HOUSING AUTHORITY USER MANUAL

Public and Indian Housing (PIH)

Real Estate Assessment Center (REAC)

Inventory Management System (IMS)

Form 50058 Module

Tenant ID Management sub Module

U.S. Department of Housing and Urban Development (HUD)

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Form 50058 module in the IMS PIC system allows HUD to obtain the information about the people who participate in the subsidized housing programs. PHAs (Public Housing Agencies) use the Form 50058 to electronically submit the data about the tenants to HUD.

Form 50058 module consists of the **Submission** sub module, **Viewer** sub module, **Reports** sub module, and the **Tenant ID Management** sub module. The **Submission** sub module allows the HA user to submit the Form 50058 file to HUD for processing. The **Viewer** sub module allows the user to view all sections of Form 50058 that the user submitted for the tenants. The **Reports** sub module allows the user to run various reports in order to access and analyze the information about the tenants and PHAs all over the country. The **Tenant ID Management** sub module allows the user to generate AIDs (alternate ID numbers for people who do not have SSNs), replace IDs, identify duplicate tenants, resolve duplicate tenant instances, and replace IDs.

1.1 TENANT ID MANAGEMENT

1.1.1 Tenant ID Management

The **Tenant ID Management** sub module of the **Form 50058** module allows the user to create alternate IDs for tenants that do not have SSN, modify those IDs, and track possible duplicates. The alternate IDs are the IDs used for tenants who do not have SSN. Examples of such tenants may be immigrants, or newborn babies. These IDs can be used instead of SSNs to enter and maintain tenants' records in PIC. The user can generate, replace, and track duplicate AIDs for all tenants in the PIC database including the heads of household, and the family members.

1.1.1.1 Alternate ID Tab

The **Alternate ID** tab of the **Tenant ID Management** sub module allows the user to perform three types of actions by using the following sub tabs:

- Generate ID

- Replace ID

- Duplicates

Figure 1: The Generate ID sub tab of the Alternate ID tab
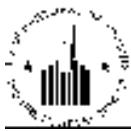
The first functionality of the **Tenant ID Management** sub module is to generate the alternate IDs (AIDs). To generate an AID, the user must access the **Generate ID** sub tab of the **Alternate ID** tab of the **Tenant ID Management** sub module (see Figure 1). To generate an AID, the user must select the appropriate PHA and enter the tenant data using the controls in the **Generate Alternate ID** section of the page. The program generates the AID when the user clicks the **Generate AID** button. If the user clicks the **Reset** button, the program clears the data entered in the data entry boxes. After the user generates an AID for a tenant, this AID may be used for all form 50058 submissions for this tenant.

The second functionality of the **Tenant ID Management** sub module is to modify AIDs. When a PHA submits form 50058 for its tenants, the program sends the data to the SSA for validation (to ensure that the records are correct), and possible fraud detection. If the SSA detects tenant records whose information does not match the data in the SSA database, the program marks those records in the database depending on the type of data that is incorrect (the records can be marked as INVSSN, INVDOB, INVLN, and INVDEC for the people who are possibly dead). In case of incorrect tenant records, the PHAs get a grace period of 120 days to verify the information and correct the error. If PHAs fail to correct the error within the grace period, then the program will reject form 50058 submissions for those tenants.

To correct the error, PHAs may use the controls on the **Replace ID** sub tab of the **Alternate ID** tab (see Figure 2).

Figure 2: The Replace ID sub tab of the Alternate ID tab

To modify a tenant's AID, the user must select the appropriate PHA and use the controls in the **Tenant ID Modification** section of the page to perform necessary changes. The user must select one of the five modification options available in the **Modification Types** list, and then click **Select**. The program

refreshes the page to reflect the user selection. Then, the user must use the boxes in the **Modification IDs** area to enter the original ID (the one to be replaced) and the new ID (to replace the original ID with). If the user selects the **Other Data** option, the program will allow the user to select a tenant record for modification of other details. The **Reason** box allows the user to select the appropriate reason for tenant ID modification. The user also must provide further explanation in the **Comments** box before clicking the **Save** button. Once the user clicks **Save**, the program replaces the original ID with the new ID.

The third functionality of the **Tenant ID Management** sub module of the **Form 50058** module is to track possible duplicate tenant records in the PIC database (see Figure 3). When the user selects a PHA, the user may run a search for possible duplicates using the controls in the **Duplicate Tenant Management** section of the page. To search for duplicates, the user can enter the tenant's ID in the **Tenant ID** box, or the tenant's last name in the **Last Name** box, and then click the **Search** button.

Figure 3: The Duplicates sub tab of the Alternate ID tab

1.1.2 Reports Tab

The **Reports** tab of the **Tenant ID Management** sub module allows the user to run reports to track the tenant records with AIDs, duplicate tenant records, and modified tenant records.

The user can generate the reports through the following four sub tabs:

- AID Report
- Possible Dup Tenant Report
- Invalid Tenant ID Report
- Tenant ID Modification Report

1.1.3 AID Report

The **AID Report** allows the users to view the tenant details for tenants with AIDs. To run the report, the user must select the appropriate option in the **Select View** list, and then click **Select** (see Figure 4).

The program refreshes the page to reflect the changes. If necessary, the user must narrow the search even further (when selecting the **HUB**, **Field Office HA**, or **TARC HA** options). The **Search Parameters** and the **Display Filters for AID Report** sections allow users to modify the data and the presentation of the report. To generate the report, the user must click **Generate Report**.

Figure 4: The AID Report sub tab of the Reports tab

1.1.3.1 Information Presented in the AID Report

The **AID Report** displays the tenant record details for the tenants within the report criteria (see Figure 5). It also displays the level of information selected by the user, the report date and options for further use of data.

Figure 5: The AID Report

This report screen contains two options for further use of the data (see Figure 6).

Select one of the following:

- Download in Excel: The program exports the report contents into a Microsoft Excel spreadsheet for further data manipulation.

- Print: The program prints the report screen as a web page.

  Note: For best results, print in landscape orientation.

Figure 6: The options for further use of report data

1.1.4 Possible Duplicate Tenant Report

The **Possible Duplicate Tenant Report** allows the user to view tenant records claimed by more than one PHA, or tenant that are part of more than one household. The program marks these records in the database as possible duplicates. This may happen if a tenant moves out of one household and moves to another but the form 50058 is not submitted properly. To run the report, the user must select the appropriate PHA, select the desired option in the **No of rows to display** list and click the **Generate Report** button (see Figure 7).

Figure 7: The Possible Dup Tenant Report sub tab of the Reports tab

1.1.4.1 Information Presented in the Possible Duplicate Tenant Report

The **Possible Duplicate Tenant Report** displays the detailed tenant records thus indicating possible fraud or erroneous information (see Figure 8). When a tenant's name and SSN or AID match, however, the database displays that the tenant with matching name and SSN or AID it part of more than one household, the program marks all the records of this tenant as possible duplicates. When the program finds possible duplicates in the database, it rejects all the form 50058 submissions for these records until the PHAs take appropriate steps to correct the data (modify the tenant's record).

Figure 8: The Possible Duplicate Tenant Report

The program allows the user to further manipulate the data provided in the report (see Figure 9).

Select one of the following:

- Download in Excel: The program exports the report contents into a Microsoft Excel spreadsheet for further data manipulation.

- Print: The program prints the report screen as a web page.

  Note: For best results, print in landscape orientation.

Figure 9: The options for further use of report data

1.1.5 Invalid Tenant ID Report

The **Invalid Tenant ID Report** displays the tenant records that failed to match the SSA records. For fraud detection and prevention, as well as accurate data maintenance, PIC validates the tenant records against the SSA database. That is, the program compares the data from PIC with the SSA data and ensures that the correct identification data is stored in PIC. However, due to various errors (for example, erroneous data entry), some records might fail to pass the check. In this case, the program marks these

records in the database and allows the users to view these records by running the Invalid Tenant ID report.

To run the Invalid Tenant ID report, the user must select the desired PHA (see Figure 10). Then, the user must select the desired option in the **Invalid / Duplicate Status** list. Depending on the type of data that failed to match the SSA database, the program marks the records as INVSSN (the SSN failed to match), INVDOB (the date of birth failed to match), INVLN (the last name failed to match), and INVDEC for the people who are possibly dead.

Now, if any data associated with the tenant record fails to match the SSA database, the program will mark that tenant's record as invalid. The PHA will have a grace period of 120 days within which it still can submit Form 50058 for that tenant and the submissions will be accepted. However, if the PHA fails to correct the tenant's data to match the SSA database within the allowed grace period, IMS will reject any Form 50058 submission for that tenant after 120 days expire.

By selecting the appropriate options in the **Invalid / Duplicate Status** list the user can view specific records of the desired type, or the user can set the report to display all the records marked as invalid.

To run the report, the user must click the **Generate Report** button.

Figure 10: The Invalid Tenant ID Report sub tab of the Reports tab

1.1.5.1 Information Displayed in the Invalid Tenant ID Report

When the user runs **the Invalid Tenant ID Report**, the report displays detailed tenant records that failed to validate against the SSA database. Using this information, the PHAs can take the appropriate steps to correct the records. If PHAs fail to update the records, the program will reject all form 50058 submissions for these records (see Figure 11).

Figure 11: The Invalid Tenant ID Report

The program allows the user to further manipulate the data provided in the report (see Figure 12).

Select one of the following:

- Download in Excel: The program exports the report contents into a Microsoft Excel spreadsheet for further data manipulation.

- Print: The program prints the report screen as a web page.

    Note: For best results, print in landscape orientation.

Figure 12: The options for further use of report data

1.1.6 Tenant ID Modification Report

The **Tenant ID Modification Report** allows the users to view the modified tenant records. To run the report, the user must select the desired PHA, the desired option in the **Modification Status** list, and then select the desired report filters in the **Display Filters for Tenant ID Modification Report** area. To run the report, the user must click the **Generate Report** button (see Figure 13).

Figure 13: The Tenant ID Modification Report sub tab of the Reports tab

1.1.6.1 *Information Displayed in the Tenant ID Modification Report*

When the user runs the **Tenant ID Modification Report**, the program displays the list of modifications within the user-defined report criteria. The report displays the following information (see Figure 14):

- The old tenant ID and the new tenant ID.
- The **Request Date** column displays the date when the modification was requested. The user can click the column header to sort the report data by the request date.
- The **Last Processed Date** column displays the date when the request was processed.
- The **Status** column displays the status of the request. When the user runs the report, the user can set the report to display only records of the desired status in the **Modification Status** list.
- The **Error Description** column displays the error description, if applicable.
- The **Reason** column displays the reason that the use selected when the record was modified.
- The **Comments** column displays the available comments that provide more detailed explanation.

Tenant ID Modification Report

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HQ Office:	Public and Indian Housing
HQ Division:	PO Field Operations
Hub:	3HPHL Philadelphia Hub
Field Office:	3APH PHILADELPHIA HUB OFFICE
Housing Authority:	DE001 Wilmington HA

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#	Old Tenant ID	New Tenant ID	▼ Request Date	Last Processed Date	Status	Error Description	Reason	Comments
1	193680642	113680642	11/30/2007	12/01/2007	Success		SSN Invalid Value	Verified
2	216649958	216649988	11/30/2007	12/01/2007	Success		SSN Invalid Value	Verified
3	222889835	222809835	11/30/2007	12/01/2007	Success		SSN Invalid Value	Verified
4	257566924	257835205	11/17/2007	11/18/2007	Success		SSN Invalid Value	Have ss card
5	022020222	179808316	11/17/2007	11/18/2007	Success		SSN Invalid Value	To Replace SSN 022020222 with SSN 179808316
6	222463732	222461732	10/12/2007	10/13/2007	Success		SSN Invalid Value	To Replace SSN 222463732 with SSN 222461732
7	221281296	211281296	10/12/2007	10/13/2007	Success		SSN Invalid Value	To Replace SSN 221281296 with SSN 211281296
8	221869103	221863103	10/11/2007	10/12/2007	Failed (final attempt)	Code #002 - An active tenant exists with ssn 221863103	Wrong Information from the Tenant	To Replace SSN 221869103 with SSN 221863103
9	022020222	179808316	10/11/2007	10/12/2007	Failed (final attempt)	Code #002 - An active tenant exists with ssn 179808316	SSN Invalid Value	Corrected card
10	H00100670	221982688	10/11/2007	10/12/2007	Failed (final attempt)	Code #004 - ID was already replaced with 221982688	Tenant Provided SSN	To Replace Alternate ID H00100670 with SSN 221982688
11	H00105833	222967447	09/09/2008	09/10/2008	Success	Code #063 - Success processing tenant id changes from AID to SSN	Tenant Provided SSN	To Replace Alternate ID H00105833 with SSN 222967447
12	072805065	222967009	08/01/2008	08/02/2008	Success		Wrong Information from the Tenant	To Replace SSN 072805065 with SSN 222967009

Figure 14: The Tenant ID Modification Report

The program allows the user to further manipulate the data provided in the report (see Figure 15).

Select one of the following:

- Download in Excel: The program exports the report contents into a Microsoft Excel spreadsheet for further data manipulation.

- Print: The program prints the report screen as a web page.

    Note: For best results, print in landscape orientation.

Download in Excel   Print

Figure 15: The options for further use of report data