The main content area features a header with the title 'Enterprise Income Verification' and navigation links for 'HUD Home', 'EIV Home', 'Search', and 'Email'. Below the header, a red banner contains the instruction 'Select Role and click on Continue'. A list of three roles is presented, each with a radio button: 'CAC (EIV - MF - Contract Administrator Coordi)', 'HSC (MF - EIV - Housing Coordinator)', and 'HSU (MF - EIV - Non-HUD User)'. The 'CAC' option is selected and circled in black. A 'Continue' button is located at the bottom right of the role selection area.

Enterprise Income Verification

[HUD Home](#) [EIV Home](#) [Search](#) [Email](#)

Select Role and click on Continue

- CAC (EIV - MF - Contract Administrator Coordi)
- HSC (MF - EIV - Housing Coordinator)
- HSU (MF - EIV - Non-HUD User)

Continue

• Back to Secure Systems

• Program Office Selection

# Welcome Page: HSC or CAC Role

**Enterprise Income Verification**

Welcome First - M00337 Last - uiv

**EIV Announcement** EIV v8.1  
Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

**Timeout Notice!**  
Your EIV Session will time out after thirty (30) minutes of inactivity, closing the session and logging you off the system. The page that was active at the time the session timed out will continue to display. Before you can perform another system function, after a time out occurs, you will be prompted to log on again.

**Notice of Browser Compatibility**  
The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software..

**Attention !!**  
Next User re-certification is due annually on the anniversary of the assignment or recertification of the EIV Role for each Subsidy Contract and/or Project Number in your portfolio.

**Navigation Menu:**

- Back to Secure Systems
- Program Office Selection
- Switch Role
- Income Information**
  - By Subsidy Contract
  - By Project Number
  - By Head of Household
- Verification Reports**
  - Existing Tenant Search
  - Multiple Subsidy Report
  - Identity Verification Report
  - Deceased Tenants Report
- User Administration**
  - Coordinator Cert Report
  - User Requests
  - User Certification
  - User Certification Report
  - Coordinator Access Request**
    - **Authorization Form**
- User Manual

Adobe Get Acrobat Reader

# HSC/CAC Coordinators: Create New Request

Create New Request

The screenshot displays the 'Enterprise Income Verification' web interface. At the top, there is a navigation bar with links for 'HUD Home', 'MF Housing', 'EIV Home', 'Search', and 'Email'. Below this, the page title is 'Coordinator Access Request >> Current Requests'. A filter section shows 'Request Selection : Pending' with a dropdown arrow and a 'Change View' button. A red banner below reads 'Coordinator Access Authorization Form (CAAF)'. The main content area contains a message: 'There are no CAAF requests in the queue for this selection. Please click the 'Create New Request' below to submit a New CAAF request or change the selected 'Pending' option to view All, Approved, Denied, or On Hold CAAF requests.' A 'Create New Request' button is centered below this message. A callout bubble from the top right points to this button. At the bottom of the interface, there is a 'Note:' section with three bullet points: 'To edit the access request click on the Edit button', 'To delete the access request click on the 'Delete' button next to the request.', and 'Once the approver acts on the request, the request cannot be modified or deleted.'

# Electronic CAAF – O/As and Service Bureaus

**Enterprise Income Verification**

Coordinator Access Request >> New Coordinator Access Request Form (CAAF)

Enterprise Income Verification (EIV) System Coordinator

Date of Request:	05/09/2008
User ID:	M00337
User Role:	IESC
User Name:	FIRST M00337 LAST - UV
Phone Number:	
Fax Number:	
Email Address:	(Please make sure the email address is correct)
Type of Action Request:	Select one -
Contract / Project Number:	(Note: Please click on the "Select" button to choose the list of Data/ACP/Project #.)
Position Title:	
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:	<input type="radio"/> Property Owner <input type="radio"/> Management Agent <input type="radio"/> Service Bureau <input checked="" type="radio"/> Contract Administrator
Coordinator Affiliation:	

**Acknowledgement:**  
I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access. I understand and agree to follow HUD standards, policies, and procedures.

**Certification of Owner Letter(s) of Approval:**  
I understand and agree to follow all HUD standards, policies, and procedures and certify that, in the case of initial certification, I possess approval from the authorized official of the owner entity (e.g., General Partner, Board President, etc.) or authorized CA official to obtain access to sensitive data contained in the EIV system for the contract (s)/property(ies) listed on this on-line CAAF. In the case of re-certification of a contract(s)/property(ies) listed on this CAAF, I maintain the appropriate approval as described above to access the data contained in EIV.

**Certification of Completion-Security Awareness Training Questionnaire:**  
I certify that prior to the submission of this online access authorization request for recertification that I have downloaded and completed the EIV Security Awareness Training Questionnaire available on HUD's Enterprise Income Verification System (EIV) System for Multifamily Housing Program website at: <http://www.hud.gov/offices/hsg/mlh/hllp/eiv/ehvhome.cfm>

Submit Request Cancel Request

Certification that Owner letter(s) is on file

# Electronic CAAF - CAs

Certification that CA authorization letter(s) is on file

## Enterprise Income Verification

Coordinator Access Request >> New Coordinator Access Request

**Enterprise Income**

Date of Request:  
User ID:  
User Role:  
User Name:  
Phone Number:  
Fax Number:  
Email Address:  
Type of Action Request:  
Contract / Project Number:  
Position Title:  
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:  
Coordinator Affiliation:

(Please make sure the email address is valid in WASS.)

Select one...

(Note: Please click on the "Select" button to choose the type of Contract/Project #.)

Property Owner  
 Management Agent  
 Service Bureau  
 Contract Administrator

**Acknowledgement:**  
I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access. I understand and agree to follow all HUD standards, policies and procedures.

**Certification of Authorized CA Official Approval:**  
I understand and agree to follow all HUD standards, policies, and procedures and certify that, in the case of initial certification, I possess approval from the authorized CA official to obtain access to sensitive data contained in the EIV system for my portfolio of contract(s)/property(ies), which are listed on this on-line CAAF. In the case of re-certification of a contract(s)/property(ies) listed on this CAAF, I maintain the appropriate approval as described above to access the data contained in EIV.

**Certification of Completion-Security Awareness Training Questionnaire:**  
I certify that prior to the submission of this online access authorization request for recertification that I have downloaded and completed the EIV Security Awareness Training Questionnaire available on HUD's Enterprise Income Verification System (EIV) System for Multifamily Housing Program website at:  
<http://www.hud.gov/offices/hsg/mfh/rhijp/eiv/eivhome.cfm>

# Electronic CAAF: Populated, Field Selection, & Fill-able Fields

- Populated:
  - Date
  - User ID
  - User Role
  - User Name
  - Email Address, if populated in WASS
  - Coordinator Affiliation (will auto populate for *CAC and CAU roles Only*)

# Electronic CAAF: Populated, Field Selection, & Fill-able Fields (Cont.)

- Field Selection
  - Type of Action Requested
    - Certification
    - Re-Certification
    - Termination\* Inactive
  - Contract/Project Number
  - Coordinator Affiliation (*O/A and Service Bureaus Only*)

# Electronic CAAF: Populated, Field Selection, & Fill-able Fields (Cont.)

## ■ Fill-able:

- Type of Work that Involves the use of Data that is contained in the EIV System
- Privacy Act
- Acknowledgement
- Certification of Owner Letter of Approval; Or, Certification of Authorized CA Official Approval
- Certification of Completion — Security Awareness Training Questionnaire

# Complete and Submit CAAF Request

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Coordinator Access Request >> New Coordinator Access Request Form (CAAF)

**Enterprise Income Verification (EIV) System Coordinator Access Authorization Form**

Date of Request: 06/30/2008  
User ID: M00337  
User Role: CAC  
User Name: First - M00337 Last - uiv  
Phone Number: 555-555-5555 \*  
Fax Number: 567-123-0000 \*  
Email Address: (Please make sure the email address is valid)  
Type of Action Request: Select one.. \*  
Contract / Project Number: 000016, WA16T881002  
Position Title: Housing Specialist \*  
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System: Perform Tenant Re-certifications \*  
Coordinator Affiliation:  Property Owner \*  
 Management Agent  
 Service Bureau  
 Contract Administrator

**Contact Information**

**Type of Action Request**

# Complete and Submit CAAF Request (Cont.)

The screenshot shows a web form for completing a CAAF request. It includes fields for Contract/Project Number, Position Title, Type of Work, and Coordinator Affiliation. Below these are three certification checkboxes: Acknowledgement, Certification of Authorized CA Official Approval, and Certification of Completion-Security Awareness Training Questionnaire. At the bottom are 'Submit Request' and 'Cancel Request' buttons. Three callout boxes with arrows point to the 'Acknowledge' checkbox, the 'Perform Tenant Re-certifications' dropdown, and the 'Submit Request' button.

**Contract / Project Number:** CA33L000006, CA33L000016, WA16T88

**Position Title:**  \*

**Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:**  \*

**Coordinator Affiliation:**

- Property Owner \*
- Management Agent
- Service Bureau
- Contract Administrator

\* - Required Fields

**Acknowledgement:**  
I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access. I understand and agree to follow all HUD standards, policies, and procedures.

**Certification of Authorized CA Official Approval:**  
I understand and agree to follow all HUD standards, policies, and procedures and certify that, in the case of re-certification of a contract(s) property(ies), which are listed on this on-line CAAF. In the case of re-certification of a contract(s) property(ies) on this CAAF, I maintain the appropriate approval as described above to access the data contained in EIV.

**Certification of Completion-Security Awareness Training Questionnaire:**  
I certify that prior to the submission of this online access authorization request for re-certification that I have downloaded and completed the EIV Security Awareness Training Questionnaire available on HUD's Enterprise Income Verification System (EIV) System for Multifamily Housing Program website at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>

**Acknowledgement and Certification**

**Submit Request**

# CAAF Submitted: "Pending" Status

## Enterprise Income Verification

[HUD Home](#) [MF Housing](#) [EIV Home](#) [Search](#) [Email](#)

[Coordinator Access Request >> Current Requests](#)

Request Selection : Pending

1 - 1 of 1 Requests

### Previous Coordinator Access Authorization Requests (CAAF)

Date Requested	User ID	User Name	User Role	No of Contract/ Project (s)	Type of Request	MF Helpdesk Action Status	Date of Action	Available User Actions
11/19/2007	M00337	First - M00337 Last - uiv	HSC	26	Certification	Pending	No Action Taken	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

# Coordinator Access Requests: Actions

	<b>Create CAAF for Certification or Recertification</b>
	<b>Edit/Modify the CAAF</b>
	<b>Delete the CAAF request</b>
	<b>By default, the system will display all “Pending” CAAs</b>
<b><u>View CAAF</u></b>	<b>View Submitted CAAF</b>

# Approved CAAF

**Enterprise Income Verification** HUD H

Coordinator Access Request >> Current Requests

Request Selection : **Approved** [Change View](#)

1 - 1 of 1 Requests

Date Requested	User ID	User Name	User Role	No of Contract/ Project (s)	Type of Request	MF Helpdesk Action Status	Date of Action	Available User Actions
06/09/2008	M00337	First - M00337 Last - uiv	CAC	7	Certification	Approved	06/09/2008	<a href="#">View CAAF</a>

[Create New Request](#)

1 - 1 of 1 Requests

**Note:**

- To edit the access request click on the Edit button
- To delete the access request click on the 'Delete' button next to the request.
- Once the approver acts on the request, the request cannot be modified or deleted.

**Shows CAAF has been "Approved"**

**Click on "View CAAF" to see "Approved" CAAF**

# Approved CAAF – View

The screenshot displays a web browser window with the address <https://hwvauad426.hud.gov/eiv/common/Us>. The page title is "Enterprise Income Verification (EIV) System Coordinator Access Authorization Form". The form contains the following information:

Date of Request:	06/09/2008
User ID:	M00337
User Role:	CAC
User Name:	First - M00337 Last - uiv
Phone Number:	324324324
Fax Number:	324234234
Email Address:	
Contract / Project Numbers :	CA33L000006, CA33L000016, VA36M000198, WA16T881002, WA190004010, WA190021008, WA19M000052
Position Title:	asdasds
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:	adasdasd
Coordinator Affiliation:	Contract Administrator
Type Of Action Requested:	Certification
Approver Action:	Approved
Approver Action Date:	06/09/2008
Approver User ID:	HEIV08
Approver User Name:	First - HEIV08 Last - uiv

Below the form, there are three sections with checkboxes:

- Acknowledgement:**  
I understand that my user ID and password are to be used only by me... of my password by another person. Nor will I use another person's pas... within my control, whether online, printed or stored in media, from unat... I understand and agree to follow all HUD standards, policies, and proced...
- Certification of Owner Letter(s) of Approval:**  
I understand and agree to follow all HUD standards, policies, and proced... certification, I possess approval from the authorized official of the owne... etc.) or authorized CA official to obtain access to sensitive data contain... (ies) listed on this on-line CAAF. In the case of re-certification of a con... maintain the appropriate approval as described above to access the da...
- Certification of Completion-Security Awareness Training Questionnaire:**  
I certify that prior to the submission of this online access authorization request for recertification that I have downloaded and completed the EIV Security Awareness Training Questionnaire available on HUDs Enterprise Income Verification System (EIV) System for Multifamily Housing Program website at:

A callout box with a black border and white background contains the text: "Click 'Print' to print approved CAAF". An arrow points from this box to the "Print" button in the top right corner of the browser window.

# Welcome Page: HSU or CAU Roles

## Authorization Request

**EIV - Welcome Page - Microsoft Internet Explorer**  
File Edit View Favorites Tools Help  
Address: https://hwwvaud426.hud.gov/eiv/selectuserOathFrmSelection.action

### Enterprise Income Verification

Welcome First - M00337 Last - uiv

- Back to Secure Systems
- Program Office Selection
- Switch Role

**Income Information**

- By Subsidy Contract
- By Project Number
- By Head of Household

**Verification Reports**

- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Report
- Deceased Tenants Report

**User Access Request**

**Authorization Requests**

**EIV Announcement** EIV v8.1  
Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

**Timeout Notice!**  
Your EIV Session will time out after thirty (30) minutes of inactivity, closing the session and logging you off the system. The page that was active at the time the session timed out will continue to display. Before you can perform another system function, after a time out occurs, you will be prompted to log on again.

**Notice of Browser Compatibility**  
The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software.

**Attention !!**  
Next User re-certification is due by "7/30/2008." If not, Access will be Terminated at 12:00AM, EST 07/31/2008

# Electronic UAAF

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

User Access Request >> New User Access Request Form (UAAF)

---

**Enterprise Income Verification (EIV) System User Access Authorization Form**

Date of Request:	03/06/2008
User ID:	M00345
User Role:	HSU
User Name:	First - M00345 Last - uiv
Phone Number:	<input type="text"/>
Fax Number:	<input type="text"/>
Email Address:	(Please make sure the email address is valid in WASS.)
Type of Action Request:	Select one.. <input type="button" value="v"/>
Contract / Project Number:	<input type="button" value="Select"/>
Position Title:	<input type="text"/>
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:	<input type="text"/>
User Affiliation:	<input type="radio"/> Property Owner <input type="radio"/> Management Agent <input type="radio"/> Service Bureau <input type="radio"/> Contract Administrator

**\* - Required Fields**

**Acknowledgement:**  
I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access.  
I understand and agree to follow all HUD standards, policies, and procedures.

**Certification of Completion-Security Awareness Training Questionnaire:**  
I certify that prior to the submission of this online access authorization request for recertification that I have downloaded and completed the EIV Security Awareness Training Questionnaire available on HUD's Enterprise Income Verification System (EIV) System for Multifamily Housing Program website at: <http://www.hud.gov/offices/hsg/mfb/rhiip/eiv/eivhome.cfm>

# Complete & Submit UAAF Request

Enter Info in fill-able fields; select Type of action Request, Contract/Project Number, and User Affiliation; and Acknowledgement and Certification of Completion of Security Awareness Training Questionnaire boxes, then click on Submit Request

**Enterprise Income Verification** HUD Home MF Hous

User Access Request >> New User Access Request Form (UAAF)

Enterprise Income Verification (EIV) System User Access Authorization Form

Date of Request: 03/06/2008  
User ID: M00345  
User Role: HSU  
User Name: First - M00345 Last - uiv  
Phone Number:   
Fax Number:   
Email Address:   
(Please make sure the email address is valid in WASS.)  
Type of Action Request: Select one...  
Contract / Project Number:   
Position Title:   
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:  
 Property Owner  
 Management Agent  
 Service Bureau  
 Contract Administrator

User Affiliation:

**Required Fields**

Acknowledgement:  
I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. I will not use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access.  
I understand and agree to follow all HUD standards, policies, and procedures.

Certification of Completion-Security Awareness Training Questionnaire:  
I certify that prior to the submission of this online access authorization request for recertification that I have downloaded and completed the EIV Security Awareness Training Questionnaire available on HUD's Enterprise Income Verification System (EIV) System's Multifamily Housing Program website at: <http://www.hud.gov/offices/hsg/mfh/rhiep/eiv/eivhome.cfm>

# UAAF Submitted: "Pending" Status

**Enterprise Income Verification** [HUD Home](#) [MF Housing](#) [EIV Home](#) [Search](#) [Email](#)

[User Access Request >> Current Requests](#)

Request Selection:

1 - 1 of 1 Requests

Previous User Access Authorization Requests								
Date Requested	User ID	User Name	User Role	No of Contract/Project (s)	Type of Request	Coordinator Action Status	Date of Action	Available User Actions
11/19/2007	M00345	First - M00345 Last - uiv	GAU	10	Certification	Pending	No Action Taken	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

1 - 1 of 1 Requests

**Note:**

- To edit the User access request click on the Edit button
- To delete the User access request click on the 'Delete' button next to the request.
- Once the Coordinator acts on the request, the request cannot be modified or deleted.

# Approved UAAF

HUD Home MF Housing EIV Home Search Email

## Enterprise Income Verification

User Access Request >> Current Requests

Request Selection : Approved Change View

1 - 1 of 1 Requests

Previous User Access Authorization Requests

Date Requested	User ID	User Name	User Role	No of Contract/ Project (s)	Type of Request	Coordinator Action Status	Date of Action	Available User Actions
06/09/2008	M00362	First - M00362 Last - uiv	CAU	1	Certification	Approved	06/09/2008	<a href="#" style="color: red; text-decoration: underline;">View UAAF</a>

Create New Request

1 - 1 of 1 Requests

**Note:**

- To edit the User access request click on the Edit button
- To delete the User access request click on the 'Delete' button next to the request.
- Once the Coordinator acts on the request, the request cannot be modified or deleted.

Welcome First - M00362 Last - uiv

- Back to Secure Systems
- Income Information
  - By Subsidy Contract
  - By Project Number
  - By Head of Household
- Verification Reports
  - Existing Tenant Search
  - Multiple Subsidy Report
  - Identity Verification Report
  - Deceased Tenants Report
- User Access Request
  - Authorization Requests

User Manual

# Approved UAAF - View

The screenshot displays a web browser window with the title "EIV - MF - View UAAF. - Microsoft Internet Explorer". The address bar shows "https://hwwvauad426.hud.gov". The main content area is titled "Enterprise Income Verification (EIV) System User Access Authorization Form". The form contains the following information:

Date of Request:	06/09/2008
User ID:	M00362
User Role:	CAU
User Name:	First - M00362 Last - uiv
Phone Number:	3434324324
Fax Number:	324324324
Email Address:	
Contract / Project Numbers :	CA33L000016
Position Title:	sdsadas
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:	dsadsadsad
User Affiliation:	Contract Administrator
Type Of Action Requested:	Certification
Coordinator Action:	Approved
Coordinator Action Date:	06/09/2008
Coordinator User ID:	M00337
Coordinator User Name:	First - M00337 Last - uiv

Below the form, there are two sections with checkboxes:

- Acknowledgement:**  
I understand that my user ID and password are to be used only by me. Under no circumstances will I allow another person to use my user ID and password. I will not use another person's password and user ID. I will not use my user ID and password for any other person's use, whether online, printed or stored in media, from unauthorized access. I understand and agree to follow all HUD standards, policies, and procedures.
- Certification of Completion-Security Awareness Training Questionnaire:**  
I certify that prior to the submission of this online access authorization request for recertification, I have completed the EIV Security Awareness Training Questionnaire available on HUD's Enterprise Income Verification (EIV) System for Multifamily Housing Program website at: <http://www.hud.gov/offices/hsg/mflh/rhiip/eiv/eivhome.cfm>

A callout box with a black border and white background is positioned in the bottom right, containing the text: "Click 'Print' to print 'Approved' UAAF". An arrow points from this box to the "Print" button, which is circled in the screenshot.

## **Section II. User Administration**

# User Administration

- User Requests
- User Certification
- User Certification Report
- Coordinator Cert Report

# User Requests Functionality

- User Requests:
  - View User online UAAF requests.
  - Approve, deny, or put UAAF requests on hold until such time Coordinators are ready to act on them.

# User Requests: Location

User Requests

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Welcome First - M00337 Last - uiv

**EIV Announcement** EIV v8.1  
Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

**Timeout Notice!**  
Your EIV Session will time out after thirty (30) minutes of inactivity, closing the session and logging you off the system. The page that was active at the time the session timed out will continue to display. Before you can perform another system function, after a time out occurs, you will be prompted to log on again.

**Notice of Browser Compatibility**  
The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software..

**Attention !!**  
Next User re-certification is due annually on the anniversary of the assignment or recertification of the EIV Role for each Subsidy Contract and/or Project Number in your portfolio.

- Back to Secure Systems
- Program Office Selection
- Switch Role
- Income Information**
  - By Subsidy Contract
  - By Project Number
  - By Head of Household
- Verification Reports**
  - Existing Tenant Search
  - Multiple Subsidy Report
  - Identity Verification Report
  - Deceased Tenants Report
- User Administration**
  - Coordinator Cert Report
  - **User Requests**
  - User Certification
  - User Certification Report
- Coordinator Access Request**
  - Authorization Form

User Manual

# Current User (UAAF) Requests

User Administration >> User Access Request >> Current User Requests

Request Selection : Pending

[Change View](#)

1 - 10 of 17 Requests

“Requested Selection” defaults to “Pending.”

You will be able to sort By “Date Requested” with the 8.1.2 EIV Release

## User Access Authorization Requests

Date Requested	User ID	User Name	User Role	No of Contract/Project	Type of Action Requested	Status	Actions
04/21/2008	M00342	First - M00342 Last - uiv	HSU	2	Certification	Pending	<a href="#">Details</a>
04/21/2008	M00342	First - M00342 Last - uiv	HSU	1	Re-Certification	Pending	<a href="#">Details</a>
04/21/2008	M00342	First - M00342 Last - uiv	HSU	1	Termination	Pending	<a href="#">Details</a>
04/21/2008	M00345	First - M00345 Last - uiv	HSU	10	Certification	Pending	<a href="#">Details</a>
04/21/2008	M00345	First - M00345 Last - uiv	HSU	1	Termination	Pending	<a href="#">Details</a>

# User Requests: Change View

The screenshot shows the 'Enterprise Income Verification' web application. The page title is 'EIV - MF - List of Submitted UAAF - Microsoft Internet Explorer'. The address bar shows the URL: [https://hwvauad426.hud.gov/eiv/common/Cor\\_UserAccessRequests\\_OH.jsp](https://hwvauad426.hud.gov/eiv/common/Cor_UserAccessRequests_OH.jsp). The page content includes a navigation menu on the left, a main header, and a table of 'User Access Authorization Requests'. A callout box with a black border and white background contains the text: 'Click the down arrow key for more request options. Click "Change View" to view selected request.' Two arrows point from this box to the 'Request Selection' dropdown menu and the 'Change View' button.

**Enterprise Income Verification** HUD Home MF I

User Administration >> User Access Request >> Current User Requests

Request Selection : Pending

2 Requests

Date Requested	User ID	User Name	User Role	No of Contract/Project	Type of Action Requested
04/04/2008	MJ5527	LAURA M OKAZAKI	HSU	14	Re-Certification
06/30/2008	M00345	First - M00345 Last - uiv	HSU	6	Certification

1 - 2 of 2 Requests

**Note:**

- For taking actions (Approve, Deny or On-hold), please click on the 'Details' button.
- To view the requests based on Status, please select from the Request Selection drop-down and click on 'Change View' button.

**Disclaimers:**

- If you APPROVE the user's User Access Authorization Form (UAAF) request for recertification, you must certify the user's property(ies) and contract(s) in User Certification, by the end of the quarter, to avoid interruption of the user's EIV access. Approval of recertification request UAAFs does not denote recertification of users in EIV.
- If you DENY the user's UAAF request for recertification, you must unassign the HSU role in Web Access Secure

# UAAF: Actions

Under "Actions," click the "Details" button to Approve, Deny, or put the user's request On Hold.

Enterprise Income Verification

HU

User Administration >> User Access Request >> Current User Requests

Request Selection : Pending

Change View

1 2  
1 - 10 of 17 Requests

User Access Authorization Requests							
Date Requested	User ID	User Name	User Role	No of Contract/Project	Type of Action Requested	Status	Actions
04/21/2008	M00342	First - M00342 Last - uiv	HSU	2	Certification	Pending	<a href="#">Details</a>
04/21/2008	M00342	First - M00342 Last - uiv	HSU	1	Re-Certification	Pending	<a href="#">Details</a>
04/21/2008	M00342	First - M00342 Last - uiv	HSU	1	Termination	Pending	<a href="#">Details</a>
04/21/2008	M00345	First - M00345 Last - uiv	HSU	10	Certification	Pending	<a href="#">Details</a>
04/21/2008	M00345	First - M00345 Last - uiv	HSU	1	Termination	Pending	<a href="#">Details</a>

# User's Completed UAAF for Action



[HUD Home](#)   [MF Housing](#)   [EIV Home](#)   [Search](#)   [Email](#)

**Enterprise Income Verification**

User Administration >> User Access Request >> UAAF

Enterprise Income Verification (EIV) System User Access Authorization Form	
Date of Request:	04/21/2008
User ID:	M00342
User Role:	HSU
User Name:	First - M00342 Last - uiv
Phone Number:	testert
Fax Number:	rtryrtyrtyr
Email Address:	
Contract / Project Numbers :	WA160018001
Position Title:	erttrytr
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:	retryrty
Coordinator Affiliation:	Property Owner
Type Of Action Requested:	Certification
Coordinator Action:	Pending
Coordinator Action Date:	No action taken yet.
Coordinator User ID:	No action taken yet.
Coordinator User Name:	

**Acknowledgement:**  
 I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access.  
 I understand and agree to follow all HUD standards, policies, and procedures.

**Certification of Completion-Security Awareness Training Questionnaire:**  
 I certify that prior to the submission of this online access authorization request for recertification that I have downloaded and completed the EIV Security Awareness Training Questionnaire available on HUDs Enterprise Income Verification System (EIV) System for Multifamily Housing Program website at:  
<http://www.hud.gov/offices/hsg/mfh/rhlp/eiv/eivhome.cfm>

**Reason for Denial:** (Required for denial requests.)  
Note: If you are going to deny this request, please state the reason for DENIAL. You won't be able to complete the denial process with out a reason for denial. For all other actions, leave this field as blank.

# UAAF Action Options

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

User Administration >> User Access Request >> UAAF

Enterprise Income Verification (EIV) System User Access Authorization Form

Date of Request:	04/21/2008
User ID:	M00342
User Role:	HSU
User Name:	First - M00342 Last - uiv
Phone Number:	testert
Fax Number:	rtryrtytr
Email Address:	
Contract / Project Numbers :	WA160018001
Position Title:	ertrtyr
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:	retrty
Coordinator Affiliation:	Property Owner
Type Of Action Requested:	Certification
Coordinator Action:	Pending
Coordinator Action Date:	No action taken yet.
Coordinator User ID:	No action taken yet.
Coordinator User Name:	

**Acknowledgement:**  
I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access.  
I understand and agree to follow all HUD standards, policies, and procedures.

**Certification of Completion-Security Awareness Training Questionnaire:**  
I certify that prior to the submission of this online access authorization request for recertification that I have downloaded and completed the EIV Security Awareness Training Questionnaire available on HUD's Enterprise Income Verification System (EIV) System for Multifamily Housing Program website at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>

**Reason for Denial:** (Required for denial requests)  
Note: If you are going to deny this request, please state the reason for DENIAL. You won't be able to complete the denial process without a reason for denial. For all other actions, leave this field as blank.

# UAAF Action: Approve

**EIV - MF - New UAAF - Action Page. - Microsoft Internet Explorer**

Address: [https://hwwauad426.hud.gov/eiv/common/UserAccessRequest\\_Action\\_OH.jsp?XVAcXActrRGjFG=6834&select=P](https://hwwauad426.hud.gov/eiv/common/UserAccessRequest_Action_OH.jsp?XVAcXActrRGjFG=6834&select=P)

**User Name:** First - M00345 Last - uiv

**Phone Number:** 23423423423

**Fax Number:** 23423423432

**Email Address:**

**Contract / Project Numbers :** AK020002001, AK02T851001, AK06S011002, AZ168023001, 127EH058, 17635009, 17635042, 176EE019, 176EH003

**Position Title:** qweweqw

**Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:** qweweqw

**Coordinator Affiliation:** Management Agent

**Microsoft Internet Explorer**

If you are going to APPROVE the user's User Access Authorization Form (UAAF) request, you must now certify the user's property(ies) and contract(s) in User Certification, by the end of the quarter, to avoid interruption of the user's EIV access. Approval of certification request UAAFs does not denote certification of users in EIV.

OK Cancel

**Acknowledgement:**

I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access. I understand and agree to follow all HUD standards, policies, and procedures.

**Reason for Denial:** (Required for denial requests.)  
Note: If you are going to deny this request, please state the reason for DENIAL. You won't be able to complete the denial process without a reason for denial. For all other actions, leave this field as blank.

Approve Deny On-Hold Cancel

# UAAF Action: Deny

The screenshot shows a Microsoft Internet Explorer browser window displaying a web application. The address bar shows the URL: [https://hwwvaud426.hud.gov/eiv/common/UserAccessRequest\\_Action\\_OH.jsp?XVAcXActrRGfG=6834&select=P](https://hwwvaud426.hud.gov/eiv/common/UserAccessRequest_Action_OH.jsp?XVAcXActrRGfG=6834&select=P). The page title is "EIV - MF - New UAAF - Action Page. - Microsoft Internet Explorer".

The left sidebar contains a navigation menu with the following items:

- Switch Role
- Income Information
  - By Subsidy Contract
  - By Project Number
  - By Head of Household
- Verification Reports
  - Existing Tenant Search
  - Multiple Subsidy Report
  - Identity Verification Report
  - Deceased Tenants Report
- User Administration
  - Coordinator Cert Report
  - User Requests
  - User Certification
  - User Certification Report
  - Coordinator Access Request
  - Authorization Form
- User Manual

The main content area displays user information:

User Name:	First - M00345 Last - uiv
Phone Number:	23423423423
Fax Number:	23423423432
Email Address:	
Contract / Project Numbers :	AK020002001, AK02T851001, AK06S011002, AZ168023001, 127EH058, 17635009, 17635042, 176EE019, 176EH003
Position Title:	qweqeqw
Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:	qweqewqe
Coordinator Affiliation:	Management Agent

A dialog box titled "Microsoft Internet Explorer" is overlaid on the page, containing the following text:

If you are going to DENY the user's User Access Authorization Form (UAAF) request, you must now Unassign the user role in Web Access Secure Systems (WASS) from the property(ies) or contract(s) for which the user was responsible.

Buttons: OK, Cancel

The main form contains the following sections:

- Acknowledgement:**  
I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access. I understand and agree to follow all HUD standards, policies, and procedures.
- Reason for Denial:** (Required for denial requests.)  
Note: If you are going to deny this request, please state the reason for DENIAL. You won't be able to complete the denial process with out a reason for denial. For all other actions, leave this field as blank.  
Text area: MUST ADD REASON FOR DENIAL TO PROCEED
- Required: Please state the reason for denial of this request.**

Buttons: Approve, Deny (circled), On-Hold, Cancel

The Windows taskbar at the bottom shows the Start button, several open applications (Microsoft Office, Internet Explorer, etc.), and the system clock showing 1:57 PM on 1/15/2008.

# UAAF Action: On Hold

The screenshot shows a Microsoft Internet Explorer browser window displaying a web application. The address bar shows the URL: [https://hwwauad426.hud.gov/eiv/common/UserAccessRequest\\_Action\\_OH.jsp?XVAcXActrRGjFG=68348&select=P](https://hwwauad426.hud.gov/eiv/common/UserAccessRequest_Action_OH.jsp?XVAcXActrRGjFG=68348&select=P). The page content includes a sidebar on the left with navigation links such as "Switch Role", "Income Information", "Verification Reports", "User Administration", and "Coordinator Access Request". The main content area displays user information for "First - M00345 Last - uiv" and includes a form with an "On-Hold" button circled in black. A dialog box is overlaid on the form, containing the text: "If you are going to put the user's UAAF request on HOLD, you must act on the user's UAAF request, by the end of the quarter, to avoid a break in the user's EIV access." The dialog box has "OK" and "Cancel" buttons. The bottom of the browser window shows the Windows taskbar with the Start button and several open applications.

**User Name:** First - M00345 Last - uiv  
**Phone Number:** 23423423423  
**Fax Number:** 23423423432  
**Email Address:**  
**Contract / Project Numbers :** AK020002001, AK02T851001, AK06S011002, AZ168023001, 127EH058, 17635009, 17635042, 176EE019, 176EH003  
**Position Title:** qweqeqw  
**Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:** qweqewqe  
**Coordinator Affiliation:** Management Agent

**Microsoft Internet Explorer**  
If you are going to put the user's UAAF request on HOLD, you must act on the user's UAAF request, by the end of the quarter, to avoid a break in the user's EIV access.  
OK Cancel

**Acknowledgement:**  
I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access.  
I understand and agree to follow all HUD standards, policies, and procedures.

**Reason for Denial:** (Required for denial requests.)  
Note: If you are going to deny this request, please state the reason for DENIAL. You won't be able to complete the denial process without a reason for denial. For all other actions, leave this field as blank.

Approve Deny **On-Hold** Cancel

# UAAF: Cancel Action

The screenshot shows a Microsoft Internet Explorer browser window displaying a web form titled "EIV - MF - New UAAF - Action Page". The browser's address bar shows the URL: [https://hwvauad426.hud.gov/eiv/common/UserAccessRequest\\_Action\\_OH.jsp?XVAcXActrRGjFG=6834&select=P](https://hwvauad426.hud.gov/eiv/common/UserAccessRequest_Action_OH.jsp?XVAcXActrRGjFG=6834&select=P). The form contains the following information:

<b>User Name:</b>	First - M00345 Last - uiv
<b>Phone Number:</b>	23423423423
<b>Fax Number:</b>	23423423432
<b>Email Address:</b>	
<b>Contract / Project Numbers :</b>	AK020002001, AK02T851001, AK06S011002, AZ168023001, 127EH058, 17635009, 17635042, 176EE019, 176EH003
<b>Position Title:</b>	qweweqw
<b>Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:</b>	qwewewqe
<b>Coordinator Affiliation:</b>	Management Agent
<b>Type Of Action Requested:</b>	Certification
<b>Coordinator Action:</b>	Pending
<b>Coordinator Action Date:</b>	No action taken yet.
<b>Coordinator User ID:</b>	No action taken yet.
<b>Coordinator User Name:</b>	

Below the form, there is an  **Acknowledgement:** section with a text area for a reason for denial. At the bottom of the form, there are four buttons: **Approve**, **Deny**, **On-Hold**, and **Cancel**. The **Cancel** button is circled in red, and a callout box with the text "No Action Taken" points to it.

# User Certification Functionality

- User Certification:
  - “Certify” a user’s EIV access for a contract(s)/property(ies) that is in “New,” “Pending,” “Expired,” or “Certified” status.
  - “Expire” a user’s EIV access on a contract(s)/property(ies) that is currently certified.

# User Certification Functionality (Cont.)

- *If HSC or CAC role is un-assigned and then re-assigned to a contract(s)/property(ies) in WASS, whether intentional or not, the HSC or CAC user must submit an online CAAF for “Certification” in EIV, **NOT** “Re-certification,” to regain EIV access!*

# User Certification: Descriptions

- **All**: Complete listing of user contract(s)/property(ies) in New, Pending, Certified, or Expired status.
- **New**: Users with contract(s)/property(ies) that have not been certified within EIV.

# User Certification: Descriptions (Cont.)

- **Pending**: User contract(s)/property(ies) that are currently certified, but awaiting certification for next quarter.

# User Certification: Descriptions (Cont.)

- **Certified**: User contract(s)/ property(ies) that are certified in EIV and available for viewing EIV data.
  - **User** contract(s)/property(ies) are certified for a three month period (*grace period of 30 days*); and
  - **Coordinator** contract(s)/property(ies) are certified for a one-year period. (*1<sup>st</sup> of the following month after re-certification date*)

# User Certification: Descriptions (Cont.)

- **Expired**: User's contract(s)/property(ies) were previously certified, but not re-certified by end of certification period to maintain EIV access.

*(\*\*System terminates access when application is not certified in time\*\*)*

# User Certification: Location

**User Certification**

Enterprise Income Verification

User Administration >> User Access Request >> Current User Requests

Request Selection : Pending [Change View](#)

1 - 2 of 2 Requests

Date Requested	User ID	User Name	User Role	No of Contract/Project	Type of Action Requested	Status	Actions
04/04/2008	MJ5527	LAURA M OKAZAKI	HSU	14	Re-Certification	Pending	<a href="#">Details</a>
06/30/2008	M00345	First - M00345 Last - div	HSU	6	Certification	Pending	<a href="#">Details</a>

1 - 2 of 2 Requests

**Note:**

- For taking actions (Approve, Deny or On-hold), please click on the 'Details' button.
- To view the requests based on Status, please select from the Request Selection drop-down and click on 'Change View' button.

**Disclaimers:**

- If you APPROVE the user's User Access Authorization Form (UAAF) request for recertification, you must certify the user's property(ies) and contract(s) in User Certification, by the end of the quarter, to avoid interruption of the user's EIV access. Approval of recertification request UAAFs does not denote recertification of users in EIV.**
- If you DENY the user's UAAF request for recertification, you must unassign the HSU role in Web Access Secure**

**Authorization Form**

# User Certification – Search Options

Select  
“Contracts”  
or “Projects”  
and click  
“Get Users”

Enterprise Income Verification HUD Home [mail](#)

User Administration >> User Certification

---

Select the contract(s) or Projects to certify the users.

Contracts

OR

Projects

---

Select Certification Status:

# Certifying a "New" or "Pending" Contract/Project

**Enterprise Income Verification**

User Administration >> **User Certification** >> User Certification by Projects/Contracts

Number of Records: 3 Certification Status: All

**Note:**

- To certify assignment(s), please select the assignment(s) and click 'Certify' button.
- To expire assignment(s), please select the assignment and click 'Expire' button.
- Click on 'Select/Deselect All' button to Select all and deselect all assignments

1 - 3 of 3 Users

Action	User ID	User Name	Contract	Effective Date of Action	Effective To Date	User Status	Approver UserID
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK020002001	-	-	New	-
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK020002001	-	-	New	-
<input type="checkbox"/>	M00374	First - M00374 Last - uiv	AL098023003	06/09/2008	07/31/2008	Certified	M00337

**Certify** **Expire** **Select/Deselect All**

**Under "Action," click checkbox for "New" contract/project and click "Certify"**

# “New” or “Pending” Contract/ Project: Certified

Enterprise Income Verification HUD Home

User Administration >> [User Certification](#) >> User Certification by Projects/Contracts

Number of Records: 3 Certification Status: All [Change View](#)

Note:

- To certify assignment(s), please select the assignment(s) and click 'Certify' button.
- To expire assignment(s), please select the assignment and click 'Expire' button.
- Click on 'Select/Deselect All' button to Select all and deselect all assignments

1 - 3 of 3 Users

Action	User ID	User Name	Contract	Effective Date of Action	Effective To Date	User Status	Approver UserID
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK020002001	06/30/2008	07/31/2008	Certified	M00337
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK020002001			New	-
<input type="checkbox"/>	M00374	First - M00374 Last - uiv	AL098023003	06/09/2008	07/31/2008	Certified	M00337

[Certify](#) [Expire](#) [Select/Deselect All](#)

# Expiring a "Certified" Contract/Project

Under "Action," click checkbox for "Certified" contract/project and click "Expire"

The screenshot shows the 'Enterprise Income Verification' page in Microsoft Internet Explorer. The page title is 'EIV User Certification Page - Office of Housing - Microsoft Internet Explorer'. The address bar shows the URL: [https://hwvauad426.hud.gov/eiv/useradmin/UserCertificationPage\\_CD\\_OH.jsp](https://hwvauad426.hud.gov/eiv/useradmin/UserCertificationPage_CD_OH.jsp). The page content includes a navigation menu on the left, a main header, and a table of users. The table has columns for Action, User ID, User Name, Contract, Effective Date of Action, Effective To Date, User Status, and App. User ID. The 'Expire' button is circled, and a callout box points to the 'Action' column.

**Enterprise Income Verification** HUD Home

User Administration >> [User Certification](#) >> User Certification by Projects/Contracts

Number of Records: 3 Certification Status: All [Change View](#)

Note:

- To certify assignment(s), please select the assignment(s) and click 'Certify' button.
- To expire assignment(s), please select the assignment and click 'Expire' button.
- Click on 'Select/Deselect All' button to Select all and deselect all assignments

1 - 3 of 3 Users

Action	User ID	User Name	Contract	Effective Date of Action	Effective To Date	User Status	App. User ID
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK020002001	06/30/2008	07/31/2008	Certified	M00337
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK021851001	-	-	New	-
<input type="checkbox"/>	M00337	First - M00337 Last - uiv	AL098023003	06/09/2008	07/31/2008	Certified	M00337

[Certify](#) [Expire](#) [Select/Deselect All](#)

# Expiration Confirmation Notice

**Click "Ok" to continue action: Expire**

**Why Expire?**

1. Reassignment
2. New Job
3. No longer needing access

Action	User ID	User	Date	User Status	Approver UserID
<input checked="" type="checkbox"/>	M00345	First - M00345 Last - uiv	-	Certified	M00337
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK02T851001	New	-
<input type="checkbox"/>	M00374	First - M00374 Last - uiv	AL098023003 06/09/2008	Certified	M00337

# “Certified” Contract/ Project: Expired

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

User Administration >> [User Certification](#) >> User Certification by Projects/Contracts

Number of Records: 3 Certification Status: All [Change View](#)

**Note:**

- To certify assignment(s), please select the assignment(s) and click **'Certify'** button.
- To expire assignment(s), please select the assignment and click **'Expire'** button.
- Click on **'Select/Deselect All'** button to Select all and deselect all assignments

1 - 3 of 3 Users

Action	User ID	User Name	Contract	Effective Date of Action	Effective To Date	User Status	Approver UserID
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK020002001	06/30/2008	-	Expired	M00337
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK02T851001	-	-	New	
<input type="checkbox"/>	M00374	First - M00374 Last - uiv	AK020002001	06/30/2008	07/01/2008	Certified	M00337

[Certify](#) [Expire](#) [Select/Deselect All](#)

# User Certification Report Functionality

- User Certification Report:
  - Online listing of EIV Users, based on certification status – Pending, Certified, Expired, New.

# User Certification Report: Location

## User Certification Report

**Enterprise Income Verification** HUD

Welcome First - M00337 Last - uiv

**EIV Announcement** EIV v8.1  
Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

**Timeout Notice!**  
Your EIV Session will time out after thirty (30) minutes of inactivity, closing the session and logging you off the system. The page that was active at the time the session timed out will continue to display. Before you can perform another system function, after a time out occurs, you will be prompted to log on again.

**Notice of Browser Compatibility**  
The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software..

**Attention !!**  
Next User re-certification is due annually on the anniversary of the assignment or recertification of the EIV Role for each Subsidy Contract and/or Project Number in your portfolio.

**User Administration**

- Coordinator Cert Report
- User Requests
- User Certification
- User Certification Report**
- Coordinator Access Request
- Authorization Form

# User Certification Report: Search Options

Select  
"Contracts" or  
"Projects" and  
click "Get  
Report"

Enterprise Income Verification [HUD Home](#)

User Administration >> User Certification Report

Select the Contract(s) or Projects to view the certification report

Contracts

OR

Projects

Select Certification Status:

# Report Fields

- When the selection is made, the system displays the report for all *HSU* or *CAU* Users in the Coordinator's portfolio:
  - User ID
  - User Name
  - Contract
  - Effective Date of Action
  - Effective Date
  - User Status

# User Certification Report: Listing

EIV User Certification Report Page - Office of Housing - Microsoft Internet Explorer

CertiReport\_Page\_CD\_OH.jsp

>> [User Certification Report](#) >> User Certification Report by Projects/Contracts

30 Certification Status:  [Change View](#)

1 - 38 of 33 Users

**Certification Status Dropdown List**

User ID	User Name	Contract	Effective Date Action	Effective To Date	User Status
M00342	First - M00342 Last - uiv	AK020002001	-	-	New
M00342	First - M00342 Last - uiv	AK02T851001	-	-	New
M00342	First - M00342 Last - uiv	WA160018001	-	-	New
M00345	First - M00345 Last - uiv	AK020002001	-	-	New
M00345	First - M00345 Last - uiv	AK02T851001	-	-	New
M00345	First - M00345 Last - uiv	AZ168023001	-	-	New
M00345	First - M00345 Last - uiv	WA160001002	04/21/2008	-	Expired
M00345	First - M00345 Last - uiv	WA160018001	-	-	New
M00345	First - M00345 Last - uiv	WA19T811014	-	-	New
M00345	First - M00345 Last - uiv	AK020002001	04/21/2008	-	Expired
M00369	First - M00369 Last - uiv	CA16H113062	-	-	New
M00369	First - M00369 Last - uiv	CA16H113079	-	-	New
M00369	First - M00369 Last - uiv	CA16H113080	-	-	New
M00369	First - M00369 Last - uiv	CA16H113123	-	-	New
M00369	First - M00369 Last - uiv	CA16H113130	-	-	New
M00369	First - M00369 Last - uiv	CA16L000012	-	-	New
M00369	First - M00369 Last - uiv	CA16L000023	-	-	New
M00370	First - M00370 Last - uiv	CA160006005	-	-	New
M00370	First - M00370 Last - uiv	CA160007004	-	-	New
M00370	First - M00370 Last - uiv	CA160008003	-	-	New
M00370	First - M00370 Last - uiv	CA160012001	-	-	New
M00370	First - M00370 Last - uiv	CA160013001	-	-	New
M00370	First - M00370 Last - uiv	CA160014024	-	-	New

Local intranet

# User Certification Report Functionality: Certification

**Without an approved UAAF, Coordinator will not be able to certify**

**Check box next to User ID and click "Certify"**

Action	User ID	User Name	Contract	Effective Date of Action	Effective To
<input type="checkbox"/>	M00265	First - M00265 last_name	WA19M000052	05/10/2007	-
<input type="checkbox"/>	M00265	First - M00265 last_name	CA160006005	05/10/2007	-
<input type="checkbox"/>	M00265	First - M00265 last_name	CA16M000409	05/10/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA160018002	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA19T811014	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA160018002	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	AK020003001	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA16T881002	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA19T811014	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA160018001	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA16T881002	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA160018001	06/04/2007	Expired
<input checked="" type="checkbox"/>	M00265	First - M00265 last_name	AK020002001	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA160001002	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	AK020002001	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	WA160001002	06/04/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	CA16L000133	06/12/2007	Expired
<input type="checkbox"/>	M00265	First - M00265 last_name	CA16L000133	06/12/2007	Expired
<input type="checkbox"/>	M00342	First - M00342 last_name	WA160018002	06/04/2007	Expired
<input type="checkbox"/>	M00342	First - M00342 last_name	WA19T811014	06/04/2007	Expired
<input type="checkbox"/>	M00342	First - M00342 last_name	WA160018001	06/04/2007	Expired

# User Certification Report Functionality: Expiration

Select property and click "Expire"



## Enterprise Income Verification

[HUD Home](#)

[MF](#)
[Email](#)

---

User Administration >> [User Certification](#) >> User Certification by Projects/Contracts

Number of Records: 19
Certification Status: All

**Note:**

- To certify assignment(s), please select the assignment(s) and click 'Certify' button.
- To expire assignment(s), please select the assignment and click 'Expire' button.
- Click on 'Select/Deselect All' button to Select all and deselect all assignments

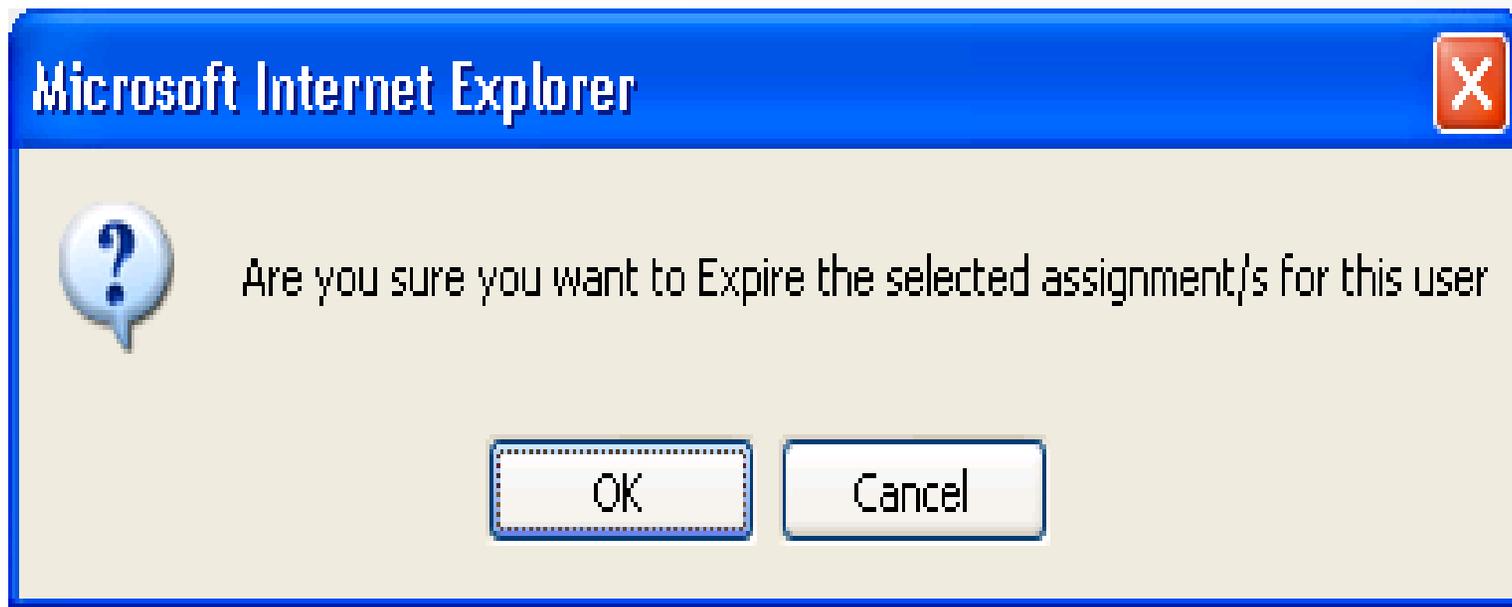
1 - 19 of 19 Users

Action	User ID	User Name	Contract	Effective Date of Action	Effective To Date	User Status	Approver UserID
<input type="checkbox"/>	M00342	First - M00342 Last - uiv	AK020002001	-	-	New	-
<input type="checkbox"/>	M00342	First - M00342 Last - uiv	AK02T851001	-	-	New	-
<input type="checkbox"/>	M00342	First - M00342 Last - uiv	WA160013001	-	-	New	-
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK020002001	-	-	New	-
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AK02T851001	-	-	New	-
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	AZ168023001	-	-	New	-
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	WA160002002	04/21/2008	-	Expired	M00337
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	WA160018001	-	-	New	-
<input type="checkbox"/>	M00345	First - M00345 Last - uiv	WA19T811014	-	-	New	-
<input type="checkbox"/>	M00365	First - M00365 Last - uiv	AK020002001	-	-	New	-
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160006005	-	-	New	-
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160007004	-	-	New	-
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160008003	-	-	New	-
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160012001	-	-	New	-
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160013001	-	-	New	-
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160014024	-	-	New	-
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160030044	-	-	New	-
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160034007	04/21/2008	07/31/2008	Certified	M00337
<input type="checkbox"/>	M00370	First - M00370 Last - uiv	CA160049013	04/21/2008	07/31/2008	Certified	M00337

# User Certification Report

## Functionality: Expiration (Cont.)

- When the “*Expire*” button is clicked, a coordinator must confirm:



# Coordinator Cert Report Functionality

- Coordinator Cert Report:
  - View the certification status and effective dates of contract(s)/project(s) in their portfolio.
  - In previous versions, Coordinators were unable to determine their user certification status, without contacting HUD's MF Help Desk.

# Coordinator Cert Report: Location

**Coordinator Cert Report**

**Enterprise Income Verification** HUD Home

Welcome First - M00337 Last - uiv

**EIV Announcement** EIV v8.1  
Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

**Timeout Notice!**  
Your EIV Session will time out after thirty (30) minutes of inactivity, closing the session and logging you off the system. The page that was active at the time the session timed out will continue to display. Before you can perform another system function, after a time out occurs, you will be prompted to log on again.

**Notice of Browser Compatibility**  
The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software..

**Attention !!**  
Next User re-certification is due annually on the anniversary of the assignment or recertification of the EIV Role for each Subsidy Contract and/or Project Number in your portfolio.

- Back to Secure Systems
- Program Office Selection
- Switch Role
- Income Information**
  - By Subsidy Contract
  - By Project Number
  - By Head of Household
- Verification Reports**
  - Existing Tenant Search
  - Multiple Subsidy Report
  - Identity Verification Report
  - Deceased Tenants Report
- User Administration**
  - **Coordinator Cert Report**
  - User Requests
  - User Certification
  - User Certification Report
- Coordinator Access Request**
  - Authorization Form

User Manual

# Coordinator Cert Report: Details

EIV - View Coordinator Portfolio Status Page - Office of Housing - Microsoft Internet Explorer

Address: https://hwwauad426.hud.gov/eiv/useradmin/viewCorUserPortfolio\_OH.jsp

## Enterprise Income Verification

HUD Home MF Housing EIV Home Search Email

User Administration >> View Coordinator Portfolio Status

User ID: M00337 User Name: First - M00337 Last - uiv

Certification Status: All [Change View](#)

1 2 3 4  
1 - 50 of 198 User Records

[Create CAAF](#) [Select All](#) [Unselect All](#)

Recertification	Project/Contract	Effective Date of Action	Recertification Period	Effective to Date	User Status	Approver User ID	Role Assigned
<input type="checkbox"/>	12211102	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12214007	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12235452	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12235485	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12235667	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12241030	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12241052	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12241070	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12244014	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC
<input type="checkbox"/>	12244161	06/09/2008	(07/01/2009 - 07/31/2009)	07/31/2009	Certified	HEIV08	HSC

start | Microsoft... | 6 Micro... | 3 Inter... | 4 Micro... | Instructi... | User Re... | Local intranet | 3:15 PM



# **Enterprise Income Verification (EIV)**

## **8.1.1 Instructional Course**

December 16, 2008 (Day One, Part Two)

# **Section III. Security Awareness Training**

# Discussion Topics

- Securing Privacy Act Data in EIV
- Security Safeguards
- Security Awareness Training  
Questionnaire

# **Securing Privacy Act Data in EIV**

## **How Secure is Your EIV Data?**

# Why is it so important to secure the tenant data contained in EIV?



# Protecting the Confidentiality of EIV Information

- **Income Information** reports contain sensitive data, including:
  - Social Security Number (SSN)
  - Full Dates of Birth (DOB)
  - First and Last Names
  - Physical Address of Tenant Families

# Protecting the Confidentiality of EIV Information (Cont.)

- Information is not to be shared with anyone not authorized to have it
- Prevent its use for fraudulent purposes (e.g. identity theft)

# **PRIVACY ACT**

## **5 U.S.C § 552a**

**§ 552a. Records maintained on individuals**

**(a) Definitions For purposes of this section-- (1) the term "agency" means agency as defined in section 552(f) of this title; (2) the term "individual" means a citizen of the United States or an... alien lawfully admitted for permanent residence; ...**



**Complete  
Language  
Available on  
HUD website**

# PRIVACY ACT 5 U.S.C § 552a – Key Statutory Provisions

- **Individual Notice**: Individuals must be informed of the authority, principal purpose(s) for which the information is being collected and used, and the effect on the individual for not providing the requested information. (Privacy Act Notice)
- This is achieved through form HUD-9887, located at:  
<http://www.hud.gov/offices/adm/hudclips/forms/files/9887.pdf>

# PRIVACY ACT 5 U.S.C § 552a – Key Statutory Provisions (Cont.)

- **Public Notice**: The public must be informed, by Federal Register Notice, of the system of records housing confidential individual information, routine uses of such information, and the policies and procedures of the agency regarding storage, retrieval, controls, retention, and disposal of records. (See EIV System of Records Notice, 71 FR 45066, dated August 8, 2006.)

# PRIVACY ACT 5 U.S.C § 552a – Key Statutory Provisions (Cont.)

- **Security Safeguards**: The agency must establish **administrative, technical, and physical** safeguards, discussed later in this presentation, that owners and management agents (O/As) must implement at their properties to ensure the security and confidentiality of tenant records. See System Security Measures web page at:  
<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/security.cfm>

# EIV Data for Official HUD Use Only

- EIV data **IS** only to be disclosed to authorized individuals, and used in connection with the administration of HUD rental assistance programs.

# EIV Data for Official HUD Use Only (Cont.)

- Official HUD use includes:
  - Verification of employment and income;
    - at recertification
    - can be used at other times but must be described in O/A's policies and procedures
  - Monitoring and auditing O/A operations; and
  - Preventing and investigating cases of fraud, waste and abuse in HUD rental assistance programs.

# EIV Data for Official HUD Use Only (Cont.)

- EIV **IS NOT** to be used to police tenants. For example, random checks of EIV data on a particular tenant must not be done.

# Authorized Disclosure

- EIV Data may only be disclosed to:
  - O/As
  - Service Bureaus (considered extension of O/As)
  - Contract Administrators (CAs)
  - Independent Public Auditors (IPAs)
  - HUD staff
  - HUD Office of Inspector General (OIG) for investigative purposes
  - Individual to whom the record pertains (at their request)

# Unauthorized Disclosure

- EIV data must not be disclosed in any way that would violate the privacy of the individuals.
- For example, to any third parties such as government agencies, friends and relatives, or to parties participating in IRS Tax Credit and Rural Housing Section 515 programs.

# Sanctions



- Willful, and even unintentional, disclosure or inspection of EIV data can result in civil and criminal penalties.

## Sanctions (Cont.)

- **Unauthorized Disclosure** – felony conviction and fine up to \$5,000 or imprisonment up to five (5) years, as well as civil damages.
- **Unauthorized Inspection** – misdemeanor penalty of up to \$1,000 and/or one (1) year imprisonment, as well as civil damages.

# EIV Warning Page

- Before accessing the EIV system, all EIV users must **Acknowledge** they understand:
  - Conditions of the Privacy Act of 1974
  - Access is for official use only
  - Users are subject to civil and criminal penalties under the Privacy Act of 1974 for misuse of information
  - A signed consent form (form HUD-9887) must be on file

# EIV Warning Page (cont.)

## Legal Warning

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of Title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

## 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.

## Authorization for the Release of Information

The data in the EIV system includes private and confidential information. Staff at public housing agencies, management agencies, service bureaus, and multifamily properties may not view private information without verifying that there is a signed Authorization for the Release of Information and Privacy Act Notice (Form HUD-9887) 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.
- Owners and management agents (O/As) must have a valid form HUD-9887 that is signed by each household member who is at least 18 years of age, and each family head, spouse, and co-head regardless of age, in order to view the data contained in EIV. Service bureaus must verify with the Owner that they have a valid form HUD-9887 that is signed by each household member who is at least 18 years of age, and each family head, spouse, and co-head regardless of age, in order to view the data contained in EIV.

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

Continue

# Tenant or Family Consent

- The signed form HUD-9887 must not be older than 15 months.
- Form HUD-9987 is available at:  
<http://www.hud.gov/offices/adm/hudclips/forms/files/9887.pdf>

# **Security Safeguards**

Safeguarding EIV Data

# Safeguard Categories

<b>Safeguard</b>	<b>Description</b>
<b>Technical</b>	Access to the EIV system
<b>Administrative</b>	Use of the EIV system
<b>Physical</b>	Handling of information originating from EIV, whether online or in print.

# Technical Safeguards



- Identify and authenticate all users seeking access to the EIV system data
- EIV users must:
  - Have a valid WASS User ID and password
  - Not access system using another user's identity
  - IDs and passwords must not be shared
  - The user has agreed to this when checking the Rules of Behavior acceptance box when applying for Coordinator or User access to the system

# Technical Safeguards: EIV Access Requirements

- All users must apply and be approved for access to EIV
- To do this, all users must complete and sign the EIV Security Awareness Training Questionnaire for Multifamily Housing Programs

# Technical Safeguards: Certification

- Be Certified:
  - EIV Coordinators – Annually
  - EIV Users – Quarterly
  - Access is terminated by the system should user not be certified within the established grace period.

# Timetable for User Certification

<b>QTR</b>	<b>Quarter Dates</b>	<b>Certify By</b>	<b>Access Expired 12:00 A.M. EST</b>
1	Jan. 1 – Mar. 31	Apr. 29	April 30
2	Apr. 1 – June 30	Jul. 30	Jul. 31
3	July 1 – Sept. 30	Oct. 30	Oct. 31
4	Oct. 1 – Dec. 31	Jan. 30	Jan. 31

# Administrative Safeguards



- O/As need to establish policies and procedures governing use of EIV.
- Once EIV becomes mandatory, policies and procedures for using EIV reports and search options will need to be recorded and provided to staff at the property or agency.
- For example, if used as a method for screening applicants, use of the “Existing Tenant Search” must be described in the Tenant Selection Plan (TSP), as applicant screening criteria is a requirement for TSP.

# Administrative Safeguards (Cont.)

- Another example:
  - Use of the “Income Discrepancy Report,” monthly, quarterly, etc., as policies and procedures must be consistently and equally applied to participating families.

# Administrative Safeguards: Level of Access

- Access rights and responsibilities for users must be appropriate.
- Rights should be modified or revoked, as appropriate; for example, in cases where an employee has a change in duties or employment is terminated.

# Administrative Safeguards: Data Retention

- EIV data/reports are destroyed at end of retention period.
- At this time, the retention period is:
  - Two (2) years for National Directory of New Hires (NDNH) data; and,
  - The term of tenancy plus three (3) years for Social Security Administration (SSA) data.

# Administrative Safeguards: Security Awareness Training

- Conduct training at initial access and at least annually thereafter.
- Maintain a record of all personnel who attend EIV security training.



# Administrative Safeguards: Communication

- Display Posters and Security Bulletins
- Hold Discussion Groups
- Distribute EIV Manuals to Employees

# Administrative Safeguards: Security Breaches

- Detect, deter, and report improper disclosures, unauthorized access or security breaches to:
  - Your supervisor
  - HUD's Multifamily Helpdesk via Email to: [MF\\_EIV@hud.gov](mailto:MF_EIV@hud.gov) or phone at 1-800-767-7588

# Administrative Safeguards: Security Breaches (Cont.)

- HUD's Security Officer
  - Tenant Rental Assistance Certification System (TRACS)/EIV Mailbox at [MF\\_TRACSSecurity@hud.gov](mailto:MF_TRACSSecurity@hud.gov)
- Mail to (Marked Confidential):
  - Department of Housing and Urban Development, Office of Multifamily Housing, Attention: MF TRACS/EIV Security, 451 7<sup>th</sup> Street SW, Room 6128, Washington, DC 20410

# Administrative Safeguards: Security Breaches (Cont.)

## ■ OIG:

- Call the Hotline toll-free Monday through Friday, 10:00 a.m. to 4:30 p.m., ET at 1-800-347-3735
- Fax information to (202) 708-4829
- E-mail information to [Hotline@hudoig.gov](mailto:Hotline@hudoig.gov).

# Administrative Safeguards: Security Breaches (Cont.)

- You can write to the Hotline at:
  - HUD OIG Hotline, GFI  
421 7<sup>th</sup> Street S.W.  
Washington, DC 20410

# Physical Safeguards



- Designate secure areas
- Control access to area
- Restrict use of printers, copiers, facsimile machines, etc. to only those individuals who are authorized to use EIV

# Physical Safeguards (Cont.)

- Secure computer systems and output
- Store downloaded EIV data in a separate, restricted access directory
- Label CDs containing EIV data  
“Confidential” or “For Official Use Only”
- Lock in secure place (locked file cabinet)

# Physical Safeguards: Printouts



- Do not leave EIV data unattended
  - Retrieve as soon as printed
  - Keep printouts locked up
  - Prevent identity theft

# Physical Safeguards: Sign Off Computer

- Do not leave computer unattended with EIV data displayed on screen
- Exit the system/lock computer when not at desk or when finished for the day

# Physical Safeguards: Sign Off Computer (Cont.)

- EIV will time-out after 30 minutes of inactivity
- Use a password-protected screensaver
- Do not select “Back to Secure Systems” to log out of EIV

# Physical Safeguards: Welcome Page in EIV

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Welcome First - M00337 Last - uiv

**EIV Announcement** Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

**Notice of Browser Compatibility**  
The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software..

**Attention !!**  
Next User re-certification is due annually on the anniversary of the assignment or recertification of the EIV Role for each Subsidy Contract and/or Project Number in your portfolio.

**Back to Secure Systems**

- Program Office Selection
- Switch Role

**Income Information**

- By Subsidy Contract
- By Project Number
- By Head of Household

**Verification Reports**

- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Report
- Deceased Tenants Report

**User Administration**

- Coordinator Cert Report
- User Requests
- User Certification
- User Certification Report

**Coordinator Access Request**

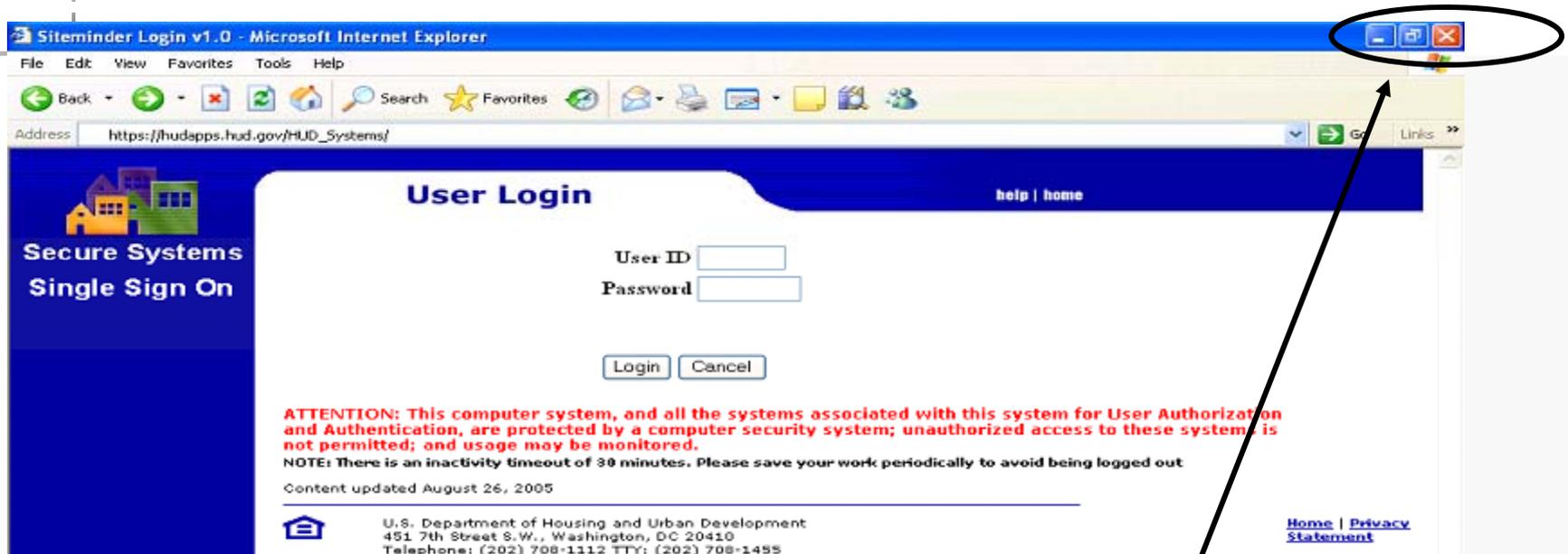
- Authorization Form

User Manual  
Adobe Get Acrobat Reader

# Physical Safeguards: Sign Off Computer (Cont.)

- Selecting “Back to Secure Systems” to log out of EIV leaves Web Access Secure Systems (WASS) active, making it possible for unauthorized users to re-enter EIV without entering a password.
- For the quickest, safest way to exit the system, click “x” in the upper right hand corner in WASS.

# Physical Safeguards: Exit Out



**Instead,  
Exit Out "x" of  
WASS**

# Physical Safeguards: Disposal of Information

- Secure disposal of EIV information
  - Destroy as soon as it has served its purpose as prescribed by HUD's policies and procedures.
  - For HHS data, file should be noted with date EIV data was destroyed.
- Burning and shredding are two examples of acceptable ways to destroy EIV data.

# **Security Awareness Training Questionnaire**

# Security Awareness Training Questionnaire

- Purpose:
  - Increase awareness for protecting third party verification data contained in EIV and all data covered by the Privacy Act of 1974
  - Reinforce EIV user responsibility for using and/or sharing the EIV data
- Completion is voluntary, but necessary to receive EIV access.
- Must be signed when completed.

# Who Must Complete the Questionnaire?

- **New users** – must complete at time of application for access.
- **Existing users** – both Coordinators and Users must complete the questionnaire at time of recertification and annually thereafter.

# Questionnaires for EIV Coordinators and Users

- Separate questionnaires for EIV Coordinators and Users
  - Both questionnaires are available on the EIV Application and Online Access for Multifamily Housing Programs Website at:  
<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/securityawareness.pdf>

# MF EIV Application and Online Access Website

The screenshot shows a Microsoft Internet Explorer browser window displaying the HUD Multifamily Housing EIV system website. The address bar shows <http://www.hud.gov/offices/hsg/mfh/rhiep/eiv/eivapps.cfm>. The page title is "Multifamily Housing - RHIEP EIV system - HUD - Microsoft Internet Explorer".

The website content includes a navigation menu on the left with categories like "Housing", "HUD news", "Homes", "Resources", "Communities", and "Working with HUD". The main content area is titled "EIV Application and Multifamily Housing Programs".

The main text explains that to gain access to the EIV System, users must apply for such access. It details the process for Coordinator access, requiring the completion of a **Coordinator Access Authorization Form (CAAF)**. It also mentions that Coordinator applicants may submit the form to HUD's Multifamily Helpdesk by:

- Emailing the form in a PDF format or in a compressed picture format such as GIF or JPG to [mf\\_eiv@hud.gov](mailto:mf_eiv@hud.gov)
- Faxing the form to 202-401-7984

For EIV User access, users must complete the **User Access Authorization Form (UAAF)** and submit it to their EIV Coordinator for approval.

The page also provides information for EIV Coordinators and Users, directing them to read the updated **External (Non-HUD Coordinator/User) Instructions for Applying for EIV Access for Multifamily Housing Programs** for complete guidance on application submission and processing requirements.

A callout bubble with the text "EIV Security Awareness Training Questionnaire" points to a link in the "Related Information" section of the website. The link is **EIV Security Awareness Training Questionnaires for Multifamily Housing Programs**.

# File Maintenance

- The Security Awareness Training Questionnaire must be kept on file and made available for review during management and occupancy review (MOR) or audit.
- If not, EIV access will be terminated until appropriate questionnaire can be presented.

# Security Awareness Training

- HUD intends to continue providing annual security awareness training for EIV users.
- O/As are strongly encouraged to also conduct security awareness training at least annually.
- These training sessions will help to ensure proper use of EIV.

## **Section IV. EIV Modules**

# Discussion Topics

- Income Information
  - Search by Subsidy Contract
  - Search by Project Number
  - Search by Head of Household

# Discussion Topics (Cont.)

- Verification Reports
  - Existing Tenant Search
  - Multiple Subsidy Report
  - Identity Verification Report
    - Failed Pre-Screening Report
  - Deceased Tenant Report
- Coordinator Access Requests
- User Access Requests

# Income Information

- **Income Information**: Allows users to search and view tenant income and benefits information by three options:
  - by Subsidy Contract
  - by Project Number
  - by Head of Household (HOH)

EIV - Welcome Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://hwwauad426.hud.gov/eiv/selectuserOathFrmSelection.action>

# Income Information Search Options

Welcome First - M00337 Last - uiv

**EIV Announcement**  
Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

**Notice!**  
Session will time out after 30 minutes of inactivity, closing the session and logging you off the system. The page that you active at the time the session timed out will continue to display. Before you can perform another system function, after a time out occurs, you will be prompted to log on again.

**Notice of Browser Compatibility**  
The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software..

**Attention !!**  
Next User re-certification is due by "7/30/2008." If not, Access will be Terminated at 12:00AM, EST 07/31/2008

**Income Information Search Options**

- Back to Secure Systems
- Program Office Selection
- Switch Role
- Income Information**
  - By Subsidy Contract
  - By Project Number
  - By Head of Household
- Verification Reports**
  - Existing Tenant Search
  - Multiple Subsidy Report
  - Identity Verification Report
  - Deceased Tenants Report
- User Access Request**
  - Authorization Requests

User Manual

Adobe Get Acrobat Reader

# Search by Subsidy Contract – External Users

The screenshot displays the 'Enterprise Income Verification' web application. The breadcrumb trail is 'Income Information >> By Subsidy Contract'. A search box titled 'Select One or More Contracts:' contains a list of contracts. A callout box with a black border and white background contains the text: 'Select a Contract(s), Re-certification Month, and click "Go"'. Arrows from the callout box point to the 'Go' button and the contract list. The 'Select Re-certification Month:' dropdown is set to 'May'.

Enterprise Income Verification

HUD Home

Income Information >> By Subsidy Contract

Select One or More Contracts:

- AKD20002001 -- CHENANA APARTMENTS
- AKD20003001 -- KBL APARTMENTS
- AKD2M000012 -- Chester Park Estates
- AKD2T851001 -- DAYBREAK INC
- AKD6L000003 -- NORTHWIND
- AKD6L000007 -- JEWEL LAKE VILLA II
- AKD6S011002 -- DENALI VIEW SENIOR HOUSING
- AL090001015 -- CORDOVA PARK
- AL090010002 -- JASPER ELDERLY
- AL090015023 -- BRADLEY PARK APTS

Select Re-certification Month: May

Go

Select a Contract(s), Re-certification Month, and click "Go"

# Search by Subsidy Contract – Internal User (HFU)

**Enterprise Income Verification** HUD ME EIV  
Home Housing Home Search Email

Income Information >> By Subsidy Contract

Enter a Contract Number :

OR

Select One or More Contracts:

12135054	SUP	-- GREEN VALLEY APTS
12144018	SUP	-- GILROY APTS
12144081	SUP	-- GABILAN PLAZA I
12144123	SUP	-- MERCED MEADOWS APART
12144131	SUP	-- LOREN MILLER HOMES
12144208	SUP	-- FREEDOM WEST I
12144253	SUP	-- GABILAN PLAZA II
12144373	SUP	-- ASTER PARK APARTMENT
12144423	SUP	-- FREEDOM WEST II
12144439	RAP	-- FUJI TOWER

Select Re-certification Month:

Enter a Contract Number  
<OR> Select a Contract(s) and Re-certification Month, and click "Go"

# Search by Subsidy Contract – Results

- Only the subsidy contracts that have been assigned to the user's User ID will appear in the selection field; and,
- Only the tenants that have a recertification in the month selected will appear in the reports generated by this query.
- If the user wishes to see all tenants, the recertification month of ALL may be selected.

# Search by Subsidy Contract – Monthly Report Summary

**Enterprise Income Verification** HU [Search](#)

Income Information >> By Subsidy Contract

Select One or More Contracts:

- AK020002001 -- CHENANA APARTMENTS
- AK020003001 -- KBL APARTMENTS
- AK02M000012 -- Chester Park Estates
- AK02T851001 -- DAYBREAK INC
- AK06L000003 -- NORTHWIND
- AK06L000007 -- JEWEL LAKE VILL A II
- AK06S011002 -- DENALI VIEW SENIOR HOUSING
- AL090001015 -- CORDOVA PARK
- AL090010002 -- JASPER ELDERLY
- AL090015023 -- BRADLEY PARK APTS

Select Re-certification Month:

**Monthly Report Summary**

Contracts: CA160005005 , CA160006005 , CA160007004 , CA160019003 , CA160032004

Re-certification Month:

Report Type	Number of Households	Number of Members
<a href="#">Income Report</a>	61	67
<a href="#">Income Discrepancy Report</a>	1	
<a href="#">Failed Verification Report</a>	6	6
No Income Report	0	0
New Hires Report	0	0

**Lists available Report Types for Selected Contract(s)**

# **Search by Subsidy Contract – Monthly Report Summary (Cont.)**

- Listed reports are displayed when the subsidy contract query is run.
- A report can be accessed, if there is at least one (1) HOH in the report.

# Search by Project Number – External Users

The screenshot displays the 'Enterprise Income Verification' web application. At the top, there is a red navigation bar with 'HUD Home' and a partially visible 'M'. Below this, the page title 'Enterprise Income Verification' is on the left, and 'Income Information >> By Project Number' is on the right. The main content area features a search form. On the left of the form is the label 'Select One or More Projects:'. To its right is a multi-select dropdown menu containing a list of project numbers and names. The third item in the list, '12235452 -- PALMDALE EAST Q', is circled in black. Below the dropdown is a 'Select Re-certification Month:' label followed by a dropdown menu showing 'May' and a red 'Go' button. A white callout box with a black border is positioned on the right side of the screen, containing the text 'Select a Project(s), Re-certification Month, and click "Go"'. Two black arrows originate from this box: one points to the circled project number in the dropdown, and the other points to the 'Go' button.

Enterprise Income Verification

HUD Home

Income Information >> By Project Number

Select One or More Projects:

- 12211102 -- WESTSIDE CENTER APTS
- 12214007 -- SUNLAND PARK APTS
- 12235452 -- PALMDALE EAST Q
- 12235485 -- COMMERCE SENIOR CITIZENS APTS
- 12235524 -- L'CANON CLUB APTS
- 12235667 -- COMMERCE SENIOR CITIZENS APTS
- 12241030 -- SUNLAND PARK APTS
- 12241052 -- VENTURA TERRACE
- 12241070 -- SUNLAND PARK APTS
- 12244014 -- VENTURA TERRACE

Select Re-certification Month: May

Go

Select a Project(s), Re-certification Month, and click "Go"

# Search By Project Number – Internal User (HFU)

**Enterprise Income Verification**

Income Information >> By Project Number

Enter a Project Number:

OR

12111051	-- GILROY APTS
12111052	-- SHERIDAN
12111056	-- VILLA SAN CARLOS
12111059	-- BAYVIEW APARTMEN
12111060	-- SHOREVIEW APARTM
12111061	-- ALL HALLOWS GARD
12111062	-- LA SALLE APARTME
12111063	-- CAMERON VILLA APT
12111064	-- EL CASA VERDE I
12111064	-- EL CASA VERDE II

Select One or More Projects:

Select Re-certification Month: March

Go

Enter a Project Number <OR> Select a Project(s) and Re-certification Month, and click "Go"

# Search by Project Number – Results

- Only the project numbers that have been assigned to the user's User ID will appear in the selection field; and,
- Only the tenants that have a recertification in the month selected will appear in the reports generated by this query.
- If the user wishes to see all tenants, the recertification month of ALL may be selected.

# Search by Project Number – Monthly Report Summary

The screenshot shows the 'Enterprise Income Verification' web application. The main content area is titled 'Income Information >> By Project Number'. It features a search box with a dropdown menu containing a list of project numbers and names, such as '12211102 -- WESTSIDE JENIS' and '12214007 -- SUNLAND PARK A'. Below the search box is a 'Select Re-certification Month' dropdown set to 'All' and a 'Go' button. A 'Monthly Report Summary' table is displayed below, showing report types and their corresponding household and member counts. A callout box on the right states 'Lists available Report Types for Selected Project(s)'. A red circle highlights the 'Report Type' column in the table, with an arrow pointing to the 'Income Discrepancy Report' row.

**Enterprise Income Verification**

Income Information >> By Project Number

Select One or More Projects:

- 12211102 -- WESTSIDE JENIS
- 12214007 -- SUNLAND PARK A
- 12235452 -- PALMDALE EAST
- 12235485 -- COMMERCE SENIO
- 12235667 -- COMMERCE SENIO
- 12241030 -- SUNLAND PARK A
- 12241052 -- VENTURA TERRACE
- 12241070 -- SUNLAND PARK A
- 12244014 -- VENTURA TERRACE
- 12244161 -- LA VILLA PUENTE APTS

Select Re-certification Month: All [Go]

Monthly Report Summary		
Project(s)	12211102	
Re-certification Month	All	
Report Type	Number of Households	Number of Members
<a href="#">Income Report</a>	97	124
<a href="#">Income Discrepancy Report</a>	3	--
<a href="#">Failed Verification Report</a>	3	3
No Income Report	0	0
New Hires Report	0	0

Lists available Report Types for Selected Project(s)

# Search by Head of Household – External Users

Enterprise Income Verification HUD Home Email

Income Information >> By Head of Household

Monthly Reports By Household

Head of Household SSN:	<input style="width: 100%;" type="text"/>
Select a Contract:	<input type="text" value="Please Select..."/>
or	
Select a Project:	<input type="text" value="Please Select..."/>

**Enter the HOH's SSN, select a Contract <OR> Project Number, and click "Go"**

# Search by Head of Household – Internal User (HFU)

**Enterprise Income Verification** [HUD Home](#) [MF Housing](#) [E](#)

[Income Information](#) >> [By Head of Household](#)

**Monthly Reports By Household**

Head of Household SSN:	<input type="text"/> - <input type="text"/> - <input type="text"/>
Enter: <input checked="" type="radio"/> Contract Number	<input type="radio"/> Project Number
<input type="text"/>	
<input type="button" value="Go"/> <input type="button" value="Reset"/>	

**Enter the HOH's SSN, Contract <OR> Project Number, and click "Go"**

# Head of Household – Summary Report

Displays the "Identity Verification Status" of family members

**Enterprise Income Verification** HUD Home MF

Income Information >> [By Head of Household](#) >> Summary Report

Summary Report | Income Report | Income Discrepancy Report

**Head of Household Identifiers**

Name: YBZDWFP K AMLWWSD  
 Social Security Number: \*\*\*-\*\*-9999  
 Date of Birth (mm/dd/yyyy): XX/XX/1980  
 Contract Number: XX00000000  
 Project Number: 0000000  
 Project: ABCDEF Apartments  
 Unit Address:  
 Next Re-certification Date: 08/01/2008  
 Tenant Data from Form 50059 as of: 05/13/2008  
 Most Recent Type of Action: AR-Annual Recertification  
 Effective Date: 08/01/2007

Household Members						
Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
***-**-9999	YBZDWFP	AMLWWSD	XX/XX/1980	28	Head of Household	Verified
***-**-9999	SKJWFT	RTUNCMRJT	XX/XX/2001	7	Child	Verified
***-**-9999	ZMJWGO	AMLWWSD	XX/XX/2005	3	Child	Verified

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

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

Report Generated By - HEI00X FIRST - HEIV01 LAST - uiv

# Head of Household – Summary Report (Cont.)

- The HOH summary report takes the user directly to summary information pertaining to the specific tenant.
- Includes the “Identify Verification Status” of all family members.

# Identity Verification Status Descriptions

- **Verified**: Tenant SSN, Last Name and DOB combination have been verified by SSA.
- **Not Verified**: Tenant record has not been sent to SSA or not yet processed by HUD after being received from SSA.
- **Failed**: Tenant SSN, Last Name and DOB combination failed SSA verification.
- **Deceased**: According to SSA records, the tenant with SSN, Last Name, and DOB combination is deceased.

# Verification Reports

- **Verification Reports**: Allows users to search for tenant subsidies information and obtain household verification information.

# Enterprise Income Verification

Welcome First - M00337 Last - uiv

## EIV Announcement

Announcement Date

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

### Verification Reports

- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Report
- Deceased Tenants Report

### Notice of Browser Compatibility

The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software.

**Attention !!**  
Next User re-certification is due by "7/30/2008." If not, Access will be Terminated at 12:00AM, EST 07/31/2008

# Verification Reports Options

- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Report
  - Failed Pre-screening Report
- Deceased Tenant Report

File Edit View Favorites Tools Help

Back Search Favorites

Address <https://hwwauad426.hud.gov/eiv/selectuserOathFrmSelection.action> Go Links



**Welcome First - M00337 Last - uiv**

- Back to Secure Systems
- Program Office Selection
- Switch Role

**Income Information**

- By Subsidy Contract
- By Project Number
- By Head of Household

**Verification Reports**

- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Report
- Deceased Tenants Report

**User Access Request**

- Authorization Requests

User Manual



## Enterprise Income Verification

Welcome First - M00337 Last - uiv

**EIV Announcement**

Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

**Attention !!**

Next User re-certification is due by "7/30/2008." If not, Access will be Terminated at 12:00AM, EST 07/31/2008

**Notice of Browser Compatibility**

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...in time out after ... of inactivity, closing ... and logging you off the system. The page that was active at the time the session timed out will continue to display. Before you can perform another system function, after a time out occurs, you will be prompted to log on again.

Search Email

# Existing Tenant Search

# Existing Tenant Search

- Shows whether an individual is or may be receiving subsidies in Public and Indian Housing (PIH) and/or Multifamily (MF) Housing Programs.
- If the person is not receiving any subsidies, EIV will display a message that no match has been found (one message for PIH and one for MF Housing Programs)

# Searching for Tenants Receiving Existing Subsidy

## Enterprise Income Verification

HUD

arch

Enter any household member's SSN and click "Get Report"

Verification Reports >> Existing Tenant Search

Existing Tenant Search - Enter the tenant SSN and click on Get Report button

Enter Social Security Number:

Get Report

# No Match for Existing Tenant Subsidy

Verification Reports >> [Existing Tenant Search](#)

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

**PIH Tenant Match Results : 0 match found.**

No match found in PIH programs

**MF Tenant Match Results : 0 match found.**

No match found in MF programs

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

# Match for Existing Tenant Subsidy

Verification Reports >> [Existing Tenant Search](#)

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

[Printer Friendly Version](#)

## PIH Tenant Match Results : 41 match found.

**SSN:** 555-55-5555

**HOH SSN:** \*\*\*-\*\*-7051

**HOH First Name** Mlnob

**HOH Last Name** Mvzxf

**PHA** RIO-1

**Program Type** Certificate

**50058 Type Of Action** Annual Reexamination

**50058 Effective Date** 09/01/2000

**SSN:** 555-55-5555

**HOH SSN:** \*\*\*-\*\*-8383

**HOH First Name** SBFEH

**HOH Last Name** IKGOCR

**PIA** RIO-1

**Program Type** Voucher

**50058 Type Of Action** Annual Reexamination

**50058 Effective Date** 11/01/2002

# Match for Existing Tenant Subsidy (Cont.)

- The Report only shows property or unit address where an applicant may be receiving assistance.
- On the Report, the property or unit address is shown along with the last four (4) digits of the SSN of the HOH.
- The report does not provide income.

# Match for Existing Tenant Subsidy (Cont.)

## MF Tenant Match Results : 10 match found.

<b>SSN:</b>	555-55-5555
<b>HOH SSN:</b>	***.**-8904
<b>HOH First Name</b>	NKFVRRD
<b>HOH Last Name</b>	YKXSGV
<b>Contract Number</b>	MA06H058117
<b>Project Number</b>	
<b>Subsidy Type</b>	Section 8
<b>50059 Type Of Action</b>	Move-In Certification
<b>50059 Effective Date</b>	04/14/2006
<b>SSN:</b>	555-55-5555
<b>HOH SSN:</b>	***.**-2942
<b>HOH First Name</b>	WKUDCZ
<b>HOH Last Name</b>	FVPMGOQL
<b>Contract Number</b>	MA068023024
<b>Project Number</b>	02335253
<b>Subsidy Type</b>	Section 8
<b>50059 Type Of Action</b>	Annual Recertification
<b>50059 Effective Date</b>	06/01/2006

# Match for Existing Tenant Subsidy (Cont.)

*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.*

# Use/Benefits of Existing Tenant Search Option

- HUD strongly encourages O/As to use the Existing Tenant Search **before** admitting **new applicants** into subsidized properties.
- O/As should inquire about and follow up on all “Matches” before family admission.

# Use/Benefits of Existing Tenant Search Option (Cont.)

- The search can be performed for all members of the household that have SSNs, including children.
- Will help to reduce instances of families receiving multiple subsidies.

EIV - Welcome Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://hwwauad426.hud.gov/eiv/selectuserOathFrmSelection.action

## Enterprise Income Verification

Welcome First - M00337 Last - uiv

### EIV Announcement

Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

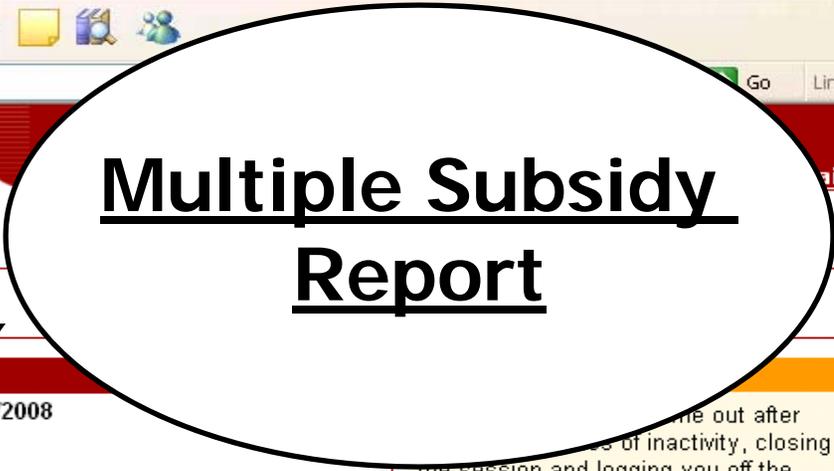
**Multiple Subsidy Report**

**Notice of Browser Compatibility**

The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software..

**Attention !!**

Next User re-certification is due by "7/30/2008." If not, Access will be Terminated at 12:00AM, EST 07/31/2008



# Multiple Subsidy Report Searches

- **Within MF Programs Only:**
  - Provides a list of tenants who receive assistance under more than one contract or project under the user's multifamily program portfolio.
- **Within MF and PIH:**
  - Provides a list of tenants who receive assistance under both MF Housing and PIH programs.

# Searching for Multiple Subsidy Report – External Users

**Enterprise Income Verification** [HUD Home](#) [M](#)

Verification Reports >> Multiple Subsidy Report >> Report Selection

---

**Multiple Subsidy Report**

Select the contract(s) or projects to search tenants receiving multiple subsidies.

Contracts

Projects

---

Search within MF only

Search within MF and PIH

---

**Select a Contract(s) or Project(s) and Search within MF only or within MF and PIH and click "Search"**

# Searching for Multiple Subsidy Report – Internal Users

**Enterprise Income Verification**

Verification Reports >> Multiple Subsidy Report >> Report Selection

**Multiple Subsidy Report**

Enter a Contract/ Project number or Select a contract/project from the project (s) to search tenants receiving multiple subsidies.

Enter a Contract Number:  OR  Select a Contract

Enter a Project Number:  OR  Select a Project

Search within MF only  
 Search within MF and PIH

**Enter or select a Contract(s) <OR> enter or select a Project(s), select search option, and click "Search"**

# Multiple Subsidy Report – Within MF Programs Only

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Verification Reports >> Multiple Subsidy Report >> [Report Selection](#) >> Multiple Subsidy Report Summary

**Multiple Subsidy Report Summary**

Contract Number: XX000000000  
 Members Receiving Multiple Subsidies: 1  
 Search Criteria: Within MF Programs Only  
 Search Criteria: All household members

[Printer-Friendly Version](#)  
[Download in Excel](#)

1 - 1 of 1 Members

**Summary Reports** Detail Reports

Member SSN	Member Name	Member DOB	Member Subsidy Count
XX-XX-XXXX	DICKY-VRS SHC	XX/XX/9999	2

1 - 1 of 1 Members

Note: This report identifies household members that potentially may be receiving multiple subsidies  
 Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
 Report Generated By - HEI000 FIRST - HEIV08 LAST - ulv

# Multiple Subsidy Report – Within MF Programs Only (Cont.)

- When the Report displays, a listing of all members within the property will appear.

# Multiple Subsidy Report – Multiple Subsidy MF Only (Cont.)

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Verification Reports >> Multiple Subsidy Report >> [Report Selection](#) >> Multiple Subsidy Report Detail

**Multiple Subsidy Report Detail**

Contract Number:	XX00000000
Members Receiving Multiple Subsidies	1
Search Criteria:	Within MF Programs Only
Search Criteria:	All household members

[Printer-Friendly Version](#)  
[Download in Excel](#)

1 - 1 of 1 Members

**Summary Reports** **Detail Reports**

**Member Information**

Member SSN	***-**-9999
Member Name	DKJY-VRS SMC
Member DOB	XX/XX/9999
Count of Subsidies	2

**Household Information of Households Where DKJY-VRS SMC Receives Subsidy**

HOH SSN	***-**-9999
HOH Name	DKJY-VRS SMC
Relationship to HOH	Head of Household
Subsidy Type	Section 8
Contract Number	XX000000000
Project Number	XX000000
Owner/Management Agent name	ICAP
50059 Effective Date	04/01/2007
Certification Type	Annual Recertification
Unit Address	1111 ABC Drive, City, XX - 99999

HOH SSN	***-**-9999
HOH Name	WBJ ZGVVZ
Relationship to HOH	Spouse
Subsidy Type	Section 8
Contract Number	XX000000000
Project Number	XX000000
Owner/Management Agent name	ICAP
50059 Effective Date	04/01/2007
Certification Type	Annual Recertification

# Multiple Subsidy Report – Multiple Subsidy MF Only (Cont.)

- **Detail Reports** tab displays an entire list of the members identified as receiving multiple subsidies.
- The **Summary Reports** tab does not provide links to individual SSNs; all details are found on the **Detail Reports** tab.

# Multiple Subsidy Report – Multiple Subsidy MF Only (Cont.)

- The **Detail Reports** shows the other property where the individual may be receiving subsidy and also the last four (4) digits of the HOH SSN.
- O/As are encouraged to enter unit address in TRACS for existing tenants; this will populate the Unit Address field on the Report.

# Multiple Subsidy Report – Within MF and PIH

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Verification Reports >> Multiple Subsidy Report >> [Report Selection](#) >> Multiple Subsidy Report Summary

**Multiple Subsidy Report Summary**

Contract Number: XX000000000  
 Members Receiving Multiple Subsidies: 15  
 Search Criteria: Within PIH and MF Programs  
 Search Criteria: All household members

[Printer-Friendly Version](#)  
[Download in Excel](#)

1 - 15 of 15 Members

**Summary Reports** **Detail Reports**

Member SSN	Member Name	Member DOB	Member Subsidy Count
***-**-9999	GNOG AKGZEBE	XX/XX/9999	2
***-**-9999	GNOGS AKGZEBE	XX/XX/9999	2
***-**-9999	JBQIZV AKGZEBE	XX/XX/9999	2
***-**-9999	LJNCFOP HKUYGQC	XX/XX/9999	2
***-**-9999	ZKXVSLPJ HKUYGQC	XX/XX/9999	2
***-**-9999	YBXVHEKL KLGBWFR	XX/XX/9999	2
***-**-9999	FNOMCBCHD NVJY	XX/XX/9999	2
***-**-9999	GZIIG PMOR	XX/XX/9999	2
***-**-9999	JBXUHR SKJQG	XX/XX/9999	2
***-**-9999	UTPIHA SKJQG	XX/XX/9999	2
***-**-9999	LMF SLJV	XX/XX/9999	2
***-**-9999	AKABEOS YFGOS	XX/XX/9999	2
***-**-9999	LKZLF YFGOS	XX/XX/9999	2
***-**-9999	GZADF YVZRGO	XX/XX/9999	2
***-**-9999	LVVIF YVZRGO	XX/XX/9999	2

1 - 15 of 15 Members

Note: This report identifies household members that potentially may be receiving multiple subsidies.  
 Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.

# Multiple Subsidy Report – Within MF and PIH (Cont.)

Enterprise Income Verification

[HUD Home](#)
[MF Housing](#)
[EIV Home](#)
[Search](#)
[Email](#)

Verification Reports >> Multiple Subsidy Report >> [Report Selection](#) >> Multiple Subsidy Report Detail

**Multiple Subsidy Report Detail**

Contract Number:	XX000000000
Members Receiving Multiple Subsidies	15
Search Criteria:	Within PIH and MF Programs
Search Criteria:	All household members

[Printer-Friendly Version](#)  
[Download in Excel](#)

1 - 15 of 15 Members

Summary Reports
Detail Reports

Member Information	
Member SSN	***.**-9999
Member Name	GNOG AKGZEBE
Member DOB	XX/XX/1997
Count of Subsidies	2
Household Information of Households Where GNOG AKGZEBE Receives Subsidy	
HOH SSN	***.**-9999
HOH Name	YBXVHEKL KLGWFR
Relationship to HOH	Child
Subsidy Type	Section 8
Contract Number	XX999999999
Project Number	0000000
Owner/Management Agent name	NTHDC
50059 Effective Date	10/01/2007
Certification Type	Annual Recertification
Unit Address	1111 ABC Street, City Name, XX - 99999
HOH SSN	***.**-9999
HOH Name	Ybxvhekl Klgbwfr
Relationship to HOH	Other youth under 18
Program Type	Voucher
Project Code	
50058 Effective Date	06/01/2008
Type of Action	Interim Reexamination
Unit Address	111 ABC Street, City Name, XX - 99999
PHA	XX000 - XX PHA Name
PHA Address	551 XYZ Street, City Name, XX - 99999
PHA Telephone Numbers	Office: (561) 655-8530 Fax: (561) 832-8962

# Multiple Subsidy Report – Within MF and PIH (Cont.)

- At the bottom of the Report, as shown on the previous slide, is the unit address for the public housing property where the tenant may also be receiving subsidy.

# Use/Benefits of Multiple Subsidy Report

- HUD strongly encourages O/As use this report periodically and during family annual re-certifications to check whether an existing subsidized family member, under the O/A's portfolio, is receiving more than one subsidy within MF Housing programs or within MF Housing and PIH.

# Use/Benefits of Multiple Subsidy Report (Cont.)

- O/As should inquire about and follow up on all “Records Found” upon detection.
- Using this search option will help to reduce instances of families receiving multiple subsidies and subletting in subsidized properties.

# Multiple Subsidy Report Statistics

On December 16, 2008:

- 1,090 projects had families potentially receiving multiple subsidy payments
- 1,978 members or individuals potentially receiving multiple subsidy
- These numbers are within MF Housing only

# Multiple Subsidy Report False Positives

- O/A fails to update family composition on 50059 for family where 17 year old household member moves out into his or her own PIH unit when they turn 18 years old.
- O/A fails to enter Move-Out date in TRACS to stop subsidy.

# Multiple Subsidy Report False Positives (Cont.)

- Child who lives with their mother 50% of the time and father 50% of the time. Child is still on form HUD-50059 for both families.

# Enterprise Income Verification

Welcome First - M00337 Last - uiv

## EIV Announcement

Announcement Date: 01/14/2008

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

### Identity Verification Report

Notice of Browser Compatibility  
The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software..

**Attention !!**  
Next User re-certification is due by "7/30/2008." If not, Access will be Terminated at 12:00AM, EST 07/31/2008

- Back to Secure Systems
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User Manual  
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# Identity Verification Report

- Provides statistical information at HQs, by Project or by Subsidy Contract of the number of households and members who:
  - Were successfully verified by SSA
  - Failed SSA verification, or
  - Failed EIV pre-screening process

# Searching for Identity Verification Report – External Users

**Enterprise Income Verification** [HUD Home](#) [MF I](#)

Verification Reports >> Identity Verification Report >> Report Selection

Select the contract or project and re-certification month to view the identity verification report.

Enter a Contract Number:

Enter a Project Number:

Select Re-Certification Month:

Select search option, a Contract(s) or Project(s), Recertification Month, and click "Get Report"

# Searching for Identity Verification Report – Internal Users

The screenshot shows the 'Enterprise Income Verification' web application. At the top left is the title 'Enterprise Income Verification' and at the top right is a 'HUD Home' link. Below the title is a breadcrumb trail: 'Verification Reports >> Identity Verification Report >> Report Selection'. A red banner contains the instruction: 'Please select the criteria (at HQs, By Project or by Subsidy Contract) by which you need to view the Identity verification report'. Below this are three search options: 'HUD HQ' (selected with a radio button), 'Enter a Contract Number:' (with an empty text input field), and 'Enter a Project Number:' (with an empty text input field). Below these is a 'Select Re-Certification Month:' dropdown menu currently set to 'All'. At the bottom right is a 'Get Report' button. A white callout box with a black border on the right side contains the text: 'Select search option, enter a Contract or Project, select Recertification Month, and click "Get Report"'. Four black arrows point from this callout box to the 'HUD HQ' radio button, the 'Enter a Contract Number' input field, the 'Select Re-Certification Month' dropdown, and the 'Get Report' button.

# Identity Verification Report Details

## Enterprise Income Verification

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Verification Reports >> Identity Verification Report >> [Report Selection](#)

### Identity Verification Report

Contract Number	WA160001002
Re-Certification Month	All

### Identity Verification Report Statistics

<b>Number of households - excluding End of Participation (EOP)</b>	6
<b>Number of households with all members verified (Verified or Deceased)</b>	5
<b>Number of households where one or more members are Not-Verified or Failed</b>	1
• Number of households Not-Verified (verification in process)	1
• Percentage of households Not-Verified	16.67%
• Number of households Failed	0
• Failed EIV Pre-screening	0
• Failed the SEA Identity Test	0
• Percentage of households Failed	00.00%
<b>Number of household members</b>	6
<b>Number of deceased members</b>	0
<b>Percentage of verified households</b>	83.33%
<b>Percentage of household members who are Not-Verified</b>	16.67%
<b>Percentage of household members who are Failed</b>	00.00%

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

Department of Housing and Urban Development  
Office of Housing Assistance and Grant Administration

# Use/Benefits of Identity Verification Report

- O/As should pull this report monthly to identify failed verifications for resolution.
- HUD and CAs will be able to pull this information from EIV, at any time, for review and audit purposes.

# Use/Benefits of Identity Verification Report (Cont.)

- O/As can easily identify invalid or unavailable SSNs in TRACS and correct or have corrected in support of MF Housing's Automation Rule (24 CFR 208.18) available at:

<http://www.hud.gov/offices/hsg/mfh/rhii/p/hudmfhsgautomationrule.pdf>

# Identity Verification Report Statistics

On December 16, 2008:

- 112,198 individuals had not been verified or had failed verification
- 91.5% of households had been verified

# Failed Pre-screening Verification Report

- Identifies tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test.
  - For example, SSN entered as 999-99-9999. TRACS extract would not recognize as a valid SSN, and therefore not send to SSA for data match.

# Active Link on the Identity Verification Report

## Enterprise Income Verification

Verification Reports >> Identity Verification Report >> [Report](#)

Identity Verification Report	
Contract Number	
Re-Certification Month	

Identity Verification Report Statistics	
Number of households - excluding End of Participation (EOP)	
Number of households with all members verified (Verified or Deceased)	
Number of households where one or more members are Not-Verified or Failed	42
• Number of households Not-Verified (verification in process)	3
• Percentage of households Not-Verified	01.42%
• Number of households Failed	39
• <b>Failed EIV Pre-screening</b>	21
• Failed the SSA Identity Test	18
• Percentage of households Failed	18.40%
Number of household members	589
Number of deceased members	0
Percentage of verified households	80.19%
Percentage of household members who are Not-Verified	01.53%
Percentage of household members who are Failed	08.66%

**Failed EIV Pre-screening Report**



# Enterprise Income Verification

Verification Reports >> [Identity Verification Report Selection](#) >> [Identity Verification Report](#) >> Failed EIV Pre-Screening Report

## Failed EIV Pre-Screening Report by Contract

Contracts	XX000000000
Re-certification Month	All
Households with Errors	6

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[Error Description Help](#)

1 - 6 of 6 Households

### Failed EIV Pre-Screening Report for Contract: XX000000000

HOH SSN: 999-99-9999   HOH Name: GLMMOM BBGSOZD   Project Number: XX00000		
Member SSN	Member Name	Error Description
888-88-8888	KVADNOK BBGSOZD	Failed SSN check.
888-88-8888	ZGXDWQKLS BBGSOZD	Failed SSN check.
HOH SSN: 999-99-9999   HOH Name: KBZNBZ SKAUQHJ   Project Number: XX00000		
Member SSN	Member Name	Error Description
888-88-8888	PVGORB SKAUQHJ	Failed SSN check.
HOH SSN: 999-99-9999   HOH Name: GTJB EAOYEBBL   Project Number: XX00000		
Member SSN	Member Name	Error Description
888-88-8888	MGVUHVPJ NVJY	Failed SSN check.
HOH SSN: 999-99-9999   HOH Name: FBZDDRP FMNVGO   Project Number: XX00000		
Member SSN	Member Name	Error Description
888-88-8888	QKSDGO PLINK	Failed SSN check.
HOH SSN: 999-99-9999   HOH Name: LVJB KXCYLBBHF   Project Number: XX00000		
Member SSN	Member Name	Error Description
888-88-8888	NUZN ZGOFQ	Failed SSN check.
HOH SSN: 999-99-9999   HOH Name: OGOW IVJ   Project Number: XX00000		
Member SSN	Member Name	Error Description
888-88-8888	NBZRS IVJ	Failed SSN check.

1 - 6 of 6 Households

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

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- Back to Secure Systems
- Back to EIV Main Page
- Program Office Selection

#### Income Information

- By Contract Number
- By Project Number
- By Head of Household

#### Verification Reports

- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Report
- Deceased Tenants Report

#### User Administration

- Coordinator Access Request
- User Certification
- User Certification Report
- View User Expiration
- User Expiration Report
- Coordinator User Report

#### External Links

- USCIS - SAVE System

#### User Manual



# Failed Pre-screening Report Details

- HOH SSN
- HOH Name
- Contract Number
- Member SSN
- Member Name
- Error Description

# EIV Failed Pre-screening Report

- The Report reflects members “not verified” in the “Identity Verification Status,” discussed earlier.
- On December 16, 2008, there were 21,045 households nationally on the failed EIV Pre-screening Report.

# Use/Benefits of Failed Pre-screening Report

- O/As should pull this report monthly to identify families and members who failed the EIV pre-screening test.
- HUD and CAs will be able to pull this information from EIV, at any time, for review and audit purposes.

# Benefits of Failed Pre-screening Report

- Will alert O/As of errors in tenant identifiers for correction in TRACS necessary for SSA and HHS matching purposes.
- It is important for O/As to keep current and accurate records to maximize the effectiveness of the EIV system.

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Back Search Favorites

Address <https://hwwauad426.hud.gov/eiv/selectuserOathFrmSelection.action> Go Links

# Enterprise Income Verification

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## Deceased Tenants Report

**EIV Announcement**

Announcement Date

January 14, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

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# Deceased Tenant Report

- Provides basic information on households and household members who are reported by SSA as deceased.

# Searching for Deceased Tenant Report – External Users

**Enterprise Income Verification** [HUD Home](#) [M](#)

Verification Reports >> Deceased Tenant Report Selection >> Report Selection

Select the contract or project and re-certification month to view the deceased tenant report.

Select One or More Contracts:

- AK020002001 -- CHENANA APARTMENTS
- AK020003001 -- KDL APARTMENTS
- AK02M000012 -- Chester Park Estates
- AK021851001 -- DAYBREAK INC
- AK06L000003 -- NORTHWIND
- AK06L000007 -- JEWEL LAKE VILLA II
- AK06S011002 -- DENALI VIEW SENIOR HOUSING
- AL090001015 -- CORDOVA PARK
- AL090010002 -- JASPER ELDERLY
- AL090015023 -- BRADLEY PARK APTS

Select One or More Projects

- 12211102 -- WESTSIDE JEWISH CENTER APARTMEN
- 12214007 -- SUNLAND PARK APTS
- 12235452 -- PALMDALE EAST
- 12235485 -- COMMERCE SENIOR CITIZENS APTS
- 12235667 -- COMMERCE SENIOR CITIZENS APTS
- 12241030 -- SUNLAND PARK APTS
- 12241052 -- VENTURA TERRACE
- 12241070 -- SUNLAND PARK APTS
- 12244014 -- VENTURA TERRACE
- 12244161 -- LA VILLA PUENTE APTS

Select Re-Certification Month: All

Select search option, a Contract(s) or Project(s), Recertification Month, and click "Get Report"

# Searching for Deceased Tenant Report – Internal Users

**Enterprise Income Verification** [HUD Home](#) [MF Housing](#) [EIV Home](#) [Search](#) [Email](#)

Verification Reports >> Deceased Tenant Report Selection >> Report Selection

Please select the criteria (By Project or by Subsidy Contract) by which you need to view contract/project under your jurisdiction and then select the Re-certification Month(s) or

Enter a Contract Number:  OR

Enter a Project Number:  OR

Select Re-Certification Month:

Select search option, a Contract(s) or Project(s), Recertification month, and click "Get Report"

# Deceased Tenant Report Statistics



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- Back to Secure Systems
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- Program Office Selection

**Income Information**

- By Contract Number
- By Project Number
- By Head of Household

**Verification Reports**

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**External Links**

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**User Manual**



## Enterprise Income Verification

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

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Deceased Tenants Report by Contract for Reexamination Month - All

Contract(s)

Total number of households evaluated	Total number of household members evaluated	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	
							#	%	#	%	#	%	#	%
195	238	2	01.03%	1	50.00%	2	0	00.00%	1	50.00%	0	00.00%	0	00.00%

[Printer Friendly Version](#)

1 - 2 of 2 Households

Note: \* = Single member deceased household

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Deceased Tenants Report By Contract XX000000000

HOH SSN: ***-**-9999   HOH Name: UNQWF JZONBZOLF   HOH DOB: XX/XX/9999				
Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV
***-**-9999	UNQWF JZONBZOLF	XX/XX/9999	03/04/2008 *	04/02/2008
HOH SSN: ***-**-9999   HOH Name: WBJ ZGVWZ   HOH DOB: XX/XX/9999				
Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV
***-**-9999	WBJ ZGVWZ	XX/XX/9999	03/20/2007	04/02/2008

1 - 2 of 2 Households

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

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# Use/Benefit of Deceased Tenant Report

- O/As should use this report monthly to identify families and members appearing on the report that are still receiving subsidy.
- O/As should follow up with HOH, next of kin or emergency contact to confirm tenant is deceased, as report information is approximately 90% accurate.

# Use/Benefit of Deceased Tenant Report (Cont.)

- If the O/A finds that the tenant is not deceased, the O/A should encourage the tenant to contact the SSA to get the discrepancy resolved.
- Update form HUD-50059 or, if necessary, process a form HUD-50059 to terminate tenancy.

# Use/Benefit of Deceased Tenant Report (Cont.)

- Will help to identify and reduce payment of HUD subsidies for deceased tenants.
- HUD and CAs will be able to pull this information from EIV, at any time, for review and audit purposes.

# Deceased Tenant Report Statistics

On December 16, 2008:

- 5,396 households were represented as having a deceased member
  - 3,686 of these households were receiving subsidy in a single person household
- 233 individuals may have been deceased for greater than 1 year
- 122 individuals may have been deceased for greater than 2 years

# Effective Use of Verification Reports

- The overall goal in using these reports is to reduce the number and amount of improper subsidy payments made on behalf of ineligible families.