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 CAAFs 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

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

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 (CAAIF).

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

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

EIV Application and Online Access for Multifamily Housing Programs

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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
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 CAAF/UAAFs **Electronically**
External User Requests for EIV Access: *New Way* (Cont.)

<table>
<thead>
<tr>
<th>Type of Action</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>New &amp; Expire</td>
<td>Hardcopy</td>
</tr>
<tr>
<td>Certification &amp; Re-certification</td>
<td>Electronic</td>
</tr>
</tbody>
</table>
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

CAAF and UAAF

http://www.hud.gov/offices/hsg/mfh/rhii/eiv/eivapps.cfm
**Hardcopy CAAF**

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**Enterprise Income Verification (EIV) System**

**Multifamily Housing Coordinator Access Authorization Form**

(Please Print or Type)

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.

<table>
<thead>
<tr>
<th><strong>A. Authorized User Details</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (last, first, and middle initial):</td>
<td>WASS User ID (M-ID):</td>
</tr>
<tr>
<td>Position Title:</td>
<td>Phone Number:</td>
</tr>
<tr>
<td>Email Address:</td>
<td>Fax Number:</td>
</tr>
</tbody>
</table>

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”).

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Department of Housing and Urban Development
Office of Housing Assistance and Grant Administration
PART I. ACCESS AUTHORIZATION

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

<table>
<thead>
<tr>
<th>Authorized User Details</th>
<th>WASS User ID (M-ID):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (last, first, and middle initial):</td>
<td>Phone Number:</td>
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<tr>
<td>Position Title:</td>
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<td>Fax Number:</td>
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</tbody>
</table>

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.
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 UAAF (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** UAAF s 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**

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**PART I. ACCESS AUTHORIZATION**

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

<table>
<thead>
<tr>
<th><em>A. Authorized User Details</em></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong> (last, first, and middle initial):</td>
</tr>
<tr>
<td>Dowe, John J.</td>
</tr>
<tr>
<td><strong>Position Title:</strong></td>
</tr>
<tr>
<td>Housing Specialist</td>
</tr>
<tr>
<td><strong>Email Address:</strong></td>
</tr>
<tr>
<td><a href="mailto:JohnDowe@don%5C%E2%80%99tdoit.com">JohnDowe@don\’tdoit.com</a></td>
</tr>
</tbody>
</table>

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”):

**Perform annual tenant re-certification of income**
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/
Secure Systems Single Sign On

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

https://hudapps.hud.gov/ HUD_Systems/
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.

Warning Notice

The Secure Systems security access software supports Internet Explorer 6.0 browser. Internet Explorer 5.0 browser is supported for all processing systems except ARAMIS, other browsers may not be compatible with this software.

Message of the Day

Welcome to the Message of the Day.
WASS Main Menu

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, alteration, 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 or 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

Enterprise Income Verification

Legal Warning

Misuse of Federal Information through the HUD Secure Connection website falls under the provisions of Title 16, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

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☐ Contract administrators (including HUD staff) overseeing O/A operations need not have a valid form HUD-9887 to view EIV data. However, they must affirm that they will verify that O/A 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

Select MF Program Office and click on "Continue"
Select Coordinator Role: HSC or CAC

Enterprise Income Verification

Select Role and click on Continue

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

Continue
Welcome Page: HSC or CAC Role

Authorization Form
HSC/CAC Coordinators: Create New Request

Create New Request

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.
Electronic CAAF – O/As and Service Bureaus

Certification that Owner letter(s) is on file
Electronic CAAF - CAs

Certification that CA authorization letter(s) is on file
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

Contact Information

Type of Action Request
Complete and Submit CAAF Request (Cont.)

Acknowledgement and Certification

Submit Request

Department of Housing and Urban Development
Office of Housing Assistance and Grant Administration
CAAF Submitted: “Pending” Status
**Coordinator Access Requests: Actions**

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create New Request</td>
<td>Create CAAF for Certification or Recertification</td>
</tr>
<tr>
<td>Edit</td>
<td>Edit/Modify the CAAF</td>
</tr>
<tr>
<td>Delete</td>
<td>Delete the CAAF request</td>
</tr>
<tr>
<td>Change View</td>
<td>By default, the system will display all “Pending” CAAFs</td>
</tr>
<tr>
<td>View CAAF</td>
<td>View Submitted CAAF</td>
</tr>
</tbody>
</table>
Approved CAAF

Shows CAAF has been “Approved”

Click on “View CAAF” to see “Approved” CAAF
Approved CAAF – View

Click “Print” to print approved CAAF
Electronic UAAF

**Enterprise Income Verification**

<table>
<thead>
<tr>
<th>User Access Request &gt;&gt; New User Access Request Form (UAAF)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Request:</strong> 03/06/2008</td>
</tr>
<tr>
<td><strong>User ID:</strong> R100345</td>
</tr>
<tr>
<td><strong>User Role:</strong> HSU</td>
</tr>
<tr>
<td><strong>User Name:</strong></td>
</tr>
<tr>
<td><strong>Phone Number:</strong></td>
</tr>
<tr>
<td><strong>Fax Number:</strong></td>
</tr>
<tr>
<td><strong>Email Address:</strong></td>
</tr>
<tr>
<td><strong>Type of Action Request:</strong></td>
</tr>
<tr>
<td><strong>Contract / Project Number:</strong></td>
</tr>
<tr>
<td><strong>Position Title:</strong></td>
</tr>
<tr>
<td><strong>Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:</strong></td>
</tr>
<tr>
<td><strong>User Affiliation:</strong></td>
</tr>
</tbody>
</table>

**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/hiv/eiv/eivhome.cfm](http://www.hud.gov/offices/hsg/hiv/eiv/eivhome.cfm)

[Submit Request] [Cancel Request]
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.
UAAF Submitted: “Pending” Status
Approved UAAF

Enterprise Income Verification

User Access Request >> Current Requests

Request Selection: Approved

<table>
<thead>
<tr>
<th>Date Requested</th>
<th>User ID</th>
<th>User Name</th>
<th>User Role</th>
<th>No of Contract/Project(s)</th>
<th>Type of Request</th>
<th>Coordinator Action</th>
<th>Date of Action</th>
<th>Available User Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/09/2008</td>
<td>M00362</td>
<td>First - M00362 Last - uiv</td>
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<td>Certification</td>
<td>Approved</td>
<td>06/09/2008</td>
<td>View UAAF</td>
</tr>
</tbody>
</table>

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 - View

Click "Print" to print "Approved" UAAF

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

Enterprise Income Verification

Welcome First - M00337 Last - ulv

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 annually on the anniversary of the assignment or recertification of the EIV Role for each Subsidy Contract and/or Project Number in your portfolio.
Current User (UAAF) Requests

Enterpris Income Verification

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

<table>
<thead>
<tr>
<th>Date Requested</th>
<th>User ID</th>
<th>User Name</th>
<th>User Role</th>
<th>No of Contract/Project</th>
<th>Type of Action Requested</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/21/2008</td>
<td>M00342</td>
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<td>HSU</td>
<td>2</td>
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<td>M00342</td>
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<td>HSU</td>
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<td>Termination</td>
<td>Pending</td>
<td>Details</td>
</tr>
</tbody>
</table>

“Requested Selection” defaults to “Pending.”

You will be able to sort By “Date Requested” with the 8.1.2 ElV Release.
User Requests: Change View

- Click the down arrow key for more request options. Click "Change View" to view selected request.
Under “Actions,” click the “Details” button to Approve, Deny, or put the user’s request On Hold.

<table>
<thead>
<tr>
<th>Date Requested</th>
<th>User ID</th>
<th>User Name</th>
<th>User Role</th>
<th>No of Contract/Project</th>
<th>Type of Action Requested</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
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<td>M00342</td>
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<td>HSU</td>
<td>2</td>
<td>Certification</td>
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<td>Details</td>
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<tr>
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<td>M00342</td>
<td>First - M00342 Last - wix</td>
<td>HSU</td>
<td>1</td>
<td>Re-Certification</td>
<td>Pending</td>
<td>Details</td>
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<tr>
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<td>M00342</td>
<td>First - M00342 Last - wix</td>
<td>HSU</td>
<td>1</td>
<td>Termination</td>
<td>Pending</td>
<td>Details</td>
</tr>
<tr>
<td>04/21/2008</td>
<td>M00345</td>
<td>First - M00345 Last - wix</td>
<td>HSU</td>
<td>10</td>
<td>Certification</td>
<td>Pending</td>
<td>Details</td>
</tr>
<tr>
<td>04/21/2008</td>
<td>M00345</td>
<td>First - M00345 Last - wix</td>
<td>HSU</td>
<td>1</td>
<td>Termination</td>
<td>Pending</td>
<td>Details</td>
</tr>
</tbody>
</table>
User’s Completed UAAF for Action
UAAF Action Options

Enterprise Income Verification

User Access Request >> UAAF

Date of Request: 04/21/2006
User ID: M60342
User Role: HSU
User Name: First - M60342 Last - ukr
Phone Number: 874784747
Fax Number: user token
Email Address: user
Contract / Project Numbers:
Position Title: user
Type of Work: user
Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:
Coordinator Affiliation: user
Coordinator Action:
Coordinator Action Date:
Coordinator User ID:
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 on-line, 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 Managing Program website at http://www.hud.gov/offices/hsg/mfh/ask/ww/ev/home.html

Reason for Denial: (Required for denial requests.)

Note: If you are going to deny the request, please date the reason for denial. You will not be able to complete the denial process without a reason for denial. For all other actions, leave this field blank.

Approve  Deny  On Hold  Cancel

Department of Housing and Urban Development
Office of Housing Assistance and Grant Administration
UAAF Action: Approve
UAAF Action: Deny
UAAF Action: On Hold
UAAF: Cancel Action

No Action Taken
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. *(1st 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

Enterprise Income Verification

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

Request Selection: Pending

User Access Authorization Requests

<table>
<thead>
<tr>
<th>Date Requested</th>
<th>User ID</th>
<th>User Name</th>
<th>User Role</th>
<th>No of</th>
<th>Type of Action Requested</th>
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<tr>
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<td>HSU</td>
<td>6</td>
<td>Certification</td>
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<td>Details</td>
</tr>
</tbody>
</table>

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 (UAIF) 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 UAF's does not denote recertification of users in EIV.
- If you DENY the user's UAF request for recertification, you must unassign the HSU role in Web Access Secure...
User Certification – Search Options

Select “Contracts” or “Projects” and click “Get Users”
Certifying a “New” or “Pending” Contract/Project

Under “Action,” click checkbox for “New” contract/project and click “Certify”
“New” or “Pending” Contract/Project: Certified

From “New” to “Certified”
Expiring a “Certified” Contract/Project

Under “Action,” click checkbox for “Certified” contract/project and click “Expire”
Expiration Confirmation Notice

Click “Ok” to continue action: Expire

Why Expire?
1. Reassignment
2. New Job
3. No longer needing access
“Certified” Contract/Project: Expired
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: Search Options

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

Functionality: Certification

Check box next to User ID and click “Certify”

Without an approved UAAF, Coordinator will not be able to certify
User Certification Report

Functionality: Expiration

Select property and click “Expire”

<table>
<thead>
<tr>
<th>Action</th>
<th>User ID</th>
<th>User Name</th>
<th>Contract</th>
<th>Effective Start Date</th>
<th>Effective To Date</th>
<th>User Status</th>
<th>Approved User ID</th>
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<td>AK2007051001</td>
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<td>-</td>
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<td>M00342</td>
<td>First - M00342 Last - uuv</td>
<td>WA166010001</td>
<td>-</td>
<td>-</td>
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<td>07/31/2008</td>
<td>Certified</td>
<td>M00337</td>
</tr>
</tbody>
</table>
User Certification Report
Functionality: Expiration (Cont.)

- When the “Expiration” 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: Details
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; ...
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: 
  
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.
Before accessing the EIV system, all EIV users must acknowledging 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
Legal Warning

Misuse of Federal Information through the HUD Secure Connection website 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 a 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 and 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.

Owner and management agents (OMA) 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 appropriate checkbox to the left and then click on 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

<table>
<thead>
<tr>
<th>Safeguard</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical</td>
<td>Access to the EIV system</td>
</tr>
<tr>
<td>Administrative</td>
<td>Use of the EIV system</td>
</tr>
<tr>
<td>Physical</td>
<td>Handling of information originating from EIV, whether online or in print.</td>
</tr>
</tbody>
</table>
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.
<table>
<thead>
<tr>
<th>QTR</th>
<th>Quarter Dates</th>
<th>Certify By</th>
<th>Access Expired 12:00 A.M. EST</th>
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<td>April 30</td>
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<td>Apr. 1 – June 30</td>
<td>Jul. 30</td>
<td>Jul. 31</td>
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<tr>
<td>3</td>
<td>July 1 – Sept. 30</td>
<td>Oct. 30</td>
<td>Oct. 31</td>
</tr>
<tr>
<td>4</td>
<td>Oct. 1 – Dec. 31</td>
<td>Jan. 30</td>
<td>Jan. 31</td>
</tr>
</tbody>
</table>
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 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

- Mail to (Marked Confidential):
  - Department of Housing and Urban Development, Office of Multifamily Housing, Attention: MF TRACS/EIV Security, 451 7th 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.
Administrative Safeguards: Security Breaches (Cont.)

- You can write to the Hotline at:
  - HUD OIG Hotline, GFI
    421 7th 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

Do Not Select “Back to Secure Systems”
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:
MF EIV Application and Online Access Website
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)
Income Information

Search Options

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
Search by Subsidy Contract – External Users

Select One or More Contracts:
- AK020002001 - CHENANA APARTMENTS
- AK02003001 - KBL APARTMENTS
- AK021000012 - Chester Park Estates
- AK02T851001 - DAYBREAK INC
- AK050003003 - NORTHWIND
- AK050000007 - JEWEL LAKE VILLA II
- AK055011002 - DENALI VIEW SENIOR HOUSING
- AD090201015 - CORDOVA PARK
- AD090100002 - JASPER ELDERLY
- AD09015023 - BRADLEY PARK APTS

Select Re-certification Month: May

Select a Contract(s), Re-certification Month, and click “Go”
Search by Subsidy Contract – Internal User (HFU)

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**

**Income Information >> By Subsidy Contract**

#### Select One or More Contracts:

- AK020000012 -- KEL APARTMENTS
- AK0200000102 -- Chestnut Park Estates
- AK0200000101 -- DAYBREAK INC
- AK0600000090 -- NORTHWIND
- AK0600000080 -- JEWEL LAKE VILLAGE
- AK0600000070 -- DENALI VIEW SENIOR HOUSING
- AK0600000060 -- CORDOVA PARK
- AL0900000020 -- JASPER ELDERLY
- AL0900000030 -- BRADLEY PARK APARTS

#### Select Re-certification Month:

- All

---

**Monthly Report Summary**

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Number of Households</th>
<th>Number of Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income Report</td>
<td>61</td>
<td>67</td>
</tr>
<tr>
<td>Income Discrepancy Report</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Failed Verification Report</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>No Income Report</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>New/Revised Report</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

---

**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

Select One or More Projects:
- 1221102 -- WESTSIDE CENTER APTS
- 1224007 -- SUNLAND PARK APPTS
- 12235452 -- PALMDALE EAST Q
- 12235485 -- COMMERCE SENIOR CITIZENS APTS
- 12235524 -- L'AFFURIE CLUB APPTS
- 12241067 -- COMMERCE SENIOR CITIZENS APTS
- 12241030 -- SUNLAND PARK APPTS
- 12241062 -- VENTURA TERRACE
- 12241070 -- SUNLAND PARK APPTS
- 12244014 -- VENTURA TERRACE

Select Re-certification Month: May

Click “Go”
Search By Project Number – Internal User (HFU)

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

Enterprise Income Verification

Income Information >> By Project Number

Select One or More Projects:
- 12211102 -- WESTSIDE JEWS
- 12214007 -- SUNLAND PARK
- 12235452 -- PALMIDGE EAST
- 12235485 -- COMMERCE SENK
- 12235467 -- COMMERCE SENK
- 12241030 -- SUNLAND PARK A
- 12241020 -- SUNLAND PARK
- 12241014 -- VENTURA TERRACE
- 12244101 -- LA VILLA PUENTE APTS

Select Re-certification Month: All

Monthly Report Summary

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Number of Households</th>
<th>Number of Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income Report</td>
<td>97</td>
<td>124</td>
</tr>
<tr>
<td>Income Discrepancy Report</td>
<td>3</td>
<td>-</td>
</tr>
<tr>
<td>Failed Verification Report</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>No Income Report</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>New Hires Report</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Lists available Report Types for Selected Project(s)
Search by Head of Household – External Users

Enter the HOH’s SSN, select a Contract <OR> Project Number, and click “Go”
Search by Head of Household – Internal User (HFU)

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
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.
Verification Reports

Search Options

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.

Attention !!

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

Department of Housing and Urban Development
Office of Housing Assistance and Grant Administration
Verification Reports Options

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

Verification Reports >> Existing Tenant Search

Enter any household member’s SSN and click “Get Report”

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

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

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

<table>
<thead>
<tr>
<th>SSN:</th>
<th>555-55-5555</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOH SSN:</td>
<td>~~~-~~-0533</td>
</tr>
<tr>
<td>HOH First Name</td>
<td>Minab</td>
</tr>
<tr>
<td>HOH Last Name</td>
<td>Mizruf</td>
</tr>
<tr>
<td>PHA:</td>
<td>RIO</td>
</tr>
<tr>
<td>Program Type</td>
<td>Certificate</td>
</tr>
<tr>
<td>50058 Type Of Action</td>
<td>Annual Reexamination</td>
</tr>
<tr>
<td>50058 Effective Date</td>
<td>09/01/2000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SSN:</th>
<th>555-55-5555</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOH SSN:</td>
<td>~~~-~~-6363</td>
</tr>
<tr>
<td>HOH First Name</td>
<td>SOTCH</td>
</tr>
<tr>
<td>HOH Last Name</td>
<td>IKG000CR</td>
</tr>
<tr>
<td>PHA:</td>
<td>RIO</td>
</tr>
<tr>
<td>Program Type</td>
<td>Voucher</td>
</tr>
<tr>
<td>50058 Type Of Action</td>
<td>Annual Reexamination</td>
</tr>
<tr>
<td>50058 Effective Date</td>
<td>11/01/2002</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>MF Tenant Match Results: 10 match found.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SSN:</strong></td>
</tr>
<tr>
<td><strong>HOH SSN:</strong></td>
</tr>
<tr>
<td><strong>HOH First Name:</strong></td>
</tr>
<tr>
<td><strong>HOH Last Name:</strong></td>
</tr>
<tr>
<td><strong>Contract Number:</strong></td>
</tr>
<tr>
<td><strong>Project Number:</strong></td>
</tr>
<tr>
<td><strong>Subsidy Type:</strong></td>
</tr>
<tr>
<td><strong>50060 Type Of Action:</strong></td>
</tr>
<tr>
<td><strong>50059 Effective Date:</strong></td>
</tr>
</tbody>
</table>

| **SSN:** | 555-55-5555 |
| **HOH SSN:** | ****-2942 |
| **HOH First Name:** | WKUDCZ |
| **HOH Last Name:** | FVPMGOQL |
| **Contract Number:** | MA0680023024 |
| **Project Number:** | 02335253 |
| **Subsidy Type:** | Section 8 |
| **50059 Type Of Action:** | Annual Recertification |
| **50059 Effective Date:** | 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.
Multiple Subsidy Report
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

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

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

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

Select search option, a Contract(s) or Project(s), Recertification Month, and click “Get Report”
Searching for Identity Verification Report – Internal Users

Select search option, enter a Contract or Project, select Recertification Month, and click “Get Report”
# Identity Verification Report Details

## Enterprise Income Verification

Verification Reports >> Identity Verification Report >> Report Selection

<table>
<thead>
<tr>
<th>Identity Verification Report</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Number</td>
<td>WA160001002</td>
</tr>
<tr>
<td>Re-Certification Month</td>
<td>All</td>
</tr>
</tbody>
</table>

## Identity Verification Report Statistics

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of households - excluding End of Participation (EOP)</td>
<td>6</td>
</tr>
<tr>
<td>Number of households with all members verified (Verified or Deceased)</td>
<td>5</td>
</tr>
<tr>
<td>Number of households where one or more members are Not-Verified or Failed</td>
<td>1</td>
</tr>
<tr>
<td>Number of households Not-Verified (verification in process)</td>
<td>1</td>
</tr>
<tr>
<td>Percentage of households Not-Verified</td>
<td>16.67%</td>
</tr>
<tr>
<td>Number of households Failed</td>
<td>0</td>
</tr>
<tr>
<td>Failed EM Pre-screening</td>
<td>0</td>
</tr>
<tr>
<td>Failed the SSA Identity Test</td>
<td>0</td>
</tr>
<tr>
<td>Percentage of households Failed</td>
<td>0.00%</td>
</tr>
<tr>
<td>Number of household members</td>
<td>6</td>
</tr>
<tr>
<td>Number of deceased members</td>
<td>0</td>
</tr>
<tr>
<td>Percentage of verified households</td>
<td>83.33%</td>
</tr>
<tr>
<td>Percentage of household members who are Not-Verified</td>
<td>16.67%</td>
</tr>
<tr>
<td>Percentage of household members who are Failed</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
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:
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

Failed EIV Pre-screening Report

<table>
<thead>
<tr>
<th>Enterprise Income Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verification Reports &gt;&gt; Identity Verification Report &gt;&gt; Report</td>
</tr>
</tbody>
</table>

### Identity Verification Report Statistics

- **Number of households - excluding End of Participation (EOP):** 0
- **Number of households with all members verified (Verified or Deceased):** 0
- **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: 0.142%
  - Number of households Failed: 20
    - Failed EIV Pre-screening: 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:** 0.00%
- **Percentage of household members who are Not Verified:** 0.53%
- **Percentage of household members who are Failed:** 0.66%
### Failed EIV Pre-Screening Report by Contract

- **Contract**: XX000000000
- **Re-certification Month**: All
- **Households with Errors**: 6

#### 1 of 6 Households

<table>
<thead>
<tr>
<th>HOH SSN: 999-99-9999</th>
<th>HOH Name</th>
<th>Member Name</th>
<th>Project Number: XX000000</th>
</tr>
</thead>
<tbody>
<tr>
<td>888-88-8888</td>
<td>KVADNOK</td>
<td>BBGSOZD</td>
<td>Failed SSN check</td>
</tr>
<tr>
<td>888-88-8888</td>
<td>ZGQDWQKLS</td>
<td>BBGSOZD</td>
<td>Failed SSN check</td>
</tr>
<tr>
<td>HOH SSN: 999-99-9999</td>
<td>HOH Name</td>
<td>Member Name</td>
<td>Project Number: XX000000</td>
</tr>
<tr>
<td>888-88-8888</td>
<td>PVGDRB</td>
<td>SKAUQMJ</td>
<td>Failed SSN check</td>
</tr>
<tr>
<td>HOH SSN: 999-99-9999</td>
<td>HOH Name</td>
<td>Member Name</td>
<td>Project Number: XX000000</td>
</tr>
<tr>
<td>888-88-8888</td>
<td>MGVUHFIJ</td>
<td>NVJY</td>
<td>Failed SSN check</td>
</tr>
<tr>
<td>HOH SSN: 999-99-9999</td>
<td>HOH Name</td>
<td>Member Name</td>
<td>Project Number: XX000000</td>
</tr>
<tr>
<td>888-88-8888</td>
<td>QKSOGO</td>
<td>PLINK</td>
<td>Failed SSN check</td>
</tr>
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<td>HOH Name</td>
<td>Member Name</td>
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<td>888-88-8888</td>
<td>NJZN2GQP</td>
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</tr>
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<td>HOH Name</td>
<td>Member Name</td>
<td>Project Number: XX000000</td>
</tr>
<tr>
<td>888-88-8888</td>
<td>OGWJI</td>
<td>IVJ</td>
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<tr>
<td>HOH SSN: 999-99-9999</td>
<td>HOH Name</td>
<td>Member Name</td>
<td>Project Number: XX000000</td>
</tr>
<tr>
<td>888-88-8888</td>
<td>NBZAS</td>
<td>IVJ</td>
<td>Failed SSN check</td>
</tr>
</tbody>
</table>

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

*Report Generated By: HEIII FIRST - HEIV08 LAST - uiv*
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.
Enterprise Income Verification

Welcome First - M00337 Last - uiv

Announcement
Announcement Date: January 11, 2008.

Deceased Tenants Report

January 11, 2008. The loading of SSA data that includes the latest cost of living adjustment has been completed.

Attention II

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

Select search option, a Contract(s) or Project(s), Recertification Month, and click “Get Report”
Searching for Deceased Tenant Report – Internal Users

Select search option, a Contract(s) or Project(s), Recertification month, and click “Get Report”
Deceased Tenant Report Statistics

![Enterprise Income Verification]

**Deceased Tenants Report by Contract for Reexamination Month - All**

<table>
<thead>
<tr>
<th>Contract(s)</th>
<th>XX00000000</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total number of households evaluated</th>
<th>Total number of household members evaluated</th>
<th>Households with deceased members</th>
<th>% of households with deceased members</th>
<th>% of single member deceased households</th>
<th>Decedent Members</th>
<th>Members deceased less than 1 year</th>
<th>Members deceased more than 1 year</th>
<th>Members deceased more than 2 years</th>
<th>Members deceased with no deceased date</th>
</tr>
</thead>
<tbody>
<tr>
<td>196</td>
<td>238</td>
<td>2</td>
<td>01.03%</td>
<td>50.00%</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>00.00%</td>
<td>0</td>
</tr>
</tbody>
</table>

**Note:** *= Single member deceased household

**Deceased Tenants Report By Contract XX000000000**

<table>
<thead>
<tr>
<th>HOH SSN: ****-**-9999</th>
<th>HOH Name: UNQWF JZQNBZOLF</th>
<th>HOH DOB: XX/XX/9999</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member SSN</td>
<td>Member Name</td>
<td>Member DOB</td>
</tr>
<tr>
<td>*<strong>,</strong>-9999</td>
<td>UNQWF JZQNBZOLF</td>
<td>XX/XX/9999</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOH SSN: ****-**-9999</th>
<th>HOH Name: WBJ ZGVWZ</th>
<th>HOH DOB: XX/XX/9999</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member SSN</td>
<td>Member Name</td>
<td>Member DOB</td>
</tr>
<tr>
<td>*<strong>,</strong>-9999</td>
<td>WBJ ZGVWZ</td>
<td>XX/XX/9999</td>
</tr>
</tbody>
</table>

1 - 2 of 2 Households

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

Report Generated By: [REMOVED]
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.