



PIH.RHIIP.TA Message # 2011-26 Distributed on April 29, 2011

## Training Announcement

The Office of Public and Indian Housing (PIH) is pleased to offer **Updated** Enterprise Income Verification (EIV) System 9.2 training in Washington, DC and via webcast for all PIH EIV system users on **Monday, May 2, 2011; 1PM - 5PM EDT**. This is a **new training opportunity** and is not a repeat of the September 2010, PIH EIV training sessions.

This training is **not** intended for program administrators of Multifamily Housing (MFH) programs or MFH EIV system users. For information on MFH EIV training opportunities, visit: [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/housing/mfh/rhiip/eiv/eivtraining](http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh/rhiip/eiv/eivtraining).

**Training Description:** This training will provide PIH EIV system users with updated information on new system functions and features which will become available to system users on May 2, 2011. EIV system users will also receive guidance for effective use of the various EIV system functions to reduce improper payments within the Public Housing and Housing Choice Voucher programs; and learn how to address and effectively correct program deficiencies to ensure limited federal dollars serve as many families as possible in your local communities.

**Training Requirement:** All PIH EIV system users are **required** to complete this training by **October 30, 2011**, as a condition of continued access to EIV. This training is not required of individuals who view or handle EIV information.

**Training Materials:** For your convenience, attached to this message is the PowerPoint Presentation and handouts for the May 2, 2011, training session. The PowerPoint Presentation is also available in full color, one slide per page; and full color, three slides per page. These versions of the PowerPoint Presentation will be available online at: [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/programs/ph/rhiip/training#3](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/ph/rhiip/training#3), by 9:00AM, EDT on May 2, 2011.

**Webcast Information:** Registration is **not** required to view the training via webcast.

Live links for the webcast and training materials will appear in a box on the webcast page at approximately 12:30PM, EDT on May 2, 2011.

Watch this scheduled webcast at: <http://portal.hud.gov/hudportal/HUD?src=/webcasts/schedule>

As with all PIH EIV webcast training sessions, if you are unable to view the training on May 2, 2011, you may view the training at a later date once it is posted to HUD webcast archives. Webcasts are typically posted to the archives within one business day of the air date. Watch prior webcasts at: <http://portal.hud.gov/hudportal/HUD?src=/press/multimedia/videos>.



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HUD will notify subscribers of the PIH.RHIIP.TA mailing list when this training session is available in HUD webcast archives and You Tube. Please note that posting to You Tube may take as long as two months.

**Technical Assistance with Webcasts:** Technical assistance with HUD webcasts is available online at: <http://portal.hud.gov/hudportal/HUD?src=/webcasts/support>. If you need additional assistance with HUD webcasts, send all requests for technical assistance to [Letha.E.Strothers@hud.gov](mailto:Letha.E.Strothers@hud.gov). PIH.RHIIP.TA is unable to provide technical assistance with HUD webcasts.

**Questions:** If you have a question that you wish to have answered during the May 2, 2011, training session, email short and specific questions to [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV) by 9:00AM, EDT on May, 2, 2011. Every effort will be made to answer your question during the training session. You will receive a written response to your question.

All questions regarding the content of the May 2, 2011, training session should be sent to: [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV).

**Certificate of Completion:** HUD will offer a *Certificate of Completion* for this training session for those individuals who desire confirmation of completed training. However, it should be noted that a *Certificate of Completion* is **not required** in order for an individual to be granted access to the EIV system or to be certified for continued EIV system access.

Certificates are available to **only** HUD staff, Public Housing Agency (PHA) staff, PHA-hired management agents, PHA-hired consultants.

HUD will begin accepting requests for certificates on **July 1, 2011**. Individuals that desire to receive a *Certificate of Completion* must submit the HUD-provided Certificate Request form to [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV). As a benefit of being a subscriber of the PIH.RHIIP.TA mailing list, subscribers will receive the Certificate Request form prior to the July 1<sup>st</sup> publication date.

**Please send all inquiries regarding the content of this message to [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV).**

U.S. Department of Housing & Urban Development  
**Office of Public & Indian Housing**  
**Real Estate Assessment Center**  
**Presents**

**Updated Enterprise Income  
Verification (EIV) System Training &  
Effective Use of the PIH EIV System  
To Reduce Improper Payments**

May 2, 2011



**Agenda**

- Welcome
- Special Presentation
- Reducing Improper Payments through use of EIV
- What's New in EIV 9.2
  - Release Date: May 2, 2011
- Review of HUD EIV Guidance
- Questions & Answers Session – Part 1

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**Agenda (Continued)**

- Effective Use of EIV to Reduce Improper Payments
  - Screening of Applicants
    - Former Tenant Search
    - Existing Tenant Search
- Questions & Answers Session – Part 2

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### Agenda (Continued)

- Effective Use of EIV to Reduce Improper Payments
  - Screening of Participants (Tenants)
    - Multiple Subsidy Report
    - Deceased Tenants Report
    - Identity Verification Report
    - Immigration Report
    - Income Reports
    - Income Discrepancy Resolution
    - Debts Owed to PHAs & Termination Module
- Questions & Answers Session – Part 3

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### Greetings...

#### Special Presentation

### Greetings From Judge Judy



- Unfortunately, Judge Judy was unable to join us for this training session
- Message from Judge Judy:
- “Keep spreading the word!”

## Remarks by President Obama



- On 7/22/2010, the President signed the Improper Payments Elimination and Recovery Act of 2010
- Purpose of the bill:
  - Cut down on fraud, waste, and abuse
  - Ensure that our government serves as a responsible steward for the tax dollars of the American people

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## Reducing Improper Payments

Through the Use of HUD's EIV System

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## Use of EIV to Reduce Improper Payments

- Through the use of EIV, PHAs can reduce improper payments, specifically
  - Ineligible assistance on behalf of:
    - Currently assisted individuals and families
    - Applicant (individuals and families)
- HUD will monitor EIV reports to ensure deficiencies are corrected and minimize the occurrence of improper payments

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### Use of EIV to Reduce Improper Payments (Continued)

- REAC's EIV/Improper Payments Assessment Team (IPAT) will monitor the following:
  - PIC Reporting & Overdue Reexam Rate
  - EIV Access & Utilization Rate
  - Deceased Tenants Rate
  - Identity Verification Rate
  - Income Discrepancy Rate (100% Threshold level)

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### Use of EIV to Reduce Improper Payments (Continued)

- HUD OIG will monitor the same reports as the REAC EIV/IPAT and the Multiple Subsidy Report
- PHAs are required to monitor various EIV reports on a monthly and quarterly basis
- PHAs are required to correct identified deficiencies

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### Required Monitoring of EIV Reports - Monthly

- Deceased Tenants Report
- Identity Verification Report
- Immigration Report

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## Required Monitoring of EIV Reports - Quarterly

- Income Discrepancy Report (HUD only)
- Multiple Subsidy Report
- New Hires Report
  - **Only** if your agency has an interim increase policy **and** modifies family rent contribution in between annual reexams

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## HUD EIV GUIDANCE

### Published PIH Notices

## PIH Notice 2011-2 Extends PIH Notice 2010-3

Guidance: Verification of Social Security Numbers (SSNs), Social Security (SS) & Supplemental Security Income (SSI) Benefits

### PIH Notice 2011-2

- Guidance explains required procedures for verifying SSNs and SS/SSI benefits
- Issued 01/12/2011
- Extends PIH Notice 2010-3, originally issued on 01/20/2010
- Reminder:
  - By now all required household members **must** have a valid SSN reported on the 50058
  - Live-in aides and foster children/adults are required to disclose SSN

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### PIH Notice 2010-50 Revises PIH Notice 2010-9

Effective Use of EIV's Deceased Tenants  
Report to Reduce Subsidy Payment &  
Administrative Errors

### PIH Notice 2010-50

- Issued in response to OIG recommendation under audit report 2010-FW-0001, related to improper payments made on behalf of deceased tenants
- Issued 12/30/2010; Revises PIH Notice 2010-9, originally issued on 03/30/2010
- Guidance on required procedures to:
  - Ensure accurate data submission via PIC
  - Avoid improper HAP to landlords
  - Recover improper HAP to landlords

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**PIH Notice 2010-50 (Continued)**

- Section 8 landlords are not eligible to receive HAP for any month following the month in which the death occurred
- Public Housing program – family is allotted 14 days to remove belongings from unit
  - Unless local or state Tenant/Landlord law requires shorter or longer time frame
- PHAs must comply with local or state Tenant/Landlord law with respect to regaining possession of the unit

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**PIH Notice 2010-19****Administrative Guidance for Effective and Mandated Use of the EIV System****PIH Notice 2010-19**

- Guidance for effective and mandated use of the EIV system
- Issued 05/17/2010, and will be extended for another year
- Establishes Verification Hierarchy
  - Identifies and defines verification techniques
- Specifies required file documentation to demonstrate compliance with mandated use of EIV

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- Updated Guidance coming in Summer 2011

## Penalties for Non-Compliance With Mandated EIV System Use

- HUD Headquarters conducts monthly monitoring of PHA access and usage of EIV
- PHAs may be subject to:
  - Sanctions; and/or
  - Disallowed costs
- PHAs may avoid penalties by complying with HUD requirements and requests for documentation and/or information

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## What's New in EIV 9.2

Release Date: May 2, 2011

## What's New in EIV 9.2

- **New Features**
  - Recently accessed record from listing is highlighted
  - Modified Multiple Subsidy Report
  - Modified Report Selection Criteria
  - Print Household Member Information
  - Modified Certification Page
  - Modified Debts Owed to PHAs & Terminations Module

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## Highlighted Record

Verification Reports >> By Household Search >> Reports Summary >> House Report Summary

House Report Summary									
Participant Code:	042021								
Program Type:	All Programs								
Household Search:	Search								
Household Selection:	All								
Search By PIH Last Name: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All 1 - 10 of 10 households									
Participant Code	Household	PIH	PIH Last Name	PIH First Name	PIH Middle Initial	PIH Date of Birth	PIH Sex	PIH Race	PIH Ethnicity
042021	042021	042021	042021	042021	042021	042021	042021	042021	042021
042021	042021	042021	042021	042021	042021	042021	042021	042021	042021
042021	042021	042021	042021	042021	042021	042021	042021	042021	042021
042021	042021	042021	042021	042021	042021	042021	042021	042021	042021

The system highlights the most recently access record  
Users no longer have to guess which record they just accessed

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## Multiple Subsidy Report

- Streamlined query process
- EIV searches within and across both PIH and MFH program and displays all results of potential duplicate rental

Verification Reports >> Multiple Subsidy Report >> Report Selection

Multiple Subsidy Report	
By Participant Code:	Search Participant Code
Search:	<input type="checkbox"/> All household members <input type="checkbox"/> Only adult household members <input type="checkbox"/> Only household members under the age of 18
<input checked="" type="checkbox"/> All will search within and across both the PIH and MFH programs	
PIH:	Public and Indian Housing
MFH:	Multi-Family Housing

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## Multiple Subsidy Report – Report Summary (Top)

Verification Reports >> Multiple Subsidy Report >> Report Selection >> Multiple Subsidy Report Summary

Multiple Subsidy Report Summary	
Participant Code:	042021
Household Members Receiving Multiple Subsidies:	16
Program Type:	Within PIH and MFH Programs
Household Member Selection:	Only adult household members
<a href="#">Print Friendly Version</a> <a href="#">Download to Excel</a>	

- Report criteria and results

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## Multiple Subsidy Report – Report Summary (Bottom)

1 - 18 of 18 Household Members

Subsidy ID	Subsidy Name	Subsidy Type	Subsidy Status
1	...	...	...
2	...	...	...
3	...	...	...
4	...	...	...
5	...	...	...
6	...	...	...
7	...	...	...
8	...	...	...
9	...	...	...
10	...	...	...
11	...	...	...
12	...	...	...
13	...	...	...
14	...	...	...
15	...	...	...
16	...	...	...
17	...	...	...
18	...	...	...

1 - 18 of 18 Household Members

Note: This table contains data for all household members. Confidentiality, Privacy Act, and Criminal provisions apply to disclosure of this data.

- Default display of **Summary Reports** tab
- Select **Detail Report** tab to see details

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## Multiple Subsidy Report – Detail Reports

1 - 18 of 18 Household Members

Subsidy ID	Subsidy Name	Subsidy Type	Subsidy Status
1	...	...	...
2	...	...	...
3	...	...	...
4	...	...	...
5	...	...	...
6	...	...	...
7	...	...	...
8	...	...	...
9	...	...	...
10	...	...	...
11	...	...	...
12	...	...	...
13	...	...	...
14	...	...	...
15	...	...	...
16	...	...	...
17	...	...	...
18	...	...	...

1 - 18 of 18 Household Members

Note: This table contains data for all household members. Confidentiality, Privacy Act, and Criminal provisions apply to disclosure of this data.

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## Modified Report Selection Criteria

- Users may access data for specific form HUD-50058 action types:
  - 1- New Admission
  - 2- Annual Reexam
  - 3- Interim Reexam
  - 4- Portability Move-in
  - 14- Historical Adjustment

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## Modified Report Selection Criteria (Continued)

- For the following reports:
  - Deceased Tenants Report
  - Income Discrepancy Report
  - Identity Verification Report
  - Immigration Report
  - New Hires Report

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## Modified Report Selection Criteria (Continued)

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## Print Household Member Information

- Users have the option to print member-specific income information
- With this **new** feature, redaction of EIV Income Reports is no longer required!

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## Tenant/PHA Certification Page

- Additional text to inform PHAs that use of the Certification Page is **NOT** required

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## Tenant/PHA Certification Page (Continued)

- Certification Page available under **By Reexamination Month**

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## Debts Owed to PHAs & Terminations

- Search for Former Tenant:
  - Any household member (not just HOH)
  - Including tenants with an alternate ID
  - By SSN, last name, and/or date of birth
- Enter/Update Information:
  - By SSN or Batch
    - By Batch – **New** look and feel of EOP listing page
  - For HOHs with an alternate ID
- Identification of current tenant with previously reported adverse information

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**Debts Owed to PHAs & Terminations (Continued)**

- **New** Report Selection Criteria
- **New** Judgment Indicator
- Multiple record deletions
- Column Sorting

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**Search for Former Tenant**

Debts Owed to PHAs & Terminations >> Search for Former Tenant

Search for Former Tenant - Enter one or a combination of the following data fields and click on Get Information:

Enter Household Member's Social Security Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Enter Household Member's Last Name	<input type="text"/>	<input type="text"/>	<input type="button" value="exact match"/>
Enter Household Member's Date of Birth (mm/dd/yyyy)	<input type="text"/>	<input type="text"/>	<input type="text"/>

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**Search for Former Tenant - Error Message # 1**

Debts Owed to PHAs & Terminations >> Search for Former Tenant

**\* Please enter a valid nine digit Social Security Number.**

Search for Former Tenant - Enter one or a combination of the following data fields and click on Get Information:

Enter Household Member's Social Security Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Enter Household Member's Last Name	<input type="text"/>	<input type="text"/>	<input type="button" value="exact match"/>
Enter Household Member's Date of Birth (mm/dd/yyyy)	<input type="text"/>	<input type="text"/>	<input type="text"/>

**"Please enter a valid nine digit Social Security Number"**

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## Search for Former Tenant - Error Message # 2

Debts Owed to PHAs & Terminations >> Search for Former Tenant

**\* Search by Only Date of Birth is not permitted. Enter Last Name and Date of Birth.**

Search for Former Tenant: There are at a maximum of the following data fields you click on (20) information

Enter Household Member's Social Security Number

Enter Household Member's Last Name

Enter Household Member's Date of Birth (mm/dd/yyyy)

Search

Get Information

**“Search by Only Date of Birth is not permitted. Enter Last name and Date of Birth”**

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## Enter/Update Information

**Debts Owed to PHAs & Terminations**

- Search for Former Tenant
- Enter/Update Information
  - By SSN
  - By Batch
- Debts Owed to PHAs & Terminations Report

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## Enter/Update Information by SSN

Enter/Update Information >> By SSN

Enter HDM SSN and click on Get Information

Enter HDM Social Security Number

Get Information

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## Enter/Update Information by Batch & New Report Selection Criteria

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## Enter/Update Information by Batch

### New Look and Feel of EOP Listing

- **New Columns:**
  - Deletion check box
  - End of Participation Date
  - Program Type
  - Unit Address
  - Enter/Edit Information

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## Enter/Update Information by Batch

### New Look and Feel of EOP Listing

#### Page

- **Removed Columns (Continued)**
  - Debt Owed to PHA
  - Bankruptcy
  - Reason for Termination
  - Edit
  - Delete

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## Enter/Update Information for HOHs with an Alt ID

[illegible]

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[illegible]

## Enter/Update Information - Multiple Record Deletion

[illegible]

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### Enter/Update Information – Multiple Record Deletion (Continued)

[illegible]

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## Enter/Update Information - Column Sorting

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## New Judgment Indicator

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## Warning of Reported Adverse Information of Current Tenant

- **Only** batch EIV Income Reports now contain a warning message to alert PHA that there is adverse information reported about current tenant who was previously assisted
  - By Reexamination Month
  - Details Report

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## Warning of Reported Adverse Information of Current Tenant (Continued)

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## Effective Use of EIV to Reduce Improper Payments

### Screening of Applicants: Former Tenant Search

### Former Tenant Search

- PHAs are required to conduct a former tenant search for all adult applicant household members
- Purpose:
  - Determine suitability for initial rental assistance
  - Avoid providing limited federal housing assistance to families who:
    - Previously did not comply with HUD program requirements ; and/or
    - Owed money to a PHA as of the end of participation (EOP) date

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## Former Tenant Search

### (Continued)

- PHAs are required to deny assistance in accordance with the PHA's established policy
- **At this time**, HUD regulations do **not** require PHAs to deny assistance to a family with reported adverse information in EIV
- Presidential Memorandum of June 18, 2010, *Enhancing Payment Accuracy Through a "Do Not Pay List"* directs agencies to access available information in various databases to prevent improper payments **before** they occur

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## Former Tenant Search

### (Continued)

- HUD strongly encourages PHAs to adopt policies which will:
  - Hold families (culpable family members) accountable for their actions or inactions which results in fraud, waste, or abuse of HUD rental assistance programs
  - Prevent improper payments on behalf of potential beneficiaries of HUD rental assistance programs

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## Required Documentation of Former Tenant Search Results

- PHAs must document the results of its former tenant search by:
  - Retaining the positive search results (Debts Owed to PHAs and End of Participation Report) in the applicant file; and
  - Recording the negative search results in the applicant file and the date of the results
    - i.e., "No former tenant search results for all household members as of 05/02/2011"

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## How to Conduct a Former Tenant Search

- PHA users with the following assigned EIV roles can conduct a Former Tenant Search:
  - PHA Occupancy – Application Processor
  - PHA Occupancy – Voucher
  - PHA Occupancy – Public Housing
- Click on the [Search for Former Tenant](#) link from EIV's left navigation panel located under the **Debts Owed to PHAs & Termination** header

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## How to Conduct a Former Tenant Search (Continued)



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## How to Conduct a Former Tenant Search (Continued)

Debts Owed to PHAs & Terminations >> Search for Former Tenant

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**Search for Former Tenant - Enter one or a combination of the following data fields and click on Get Information:**

Enter Household Member's Social Security Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Enter Household Member's Last Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Enter Household Member's Date of Birth (mm/dd/yyyy)	<input type="text"/>	<input type="text"/>	<input type="text"/>

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## How to Conduct a Former Tenant Search (Continued)

- Enter adult household member's:
  - SSN; or
  - Last name; or
  - Last name **and** date of birth
    - EIV **prohibits** search by only date of birth
- Click **Get Information** button
- EIV will display either blank, negative or positive search results

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**Former Tenant Search Results -  
Blank: EOP Record Not Deleted  
& No Information Entered**

[illegible]

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## Former Tenant Search Results - Negative

[Order Download Files & Installations](#) => [Sign Up for Email Alerts](#) => [Contact Us](#)

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[Privacy Policy](#)

No Data Found at 126.177.49.89

**Confidentiality Privacy Act:** Civil and Criminal penalties apply to misuse of this data.

Report Generated By: IMCIS FIRST - 000034 LAST - 000034

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## Required PHA Actions Based on Positive Search Results

- For adverse terminations:
  - Deny admission in accordance with PHA policy
- HUD regulations grant PHAs discretionary authority to deny assistance

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## Required Documentation of Former Tenant Search Results

- PHAs must document the results of its former tenant search by:
  - Retaining the positive search results (Debts Owed to PHAs and End of Participation Report) in the applicant file; and
  - Recording the negative search results in the applicant file and the date of the results
    - i.e. "No former tenant search results for all household members as of 05/02/2011"

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## Effective Use of EIV to Reduce Improper Payments

Screening of Applicants:  
Existing Tenant Search

## Existing Tenant Search

- Purpose:
  - Determine eligibility for initial rental assistance
  - Avoid providing duplicate rental housing assistance to families already assisted
  - Determine allowable dependent allowance
    - Applicable to child only once

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## Existing Tenant Search (Continued)

- PHAs are required to:
  - Conduct an existing tenant search for all household members
  - Provide the family with a copy of the Existing Tenant Search Results
  - Require the family to provide documentation of move-out from assisted unit
    - i.e., vacate notice
  - If necessary, contact PHA or landlord to confirm and obtain documentation of current tenancy status
    - i.e., EOP form HUD-50058 or HUD-50059

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## Existing Tenant Search (Continued)

- PHAs are required to:
  - Deny assistance; or
  - Approve assistance contingent upon move-out of currently occupied assisted unit
- **At no time may a family receive duplicate assistance**

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## How to Conduct an Existing Tenant Search

- PHA users with the following assigned EIV roles can conduct an Existing Tenant Search:
  - PHA Occupancy – Application Processor
  - PHA Occupancy – Voucher
  - PHA Occupancy – Public Housing
- Click on the [Existing Tenant Search](#) link from EIV's left navigation panel located under the **Verification Reports** header

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## How to Conduct an Existing Tenant Search (Continued)



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## How to Conduct an Existing Tenant Search (Continued)



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## How to Conduct an Existing Tenant Search (Continued)

- The PHA's Code is listed in the Participant Code drop down menu
- Select **All Household Members** (Note: By default this selection is already made)
- Click on the **Search** button
- EIV will display either negative or positive search results

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## Existing Tenant Search Results - Negative

**Verification Reports** > **Building Tenant Search**

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

**Please, Family Contact**

**06 Tenant Search Results - 8 month Search**

8-month search in HR programs for SSM \*\*\*\*(S)\*\*\*\*\*

**07 Tenant Search Results - 12 month Search**

12-month search in HR programs for SSM \*\*\*\*(S)\*\*\*\*\*

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

Report Generated On: 09/22/2015 10:17 AM EST 1/1/17

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### Existing Tenant Search Results - Positive

Confidential Privacy Addendum	
<p>CONFIDENTIALITY: This document contains information that is confidential to the Company. It is to be used only for the purposes intended by the Company. It is not to be distributed outside the Company or used for any other purpose without the prior written consent of the Company. If you are not an intended recipient of this document, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake. If you are an intended recipient and you are not the named addressee, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake. If you are an intended recipient and you are not the named addressee, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake.</p>	<p>CONFIDENTIALITY: This document contains information that is confidential to the Company. It is to be used only for the purposes intended by the Company. It is not to be distributed outside the Company or used for any other purpose without the prior written consent of the Company. If you are not an intended recipient of this document, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake. If you are an intended recipient and you are not the named addressee, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake. If you are an intended recipient and you are not the named addressee, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake.</p>

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## Effective Use of EIV to Reduce Improper Payments

### Screening of Participants (Tenants)

## Effective Use of EIV to Reduce Improper Payments

### Multiple Subsidy Report

### Multiple Subsidy Report

- PHAs are required to:
  - Monitor the Multiple Subsidy Report on a quarterly basis for all household members
  - If necessary, update family composition to remove household members who no longer reside in the unit
  - If applicable, terminate duplicate assistance; or
  - Require the family to immediately terminate participation in the other rental assistance program
  - Maintain documentation of resolved duplicate subsidy issue in tenant file

## How to Generate the Multiple Subsidy Report

- PHA users with the following assigned EIV roles can generate the Multiple Subsidy Report:
  - PHA Occupancy – Application Processor
  - PHA Occupancy – Voucher
  - PHA Occupancy – Public Housing
- Click on the [Multiple Subsidy Report](#) link from EIV's left navigation panel located under the **Verification Reports** header

82

## How to Generate the Multiple Subsidy Report (Continued)



83

## How to Generate the Multiple Subsidy Report (Continued)



84

## How to Generate the Multiple Subsidy Report (Continued)

- Select report criteria
- Click on the **Search** button
- EIV searches within and across both PIH and MFH programs and displays all results of potential duplicate rental assistance
- EIV will display summary and detail results

85

## Multiple Subsidy Report – Report Summary (Top)

Verification Reports >> Multiple Subsidy Report >> <a href="#">Report Selection</a> >> Multiple Subsidy Report Summary	
Multiple Subsidy Report Summary	
Participant Code:	04021
Household Members Receiving Multiple Subsidies:	16
Program Type:	Within Pkaid-Up Programs
Household Member Selection:	Only about Household Members
<a href="#">Print Friendly Version</a> <a href="#">Download as Excel</a>	

- **Report criteria and results**

86

### Multiple Subsidy Report – Report Summary (Bottom)

[illegible]

- Default display of **Summary Reports** tab
- Select **Detail Report** tab to see details

87





## Reasons For False-Positives (Continued)

- It is not uncommon for false-positives for former MFH program participants
- EOP 50059s are deleted from TRACS
- PIH will work with MFH to ensure availability of EOP 50059s for PIH EIV

91

### Detail Multiple Subsidy Report Example of False-Positive #1

[illegible]

92

### Detail Multiple Subsidy Report Example of False-Positive #2

[illegible]

Same address – no problem

93

## Effective Use of EIV to Reduce Improper Payments

### Deceased Tenants Report

### Deceased Tenants Report

- Identifies currently assisted deceased tenants as reported in SSA's Death Master File (DMF) and compared to tenant personal identifiers reported on the 50058
- Deceased tenants are removed from the report when:
  - The PHA transmits an updated 50058, which does not contain the previously identified deceased tenant in Section 3 of the 50058; or
  - HUD obtains updated and corrected information from SSA's DMF

95

### Deceased Tenants Report (Continued)

- HUD obtains death information from SSA every month
- SSA-provided death information is posted in EIV by the 15<sup>th</sup> of each month
- Report is updated every Saturday with EIV's successful weekend summarization job
  - Deleted tenants from 50058s submitted since last weekend summarization job
  - Added or deleted tenants from SSA updates since last weekend summarization job

96

## Deceased Tenants Report (Continued)

- PHAs are required to:
  - Comply with HUD requirements outlined in PIH Notice 2010-50
  - Monitor the Deceased Tenants Report on a monthly basis
  - Contact the next of kin or listed emergency contact to confirm death
  - If applicable, terminate assistance and/or tenancy in accordance with HUD requirements

97

## Deceased Tenants Report (Continued)

- PHAs are required to:
  - If applicable, submit updated 50058 to remove deceased household members
  - If applicable submit EOP 50058
  - If applicable, terminate assistance and/or tenancy in accordance with HUD requirements

**Note:** 1<sup>st</sup> priority is deceased single member households

98

## Deceased Tenants Report (Continued)

- PHAs are required to update the HUD-50058:
  - Single member households (and HOH with live-in aide): submit an EOP
  - Multiple member households: update family composition by removing deceased household members

99

### Reminder:

- The HCV is **not transferrable** to individuals who were not a part of the household upon death of single household member

100

### How to Generate the Deceased Tenants Report

- PHA users with the following assigned EIV roles can generate the Deceased Tenants Report:
  - PHA Occupancy – Application Processor
  - PHA Occupancy – Voucher
  - PHA Occupancy – Public Housing
- Click on the **Deceased Tenants Report** link from EIV's left navigation panel located under the **Verification Reports** header

101

### How to Generate the Deceased Tenants Report (Continued)



102



## Effective Use of EIV to Reduce Improper Payments

### Identity Verification Report

#### Identity Verification Report

- Identifies tenants that:
  - Failed EIV Pre-Screening
  - Failed SSA Identity Test
  - Pending Verification
- Assists PHAs with identifying tenant personal identifiers which need to be corrected or updated on the 50058
- Identifies families who may not be eligible for assistance
- Identifies deceased tenants

107

#### Identity Verification Report (Continued)

- Assists with the availability of EIV income data
- PHAs are required to:
  - Comply with HUD requirements outlined in PIH Notice 2010-03
    - See pages 12-16 of notice
  - Monitor the Identity Verification Report on a monthly basis

108

## Identity Verification Report (Continued)

- PHAs are required to:
  - If applicable, require family to provide updated information, official documentation and/or current documentation from SSA
    - i.e., birth certificate, state-issued identification card
  - Update 50058 with SSA-provided information
  - Update 50058 with tenant-provided information
  - If applicable, terminate assistance and/or tenancy in accordance with HUD requirements

109

## How to Generate the Identity Verification Report

- PHA users with the following assigned EIV roles can generate the Deceased Tenants Report:
  - PHA Occupancy – Voucher
  - PHA Occupancy – Public Housing
- Click on the [Identity Verification Report](#) link from EIV's left navigation panel located under the **Verification Reports** header

110

## How to Generate the Identity Verification Report (Continued)



111

## How to Generate the Identity Verification Report (Continued)

- Select report criteria
  - Program Type, Reexamination Month, Action Type, PHA
- Use system defaulted selections
- Click on the **Get Report** button
- EIV will display results

112

## How to Generate the Identity Verification Report (Continued)

Verification Reports » Identity Verification Report » Report Selection

Select Program Type, Reexamination Month and Action Type:

Program Type:

Reexamination Month:

Action Type:

Select Region:

☐ PHA

113

## Failed EIV Pre-Screening

[illegible]

114



## Failed EIV Pre-Screening Resolution

- Failed Effective Date Check
  - Indication of 50058 with an effective date older than 15 months
- Failed SSN Check
  - Alternate ID or invalid SSN
  - If applicable, replace alternate ID with valid SSN
- **Reminder:** HUD can~~not~~ obtain income information for anyone with a PIC-generated alternate ID or an invalid SSN

115

## Failed SSA Identity Test

Program Code	Program Name	Effective Date	SSN	SSN Type	SSN Status	SSN Reason	SSN Action	SSN Comments
50058	SSN not found in HUD database	01/01/2010	123-45-6789	SSN	Failed	SSN not found in HUD database	Replace with valid SSN	

116

## Failed SSA Identity Test Resolution

- Implement corrective action outlined on pages 13-16 of PIH Notice 2010-3
- If tenant continues to appear on Identity Verification Report after PHA implementation of corrective action, contact HUD Headquarters via email: [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV), with a copy to the designated EIV Coordinators in your local HUD office.

117

## Pending Verification – No Results

Verification Report >> Report Selection >> PHA Statistics

**Failed DV Pre-Screening Failed SSA Identity Test Pending Verification**

Pending Verification Report as of 4/26/2011

Participant Code	
Program Type	00
Screening Results	00
Relationship with Pending Verification	00

**No results found.**

Confidential Privacy Act Data, CHA and Criminal penalties apply to misuse of this data.  
 Also Viewed In: [Initial WFOB History](#)

118

## Pending Verification

Verification Report >> Report Selection >> PHA Statistics

**Failed DV Pre-Screening Failed SSA Identity Test Pending Verification**

Pending Verification Report as of 4/26/2011

Participant Code	
Program Type	00
Screening Results	00
Relationship with Pending Verification	00

**Download CSV File**  
**Print Summary Report**

**Top 10 of 10 Results**

DATA ID	DATA ID	DATA ID	DATA ID
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000
00000000000000000000	00000000000000000000	00000000000000000000	00000000000000000000

119

## Pending Verification Resolution

- **No action required** by PHA
- HUD will send tenant personal identifiers to SSA with next regularly scheduled SSA data matching process

120

## Effective Use of EIV to Reduce Improper Payments

### Immigration Report

#### Immigration Report

- Assists PHAs with effective monitoring of:
  - PHA and tenant compliance with SSN disclosure and reporting requirements
  - Implementation of prorated assistance for mixed families
- Assist PHAs with follow-up with tenants that are:
  - Pending verification of citizenship/immigration status (as reported on 50058)
  - Eligible citizens or non-citizens with an assigned alternate ID who need to disclose SSN

122

#### Immigration Report (Continued)

- PHAs are required to:
  - Comply with requirements outlined in HUD EIV Tip Sheet (ETS) distributed in March 2010
  - Monitor the Immigration Report on a monthly basis
  - Update the 50058 with information provided by:
    - Tenant
    - SSA
    - DHS

123

## Immigration Report (Continued)

- PHAs are required to:
  - If applicable, require family to provide updated information and/or current documentation from SSA or DHS
  - If applicable, for mixed families, pro-rate assistance
  - If applicable, terminate assistance and/or tenancy in accordance with HUD requirements

124

## How to Generate the Immigration Report

- PHA users with the following assigned EIV roles can generate the Immigration Report:
  - PHA Occupancy – Voucher
  - PHA Occupancy – Public Housing
- Click on the [Immigration Report](#) link from EIV's left navigation panel located under the **Verification Reports** header

125

## How to Generate the Immigration Report (Continued)



126

## How to Generate the Immigration Report (Continued)

- Select report criteria
  - Program Type, Reexamination Month, Action Type, PHA
- Use system defaulted selections
- Click on the [Get Report](#) button
- EIV will display results

127

## How to Generate the Immigration Report (Continued)

Verification Reports >> Immigration Report >> Report Selection

Select Program Type, Reexamination Month and Action Type	
Program Type:	All Programs
Reexamination Month:	All
Action Type:	All
Select Region:	
PHL	PHL - New York City Housing Authority

[Get Report](#)

128

## How to Generate the Immigration Report (Continued)

New York City Housing Authority - Immigration Report - Report Selection									
PHL	Program Type	Reexamination Month	Action Type	Region	PHL	Program Type	Reexamination Month	Action Type	Region
All	All	All	All	All	All	All	All	All	All
PHL - New York City Housing Authority - Immigration Report - Report Selection									
PHL	Program Type	Reexamination Month	Action Type	Region	PHL	Program Type	Reexamination Month	Action Type	Region
All	All	All	All	All	All	All	All	All	All
PHL - New York City Housing Authority - Immigration Report - Report Selection									
PHL	Program Type	Reexamination Month	Action Type	Region	PHL	Program Type	Reexamination Month	Action Type	Region
All	All	All	All	All	All	All	All	All	All

PHL - New York City Housing Authority - Immigration Report - Report Selection

PHL	Program Type	Reexamination Month	Action Type	Region	PHL	Program Type	Reexamination Month	Action Type	Region
All	All	All	All	All	All	All	All	All	All

129

## Effective Use of EIV to Reduce Improper Payments

### Use of Income Report

### Income Reports

- Purpose of accessing Income Report:
  - Streamline income verification process
  - Identify new income sources
    - Unreported or underreported income
  - Observe historical pattern of earned and unearned income
  - Confirm that personally identifiable information (PII) match PII contained in SSA database
    - SSN, Name, Date of Birth, and Death Status
  - Reduce administrative and subsidy payment errors

131

### Income Reports (Continued)

- PHAs are required to:
  - Comply with HUD requirements outlined in PIH Notice 2010-19
  - Review the Income Report during all reexaminations of family income & composition
  - Obtain income documentation from tenant
  - If necessary, obtain 3<sup>rd</sup> party verification from income source
  - Resolve all income discrepancies with the family
  - Maintain Income Report in tenant file
  - Electronic retention of Income Report is permissible

132

## How to Generate the Income Report

- PHA users with the following assigned EIV roles can generate the Income Report:
  - PHA Occupancy – Voucher
  - PHA Occupancy – Public Housing
- Click on the **By Head of Household** (single Income Report) or **By Reexamination Month** (multiple Income Reports) link from EIV's left navigation panel located under the **Income Information** header

133

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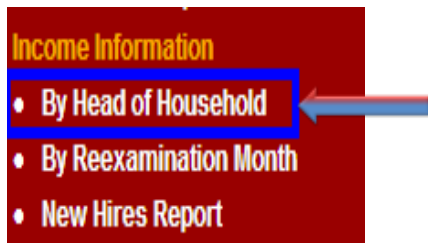
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## How to Generate the Income Report – Single



134

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## How to Generate the Income Report – Single (Continued)

- Enter data in one or a combination of the following data fields
  - HOH SSN; or
  - HOH last name
    - Begins with (specify a minimum of 3 letters); or
    - Exact match
  - HOH date of birth
- Click on the **Search** button
- EIV will display results

135

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## How to Generate the Income Report – Single (Continued)

Income Information >> By Head of Household

Enter one or a combination of the following fields and click Search to retrieve household income data:

Enter Head of Household's Social Security Number:

Enter Head of Household's Last Name:

Enter Head of Household's Date of Birth (mm/dd/yyyy):

Select a Participant Code:

136

## How to Generate the Income Report – Single (Continued)

Income Information >> By Head of Household >> Income Report

Print-Friendly Version

Summary Report	Certification Page	Income Report	Income Discrepancy Report
<b>Map and Detail Report for Household of Unassigned ZVLX</b>			
<b>PKA Code:</b> W7008 <b>PKA Name:</b> W7008 (M) York City HA <b>Annual Reexamination Date:</b> 11/01/2010 <b>Address:</b> 66 Johnson St 10th floor NY 10014 <b>Most Recent Type of Action:</b> 2-Annual Reexamination		<b>Program Type:</b> Sec 8 Vouchers <b>Project:</b> <b>Form 5005B as of:</b> 11/09/2009 <b>Effective Date:</b> 11/01/2008	
<b>Head of Household - Unassigned ZVLX</b> <b>Social Security Number:</b> ***-**-**** <b>Date of Birth:</b> 00/00/1981			
<b>Household Member:</b> Unassigned ZVLX, A <b>Date of Birth:</b> 00/00/1981 <b>Relationship:</b> Head			
<b>Employment Information</b>			
<b>Hire Date</b>	<b>Hire State</b>	<b>Employer Name and Address</b>	<b>Date Received by NY</b>

137

## How to Generate the Income Report – Single (Continued)

Income Information >> By Head of Household >> Search Results

**Search Results for Head of Household with Participant Code**

Click the Head of Household's name to view the Head of Household Summary Report page.  
The month and day values in the Head of Household Date of Birth field have been masked for security reasons.

1 of 1 Households

Head of Household First Name	Head of Household Last Name	Head of Household Date of Birth	Head Address
Unassigned		00/00/1981	38 The County Road

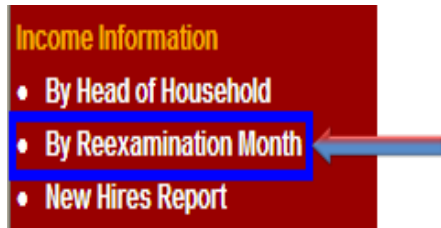
1 of 1 Households

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

138



## How to Generate the Income Report – Multiple



139

## How to Generate the Income Report – Multiple (Continued)

- Select report criteria
  - Program Type, Reexamination Month, PHA
- Click on the **Search** button
- EIV will display Reports Summary
- Click on **Income Report** link

140

### How to Generate the Income Report – Multiple (Continued)

Income Information - by Decommunication Month

Select Program Type, Decommunication Month and Participant Code. Click Search to retrieve reports summary.

Select Program Type:

Select Decommunication Month:

Select Participant Code:

141



## Effective Use of EIV to Reduce Improper Payments

### Income Discrepancy Resolution Using Income Report

#### Income Discrepancy Resolution

- Effective 05/02/2011, the Income Discrepancy Report will no longer be available to PHAs
- PHAs are required to:
  - Comply with HUD requirements outlined in HUD regulations (24 CFR 5.236) & PIH Notice 2010-19
  - Review the Income Report and resolve any disparities between tenant-reported and EIV-reported income information
  - If applicable, update the 50058
  - If applicable, determine family's underpayment of rent

146

#### Income Discrepancy Resolution (Continued)

- PHAs are required to:
  - Demand repayment of retroactive rent resulting from family's non-disclosure of complete and accurate income information
  - Take any other appropriate action as directed by HUD and/or the PHA's administrative policies

147

## Income Discrepancy Resolution - Case Study

- See Case Study included in training handouts

148

## Effective Use of EIV to Reduce Improper Payments

### Debts Owed to PHAs & Terminations Module

\*\*\*See September 23, 2010, PIH EIV training materials for additional detailed guidance on how to use this module \*\*\*

### Debts Owed to PHAs & Terminations

- PHAs are required to:
  - Comply with HUD requirements outlined in EIV training materials and/or other HUD guidance
  - Provide form HUD-52675: *Debts Owed to PHAs & Terminations* to all adult applicants and participants - **one time only**
    - At next interim or annual reexam, require individuals who reach the age of 18 to sign the form and provide copy of the form to individual
  - Enter applicable adverse information for all families that end participation in rental assistance program, whether voluntarily or involuntarily

150

### Debts Owed to PHAs & Terminations (Continued)

- PHAs are required to:
  - Maintain signed or mailed form HUD-52675 in applicant and tenant file
  - Mail form to last known address of former tenant, for whom the PHA will report adverse information in EIV, and has **not** previously provided the family with form HUD-52675
    - On signature line indicate “Mailed to last known address”; and on date line, record date form was mailed
    - Maintain copy of form mailed to former tenant’s last known address in tenant file

151

### Debts Owed to PHAs & Terminations (Continued)

- PHAs are required to:
  - Provide family with their Debt Owed to PHA and EOP report, upon request
  - Honor tenant disputes of reported adverse information for a period not to exceed 3 years from EOP date
  - Notify tenant in writing of the PHA’s action regarding the dispute within 30 days of receipt of written dispute

152

### Effective Use of EIV to Reduce Improper Payments

Debts Owed to PHAs & Terminations Module  
Enter/Update Information

### Debts Owed to PHAs & Terminations

- PHAs are required to:
  - Enter adverse information within 60 days of EOP date
  - Update erroneous information entered into EIV
  - PHAs must eliminate backlog of pending EOP records by **12/31/2011**
    - Delete or enter adverse information for all EOP records with an EOP date between [June 2008 and April 2011](#)
  - Maintain tenant file documentation for 3 years after the EOP date

154

### Debts Owed to PHAs & Terminations (Continued)

- **Only** PHA users with the following assigned EIV roles can enter/update and delete adverse information:
  - Program Administrator– Voucher
  - Program Administrator– Public Housing
- Addition of the above roles must be approved by your agency's EIV User Administrator & the EIV Coordinator in your local HUD office
- Complete and submit form HUD-52676 to your local HUD office

155

### Debts Owed to PHAs & Terminations (Continued)

- EIV copies PIC EOP records daily
- Only EOP records from June 2008, and later are imported into EIV
- PHAs can~~not~~ report adverse information for families that left the program prior to June 2008
- PHAs can~~not~~ add EOP records dated prior to June 2008 into EIV

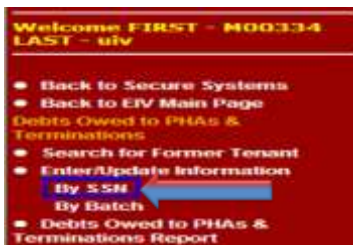
156

### Debts Owed to PHAs & Terminations (Continued)

- To enter adverse information by SSN, click on the **By SSN** link from EIV's left navigation panel located under the **Enter/Update Information** sub-header under the **Debts Owed to PHAs Terminations** header

157

### Debts Owed to PHAs & Terminations Enter/Update Information by SSN



158

### Debts Owed to PHAs & Terminations (Continued)

- To enter adverse information by batch, click on the **By Batch** link from EIV's left navigation panel located under the **Enter/Update Information** sub-header under the **Debts Owed to PHAs Terminations** header
- Click either the **enter information** or **edit information** link to enter/update adverse information

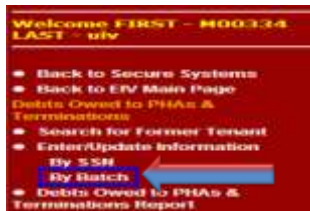
159

### Debts Owed to PHAs & Terminations (Continued)

- **Enter Information** link is displayed for EOP records which have never been accessed or entered/edited for reporting adverse information
- **Edit Information** link is displayed for EOP records which have been accessed previously and adverse information has been entered
- See screenshot on page 46

160

### Debts Owed to PHAs & Terminations Enter/Update Information by Batch



161

### Available EOP Statuses

- Failure to pay retroactive rent\*
  - Failure to pay rent\*
  - Failure to pay other charges\*
  - Failure to complete annual reexam
  - Criminal Activity – Drugs
  - Criminal Activity – Sex Offender
  - Criminal Activity – Violent
- \*User must select a "Failure to Pay" EOP status when reporting a debt owed amount

162



### Available EOP Statuses (Continued)

- Lease Violations
- Unit Abandoned/Vacated with No Notice
- Non-compliance with Program Requirements
- Failure to Report Income
- Family Evicted
- Debt Owed Paid in Full

163

### Effective Use of EIV to Reduce Improper Payments

Debts Owed to PHAs & Terminations Module  
Delete Information

### Debts Owed to PHAs & Terminations Delete Information

- PHAs are required to:
  - Delete only EOP records for which there is no adverse information to report
    - Delete only:
    - EOP records for which no adverse information needs to be reported
    - Reported erroneous adverse information
- Do **NOT** delete records of families who paid debt in full
- Deleted records are permanently deleted

165

### Debts Owed to PHAs & Terminations Delete Information (Continued)

- Place a checkmark in the **Delete** checkbox next to the applicable EOP records to flag for deletion
- Click on the **Delete** button
- The system will prompt you **twice** to confirm your desire to delete the selected EOP records
- When you confirm deletion of the selected EOP records, EIV will delete the records

166

### Debts Owed to PHAs & Terminations Delete Information (Continued)

- See screenshots on page 48 - 49 to view deletion checkbox column
- You may delete 50 records at one time by clicking on the **Select All** button
  - Click on **Deselect All** if you do not wish to delete all EOP records

167

### Debts Owed to PHAs & Terminations Delete Information (Continued)

- EIV will highlight the EOP record and display the last name of each selected EOP record flagged for deletion below the **Delete**, **Select All**, and **Deselect All** buttons
  - See screenshot on page 47 or 48
- EIV will display a blank debt/adverse record if the EOP family is not deleted or updated with debt owed and/or adverse information

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## Effective Use of EIV to Reduce Improper Payments

### Debts Owed to PHAs & Terminations Report

### Debts Owed to PHAs & Terminations Report

- The report includes:
  - PHA Statistics (top statistics table)
  - List of reported tenants (bottom table)
  - Details of debt owed and/or termination information for tenant
    - Click the hyperlink associated with household to view details

170

### Debts Owed to PHAs & Terminations Report (Continued)

Debts Owed to PHAs & Terminations as Detailed in PHAs & Terminations Report - Top Statistics and PHAs

Top Statistics and PHAs			
PHAs	Reported	Terminated	Debt Owed
PHAs	1,111	1,111	1,111
Reported	1,111	1,111	1,111
Terminated	1,111	1,111	1,111
Debt Owed	1,111	1,111	1,111
PHAs	1,111	1,111	1,111
Reported	1,111	1,111	1,111
Terminated	1,111	1,111	1,111
Debt Owed	1,111	1,111	1,111

Downloaded on 4/28/2011 1:11:11 PM

Page 1 of 1

List of PHAs			
PHAs	Reported	Terminated	Debt Owed
PHAs	1,111	1,111	1,111
Reported	1,111	1,111	1,111
Terminated	1,111	1,111	1,111
Debt Owed	1,111	1,111	1,111
PHAs	1,111	1,111	1,111
Reported	1,111	1,111	1,111
Terminated	1,111	1,111	1,111
Debt Owed	1,111	1,111	1,111

171

## Debts Owed to PHAs & Terminations Report

- The report contains statistics and details of only entered adverse information reported by your agency
- The report will be blank if your agency has not entered any adverse information into EIV

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## EIV Questions & Answers Session

Ask HUD...

## Contact for Future EIV Inquiries

Additional assistance is available from the  
National EIV Coordinator (HUD Headquarters)  
**PIH EIV system issues: [EIV\\_HELP@HUD.GOV](mailto:EIV_HELP@HUD.GOV)**  
**PIH EIV policy issues: [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV)**

## Biography of Nicole Faison



Nicole Faison joined HUD's Office of Public and Indian Housing (PIH) in September 2002, to assist in the development and implementation of initiatives to improve income integrity within Section 8 and Public Housing programs. One of the key initiatives that Ms. Faison was responsible for overseeing was the development and implementation of HUD's new Enterprise Income Verification (EIV) system.

This system was developed for PHAs to ensure that families receive the correct amount of subsidy and deter fraud in these programs so that more eligible families may participate in HUD rental assistance programs. EIV has been expanded to HUD's Multifamily Housing programs. Many have come to know Nicole as "the birth mother of EIV."

Since the birth of EIV in May of 2006, Nicole has served in the capacity of Director of the Office of Public Housing Programs and Acting Director of HUD's Financial Management Center. Currently, Nicole is the designated Program Advisor for the Real Estate Assessment Center (REAC). In this role she is responsible for the implementation of national housing policies and strategies to reduce improper payments within HUD rental assistance programs. She is also working with the Office of Management & Budget (OMB) to develop recommendations for improvement of the Federal Government's measurement of access to Federal programs by programs' intended beneficiaries, under Executive Order 13520 (Reducing Improper Payments) and the Improper Payments Elimination Recovery Act signed by President Obama on November 20, 2009, and July 22, 2010, respectively.

Before joining HUD, Ms. Faison worked for the Housing Authority of Baltimore City. She was the Housing Manager for various public housing developments throughout the city and oversaw maintenance and management operations for family, and elderly/disabled public housing developments. She also worked as a property manager of private sector rental housing in the Baltimore region for 5 years.

Nicole earned her Bachelor of Science in Business Administration from Towson State University (Maryland) and a MBA from Strayer University. She is a certified Public Housing Manager. Her distinguished honors include:

- Featured in *Washington Post* article "With Federal Workers Facing Pay Freeze, Wall Street Should Do Its Part, Too" **(December 2010)**
- Office Inspector General (OIG) Distinguished Service Award for reducing improper payments on behalf of deceased tenants **(April 2010)**
- Washington Post Federal Player of Week **(October 19, 2009)**
- 2008 Excellence.Gov Award (sponsored by the American Council for Technology) for development of the EIV system for improving organizational performance using information technology **(March 2008)**
- Presidential Management Excellence Award for development and implementation of the EIV system to improve HUD's overall financial performance in its rental assistance programs **(December 2007)**
- William A. Jump Memorial Foundation Award for exemplary service in public administration for individuals 36 years of age and under **(October 2007)**
- Service to America Medals Award – Call to Service (Exemplary public service work by individuals under the age of 36) for creation of the EIV System and the removal of HUD from the GAO high-risk list **(September 2007)**
- GSA Interagency Resource Management Conference (IRMCO) Award for development and implementation of the EIV System in collaboration with other Federal agencies and private sector businesses **(May 2007)**
- Personal commendation from President Bush for commitment to public service and contributions to HUD's removal from the GAO high-risk list **(March 2007)**
- Secretarial commendation from HUD Secretary Jackson for contribution to HUD's removal from GAO high-risk list **(February 2007)**
- Government Computer News (GCN) Award for development and implementation of the EIV System **(October 2006)**



**U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing**

**Special Attention of:**

Public Housing and Section 8 Program Administrators,  
Public Housing Hub Office Directors; Public Housing  
Field Office Directors; Program Center Coordinators;  
Resident Management Corporations; Resident Councils;  
Applicants and Participants of Public Housing, Housing  
Choice Voucher and Project-Based Voucher Programs

**Notice PIH 2011-2 (HA)**

Issued: January 12, 2011

Expires: January 31, 2012

Cross References: 24 CFR 5.216,  
24 CFR 5.218, 24 CFR 5.233, and  
PIH Notice 2010-03

**SUBJECT: Extension: Guidance - Verification of Social Security Numbers (SSNs),  
Social Security (SS) and Supplemental Security Income (SSI) Benefits**

1. **Extension:** This Notice extends Notice PIH-2010-03(HA), same subject, for another year until January 31, 2012.
2. **Purpose:** This Notice explains the procedures public housing agencies are required to use for verifying Social Security numbers, Social Security benefits of applicants, participants and household members at the time of application for rental assistance programs and during mandatory reexamination of household income, respectively. This notice also provides guidance related to the recent changes made to 24 CFR 5.216, 24 CFR 5.218, and new verification requirements at 24 CFR 5.233, in accordance with the Final Rule: *Refinement of Income and Rent Determinations in Public and Assistance Housing Programs*, effective January 31, 2010, as published at 74 FR 68924, on December 29, 2009.
3. **For inquiries about this Notice contact:** your local HUD field office or Nicole Faison of HUD Headquarters' Office of Public and Indian Housing, Real Estate Assessment Center at (202) 475-7963, or via email at [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV).
4. **Paperwork Reduction:** The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 U.S.C. 3520) and assigned OMB control number(s) 2577-0083. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

/s/

Sandra B. Henriquez, Assistant Secretary  
for Public and Indian Housing



**U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing**

**Special Attention of:**

Public Housing and Section 8 Program Administrators,  
Public Housing Hub Office Directors; Public Housing  
Field Office Directors; Program Center Coordinators;  
Resident Management Corporations; Resident Councils;  
Applicants and Participants of Public Housing, Housing  
Choice Voucher and Project-Based Voucher Programs

**Notice PIH 2010- 3 (HA)**

Issued: January 21, 2010

Expires: January 31, 2011

Cross References: 24 CFR 5.216,  
24 CFR 5.218, and 24 CFR 5.233

**SUBJECT: Guidance - Verification of Social Security Numbers (SSNs), Social Security (SS) and Supplemental Security Income (SSI) Benefits**

**1. Purpose:**

This Notice explains the procedures public housing agencies (PHAs) are required to use for verifying Social Security numbers, Social Security benefits of applicants, participants and household members at the time of application for rental assistance programs and during mandatory reexamination of household income. Similar guidance with respect to verification of SS and SSI benefits was issued under Notice PIH-2008-44. This notice supersedes the aforementioned notice.

This notice also provides guidance related to the recent changes made to 24 CFR 5.216, 24 CFR 5.218, and new verification requirements at 24 CFR 5.233, in accordance with the Final Rule: *Refinement of Income and Rent Determinations in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments*, effective January 31, 2010, as published at 74 FR 68924, on December 29, 2009. The December 29, 2009, final rule, supersedes the January 27, 2009, final rule, which would have taken effect on January 31, 2010. Accordingly, only the regulatory amendments of the December 29, 2009, final rule are effective and applicable.

**2. Applicability:**

This Notice applies to the following HUD-PIH rental assistance programs: Public Housing, Section 8 Moderate Rehabilitation, Project-Based Certificate, Project-Based Voucher, and Housing Choice Voucher Programs. This Notice also applies to all PHAs, including Moving-to-Work (MTW) PHAs who administer any of the aforementioned programs.

### 3. **Background:**

The Housing and Community Act of 1987 (Public Law 100-242; 101 Stat. 1864; 42 USC 3543) granted the Secretary the authority to require applicants and participants (including their household members) disclose his/her Social Security Number (SSN) as a condition of initial or continuing eligibility for participation in any HUD rental assistance program. The intent of this statutory provision was to afford the Department the opportunity to ensure that the level of benefits provided on behalf of the family was proper and to prevent fraud and abuse within rental assistance programs. This law is promulgated at 24 CFR 5.216.

HUD uses the SSN (along with the name and date of birth) of an individual to validate his/her identity, obtain employment and income information via computer matching programs, and ensure duplicate assistance is not being paid. These uses allow HUD, program administrators and auditors to determine compliance with program requirements, as well, as determine the eligibility and level of assistance a family is eligible to receive. This notice prescribes the procedures and clarifies the requirements for disclosure, documentation and verification of SSNs.

With respect to the verification of Social Security benefits, it has been the standard practice of PHAs to verify social security benefits of applicants, participants, and household members by either contacting the local office of the Social Security Administration (SSA) by phone or in writing, reviewing an original social security benefit check, or accepting tenant-provided benefit verification letters.

In an ongoing effort to eliminate time consuming manual requests for benefit verification from PHAs, SSA electronically provides HUD with benefit information on all current participants and household members who have disclosed a valid social security number. HUD makes this information available to administrators of Public Housing and Section 8 programs through the Enterprise Income Verification (EIV) system. Electronic benefit verification is the most efficient verification method available and allows PHAs to process family annual and interim reexaminations expeditiously.

SSA continues to receive requests for income verification from PHAs despite the electronic exchange of SS and SSI benefit information between SSA and HUD. PHAs should not refer applicants for or participants of HUD rental assistance programs to local SSA offices to obtain verification of the amount of their SS/SSI benefits. Furthermore, effective January 31, 2010, PHAs are required to use the EIV system as a third party source to verify tenant income information during all mandatory annual and interim reexaminations of family income and composition, in accordance with 24 CFR 5.236 and HUD administrative guidance. This Notice describes the required procedures for verifying SS and SSI benefits of applicants, participants, and household members of HUD-assisted rental units, in order to comply with the new HUD regulation at 24 CFR 5.233, which requires PHAs to use EIV.



#### 4. **Effective Date:**

This Notice is effective as of issuance date.

#### 5. **SSN Disclosure:**

In accordance with 24 CFR 5.216, applicants and participants (including each member of the household) are required to disclose his/her assigned SSN, with the exception of the following individuals:

- a. Those individuals who do not contend to have eligible immigration status (individuals who may be unlawfully present in the United States). These individuals in most instances would not be eligible for a SSN.
  1. A family that consists of a single household member (including a pregnant individual) who does not have eligible immigration status is **not eligible** for housing assistance and cannot be housed.
  2. A family that consists of two or more household members **and at least one** household member that has eligible immigration status, is classified as a mixed family, and **is eligible** for prorated assistance in accordance with 24 CFR 5.520. The PHA may **not** deny assistance to mixed families due to nondisclosure of an SSN by an individual who does not contend to have eligible immigration status.
- b. Existing program participants as of January 31, 2010, who have previously disclosed their SSN and HUD has determined the SSN to be valid. PHAs may confirm HUD's validation of the participant's SSN by viewing the household's *Summary Report* or the *Identity Verification Report* in the EIV system.
- c. Existing program participants as of January 31, 2010, who are 62 years of age or older, and had not previously disclosed a valid SSN. This exemption continues even if the individual moves to a new assisted unit.

Disclosure of SSNs is considered information subject to the Federal Privacy Act (5 USC 552a, as amended). In accordance with 24 CFR 5.212, the collection, maintenance, use, and dissemination of SSNs, any information derived from SSNs and income information must be conducted, to the extent applicable, in compliance with that Act and all other provisions of Federal, State, and local law.

**Note:** There is no provision under HUD regulations which prohibit an individual (head of household with other eligible household members) with ineligible immigration status from executing a lease or other legally binding contract. However, some state laws prohibit an individual with ineligible immigration status from executing a contract (i.e. lease or other legal binding documents). If this is the case in your state, the family must **not** be admitted into the program.

## 6. SSN Documentation:

The PHA must request the applicant and participant (including each member of the household), who are not exempt under Section 5 of this Notice, to provide documentation of each disclosed SSN. Acceptable evidence of the SSN consists of:

- a. An original SSN card issued by SSA;
- b. An original SSA-issued document, which contains the name and SSN of the individual; or
- c. An original document issued by a federal, state, or local government agency, which contains the name and SSN of the individual

It should be noted that most (if not all) individuals who are lawfully present in the U.S. have been assigned a SSN. Many existing laws require the disclosure of the SSN for various purposes. All applicants and participants, including each member of the household (with the exception of those individuals noted in Section 5 of this Notice) are required to disclose his/her assigned SSN.

The SSA issues three types of Social Security cards depending on an individual's citizen or noncitizen status and whether or not a noncitizen is authorized by the Department of Homeland Security (DHS) to work in the United States. They include:

1. The first type of card shows the individual's name and SSN only. This is the card most people have and reflects the fact that the holder can work in the U.S. without restriction. SSA issues this card to:
  - U.S. citizens; or
  - Noncitizens lawfully admitted to the United States for permanent residence and noncitizens with DHS permission to work permanently in the United States (i.e. refugees and asylees).
2. The second type of card bears, in addition to the individual's name and SSN, the legend: **"NOT VALID FOR EMPLOYMENT"**. SSA issues this card to lawful noncitizens who do not have DHS permission to work, but are required by law to provide a SSN to obtain general assistance benefits that they already have qualified for.
3. The third type of card bears, in addition to the individual's name and SSN, the legend **"VALID FOR WORK ONLY WITH DHS AUTHORIZATION"**. SSA issues this card to people with DHS permission to work temporarily in the United States.

SSA verifies all noncitizens' documents with DHS before a SSN card is issued to a noncitizen.

## 7. Rejection of Documentation:

The PHA may reject documentation of the SSN provided by the applicant or participant for only the following reasons:

1. The document is not an original document; or
2. The original document has been altered, mutilated, or not legible; or
3. The document appears to be a forged document (i.e. does not appear to be authentic).

The PHA should explain to the applicant or participant, the reason(s) the document is not acceptable and request the individual to obtain acceptable documentation of the SSN and submit it to the PHA within a specified time frame.

## 8. Verification of the SSN:

The PHA shall verify each disclosed SSN by:

- a. Obtaining the documentation listed under Section 6 of this Notice from applicants and participants (including each member of the household);
- b. Making a copy of the original documentation submitted, returning it to the individual, and retaining the copy in the file folder; and
- c. Recording the SSN on line 3n of the form HUD-50058, and transmitting the form HUD-50058 to HUD within a timely manner. PHAs are encouraged to transmit the form HUD-50058 within 30 calendar days of completing the form, to enable HUD to initiate its computer matching efforts. ***Note: not applicable to applicants.***

HUD, via its computer matching program with the SSA, will validate the SSN (along with the individual's name and date of birth) against the SSA's database. EIV will report the status of the identity verification process as **Verified**, **Failed**, **Not Verified**, or **Deceased** on the household ***Summary Report***. Below is a summary of the action the PHA should take for each identity verification status.

- a. Verified. If the information matches the SSA database, the individual's identity verification status will be **Verified** (See Exhibit 1 below). No action is required by the PHA.
- b. Failed. If the information does not match the SSA database, the identity verification status will be **Failed** (see Exhibit 2 below). See Section 16 of this Notice for guidance on how to correct personal identifiers of individuals whose identity verification status is failed.
- c. Not Verified. If an individual's identity verification status is **Not Verified** (see Exhibit 3 below), this means that HUD has not yet sent the tenant's personal identifiers to SSA for validation. No action is required by the PHA.
- d. Deceased. If an individual's identity verification status is **Deceased** (see Exhibit 4 below), this means that SSA's records indicate the person is deceased. The PHA should confirm the death with the family's head of household or listed emergency

contact person. If the individual is deceased and the only household member (single member household), the PHA should complete an End of Participation (EOP) action on form HUD-50058, and discontinue assistance and/or tenancy. If there are remaining household members, update the family composition accordingly, complete an Interim Reexamination action on form HUD-50058, and take any other action in accordance with HUD guidance and PHA-established policies.

See the *Computer Matching Schedule* in Section 14 of this Notice to determine when your state's data will be matched. The PHA is required to retain the EIV **Summary Report** or **Income Report** in each family file as confirmation of compliance with the SSN disclosure, documentation and verification requirements.

Once the individual's verification status is classified as **verified**, the PHA should remove and destroy, by no later than the next reexam of family income or composition, the copy of the documentation referenced in Section 6 of this Notice. Paper documentation should be destroyed by either shredding or burning. Electronic documentation should be destroyed by erasing or permanently deleting the file. Additional guidance related to destruction of records is available in HUD Handbook 2400.25, Rev. 2: *HUD Information Technology Security Policy*, dated October 1, 2008. The handbook is available online at: <http://www.hud.gov/offices/adm/hudclips/handbooks/admh/2400.25/index.cfm>.

The retention of the aforementioned EIV report in the tenant file is adequate. PHAs are permitted to maintain EIV reports in the tenant file for the duration of tenancy, and no longer than three years from the end of participation date. This will minimize the risk of exposing the individual's SSN. PHAs are encouraged to minimize the number of tenant records that contain documents which display the full nine-digit SSN.

**Exhibit 1:** Example of an individual with an EIV identity verification status of **Verified**.

Household Members						
Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
***-**-0078	David		XX/XX/1971	38	Head	Verified

**Exhibit 2:** Example of an individual with an EIV identity verification status of **Failed**.

Household Members						
Member SSN ↕	Member First Name ↕	Member Last Name ↕	Date of Birth ↕	Age ↕	Relationship	Identity Verification Status
***-**-0080	SERGIA		XX/XX/1956	53	Head	Failed

**Exhibit 3:** Example of an individual with an EIV identity verification status of **Not Verified**.

Household Members						
Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
***-**-6768	tmls	vo	XX/XX/1968	41	Head	Not Verified
***-**-0194	mzig lzy	mlg	XX/XX/1995	14	Other youth under 18	Not Verified
***-**-4946	lzyzt	mlg	XX/XX/2001	8	Other youth under 18	Not Verified

**Exhibit 4:** Example of an individual with an EIV identity verification status of **Deceased**.

Household Members						
Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
***-**-1165	CLYDE		XX/XX/1932	77	Head	Deceased

9. **Individuals without an assigned SSN:**

It is not uncommon for certain individuals to not have a SSA-assigned SSN. Below is a listing of such individuals, which is not all-inclusive:

- Newborn children (these individuals will be issued a SSN upon SSA confirmation of birth)
- Noncitizens lawfully present in the U.S. (these individuals will be issued a SSN upon SSA confirmation of the individual's DHS documentation or confirmation that the individual is required by law to provide a Social Security number to receive general assistance benefits that they already have qualified for)
- Noncitizens unlawfully present in the U.S. (these individuals cannot be assigned a SSN)

Citizens and lawfully present noncitizens who state that they have not been assigned a SSN by the SSA, should make such declaration in writing and under penalties of perjury to the PHA. The PHA should maintain the declaration in the tenant file.

PHAs may use the Alternate ID (ALTD ID) generator within the Public and Indian Housing information Center (PIC) to generate a unique identifier for those individuals who do not have or unable to disclose a SSN. Contact the PIC Coach in your local HUD office if you need assistance with PIC.

Once an individual discloses a SSN, the PHA should delete the ALT ID, enter the SSN on line 3n of the form HUD-50058, and transmit the form HUD-50058 to HUD within 30 calendar days of receipt of the SSN.

**Note:** An individual who has never been issued a SSN card or has lost their SSN card, may complete Form SS-5 – *Application for a Social Security Card* to request an original or

replacement SSN card, or change information on his/her SSA record. The form is available online at [www.socialsecurity.gov](http://www.socialsecurity.gov), or can be obtained at the local SSA office.

#### 10. **Addition of a New Household Member:**

When a participant requests to add a new household member, who is at least six year of age or under the age of six and has an assigned SSN, to the family, the participant must disclose the assigned SSN and provide the PHA with the documentation referenced in item 6 of this notice at the time of such request, or at the time of processing the interim or annual reexamination of family income and/or composition. If the family is unable to provide the required documentation of the SSN, the PHA may not add the new household member until the family provides such documentation.

When a participant requests to add a new household member, who is under the age of six and does not have an assigned SSN, the participant must disclose the assigned SSN and provide the PHA with the documentation referenced in Section 6 of this Notice within 90 calendar days of the child being added to the household.

If the family is unable to disclose and provide evidence of the SSN within 90 calendar days, the PHA is required to grant the family an additional 90-day period to comply with the SSN disclosure and documentation requirement, if the PHA determines the family was unable to comply with the requirements due to circumstances that could not have reasonably been foreseen and were outside the control of the family. Examples include but are not limited to: delayed processing of SSN application by SSA, natural disaster, fire, death in family, etc.

The child is to be included as part of the assisted household and entitled to all the benefits of being a household member during the allotted time for the family to comply with the SSN disclosure and documentation requirements. The PHA should generate an ALT ID as referenced in Section 9 of this Notice. Upon expiration of the provided time period, if the family has not complied with the SSN disclosure and documentation requirements, the PHA must terminate the family's tenancy or assistance, or both of the entire family.

#### 11. **Penalties for Failure to Disclose and/or Provide Documentation of the SSN:**

In accordance with 24 CFR 5.218, the following penalties apply for noncompliance with the SSN disclosure and documentation requirements:

- a. **Applicants.** The PHA must deny the eligibility of an assistance applicant if s/he (including each member of the household required to disclose his/her SSN) does not disclose a SSN and/or provide documentation of such SSN. However, if the family is otherwise eligible to participate in the program, the family may maintain his/her position on the waiting list for a period of time as determined by the PHA. The PHA should prescribe in its policies, the maximum time the family may remain on the waiting list, pending disclosure of requested information. If all household members have not disclosed their SSN at the time a unit becomes available, the PHA must offer the available unit to the next eligible applicant family on the waiting list.

Applicants to the Section 8 Moderate Rehabilitation Single Room Occupancy (SRO) Program for Homeless Individuals, under 24 CFR 882, may be admitted to the program without providing the requested documentation (prior or at admission), however, the individual must provide the PHA with such documentation within 90 calendar days from the date of admission. (The PHA may grant the individual one 90-day extension, if in its discretion, determines that the individual's failure to comply with the SSN documentation requirement was due to unforeseen circumstances and outside the control of the family.) If upon the expiration of the provided time period, the individual fails to comply with the SSN disclosure and documentation requirements, the PHA must terminate the tenancy or assistance, or both of the individual.

- b. **Participants.** The PHA must terminate the assistance of Section 8 program participants (the entire household) and terminate the tenancy of Public Housing participants (the entire household) if s/he (including each member of the household required to disclose his/her SSN) does not disclose his/her SSN and provide the required documentation.

However, if the family is otherwise eligible for continued assistance or tenancy in the program, the PHA, at its discretion, may defer the family's termination and provide the family an opportunity to comply with the requirement within a period **not to exceed** 90 calendar days from the date the PHA determined the family noncompliant with the SSN disclosure and documentation requirement, if the PHA determines:

1. The failure to meet the SSN disclosure and documentation requirements was due to circumstances that could not have been foreseen and were outside the control of the family; and
2. There is a reasonable likelihood that the family will be able to disclose the SSN and provide such documentation of the SSN by the deadline.

If the family is unable to comply with the requirements by the specified deadline, the PHA must terminate the tenancy or assistance, or both of the entire family.

## 12. **Third Party Verification Requirement:**

PHAs are required to comply with admission and occupancy requirements for Public Housing under 24 CFR §960.259(c)(1) and Section 8 under 24 CFR §982.516(a)(2), which requires PHAs to obtain and document in the family/tenant file third party verification of the following factors, or document in the file why third party verification was not available: (1) reported family annual income; (2) the value of assets; (3) expenses related to deductions from annual income; and (4) other factors that affect the determination of adjusted income or income-based rent.

It is the Department's position that a SSA benefit verification letter (dated within the last 60 days of the PHA request date for information or within the PHA-tenant interview date) provided by the family or an EIV ***Income Report*** which displays the current social security benefit amount is third party verification. No additional verification is required by the PHA.

PHAs should **not** submit requests to SSA to verify that a family is **not** receiving social security benefits.

### 13. **Third Party Verification of SS/SSI Benefits of Applicants and Household Members :**

EIV does not contain SS and SSI benefit information of applicants for HUD's rental assistance programs. PHAs should ask applicants to provide a copy of their SS and/or SSI benefit letter, dated within the last 60 calendar days, for each household member that receives SS and/or SSI benefits. Do not send applicants to SSA offices if they do not have this information. Instead:

- While meeting with the applicant, help the applicant request a benefit verification letter from SSA's website, Social Security Online, at [www.socialsecurity.gov](http://www.socialsecurity.gov). This service is free and SSA will send the letter to the applicant within 10 business days.

To access the site for requesting benefit verification letters, go to the Social Security Online front page, select *What You Can Do Online* and follow the instructions for requesting a *Proof of Income Letter*. Assist the applicant in answering questions and explain how the applicant should provide the letter to your office; **or**

- Ask the applicant to request a *Proof of Income Letter* from SSA's toll-free number (800-772-1213).

**Note:** SSA encourages SS and SSI recipients to use SSA's web site rather than the toll-free number to request *Proof of Income* letters.

The PHA should obtain the original SSA benefit letter from the individual, make a photocopy of the document for the PHA file and return the original document to the individual. The PHA should use the listed gross benefit amount to calculate annual income from social security benefits.

### 14. **Third Party Verification of SS/SSI Benefits of Participants and Household Members :**

SS/SSI benefit information for participants and household members, who have validated personal identifiers (the individual's identity verification status in EIV is ***verified***, is available from HUD's online EIV system, which can be accessed by authorized PHA staff at: [https://hudapps.hud.gov/HUD\\_Systems](https://hudapps.hud.gov/HUD_Systems).

- PHAs are required to use EIV to verify SS/SSI benefits of current participants and household members. PHAs who do not currently have access to EIV should contact their local HUD field office to register for access to the EIV system. Information regarding HUD's EIV system is available at: [www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm](http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm).



- PHAs are required to print the EIV Income Report and confirm with the tenant that the current listed benefit amount is correct. If the tenant agrees with the current EIV-reported amount, the PHA will use the gross benefit amount to calculate annual income from social security benefits.
- If the tenant disputes the EIV-reported benefit amount, the PHA is required to request the tenant to provide a current (dated within the last 60 calendar days) SSA benefit letter. If the tenant is unable to provide the requested document, the PHA should follow the instructions under *Third Party Verification of SS/SSI Benefits of Applicants and Household Members* (see section 13 of this Notice).
- If benefit information is not available in the EIV system, the PHA should follow the instructions under *Third Party Verification of SS/SSI Benefits of Applicants and Household Members* (section 13 of this Notice). **Note:** It is possible for EIV to not display SS/SSI benefit information although the individual has been receiving benefits for years. EIV displays only benefit information that has been received by SSA.
- Photocopies of social security checks or bank statements are not acceptable forms of verification for SS/SSI benefits because the dollar amount listed may not be the gross benefit amount.

**Note:** SS/SSI benefit information in the EIV system is updated every three months in accordance with the below schedule. SS/SSI benefits are increased annually to reflect the SSA-approved cost of living adjustment (COLA) for all beneficiaries by December 31<sup>st</sup> in the EIV system. However, due to the large volume of data processed by the Department, there may be a delay in updating the new SS/SSI benefit amounts. On October 15, 2009, SSA announced that there will be no COLA applied to current SS/SSI benefits. As such, PHAs will simply annualize the current benefit amount for upcoming annual/interim reexams. PHAs are reminded that despite the fact that there will be no COLA in 2010, PHAs are still required to verify current SS/SSI benefits to ensure the most current income information is used to determine annual income from SS/SSI benefits. There could be an increases or decreases to the benefit amount based on income and other household factors. PHAs should follow the guidance outlined in this notice for verifying SS/SSI benefits. These verification procedures will save you time!

HUD-SSA Computer Matching Schedule	
PHA State	Month Matched
AL, FL, GA, ID, IL, KY, MD, MI, MO, ND, NY, VA	January, April, July, October
AR, AZ, CA, CO, CT, MA, MN, MS, MT, NM, OK, OR, PA, RQ, SC, WA, WI	February, May, August, November
AK, DC, DE, GQ, HI, IA, IN, KS, LA, ME, NC, NE, NH, NJ, NV, OH, RI, SD, TN, TQ, TX, UT, VQ, VT, WV, WY	March, June, September, December

## 15. Treatment of SSA Overpayment Deductions from Social Security Benefits

**SSA Overpayment Deductions.** An overpayment occurs when SSA pays an individual more than s/he should have been paid. If this happens, SSA will notify the individual and his/her designated representative payee, if applicable. Recovery of an overpayment is made by withholding the monthly Social Security check until the overpayment is paid in full (individuals receiving SS benefits), unless the individual requests a lesser withholding amount and SSA approves the request. Full withholding would start 30 days after SSA notification of the overpayment. SSA begins deducting money (for overpayment recovery) from SSI payments at least 60 days after SSA notification of the overpayment. Generally, SSA will withhold 10 percent of the maximum federal SSI benefit rate each month. However, an individual may request that less be taken from their benefit, or an individual may ask to pay back the overpayment at a rate greater than 10 percent.

Regardless of the amount withheld to repay SSA the overpayment amount, or the length of the anticipated withholding period, the PHA must use the reduced benefit amount after deducting only the amount of the overpayment withholding from the gross benefit amount. The PHA should be cognizant of the SSA-determined overpayment amount and length of time the reduced payment will occur, to ensure the family's accurate rent contribution for the duration of reduced income; however circumstances may arise affecting the end date of the withholding period, causing it to go on longer than anticipated. See examples below.

**Note:** A Social Security overpayment can be withheld from a SSI underpayment due to the beneficiary.

**Example 1:** Bob's gross monthly SSI benefit is \$500 (or \$6,000 annually). On February 1, 2010, Bob brings in a letter showing that SSA has determined that he has been overpaid by \$100, and will begin deducting 10% (\$50) from his monthly check on March 1, 2010. Note that this deduction would occur for **only two months** (March and April). The PHA would calculate annual income at \$5,400 ( $\$500 - \$50 = \$450 \times 12$ ) and Bob's rent contribution should be changed for two months; however once the deduction ends (May 2010), annual income should be recalculated again, and the full SSI benefit should again be used to calculate annual income.

**Example 2:** Sue's gross monthly SSI benefit is \$500 (or \$6,000 annually). On February 1, 2010, Sue brings in a letter showing that SSA has determined that she has been overpaid by \$2,000, and will begin deducting 10% (\$50) from her monthly check on March 1, 2010. Note that this deduction would occur for 40 months. The PHA would calculate annual income at \$5,400 ( $\$500 - \$50 = \$450 \times 12$ ) and Sue's rent contribution should be changed and effective until the next reexamination of income, at which time a new redetermination would be made based on current information and documentation.

## 16. How to Ensure Availability of Social Security Benefit Information in the EIV System:

The availability of SS and SSI benefit information in the EIV system depends on PHA data quality and timely submission of form HUD-50058 to the PIC. PHAs must ensure that data entered in section 3 of the form HUD-50058 (i.e. household members' name, date of birth

and social security number) is complete and accurate. If a family's form HUD-50058 is not successfully submitted to PIC, income information will not be available in EIV.

In accordance with 24 CFR 5.233(a)(2)(ii), PHAs are required to use EIV to reduce administrative and subsidy payment errors. As such, PHAs are required to use EIV's *Identity Verification Report* on a monthly basis to improve the availability of income information in EIV. This report contains two reports (*Failed SSA Screening Report* and *Failed EIV Pre-screening Report*), which can help the PHA improve the availability of income information and assist the PHA in identifying tenant personal identifiers that require correction. Below is a summary of how these reports can be beneficial to the PHA.

- **Failed SSA Screening Report:** informs the PHA of any tenant whose identity can not be confirmed by the SSA due to incorrect personal identifiers (date of birth, surname, and/or SSN) recorded in section 3 of the form HUD-50058. PHA staff should review this report on a monthly basis, obtain appropriate documentation from the tenant, update section 3 of the form HUD-50058, accordingly, and transmit a revised form HUD-50058 into PIC.
- **Failed EIV Pre-screening Report:** informs the PHA of any tenant who has failed HUD's EIV pre-screening process due to incorrect personal identifiers (date of birth, surname, and/or SSN) or invalid form HUD-50058 transmitted (e.g. effective date of action is more than 15 months ago). Staff should review this report on a monthly basis, obtain appropriate documentation from the tenant, update section 3 of the form HUD-50058, accordingly, and transmit a revised form HUD-50058 into PIC. For invalid form HUD-50058s, staff should review the error description and take appropriate action to correct the error and transmit a revised form HUD-50058 into PIC. The PIC Coach within the PHA's designated local HUD office is available to provide assistance.

Below is a summary of EIV failed verification error descriptions, explanations, and corrective actions PHAs should take in order to ensure the availability of social security benefit information in EIV and incorrect tenant personal identifiers are promptly corrected.

Failed Verification Report Error Messages			
	Error Message Description	Explanation	Corrective Action
1	No benefits reported by SSA MM/DD/YYYY	No benefits reported by SSA.  The date of birth recorded on line 3e of the form HUD-50058 is not the same DOB reflected in SSA's records.	Update line 3e of form HUD-50058 with the SSA-provided DOB.
2	SSN is verified; individual is deceased  <b>Or</b>  SSN is verified;	The tenant's SSN has been verified by SSA and the individual is deceased.  If a date follows the error message, this is the date of	Contact tenant's adult family member or next of kin to confirm death.  Upon confirmation of death, update family composition

Failed Verification Report Error Messages			
	Error Message Description	Explanation	Corrective Action
	individual is deceased MM/DD/YYYY	death as reflected in SSA records.	<p>accordingly.</p> <p>If a single member deceased household, take appropriate action in accordance with program requirements and PHA-established policies, including termination of HAP contract (Section 8 only) and transmit an End of Participation (EOP) (action type) form HUD-50058.</p> <p>If applicable, recover HAP overpayment from landlord.</p>
3	3 – Surname matched, but DOB did not match NUMIDENT	The date of birth recorded on line 3e of the form HUD-50058 is not the same DOB reflected in SSA's records.	<p>Ask the tenant to provide documentation (birth certificate or state issued identification card) of his/her DOB.</p> <p>Update line 3e of form HUD-50058 with the correct DOB.</p>
4	<p>Verification failed - Date of birth matched, but surname did not match with SSA records</p> <p><b>or</b></p> <p>5 - Surname does not match; DOB was checked</p>	The surname recorded on line 3b of the form HUD-50058 is not the same surname reflected in SSA's records.	<p>Ask the tenant to provide documentation (SSN card, birth certificate, state issued identification card, marriage license or court documents) of the other name he/she is using.</p> <p>Update line 3b of form HUD-50058 with the correct surname.</p>
5	Verification failed – SS/SSI benefits cannot be disclosed due to discrepancy in date of birth MM/DD/YYYY	The tenant is receiving SS/SSI benefits; however, SSA can not disclose the benefit amount because the date of birth recorded on line 3e of the form HUD-50058 is incorrect. However, the DOB reflected in SSA records is listed at the end of the error message.	<p>Request the tenant to provide a current SS/SSI benefit letter.</p> <p>Update line 3e of form HUD-50058 with the SSA-provided DOB.</p>
6	Verification failed –	The tenant is receiving SS/SSI	Request the tenant to provide

Failed Verification Report Error Messages			
	Error Message Description	Explanation	Corrective Action
	SS/ SSI benefits cannot be disclosed due to discrepancy in name	benefits; however, SSA can not disclose the benefit amount because the surname recorded on line 3b of the form HUD-50058 is not the same surname reflected in SSA records.	<p>a current SS/SSI benefit letter.</p> <p>Ask the tenant to provide documentation (SSN card, birth certificate, state issued identification card, marriage license or court documents) of the other name he/she is using.</p> <p>Update line 3b of form HUD-50058 with the correct surname.</p>
7	<p>Verification failed - SSN not found in SSA records</p> <p><b>or</b></p> <p>1 – SSN is not in file</p> <p><b>or</b></p> <p>* The input SSN was not verified</p>	The tenant's SSN recorded on line 3n of the form HUD-50058 is not a valid number issued by SSA or listed in SSA records.	<p>Request original SSN card from tenant.</p> <p>Confirm SSN displayed on the card matches the SSN reported on line 3n of form HUD-50058.</p> <p>If the numbers do not match, make the necessary correction on line 3n of form HUD-50058.</p> <p>For continued SSN failures, notify HUD OIG or other law enforcement agency.</p>
8	<p>Verification failed - SSN not found in SSA records</p> <p>XXXXXXXXXX</p>	The tenant SSN recorded on line 3n of the form HUD-50058 is not a valid number issued by SSA. However, the SSN reflected in SSA records is listed at the end of the error message.	Update line 3n of form HUD-50058 with the SSA-provided SSN.
9	<p>Verification failed - Surname matched, but date of birth did not match with SSA records</p> <p>MM/DD/YYYY</p>	The date of birth recorded on line 3e of the form HUD-50058 is incorrect. However, the DOB reflected in SSA records is listed at the end of the error message.	Update line 3e of form HUD-50058 with the SSA-provided DOB.

**Note:** If the SSA's records are wrong, only the tenant can request SSA to correct his/her record, by completing and submitting form SS-5 *Application for a Social Security Card* to the local SSA office.

Failed EIV Pre-screening Report Error Messages			
	Error Message Description	Explanation	Corrective Action
1	Failed DOB check.	The date of birth is blank or null.	Enter DOB on line 3e of the form HUD-50058. Ensure only numbers are recorded.
2	Failed last name check.	The last name is blank or null.	Enter last name on line 3b of the form HUD-50058. Ensure only alpha characters are recorded.
3	Failed SSN check.	The SSN is not numeric or all 9s or LIKE {000% } or LIKE {__00% } or LIKE {%0000}.	<p>Enter valid SSN on line 3n of the form HUD-50058. Do not use repetitive numbers, as directed in the current Form HUD-50058 Instruction Booklet, if tenant has not disclosed a SSN. An alternate ID should be generated for all household members without an SSN (using the alternate ID Generator Module in PIC).</p> <p><b>Note:</b> This error message will occur for any individual with a PIC generated ALT ID. If individual is a U.S. Citizen/National or eligible noncitizen, the PHA should follow up with the family to obtain documentation of the SSN. If the individual does not contend to have eligible immigration status (and coded as ineligible noncitizen on the form HUD-50058), no further action is required by the PHA.</p>
4	Failed effective date check.	The effective date of action is more than 15 months old.	Enter a current effective date on line 2b of the form HUD-50058.

17. **For inquiries about this Notice contact:** your local HUD field office or Nicole Faison of HUD Headquarters' Office of Public Housing and Voucher Programs at (202) 402-4267, or via email at [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV).
18. **Paperwork Reduction:** The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 U.S.C. 3520) and assigned OMB control number(s) 2577-0083. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

/s/

\_\_\_\_\_  
Sandra B. Henriquez, Assistant Secretary for  
Public and Indian Housing



**U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing**

**Special Attention of:**

Public Housing and Section 8 Program Administrators,  
Public Housing Hub Office Directors; Public Housing  
Field Office Directors; Program Center Coordinators;  
Resident Management Corporations; Resident Councils;  
Participants of Public Housing, Housing Choice Voucher  
Voucher, Project-Based Certificate, and Project-Based  
Voucher Programs; Section 8 Property Owners and  
Landlords

**Notice PIH 2010-50 (HA)**

Issued: December 30, 2010

Expires: December 31, 2011

Cross References: 24 CFR 5.233,  
HUD OIG Audit Report Number  
2010-FW-0001,  
Notice PIH-2010-09  
Notice PIH-2010-15  
Notice PIH 2010-19  
Notice PIH 2010-25

**SUBJECT: Effective Use of the Enterprise Income Verification (EIV) System's Deceased Tenants Report to Reduce Subsidy Payment & Administrative Errors**

1. **Purpose:** This Notice explains the procedures Public Housing Agencies (PHAs) are required to implement to deal with families with deceased household members. The implementation of the procedures outlined in this Notice will ensure that PHAs submit accurate data to HUD via the Public and Indian Housing Information Center (PIC) and that PHAs do not make subsidy overpayments on behalf of deceased single member households. Where overpayments have been made, the PHA will recoup the overpayment from the landlord/owner of the rental property under the programs noted in Section 3 of this Notice, with the exception of the Public Housing program.
2. **Summary of Revisions:** Section 7 of this Notice modifies PIH-2010-09 to include reference to Notice PIH-2010-15, which outlines requirements for safeguarding personally identifiable information, such as social security numbers. Section 8 of this Notice modifies PIH-2010-09 to remove the requirement that the PHA notify the live-in aide to vacate the unit by the end of the month; and Section 15 of this Notice modifies PIH-2010-09 to clarify minimum and maximum time frames allotted for the removal of personal belongings from a public housing unit when the sole household member dies; to provide examples of how to correctly apply this guidance; and remind PHAs that they must comply with local and state tenant/landlord laws. Section 14 of this Notice modified PIH 2010-09 to remind PHAs of the timely PIC reporting requirement for updated forms HUD-50058 in accordance with Notice PIH-2010-25.



3. **Applicability:** This Notice applies to the following HUD-PIH rental assistance programs: Public Housing, Section 8 Moderate Rehabilitation, Project-Based Voucher, Project-Based Certificate; and Housing Choice Voucher programs.
4. **Background:** In January and September, 2008, the Department encouraged PHAs to utilize the Deceased Tenants Report available in the Enterprise Income Verification (EIV) system. In a letter sent to all PHA Executive Directors, the Department urged PHAs to use the report on a monthly basis to assist in identifying families with deceased household members, and reduce the occurrence of paying housing assistance on behalf of deceased single member households. The Department also urged all PHAs to take appropriate corrective actions to address families with deceased household members and update the form HUD-50058 (*Family Report*) to reflect accurate household composition and transmit the updated form HUD-50058 in a timely manner.

HUD has continued to provide informal guidance and training via satellite and webcast, related to effective use of the EIV system, including the Deceased Tenants Report.

Many PHAs have taken corrective actions to transmit more accurate data to HUD via PIC, and have reduced the number of deceased single member households continuing to receive ineligible rental assistance. PHAs with zero deceased household members reported on the Deceased Tenants Report are to be commended for their efforts.

However, there are some PHAs that have not followed HUD's informal guidance. According to HUD's Office of Inspector General (OIG), audit report number 2010-FW-0001, issued on November 29, 2009, PHAs have paid approximately \$7 million in questionable housing assistance payments for deceased tenants in single member households. The OIG also determined that PHAs did not update family composition on the form HUD-50058 in a timely manner, which resulted in incorrect information in PIC.

In accordance with the new regulatory requirement at 24 CFR 5.233(a)(2)(ii), which became effective on January 31, 2010, under the Final Rule: *Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments*, published at 74 FR 68924 on December 29, 2009, all PHAs are required to use the EIV system to reduce administrative and subsidy payment errors in accordance with HUD administrative guidance. Accordingly, HUD is issuing this formal guidance to ensure that PHAs:

- a) Use EIV's deceased tenant information for effective decision making, corrective action implementation, and reporting activities;
- b) Implement policies and procedures to minimize erroneous subsidy payments on behalf of deceased single member households; and
- c) Provide accurate and reliable information to HUD via PIC.

5. **Effective Date:** This Notice is effective upon issuance.
6. **Monitoring Deceased Tenants:** In accordance with PIH Notice 2010-19 issued on May 17, 2010, PHAs must generate the Deceased Tenants Report at least once a month. The purpose of generating the Deceased Tenants Report monthly is to eliminate and/or recover improper

payments being made on behalf of deceased Section 8 tenants and ensure PHAs are aware of unoccupied public housing units which should be prepared for occupancy and made available for occupancy by the next eligible family. PHAs who administer Section 8 programs are required to generate the report prior to disbursing the upcoming monthly housing assistance payment (HAP) to owners. PHAs who administer the public housing program are required to generate the report when generating the new monthly rent roll to flag deceased tenants. PHAs must review the report and follow up with the listed families immediately and take the necessary corrective actions outlined in this Notice.

7. **How to Access the Deceased Tenants Report:** The Deceased Tenants Report identifies deceased household members (whose identity has been confirmed by the Social Security Administration (SSA))\* who are included in the family's composition (including single member deceased households) as reported on Section 3 (Family Composition) of the form HUD-50058. The death information is provided by the SSA. Single member deceased households are denoted with a red asterisk (\*) after the member's deceased date (see example one below). If the deceased date is listed as *N/A*, this means the date of death is not available (see example two below).

\*The individual's social security number (SSN), date of birth, and surname reported on the form HUD-50058 must match SSA's database. Deceased information is not displayed for any individual whose EIV identity verification status is **failed** (including individuals with a PIC-generated alternate identification number).

#### **Example 1:**

##### **Member Deceased Date**

04/29/2009 \*

#### **Example 2:**

##### **Member Deceased Date**

N/A \*

**Single Member Households.** Effective April 19, 2010, EIV's Deceased Tenants Report was modified to isolate deceased single member households in addition to the previous consolidated report which contained deceased single and multiple member households. This implemented system modification will reduce PHA administrative burden in identifying deceased single member households.

Follow the following steps to access the Deceased Tenants Report:

- 1: To access the Deceased Tenant Report, log onto the EIV system at: [https://hudapps.hud.gov/HUD\\_Systems](https://hudapps.hud.gov/HUD_Systems). If you do not have access to the EIV system, complete and submit the EIV Access Authorization Form and Rules of Behavior and User Agreement (form HUD-52676) to the EIV Coordinator in your local HUD office. For more information, go to: <http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>.

- 2: Once logged into the system, scroll down the left side of the screen and double click on the **Deceased Tenants Report** link (located under the **Verification Reports** header). Select the program for which you desire to generate the report for (Public Housing, Section 8 or all PIH programs). You may also select a specific reexamination month; however, the system automatically defaults to **All** (which HUD recommends that you use). If you are responsible for more than one PHA, be sure to select the appropriate PHA code in the PHA drop down menu.
- 3: Double click the **Get Report** button. The report will then display on the screen and can easily be downloaded into Excel or printed for your convenience.

**Note:** ***WARNING: This report contains full social security numbers of tenants. You must ensure that this report is adequately safeguarded to prevent improper disclosure of personally identifiable information (PII) as provided in PIH Notice 2010-15, U.S. Department of Housing and Urban Development (HUD) Privacy Protection Guidance for Third Parties.***

### **Report Selection Criteria for Deceased Tenants Report**

**Program Type:** Select either All PIH Programs, Section 8, or Public Housing

**Reexamination Month:** The default selection is All. However, the user may select a specific month.

**PHA:** The default selection is your PHA. If you have multiple PHAs assigned to your user ID, be certain to select the applicable PHA you wish to generate the report.

The screenshot displays the 'Deceased Tenants Report' selection interface. On the left, a vertical navigation menu lists various report categories, with 'Deceased Tenants Report' highlighted at the bottom. The main content area, titled 'Verification Reports >> Deceased Tenants Report >> Report Selection', contains a 'Report Selection' form. This form includes three fields: 'Program Type' set to 'All PIH Programs', 'Reexamination Month' set to 'All', and 'Select Region' showing 'PHA' and 'AK001 AHFC'. A 'Get Report' button is located below the form.

## Sample Deceased Tenants Report

Deceased Tenants Report for								for Program Type - Section 8 for Reexamination Month - ALL					
PHA	Total Number Of Households Evaluated	Total Number Of Household Members Evaluated	Households With Deceased Members	% of Households With Deceased Members	# of Single Member Deceased Households	% of Single Member Deceased Households	Deceased Members	Members Deceased Less Than 1 Year		Members Deceased More Than 1 Year		Members Deceased With No Deceased Date	
								Count	%	Count	%	Count	%
	8,798	18,898	40	00.45%	18	45.00%	40	40	100.00%	0	00.00%	0	00.00%

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### 1 - 40 of 40 Households

**Note:** \* = Deceased single member household. Immediate action required by PHA.

Deceased Tenants Report as of 12/14/2009					
HOH SSN:	HOH Name: ALLAN		HOH DOB: 11/17/1930		
Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV	
	ALLAN	11/17/1930	09/14/2009 *	10/08/2009	
HOH SSN:	HOH Name: JANNIE		HOH DOB: 12/08/1948		
Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV	
	JANNIE	12/08/1948	09/15/2009	10/08/2009	
HOH SSN:	HOH Name: ROBERT		HOH DOB: 01/21/1955		
Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV	
	ROBERT	01/21/1955	03/09/2009 *	10/08/2009	
HOH SSN:	HOH Name: WILLIAM		HOH DOB: 09/09/1955		
Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV	
	WILLIAM	09/09/1955	06/10/2009 *	10/08/2009	

8. **Administrative Actions Required by PHAs:** When the Deceased Tenants Report identifies an individual as being deceased, PHAs are required to take the following actions:

- Immediately send a letter to the head of household (HOH) or emergency contact person (if the HOH is deceased and there is no other adult household member) to confirm the death of the listed household member.
- Section 8 Programs only** – Notify the owner in writing of the deceased HOH.

9. **Corrective Actions Required by PHAs for Single Member Households:**

- Public Housing Program only:** Conduct a home visit to determine if anyone is residing in the unit. (Optional for Section 8 program)

If there are unauthorized persons (including a live-in aide) in the unit of a deceased single member household you must pursue judicial intervention to have them lawfully removed from the unit. You may be found liable for a wrongful eviction if you change the locks on the unit to prevent the unauthorized occupants from entering the unit. Follow your local Tenant and Landlord laws to regain possession of the unit.

- Section 8 Programs only:** For deceased single member households or a household where the remaining household member is a live-in aide, PHAs are required to discontinue HAP to the owner no later than the first of the following month after the month in which the death occurred. See Section 16 of this Notice for determining amount of owner housing assistance overpayments.

**Note:** PHAs are required to immediately terminate program assistance for deceased single member households which will result in termination of the HAP contract and HAP to the owner in accordance with the aforementioned provisions. The owner is **not** entitled to HAP for any month following the month in which the death occurred. There are no exceptions to this policy.

10. **What to do when the remaining household member is a live-in aide:** When the HOH dies and the only remaining household member is the live-in aide, the live-in aide is not entitled or eligible for any rental assistance or continued occupancy in a subsidized unit. By definition, the live-in aide would not be living in the subsidized unit except to provide the necessary supportive services on behalf of the elderly or disabled HOH. The PHA may not designate the live-in aide as the new HOH or change the relation code (line item 3h on the form HUD-50058) of the live-in aide to make him or her an eligible household member (eligible for assistance) nor pay HAP on behalf of the live-in aide for any month after the month in which the HOH died.

11. **What to do if the HOH is deceased and the remaining household members are minors:** PHAs should have an established policy for dealing with situations when the HOH dies during tenancy and the remaining household members are minors. A common practice of PHAs includes (but is not limited to) allowing a temporary adult guardian to reside in the unit until a court-appointed guardian is established.

In accordance with its screening policies, the PHA may add the new guardian as the new HOH. PHAs are encouraged to work with the local Department of Social Services to ensure that the best interests of the children are addressed.

12. **What to do if an identified household member is incorrectly reported to be deceased:** There are very few instances when an error has been made in the SSA's Death Match File (DMF), where an individual is reported as deceased, but actually living. In the event that a household member is misidentified as deceased on the Deceased Tenants Report, PHAs should immediately notify the individual in writing and advise the individual to contact SSA so that SSA may correct its records. The individual may contact SSA at (800) 772-1213, or visit his/her local SSA office for assistance.

The PHA should also provide the individual with his/her section of the EIV Income Report, which shows the death information. PHAs are authorized to provide EIV information only to the individual the information pertains to. The PHA may provide the minor's information to the minor's adult parent or guardian.

Last, PHAs are required to make a note in the tenant file that the individual has been identified as deceased; however, the PHA has confirmed that the individual is actually alive.

**Note:** Only SSA can correct erroneous death information.

13. **Time frame for removal of individual from the Deceased Tenants Report:** The individuals that appear on the Deceased Tenants Report are based on current information reported on the form HUD-50058. The Deceased Tenants Report is updated every weekend. A deceased individual will be removed from the report when:

- a. The PHA transmits an updated form HUD-50058, that does not contain the previously identified deceased household member in Section 3 (Family Composition) of the form HUD-50058; or

- b. HUD obtains the updated and corrected information from SSA's DMF.

**Example 1:** Mr. Jones was listed on the Deceased Tenants Report dated December 14, 2009, with a deceased date of November 20, 2009. On December 1, 2009, the PHA confirmed that Mr. Jones was actually alive and advised Mr. Jones to visit his local SSA office to have the error corrected. SSA corrected the DMF on December 20, 2009. When HUD conducted computer matching with SSA on January 6, 2010, HUD obtained new SSA data which indicated that Mr. Jones was not deceased. The Deceased Tenants Report was updated on the weekend of January 8, 2010. When the PHA accessed the Deceased Tenants Report on January 11, 2010, Mr. Jones was no longer on the report.

**Example 2:** Mr. Williams was listed on the Deceased Tenants Report dated December 14, 2009, with a deceased date of June 10, 2009. On January 6, 2010, the PHA confirmed that Mr. Williams was deceased. The PHA then completed and submitted an end of participation (EOP) form HUD-50058 on January 7, 2010. The Deceased Tenants Report was updated on the weekend of January 8, 2010. When the PHA accessed the Deceased Tenants Report on January 11, 2010, Mr. Williams was no longer on the report.

14. **Type of Action and Effective Date to Record on Form HUD-50058:** Below prescribes the applicable type of action and effective date the PHA is required to record on form HUD-50058 to report changes of family composition and income. In accordance with Notice PIH 2010-25, PHAs are required to submit an updated form HUD-50058 to PIC no later than 60 calendar days from the effective date of the action recorded on line 2b of the form HUD-50058.

- a. **Deceased Single Member Households.** Once the PHA has confirmed the death of the HOH of a single member household or a household where the surviving household member is the live-in aide, the PHA is required to complete and submit a form HUD-50058 with the following:

Line 2a – Type of Action = 6 (End of Participation)

Line 2b – Effective Date of Action = Date of Death from Deceased Tenants Report, or as noted below. (If date is listed as “N/A”, enter the date of death as confirmed by Obituary, Death Record, or other information obtained.)

**Section 8 programs:** PHAs may list the date of death as the last day of the month in which the death occurred. The landlord is entitled to receive the full HAP amount for the month in which the tenant death occurred.

**Public Housing program:** PHAs are required to list the EOP date as the date on which the family or designee of the deceased tenant's estate returned the keys and signed a vacate notice; or the date the public housing lease was terminated; or the date the PHA legally regained possession of the unit, whichever occurs first.

- b. **Multiple Household Members with Deceased Head of Household – Surviving Adult Household Member.** Once the PHA has confirmed the death of the HOH, the PHA is required to complete and submit a form HUD-50058 with the following:

Line 2a – Type of Action = 3 (Interim Reexamination)

Line 2b – Effective Date of Action = Date of Death from Deceased Tenants Report (if date is listed as “N/A”, enter the date of death as confirmed by Obituary, Death Record, or other information obtained.)

Line 3a (Member 01) - delete the deceased HOH’s information and enter the information of the adult household member who has been designated HOH.

Line 3a – delete the information of the other adult household member, whose information you entered on Line 3a (Member 01)

Line 3w – enter the Social Security Number (SSN) of the former (deceased) HOH.

- c. **Multiple Household Members with Deceased Head of Household – with Surviving Minor Household Members.** Once the PHA has confirmed the death of the HOH, the PHA is required to complete and submit a form HUD-50058 with the following:

Line 2a – Type of Action = 3 (Interim Reexamination)

Line 2b – Effective Date of Action = Date of Death from Deceased Tenants Report (if date is listed as “N/A”, enter the date of death as confirmed by Obituary, Death Record, or other information obtained.)

Line 3a (Member 01) - delete the deceased HOH’s information and enter the adult household member’s information of the temporary or permanent guardian.

Line 3w – enter the Social Security Number (SSN) of the former (deceased) HOH.

- d. **Other Household Changes.** If, in scenario B or C above, there is also a change in family income and composition resulting in a change in the family’s total family share and/or unit size, the effective date on line 2b should be the effective date of the new total family share in accordance with PHA-established policies.

15. **Removal of Personal Belongings from Public Housing Unit (Applicable to the Public Housing program only):** Upon notification of the death, either by HUD’s EIV system or a third party, the family or designee of the deceased tenant’s estate should be allotted a minimum of fourteen (14) consecutive days to remove personal belongings from the unit in accordance with the guidance below. This guidance is designed to afford families a reasonable time frame to remove personal belongings from the public housing unit and enable the PHA to prepare the unit, as quickly as possible, for occupancy by the next eligible family in need of affordable housing.

While there is no HUD requirement for the time frame allotted to the family or designee of the deceased tenant's estate, HUD recommends an allotted time frame of fourteen (14) consecutive days, beginning the day after the date of notification, for the family or designee of the descendant's estate to remove personal belongings from the public housing unit unless:

1. There is a state or local law which requires a shorter or longer time frame to remove personal belongings. In those instances, the PHA must comply with local and/or state law; or
2. The rent has been paid for the month in which the death occurs, in advance of the date of death. In those instances, the family or designee of the deceased tenant's estate should be allotted time through the end of the month in which the rent has been paid, or fourteen consecutive days from the date the PHA is notified of the death, whichever is greater.
  - a. Example 1: As of August 1, 2010, Joe Jones has paid rent through August 31, 2010. Mr. Jones died on August 22, 2010, and the PHA is notified of the death by Mr. Jones' sister on August 23, 2010. The family or designee of the deceased tenant's estate has until September 6, 2010, to remove personal belongings from the unit, unless state or local landlord laws authorize a shorter or longer time period.
  - b. Example 2: As of August 1, 2010, Mary Smith has paid rent through September 30, 2010. Ms. Smith died on August 22, 2010, and the PHA is notified of the death by a 3<sup>rd</sup> party on August 24, 2010. The family or designee of the deceased tenant's estate has until September 30, 2010, to remove personal belongings from the unit, unless state or local landlord laws authorize a shorter or longer time period.
  - c. Example 3: As of August 1, 2010, John Doe has not paid rent for August 2010. Mr. Doe died on August 10, 2010, and the PHA is notified of the death by Mr. Doe's friend on August 12, 2010. The family or designee of the deceased tenant's estate has until August 26, 2010, to remove personal belongings from the unit, unless state or local landlord laws authorize a shorter or longer time period.

PHAs are reminded to comply with local and state established tenant-landlord laws with respect to lease termination, possession of premises upon death and removal of personal belongings from the public housing unit.

16. **Retroactive Repayment of HAP by Owners:** If an owner receives HAP for any month in which the owner is ineligible to receive HAP because of a deceased tenant, the PHA must immediately notify the owner in writing of the ineligible HAP and require the owner to repay the overpayment to the PHA within 30 days. If the owner does not comply, the PHA may deduct the amount due to the PHA from any amounts due to the owner under any other HAP contract. If there is no other HAP contract with the owner, the PHA may seek and obtain additional relief by judicial order or action in accordance with state and local laws.



**Example:** The Deceased Tenants Report dated December 14, 2009, indicates that Mr. Robert died on March 9, 2009. The landlord/owner is not eligible for HAP in any month following March 2009. The PHA erroneously paid the landlord/owner HAP of \$500 each month during the period of April 2009 through December 2009. The landlord/owner must repay the PHA \$4,500 (\$500 X 9 months).

In instances where a deceased single member household has been deceased for a period greater than one (1) month and the owner received HAP, the PHA may determine that the owner has breached the HAP contract. As such, the PHA may exercise any of its rights and remedies under the HAP contract, or any other available rights and remedies for such breach.

The PHA must notify the owner of such determination, including a brief statement of the reasons for the determination. The notice by the PHA to the owner may require the owner to take corrective action, as verified or determined by the PHA, by a deadline prescribed in the notice.

The PHA's rights and remedies for owner breach of the HAP contract may include recovery of overpayments, suspension of HAP, abatement or other reduction of HAP, termination of HAP, and termination of all HAP contracts. The PHA may seek and obtain additional relief by judicial order or action, including specific performance, other injunctive relief or order for damages.

#### **17. Penalties for Non-Compliance with Use of EIV's Deceased Tenants Report:**

Section 8 Programs: If the PHA overpaid HAP on behalf of a single member deceased household and fails to collect the overpayment from the owner, the PHA is required to reimburse 100 percent of the overpayment to the HCV HAP account from the Administrative Fee Equity account, Central Office Cost Center (COCC) account, or other non-Federal funds. In addition, if such errors impacted any funding baseline determinations, funding for the affected renewal periods may be adjusted.

Note: A PHA cannot reimburse prior year HAP costs with current year HAP funding because the funding carries forward but does not carry back.

HUD will monitor each PHA's Deceased Tenants Report on a quarterly basis. If at any time the report identifies deceased single member households who have been deceased for a period exceeding six months, and HUD determines that the PHA has not taken the necessary corrective action, the PHA may be subject to a withholding of its monthly administrative fee each month that the number of single deceased household members is greater than zero.

Public Housing Program: HUD will monitor each PHA's Deceased Tenants Report on a quarterly basis. If at any time, the report identifies deceased single member households who have been deceased for a period exceeding six months, and HUD determines that the PHA has not take the necessary corrective action, the PHA may be subject to a monetary penalty, as determined by the Assistant Secretary, each month that the number of single deceased household members deceased for a period of one year or longer is greater than zero. HUD may offset the PHA's monthly operating subsidy by the amount of the imposed penalty or require the PHA to pay the amount of the penalty from non-Federal funds, directly to HUD.

For any imposed penalty, HUD will notify the PHA in writing of such penalty and afford the PHA a 30-day period to appeal HUD's decision. Appeals must be postmarked no later than 30 days from the date of the penalty Notice and sent by certified mail or carrier service (UPS, FEDEX, DHL, etc.) to:

U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing  
Real Estate Assessment Center  
Attention: Nicole Faison  
451 7<sup>th</sup> Street, SW, Room PCFL1  
Washington, DC 20410

Appeals by fax or email will not be processed. HUD will provide a written response to your appeal request within 60 days of receiving the appeal request.

18. **EIV System Training:** HUD offers free EIV system training via webcast and can be viewed by staff at any time at:

<http://portal.hud.gov/portal/page/portal/HUD/press/multimedia/videos>. Past and future training opportunities, including training materials are available at:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm>. As a condition of initial and continued EIV system access, all system users are required to view HUD Headquarters-provided EIV system training and annual Security Awareness training.

EIV system users must self-certify within the EIV system at the log-in page that the training has been completed. Staff is not required to possess a Certificate of Completion for EIV training in order to gain or continue accessing the EIV system, or be certified by the User Administrator on a semi-annual basis.

19. **For inquiries about this Notice contact:** your local HUD field office or Nicole Faison of HUD Headquarters' Office of Public and Indian Housing: Real Estate Assessment Center at (202) 475-7963, or via email at [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV).

20. **Paperwork Reduction Act:** The information collection requirements contained in this Notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 U.S.C. 3520) and assigned OMB control number(s) 2577-0083. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

/s/

Sandra B. Henriquez, Assistant Secretary for  
Public and Indian Housing



**U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing**

**Special Attention of:**

Public Housing and Section 8 Program Administrators,  
Public Housing Hub Office Directors; Public Housing  
Resident Management Corporations; Resident Councils;  
Applicants and Participants of Public Housing, Housing  
Choice Voucher, Section 8 Moderate Rehabilitation,  
and Project-Based Certificate and Voucher Programs

**Notice PIH 2010 - 19 (HA)**

Issued: May 17, 2010

Expires: May 31, 2011

Cross References: 24 CFR §5.233,  
24 CFR §5.236, 24 CFR §908.101

**SUBJECT: Administrative Guidance for Effective and Mandated Use of the Enterprise  
Income Verification (EIV) System**

1. **Purpose:** This Notice provides Public Housing Agencies (PHAs) with administrative guidance related to the mandated use of HUD's Enterprise Income Verification (EIV) system, as required in accordance with the new HUD regulation, 24 CFR §5.233, as issued in the *Final Rule: Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments*, effective January 31, 2010, as published at 74 FR 68924, on December 29, 2009.
2. **Applicability:** This Notice applies to the following HUD-PIH rental assistance programs: Public Housing, Section 8 Moderate Rehabilitation, Project-Based Voucher, Project-Based Certificate, and Housing Choice Voucher (HCV) Programs.
3. **Background:** On December 29, 2009, HUD issued the final rule entitled *Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification (EIV) System-Amendments*, which requires PHAs to use the EIV system in its entirety to verify tenant employment and income information during mandatory reexaminations of family composition and income; and reduce administrative and subsidy payment errors in accordance with 24 CFR §5.236 and administrative guidance issued by HUD.

Using EIV as an upfront income verification (UIV) technique will be valuable in validating tenant-reported income during interim and annual reexaminations of family income; as well as streamlining the income verification process. This will result in less administrative burden in complying with third party verification requirements. Additionally, EIV will help to identify and cure inaccuracies in housing subsidy determinations, which will benefit PHAs, tenants, and taxpayers by ensuring that the level of benefits provided on behalf of families is proper and will prevent fraud and abuse within Public and Indian Housing (PIH) rental assistance programs.

4. **Effective Date:** This Notice is effective as of issuance date.
5. **The New HUD Regulation: 24 CFR 5.233.** Effective January 31, 2010, all PHAs are required to use the EIV system in its entirety. This means that PHAs must use all features of the EIV system to:
  - a. Verify tenant employment and income information during mandatory reexaminations of family composition and income in accordance with 24 CFR §5.236, and HUD administrative guidance; and
  - b. Reduce administrative and subsidy payment errors in accordance with HUD administrative guidance.
6. **What is the EIV System?** The EIV System is a web-based application, which provides PHAs with employment, wage, unemployment compensation and social security benefit information of tenants who participate in the Public Housing and various Section 8 programs under the jurisdiction of the Office of Public and Indian Housing (PIH). This system is available to all PHAs nationwide. Information in EIV is derived from computer matching programs initiated by HUD with the Social Security Administration (SSA) and the U.S. Department of Health and Human Services (HHS), for all program participants with valid personal identifying information (name, date of birth (DOB), and social security number (SSN)) reported on the form HUD-50058.

All PHAs are required to review the EIV Income Report of each family before or during mandatory annual and interim reexaminations of family income and/or composition to reduce tenant under reporting of income and improper subsidy payments. EIV is classified as an UIV technique (or automated written third party verification), which helps to identify income sources and/or amounts that the tenant may not have disclosed. This UIV technique in many instances will reduce the need to mail or fax third party verification request forms to an income source. EIV also provides various reports to assist PHAs with the following:

- a. Identifying tenants whose reported personal identifiers do not match the SSA database;
  - b. Identifying tenants who need to disclose a SSN;
  - c. Identifying tenants whose alternate identification number (Alt ID) needs to be replaced with a SSN;
  - d. Identifying tenants who may not have reported complete and accurate income information;
  - e. Identifying tenants who have started a new job;
  - f. Identifying tenants who may be receiving duplicate rental assistance;
  - g. Identifying tenants who are deceased and possibly continuing to receive rental assistance;
  - h. Identifying former tenants of PIH rental assistance programs who voluntarily or involuntarily left the program and have a reportable adverse status and/or owe money to a PHA or Section 8 landlord.
7. **How to obtain access to the EIV System.** All PHA staff (including PHA-hired management agents), who have a need to access the EIV system, is required to complete and submit the EIV Access Authorization Form & Rules of Behavior and User Agreement to their designated EIV Coordinator in the local HUD office.

The form is available online at:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>.

The user's access must be approved by the PHA Executive Director or designee in order for the local HUD office to process all EIV access requests. Individuals who will not directly access the EIV system, but will have access to the EIV data in printed or electronic form is also required to complete the EIV Access Authorization Form & Rules of Behavior and User Agreement and maintain on file (do not submit the form to the local HUD office).

8. **The Verification Hierarchy.** PHAs should begin with the highest level of verification techniques.

PHAs are required to access the EIV system and obtain an Income Report for each household. The PHA is required to maintain the Income Report in the tenant file along with the form HUD-50058 and other supporting documentation to support income and rent determinations for all mandatory annual reexaminations of family income and composition.

If the Income Report does not contain any employment and income information for the family, the PHA should attempt the next lower level verification technique, as noted in the below chart.

Level	Verification Technique	Ranking
6	<b>Upfront Income Verification (UIV)</b> using HUD's Enterprise Income Verification (EIV) system (not available for income verifications of applicants)	<b>Highest</b> (Mandatory)
5	<b>Upfront Income Verification (UIV)</b> using non-HUD system	<b>Highest</b> (Optional)
4	<b>Written third Party Verification</b>	<b>High</b> (Mandatory to supplement EIV-reported income sources and when EIV has no data; Mandatory for non-EIV reported income sources; Mandatory when tenant disputes EIV-reported employment and income information <b>and</b> is unable to provide acceptable documentation to support dispute)
3	<b>Written Third Party Verification Form</b>	<b>Medium-Low</b> (Mandatory if written third party verification documents are not available or rejected by the PHA; and when the applicant or tenant is unable to provide acceptable documentation)
2	<b>Oral Third Party Verification</b>	<b>Low</b> (Mandatory if written third party verification is not available)
1	<b>Tenant Declaration</b>	<b>Low</b> (Use as a last resort when unable to obtain any type of third party verification)

**Note:** This verification hierarchy applies to income determinations for applicants and participants. However, EIV is not available for verifying income of applicants.

## Verification Technique Definitions

### Third Party Verification Techniques

**Upfront Income Verification (UIV) (Level 6/5):** The verification of income before or during a family reexamination, through an independent source that systematically and uniformly maintains income information in computerized form for a number of individuals.

It should be noted that the EIV system is available to all PHAs as a UIV technique. PHAs are encouraged to continue using other non-HUD UIV tools, such as The Work Number (an automated verification system) and state government databases, to validate tenant-reported income.

**Written Third Party Verification (Level 4):** An original or authentic document generated by a third party source dated either within the 60-day period preceding the reexamination or PHA request date. Such documentation may be in the possession of the tenant (or applicant), and is commonly referred to as tenant-provided documents. It is the Department's position that such tenant-provided documents are written third party verification since these documents originated from a third party source. The PHA may, at its discretion, reject any tenant-provided documents and follow up directly with the source to obtain necessary verification of information.

Examples of acceptable tenant-provided documentation (generated by a third party source) include, but are not limited to: pay stubs, payroll summary report, employer notice/letter of hire/termination, SSA benefit verification letter, bank statements, child support payment stubs, welfare benefit letters and/or printouts, and unemployment monetary benefit notices. Current acceptable tenant-provided documents must be used for income and rent determinations.

The PHA is required to obtain at a minimum, two current and consecutive pay stubs for determining annual income from wages. For new income sources or when two pay stubs are not available, the PHA should project income based on the information from a traditional written third party verification form or the best available information.

**Note:** Documents older than 60 days (from the PHA interview/determination or request date) is acceptable for confirming effective dates of income.

**Written Third Party Verification Form (Level 3):** Also, known as traditional third party verification. A standardized form to collect information from a third party source. The form is completed by the third party by hand (in writing or typeset). PHAs send the form directly to the third party source by mail, fax, or email.

It is the Department's position that the administrative burden and risk associated with use of the traditional third party verification form may be reduced by PHAs relying on acceptable documents that are generated by a third party, but in the possession of and provided by the tenant (or applicant). Many documents in the possession of the tenant are derived from third party sources (i.e. employers, federal, state and/or local agencies, banks, etc.).

The Department recognizes that third party verification request forms sent to third party sources often are not returned. In other instances, the person who completes the verification form may provide incomplete information; or some tenants may collude with the third party source to provide false information; or the tenant intercepts the form and provides false information.

The Department requires PHAs to rely on documents that originate from a third party source's computerized system and/or database, as this process reduces the likelihood of incorrect or falsified information being provided on the third party verification request form. The use of acceptable tenant-provided documents, which originate from a third party source, will improve the integrity of information used to determine a family's income and rent and ultimately reduce improper subsidy payments. This verification process will also streamline the income verification process.

**Oral Third Party Verification (Level 2):** Independent verification of information by contacting the individual income/expense source(s), as identified through the UIV technique or identified by the family, via telephone or in-person visit. PHA staff should document in the tenant file, the date and time of the telephone call (or visit to the third party), the name of the person contacted and telephone number, along with the confirmed information.

This verification method is commonly used in the event that the independent source does not respond to the PHA's faxed, mailed, or e-mailed request for information in a reasonable time frame, i.e., ten (10) business days.

### **Non-Third Party Verification Technique**

**Tenant Declaration (Level 1):** The tenant submits an affidavit or notarized statement of reported income and/or expenses to the PHA. This verification method should be used as a last resort when the PHA has not been successful in obtaining information via all other verification techniques. When the PHA relies on tenant declaration, the PHA must document in the tenant file why third party verification was not available.

### **Exceptions to Third Party Verification Requirements**

HUD is aware that in some situations, third party verification is not available for a variety of reasons. Oftentimes, the PHA may have made numerous attempts to obtain the required verifications with no success, or it may not be cost effective to obtain third party verification of income, assets, or expenses, when the impact on total tenant payment is minimal. In these cases, the PHA is **required to document in the family file the reason(s) why third party verification was not available.**

The exception to third party verification can be found at 24 CFR §960.259(c)(1) and §982.516(a)(2), which states, "The PHA must obtain and document in the family file third party verification of the following factors, **or must document in the file why third party verification was not available.**"

9. **Third party verification requirements.** In accordance with 24 CFR §960.259(c)(1) and 24 CFR §982.516(a)(2) for the Public Housing and the HCV programs, respectively, the PHA must obtain and document in the tenant file third party verification of the following factors, or must document in the tenant file why third party verification was not available: (i) reported family annual income; (ii) the value of assets; (iii) expenses related to deductions from annual income; and (iv) other factors that affect the determination of adjusted income.

10. **How to comply with and reduce administrative burden of third party verification requirements of family annual income.** PHAs can comply with and reduce administrative burden of third party verification requirements for employment, wage, unemployment compensation and social security benefits, and any other information that is verifiable using EIV by:

- a. Reviewing the EIV Income Report to confirm/validate tenant-reported income; and
- b. Printing and maintaining an EIV Income Report (or an EIV Individual Control Number (ICN) page for interim reexaminations as prescribed in Section 12 of this Notice) in the tenant file; and
- c. Obtaining current acceptable tenant-provided documentation to supplement EIV information; and
- d. Using current tenant-provided documentation and/or third party verification to calculate annual income.

**Note:** Social Security benefit information in EIV is updated every three months. If the tenant agrees with the EIV-reported benefit information, PHAs do not need to obtain or request a benefit verification letter from the tenant. See PIH Notice 2010-03 for guidance on verifying Social Security benefit income through the EIV system.

The PHA may also reduce the administrative burden of obtaining third party verification by relying on acceptable documents that are generated by a third party, but provided by the tenant. Many documents in the possession of the tenant are derived from third party sources (i.e. employers, federal, state and/or local agencies, banks, etc.).

11. **When the PHA is required to request written third party verification** The PHA must request written third party verification under the following circumstances:

- a. When the tenant disputes the EIV information and is unable to provide acceptable documentation to support his/her dispute (24 CFR §5.236(b));
- b. When the PHA requires additional information that is not available in EIV and/or the tenant is unable to provide the PHA with current acceptable tenant-provided documentation. Examples of additional information, includes but is not limited to:
  - i. Effective dates of income (i.e. employment, unemployment compensation, or social security benefits)
  - ii. For new employment: pay rate, number of hours worked per week, pay frequency, etc.
  - iii. Confirmation of change in circumstances (i.e. reduced hours, reduced rate of pay, temporary leave of absence, etc.)



**Note:** 24 CFR §5.236(a), prohibits PHAs from taking adverse action based solely on EIV information.

**12. Type of file documentation required to demonstrate PHA compliance with mandated use of EIV as a third party source to verify tenant employment and income information (24 CFR §5.233(a)(2)(i)).**

**A.** For each new admission (form HUD-50058 action type 1), the PHA is required to do the following:

- i.** Review the EIV Income Report to confirm/validate family-reported income within 120 days of the PIC submission date; and
- ii.** Print and maintain a copy of the EIV Income Report in the tenant file; and
- iii.** Resolve any income discrepancy with the family within 60 days of the EIV Income Report date.

**B.** For each historical adjustment (form HUD-50058 action type 14), the PHA is required to do the following:

- i.** Review the EIV Income Report to confirm/validate family-reported income within 120 days of the PIC submission date; and
- ii.** Print and maintain a copy of the EIV Income Report in the tenant file; and
- iii.** Resolve any income discrepancy with the family within 60 days of the EIV Income Report date.

**C.** For each interim reexamination (form HUD-50058 action type 3) of family income and composition, the PHA is required to have the following documentation in the tenant file:


- i. ICN Page** when there is **no** household income discrepancy noted on the household's Income Discrepancy Report tab or Income Discrepancy Report. (PHAs have the discretion to print the EIV Income report, however, only the ICN page is required.) See sample screen shot below.

Summary Report	Income Report	Income Discrepancy Report
No Income Discrepancy Report is available for the household.		

**Note:** The ICN Page is available from the Summary Report tab. See sample screen shot below:

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

Summary Report						
Certification Page		Income Report		Income Discrepancy Report		
<b>Head of Household Identifiers</b>						
Name:	MIKILA					
Social Security Number:	***-**-****					
Date of Birth (mm/dd/yyyy):	XX/XX/1989					
Program Type:	Sec. 8 Vouchers					
Project:						
Unit Address:						
Participant Code:						
Annual Reexamination Date:	05/01/2010					
Tenant Data from Form 50058 as of:	10/20/2009					
Most Recent Type of Action:	3-Interim Reexamination					
Effective Date:	10/01/2009					
<b>Household Members</b>						
Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
***-**-****	MIKILA		XX/XX/1989	20	Head	Verified
***-**-****	MALAYA		XX/XX/2009		Other youth under 18	Verified
The month and day values in the Date of Birth field have been masked for security reasons.						
				<a href="#">Provide ICN</a>		
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.						
Report Generated By - H18XXX NICOLE X FAISON						



Click here to generate printer-friendly ICN page

- ii. **EIV Income Report** when there is an income discrepancy noted on the household's Income Discrepancy Report tab or Income Discrepancy Report. See sample screen shot below.

Summary Report			Income Report		Income Discrepancy Report	
<b>Head of Household Information</b>						
Name:	DEBRA					
Social Security Number:	-					
Program Type:	Public Housing					
Project:						
Effective Date of Action:	03/10/2009					
Annual Reexamination Date:	02/01/2010					
Projected Annual Wages and Benefits from Form HUD-50058:	\$8,328.00					
Period Of Income for Discrepancy Analysis	12/10/2007 - 12/09/2008					
<b>Discrepancy Analysis</b>	<b>Actuals</b>	<b>Annualized Last Quarter</b>				
Reported Annual Wages and Benefits from EIV Data:	\$24,919.06	\$26,131.00				
Amount of Annual Income Discrepancy:	(\$16,591.06)	(\$17,803.00)				
Amount of Monthly Income Discrepancy:	(\$1,382.59)	(\$1,483.58)				
Percentage of Income Discrepancy:	(66.58%)	(68.13%)				
Note: Negative numbers represent potential under reporting of income. Please discuss this income discrepancy with the tenant. Positive numbers represent potential decrease in tenant income.						
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.						
Report Generated By - H18XXX NICOLE X FAISON						

- D.** For each annual reexamination of family income and composition, the PHA is required to have the following documentation in the tenant file:
- i. No Dispute of EIV Information:** EIV Income Report, current acceptable tenant-provided documentation, and *if necessary* (as determined by the PHA), traditional third party verification form(s). See examples 1 and 3 below.
  - ii. Disputed EIV Information:** EIV Income report, current acceptable tenant-provided documentation, and/or traditional third party verification form(s) for disputed information. See example 2 below.
  - iii. Tenant-reported income not verifiable through EIV system:** Current tenant-provided documents, and *if necessary* (as determined by the PHA), traditional third party verification form(s). See example 3 below.

#### **Example 1: No Disputed EIV Information & Tenant Provided Documents**

You are conducting an annual reexam with tenant, Mary Jones. Ms. Jones reports that she is employed at the ABC Box Company. You pull up the EIV income report for the Jones family, which shows quarterly wages from the ABC Box Company for the full year of 2008, and the first two quarters of 2009. Last year's (2009) annual reexam reflects wages from the same employer. There is no other income information on the report.

The PHA may streamline the income verification process by requesting Ms. Jones provide current pay stubs dated within the last 60 days of the interview or PHA request date. The PHA must obtain a minimum of two current and consecutive pay stubs from Ms. Jones. Since there is no disparity between tenant-reported and EIV-reported income, the PHA may obtain original and current tenant-provided pay stubs to calculate annual income.

The PHA may **not** use quarterly EIV wage (or unemployment benefit) information to calculate annual income since this information is at least six months old and more current income information (from pay stubs) is available.

#### **Example 2: Disputed EIV Information & No Tenant-Provided Documents**

You are conducting an annual reexam with tenant, Bob Miller. Mr. Miller reports that his only source of income is monetary support from his sister, Betty Miller. You pull up the EIV income report for the Miller family, which shows quarterly wages from the Home Depot for the full year of 2008, and the first two quarters of 2009. There is no other income information on the EIV report. Last year's (2009) annual reexam reflects no wage information and only source of income is other non-wage income (monetary support from family member).

You inform Mr. Miller that the EIV system shows wages from the Home Depot and ask him to provide you with current pay stubs. Mr. Miller states that he does not work there and has no pay stubs.

Because Mr. Miller disputes the EIV-reported income and is unable to provide documents to support his dispute, the PHA **must** request written third party verification from Home Depot. You mail a third party verification request form to the address listed for Home Depot.

A few days later, you receive the third party verification request form back from Home Depot, which indicates that Mr. Miller has been employed there since January 5, 2008, and a payroll summary report, showing Mr. Miller's bi-weekly gross and net pay since January 2008. Since the disputed EIV information has been confirmed to be correct by the independent third party source (Home Depot), the PHA will use the income information from the payroll summary report to calculate annual income. The PHA would also calculate the retroactive rent (using the information provided by Home Depot) since Mr. Miller failed to disclose his employment at the 2008 and 2009, annual reexams. The PHA would also inform Mr. Miller of this retroactive rent and take action according to PHA-established policies.

### **Example 3: Tenant Unreported Income, Income not Verifiable through EIV & Tenant- Provided Documents**

You are conducting an annual reexam with tenant, Sharon Duvet. Ms. Duvet reports that her only source of income is child support and provides you with four current and consecutive child support pay stubs. You pull up the EIV Income Report for the Duvet family, which shows: hire date at the District Police Department effective January 9, 2005; quarterly wages from the District Police Department for the full years of 2005, 2006, 2007, and 2008, and the first two quarters of 2009. There is no other income information on the EIV Income Report. Last year's (2009) annual reexam reflects income from only child support. You inform Ms. Duvet that the EIV system is showing wages from the District Police Department and you ask her to provide you with current pay stubs. Ms. Duvet admits that she has been working at the District Police Department and indicates that she can provide you with current pay stubs. You inform Ms. Duvet that you will also have to calculate her retroactive rent for the previous years in which she did not disclose her employment. You go over the EIV-reported wages with Ms. Duvet and she indicates that she does not dispute the information.

Since Ms. Duvet does not dispute the EIV-reported information, the PHA may use the tenant provided documents to calculate income and rent for the 2010 annual reexam, and use the EIV-reported earnings for years 2005 through 2008, to calculate the retroactive rent Ms. Duvet will owe. The PHA should require Ms. Duvet to provide her last pay stub from 2009, or her 2009 W- 2, to calculate the retroactive rent for 2009. The PHA will use the tenant-provided child support pay stubs (child support income is not available in EIV) to calculate annual income from this source.

13. **What if the tenant does not provide the PHA with requested information?** If the tenant does not provide the requested information, the PHA may mail or fax a third party verification request form to the third party source. The PHA is **required** to request third party verification when the tenant disputes EIV information and the tenant is unable to provide acceptable documentation to support disputed information. However, the PHA should **also** remind the tenant that s/he is required to supply any information requested by the PHA for use in a regularly scheduled annual or interim reexamination of family income and composition.

The PHA may **determine** that the tenant is not in compliance with program requirements and terminate tenancy or assistance, or both, if the tenant fails to provide the requested information in a timely manner (as prescribed by the PHA).

14. **How to use EIV to reduce administrative and subsidy payment errors.** EIV has the ability to identify other potential issues which may impact a family's level of assistance. EIV contains stand-alone reports, which a PHA may generate at any time (i.e. Deceased Tenants Report, New Hires Report, Multiple Subsidy Report, Identity Verification Report, Income Discrepancy Report, Debts Owed to PHAs & Termination Report, and Immigration Report). However, it should be noted that the information from these stand-alone reports are contained in the Income Report for each household. PHAs are required to address any and all potential issues at the time of the annual or interim reexam, as conveyed in the Income Report.

PHAs may use the stand-alone reports to monitor staff's progress in reducing the following administrative and subsidy payment errors by using the listed reports:

- a. Incorrect/invalid SSNs/name/date of birth – Identity Verification Report
- b. Follow-up with families who need to disclose a SSN – Immigration Report
- c. Duplicate rental assistance – Multiple Subsidy Report
- d. Unreported increase in income – Income discrepancy Report
- e. Improper payments on behalf of deceased tenants – Deceased Tenants Report
- f. Unreported new employment (PHAs with interim increase policy) – New Hires Report
- g. Adverse Termination/Outstanding Debt to PHA – Debts Owed to PHAs & Termination Search

In order to ensure PHAs are aware of potential subsidy payment errors, PHAs are **required** to monitor the following EIV reports on a monthly basis:

1. Deceased Tenants Report
2. Identity Verification Report
3. Immigration Report

In order to ensure PHAs are aware of potential subsidy payment errors, PHAs are **required** to monitor the following EIV reports on a quarterly basis:

1. Income Discrepancy Report
2. Multiple Subsidy Report
3. New Hires Report (if your agency has an interim increase policy)

**15. How to use the EIV Income Report as a third party source to verify tenant employment and income information.** The EIV Income Report provides a variety of information about each household member of the family. The report contains the following information for each household member:

- a. Personal identifiers: name, date of birth, and SSN
- b. Identity verification status (pending, verified, deceased, or failed)
- c. Employment information
  - 1. New Hire Information (W-4)
    - i. Date hired
    - ii. Employer name
  - 2. Employer name, address, and employer identification number of current and past employers
  - 3. Quarterly earnings
- d. Quarterly unemployment compensation
- e. Social Security benefit information
  - 1. Social Security (SS) benefits
    - i. Payment status code
    - ii. Date of current entitlement
    - iii. Current net monthly benefit amount (if payable)
    - iv. Gross monthly benefit history (last 8 changes in benefit amount)
    - v. Lump sum payment amount and date
    - vi. Payee name and address
  - 2. Dual Entitlement (Social Security benefits under another person's SSN)
    - i. Claim Number (the other person's SSN)
    - ii. Payment status code
    - iii. Date of current entitlement
    - iv. Current net monthly benefit amount (if payable)
    - v. Gross monthly benefit history (last 8 changes in benefit amount)
    - vi. Payee name and address
  - 3. Supplemental Security Income (SSI)
    - i. Payment status code
    - ii. Alien indicator
    - iii. Current net monthly benefit amount
    - iv. Current monthly state supplement benefit amount (if available)
    - v. Gross monthly benefit history (last 8 changes in benefit amount)
    - vi. Payee name and address
  - 4. Medicare data
    - i. Payee name and address
    - ii. Monthly hospital insurance premium amount, buy-in status, and buy-in start and end dates
    - iii. Monthly supplemental medical insurance premium amount, buy-in status, and buy-in start and end dates
- f. Disability status and onset date
- g. Identity verification status
- h. Indicator of possible multiple rental subsidy
- i. Indicator of debt and/or termination information from another PHA (effective September 2010)

All EIV Income Reports contain the date the report was generated and by whom; and the date EIV received each type of information.

To minimize tenant underreporting of income, PHAs are required to obtain an EIV Income Report for each family any time the PHA conducts an annual or interim reexamination of family income and composition.

In accordance with 24 CFR §5.236(b)(2)(3), PHAs are required to compare the information on the EIV report with the family-reported information. If the EIV report reveals an income source that was not reported by the tenant or a substantial difference in the reported income information, the PHA is required to take the following actions:

1. Discuss the income discrepancy with the tenant; and
2. Request the tenant to provide any documentation to confirm or dispute the unreported or underreported income and/ or income sources; and
3. In the event the tenant is unable to provide acceptable documentation to resolve the income discrepancy, the PHA is required to request from the third party source, any information necessary to resolve the income discrepancy; and
4. If applicable, determine the tenant's underpayment of rent as a result of unreported or underreported income, retroactively\*; and
5. Take any other appropriate action as directed by HUD or the PHA's administrative policies.

\*The PHA is required to determine the retroactive rent as far back as the existence of complete file documentation (form HUD-50058 and supporting documentation) to support such retroactive rent determinations.

**Note:** A substantial difference is defined as an amount equal to or greater than \$2,400, annually.

The tenant must be provided an opportunity to contest the PHA's determination of tenant rent underpayment. HUD regulations require PHAs to promptly notify tenants in writing of any adverse findings made on the basis of the information verified through the aforementioned income discrepancy resolution process. The tenant may contest the findings in accordance with the PHA's established grievance procedures, as required by HUD. The PHA may not terminate, deny, suspend, or reduce the family's assistance until the expiration of any notice or grievance period.

When there is an unsubstantial or no disparity between tenant-reported and EIV-reported income information, the PHA is required to obtain from the tenant, any necessary documentation to complete the income determination process. As noted previously, the PHA may reject any tenant-provided documentation, if the PHA deems the documentation unacceptable. The PHA may reject documentation provided by the tenant for only the following HUD-approved reasons:

1. The document is not an original; or
2. The original document has been altered, mutilated, or is not legible; or

3. The document appears to be a forged document (i.e. does not appear to be authentic).

The PHA should explain to the tenant, the reason(s) the submitted documents are not acceptable and request the tenant to provide additional documentation. If at any time, the tenant is unable to provide acceptable documentation that the PHA deems necessary to complete the income determination process, the PHA is required to submit a traditional third party verification form to the third party source for completion and submission to the PHA.

If the third party source does not respond to the PHA's request for information, the PHA is required to document the tenant file of its attempt to obtain third party verification and that no response to the third party verification request was received.

The PHA should then pursue lower level verifications in accordance with the verification hierarchy listed in section 8 of this notice.

16. **Tenant Repayment Agreement.** Tenants are required to reimburse the PHA if they were charged less rent than required by HUD's rent formula due to the tenant's underreporting or failure to report income. The tenant is required to reimburse the PHA for the difference between the tenant rent that should have been paid and the tenant rent that was charged. This rent underpayment is commonly referred to as retroactive rent. If the tenant refuses to enter into a repayment agreement or fails to make payments on an existing or new repayment agreement, the PHA **must** terminate the family's tenancy or assistance, or both. HUD does **not** authorize any PHA-sponsored amnesty or debt forgiveness programs.

All repayment agreements must be in writing, dated, signed by both the tenant and the PHA, include the total retroactive rent amount owed, amount of lump sum payment made at time of execution, if applicable, and the monthly repayment amount. At a minimum, repayment agreements must contain the following provisions:

- a. Reference to the paragraphs in the Public Housing lease or Section 8 information packet whereby the tenant is in non-compliance and may be subject to termination of tenancy or assistance, or both.
- b. The monthly retroactive rent repayment amount is in addition to the family's regular rent contribution and is payable to the PHA.
- c. The terms of the agreement may be renegotiated if there is a decrease or increase in the family's income.
- d. Late and missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.

PHAs are required to determine retroactive rent amount as far back as the PHA has documentation of family reported income. For example, if the PHA determines that the family has not reported income for a period of five years and only has documentation for the last three years, the PHA is only able determine retroactive rent for the three years for which documentation is available.



The monthly retroactive rent payment plus the amount of rent the tenant pays at the time the repayment agreement is executed should be affordable and not exceed 40 percent of the family's monthly adjusted income. However, PHAs have the discretion to establish thresholds and policies for repayment agreements in addition to HUD required procedures.

**Example:**

- Family's monthly adjusted income is \$1,230.
- Family's monthly rent payment is \$369 (30% of the family's monthly adjusted income).
- 40% of the family's monthly adjusted income is \$492.
- The monthly payment for the repayment agreement should not exceed \$123 per month (\$369 monthly rent + \$123 repayment = \$492, 40% of the family's monthly adjusted income.)

**Repayment Time Period.** The period in which the retroactive rent balance will be repaid is based on the monthly payments and original retroactive balance.

**Example:** The tenant agrees to repay \$1,000, by making a monthly payment of \$25 for 40 months.

**Repayment Options.** Tenants have the option to repay the retroactive rent balance as follows:

1. In a lump sum payment; or
2. Monthly installment; or
3. A combination of 1 and 2, above
  - a. For example, a tenant may owe \$1,000, make a lump sum payment of \$300 and enter into a repayment agreement for the remaining balance of \$700.

**17. How long should the PHA maintain EIV printouts in a tenant file?** The PHA's record retention policy will determine the length of time the PHA should maintain EIV printouts in a tenant file. PHAs are authorized to maintain the EIV Income Report in the tenant file for the duration of tenancy and no longer than three years from the end of participation (EOP) date. In accordance with revised regulation, 24 CFR §908.101, PHAs are required to maintain at a minimum, the last three years of the form HUD-50058, and supporting documentation for all annual and interim reexaminations of family income. All records are to be maintained for a period of at least three years from the effective date of the action.

**18. Disclosure of an Individual's EIV Information.** The Federal Privacy Act (5 USC §552a, as amended) prohibits the disclosure of an individual's information to another person without the written consent of such individual. As such, the EIV data of an adult household member may not be shared (or a copy provided or displayed) with another adult household member, unless the individual has provided written consent to disclose such information.

However, the PHA is not prohibited from discussing with the head of household (HOH) and showing the HOH how the household's income and rent were determined based on the total family income reported and verified.

EIV information and any other information obtained by the PHA for the purpose of determining eligibility and level of assistance for a PIH rental assistance program may not be disclosed to third parties for any reason (even for similar verifications under other programs, such as eligibility for low income housing tax credit units, other federal or state assistance programs), unless the tenant has authorized such disclosure in writing.

#### 19. What to do if the EIV Information is incorrect.

Sometimes the source or originator of EIV information may make an error when submitting or reporting information about tenants. HUD cannot correct data in the EIV system. Only the originator of the data can correct the information. When the originator corrects the data, HUD will obtain the updated information with its next computer matching process. Below are the procedures tenants and PHAs should follow regarding incorrect EIV information.

***Employment and wage information*** reported in EIV originates from the employer. The employer reports this information to the local State Workforce Agency (SWA), who in turn, reports the information to HHS' National Directory of New Hires (NDNH) database.

If the tenant disputes this information, s/he should contact the employer directly, in writing to dispute the employment and/or wage information, and request that the employer correct erroneous information.

The tenant should provide the PHA with this written correspondence so that it may be maintained in the tenant file. If employer resolution is not possible, the tenant should contact the local SWA for assistance.

***Unemployment benefit information*** reported in EIV originates from the local SWA. If the tenant disputes this information, s/he should contact the SWA directly, in writing to dispute the unemployment benefit information, and request that the SWA correct erroneous information. The tenant should provide the PHA with this written correspondence so that it may be maintained in the tenant file.

***SS and SSI benefit information*** reported in EIV originates from the SSA. If the tenant disputes this information, s/he should contact the SSA at (800) 772-1213, or visit the local SSA office. SSA office information is available in the government pages of the local telephone directory or online at <http://www.socialsecurity.gov>.

**Note:** The tenant may also provide the PHA with third party documents which are in the tenant's possession to support their dispute of EIV information. The PHA, with the tenant's consent, is required to submit a third party verification form to third party sources for completion and submission to the PHA, when the tenant disputes EIV information and is unable to provide documentation to validate the disputed information. The tenant's failure to sign the consent form is grounds for termination of tenancy and/or assistance in accordance with 24 CFR §5.232.

***Debts owed to PHAs and termination information*** reported in EIV originates from the PHA. If a current or former tenant disputes this information, s/he should contact the PHA (who reported the information) directly in writing to dispute this information and provide any documentation that supports the dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record from EIV. Former tenants may dispute debt and termination information for a period of up to three years from the end of participation date in the PIH program.

***Identity Theft.*** Seemingly incorrect information in EIV may be a sign of identity theft. Sometimes someone else may use an individual's SSN, either on purpose or by accident. SSA does not require an individual to report a lost or stolen SSN card, and reporting a lost or stolen SSN card to SSA will not prevent the misuse of an individual's SSN. However, a person using an individual's SSN can get other personal information about that individual and apply for credit in that individual's name. So, if the tenant suspects someone is using his/her SSN, s/he should check their Social Security records to ensure their records are correct (call SSA at (800) 772-1213); file an identity theft complaint with the local police department and/or Federal Trade Commission (call FTC at (877) 438-4338, or visit their website at: <http://www.ftc.gov/bcp/edu/microsites/idtheft/>); and s/he should also monitor their credit reports with the three national credit reporting agencies (Equifax, TransUnion, and Experian). The tenant should provide the PHA written documentation of filed identity theft complaint. (Refer back to paragraph on Employment and wage information regarding disputed EIV information related to identity theft).

Tenants may request their credit report and place a fraud alert on their credit report with the three national credit reporting agencies at: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by contacting the credit reporting agency directly. Each agency's contact information is listed below.

### **National Credit Reporting Agencies Contact Information**

Equifax Credit Information Services, Inc.  
P.O. Box 740241  
Atlanta, GA 30374  
Website: [www.equifax.com](http://www.equifax.com)  
Telephone: (800) 685-1111

Experian  
P.O. Box 2104  
Allen, TX 75013  
Website: [www.experian.com](http://www.experian.com)  
Telephone (888) 397-3742

TransUnion  
P.O. Box 6790  
Fullerton, CA 92834  
Website: [www.transunion.com](http://www.transunion.com)  
Telephone: (800) 680-7289 or (800) 888-4213

20. **Security of EIV Data.** The data in EIV contains personal information on individual tenants which is protected under the Federal Privacy Act. The information in EIV may only be used for limited official purposes, as noted below.

**A. Official Purposes Include:**

1. PHAs, in connection with the administration of PIH programs, for verifying the employment and income at the time of interim and annual reexaminations.
2. HUD staff for monitoring and oversight of PHA compliance with HUD program requirements.
3. Independent Auditors hired by the PHA or HUD to perform a financial audit for use in determining the PHA's compliance with HUD program requirements, including verifying income and determining the accuracy of the rent and subsidy calculations.

**Restrictions on disclosure requirements for Independent Auditors:**

- (a) May only access EIV income information within family files and only within the offices of the PHA or PHA-hired management agent;
- (b) May not transmit or transport EIV income information in any form;
- (c) May not enter EIV income information on any portable media;
- (d) Must sign non-disclosure oaths that the EIV income information will be used only for the purpose of the audit; and
- (e) May not duplicate EIV income information or re-disclose EIV income information to any user not authorized by Section 435(j)(7) of the Social Security Act to have access to the EIV income data.

**B. Official Purposes Does NOT Include:**

1. Sharing the information with governmental or private entities not involved in the reexamination process specifically used for PIH rental assistance programs.

Disclosing the EIV information to other private or public entities for purposes other than determining eligibility and level of assistance for PIH rental assistance programs is prohibited since these entities are not a party to the computer matching agreements with the HHS and SSA. The fact that these entities may find the EIV beneficial for similar eligibility and determination purposes for other low-income housing programs or public benefits, does not permit these entities to use or view information in the EIV system that is covered by the computer matching agreements.

The computer matching agreements are governed by the Privacy Act and the Social Security Act. Specifically, sections 453(j)(7)(E)(ii) and (iv) of the Social Security Act (42 USC §653j) limit disclosure of the data matched between HUD and HHS' National Directory of New Hires (NDNH) database to PHAs, Independent Auditors, the Inspector General (IG) and Attorney General, private owners, management agents, and contract administrators of Multifamily Housing programs.

### **C. Penalties for Willful Disclosure or Inspection of EIV Data.**

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

21. **Penalties for Noncompliance with Mandated EIV System Use.** PHAs may be subject to sanctions and/or the assessment of disallowed costs associated with any resulting incorrect subsidy or tenant rent calculation or both. It should be noted that HUD may impose a sanction on any PHA who does not have access to the EIV system or the PHA has access to the system, however, has not used the system within the last six months. To avoid sanctions or disallowed costs, PHAs should follow all formal and informal guidance provided to PHAs via webcast trainings, PIH Rental Housing Integrity Improvement Project (RHIIP) periodic electronic mailings, and any other HUD Headquarters'-generated guidance.

**EIV System Tip Sheets (ETS).** PHAs are required to comply with guidance provided via ETS and HUD Headquarters-sponsored EIV training, via webcast and satellite. PIH will also post ETS to the PIH RHIIP technical assistance web pages at:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm>, and send via email to all subscribers of the PIH RHIIP mailing list. ETS is designed to explain effective use of the EIV system to ensure PHAs' compliance with the third party verification requirements and reduce administrative and subsidy payment errors, so that PHAs may avoid penalties for failure to use the EIV system in its entirety.

22. **EIV System Training Information.** As a condition of initial and continued access to the EIV System, HUD and PHA staff are required to complete Annual Security Awareness training and EIV system training (initial (complete system training) and update (interim system changes) training) when offered by HUD Headquarters (HHQ). This training requirement also applies to those individuals who will not access EIV, but will view or handle printed and/or electronic EIV data. Individuals who will view and/or handle printed EIV information are required to complete only annual Security Awareness training (EIV system training is optional for these individuals). EIV training provided by third parties (other than HUD Headquarters) does not fulfill the mandatory EIV training requirement.

HHQ offers training in Washington, DC and via webcast at least once a year. EIV system users who need to complete EIV training may view EIV training webcasts at: <http://www.hud.gov/webcasts/archives/iv.cfm>. HUD offers a *Certificate of Completion* for a period of six months following the broadcast date, for those who desire confirmation of completed training.

However, it should be noted that a certificate is not required in order for an individual to be granted access to the EIV system or be certified for continued EIV system access. The most recent PIH RHIIP/EIV training was held on January 28, 2010. EIV system users may request a *Certificate of Completion* for this training through October 30, 2010.

Training information is posted at the following websites:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm> and is emailed to all subscribers of the PIH RHIIP mailing list. To subscribe to this mailing list, paste the following URL into your browser, enter your email address, and click OK:

<http://www.hud.gov/subscribe/signup.cfm?listname=Public%20and%20Indian%20Housing%20Rental%20Housing%20Integrity%20Improvement%20Project&list=PIH-RHIIP-L>

Instructions for requesting a *Certificate of Completion* is posted at

<http://www.hud.gov/webcasts/archives/iv.cfm> or

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm>, and is automatically emailed to all subscribers of the PIH RHIIP mailing list.

EIV system users must complete HHQ-offered training as follows:

Training Offered	Training Must be Completed By
October 1 <sup>st</sup> – March 31 <sup>st</sup>	April 29 <sup>th</sup>
April 1 <sup>st</sup> – September 30 <sup>th</sup>	October 30 <sup>th</sup>

New employees, who begin employment after March 31<sup>st</sup>, are required to complete the training by October 30<sup>th</sup>.

New employees, who begin employment after September 30<sup>th</sup>, are required to complete the training by April 29<sup>th</sup>, of the following year.

**Note:** Employees must complete the training **prior** to accessing the EIV system and/or printed EIV reports.

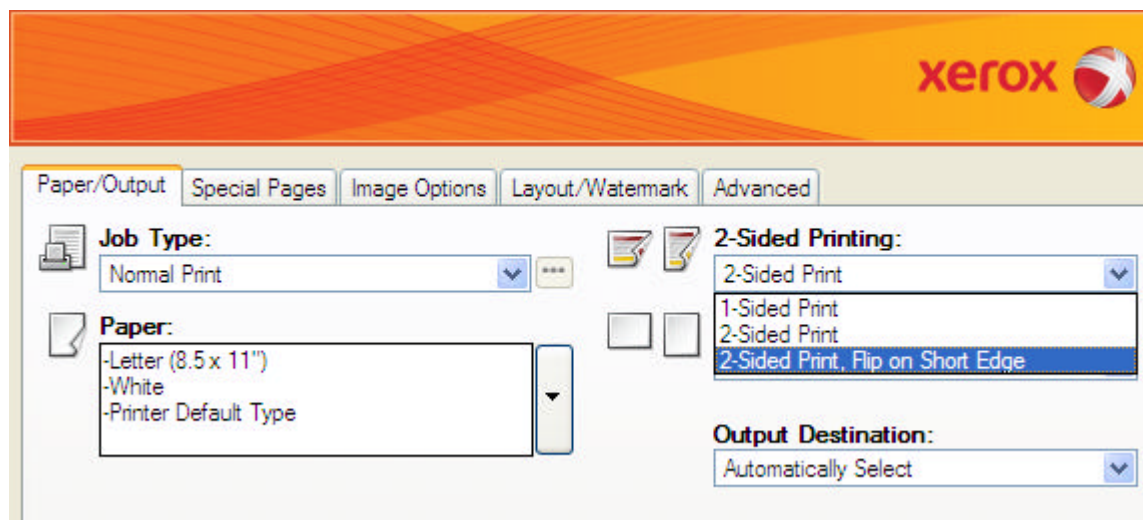
23. **Updating of PHA Policies and Procedures.** PHAs are required to immediately implement all new and modified regulatory requirements of the *Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments*.

The Department recognizes that many PHAs have already begun to modify existing policies and procedures to reflect use of EIV during all mandatory annual and interim reexams. PHAs should immediately update their policies and procedures to reflect these new regulatory provisions.

24. **Notice to Applicants and Tenants.** PIH is providing PHAs with the attached EIV system information guide that PHAs may provide to applicants and tenants of PIH rental assistance programs. PHAs are **not** required to distribute this document. However, PHAs are strongly encouraged to provide applicants and tenants with the ***What You Should Know About EIV Guide*** to educate families about EIV and inform them of how it affects their family.

There are two versions of the document: 1) with a signature block; and 2) without a signature block. HUD does not require applicants or tenants to acknowledge receipt of the document; however, PHAs may, at their discretion, require the family to acknowledge receipt of the guide. If your PHA will require families to acknowledge receipt of the guide, provide the family with a copy of the guide to take with them, and maintain a signed copy in the family file folder.

The guide is a two page document or one double-side printed document. To print the file on one page (if your printer has two-sided printing capability), select **Print Properties** when printing the document, select **2-Sided Print, Flip on Short Edge**, and then print. This document is not available for ordering from HUD. Simply click and print the guide.



Currently, the guide is only available in English, however, in the future; HUD may make this document available in other languages. As a subscriber to the PIH RHIIP mailing list, you will automatically receive the guide in other languages, when they become available.

**Tip:** Print on color paper to add a little flare!

25. **Rental Housing Integrity Improvement Project (RHIIP)/EIV Resources.** For your convenience, PIH EIV information is available on the web at the below listed URLs. Many of your questions can be answered by viewing information that is posted on the HUD web pages. Bookmark these pages:

**Overview of Upfront Income Verification (UIV) Technique:**  
<http://www.hud.gov/offices/pih/programs/ph/rhiip/uiv.cfm>

**Training and Technical Assistance (including webcast training materials):**  
<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm>

**EIV System, Access Authorization Form, and User Manuals:**  
<http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>



**Subscribe to PIH RHIIP Mailing list:**

<http://www.hud.gov/subscribe/signup.cfm?listname=Public%20and%20Indian%20Housing%20Rental%20Housing%20Integrity%20Improvement%20Project&list=PIH-RHIIP-L>

**PIH EIV Webcasts Archives:**

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

**Latest EIV News:** <http://www.hud.gov/offices/pih/programs/ph/rhiip/uivnewsflash.cfm>

**Income Discrepancy Resolution:**

<http://www.hud.gov/offices/pih/programs/ph/rhiip/indisres.cfm>

**Public Notices:** <http://www.hud.gov/offices/pih/programs/ph/rhiip/pubnotices.cfm>

**Report Fraud, Waste & Abuse to HUD OIG:**

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uivreporting.cfm>

**PIH Notices:** <http://www.hud.gov/offices/pih/publications/notices/>

26. **Paperwork Reduction:** The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 USC §3520) and assigned OMB control number(s) 2577-0083 and 2577-0266. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.
27. **For inquiries about this Notice contact:** the designated EIV Coordinator in the local HUD field office or Nicole Faison of HUD Headquarters' Office of Public and Indian Housing at (202) 475-7949, or via email at [PIH.RHIIP.TA@HUD.GOV](mailto:PIH.RHIIP.TA@HUD.GOV).

/s/

Sandra B. Henriquez, Assistant Secretary for  
Public and Indian Housing

**Attachments:**

1. *What You Should Know About EIV Guide* (with signature block)
2. *What You Should Know About EIV Guide* (without signature block)





**Office of Public and Indian Housing (PIH)  
Enterprise Income Verification (EIV) System Tip Sheet for  
Effective Use of the Immigration Report**

**Purpose of the Immigration Report:** To assist Public Housing Agencies (PHAs) with effective monitoring on a monthly basis of participant compliance with the SSN disclosure and verification requirement, in accordance with 24 CFR 5.216; and proration of assistance for mixed families, in accordance with 24 CFR 5.520. The report will also assist PHAs with following up with program participants that are:

1. Pending verification of citizenship/immigration status.
2. Eligible citizens with assigned alternate identification number (ALT ID) who need to disclose their assigned social security number (SSN).
3. Eligible noncitizens with assigned alternate identification number (ALT ID) who need to disclose their assigned social security number (SSN).

**PHA Actions:** If an individual appears on the report, the PHA should contact the head of household (HOH) or applicable adult household member to obtain the necessary documentation or confirm reported information is accurate.

1. **Pending Verification:** This status means that the individual's citizenship/immigration status has not been positively confirmed. The PHA is required to follow up with the family to receive appropriate documentation and/or confirm eligible immigration status through the Systemic Alien Verification for Entitlements (SAVE) system and/or directly with Department of Homeland Security (DHS).
2. **Eligible Citizen:** This status means that the PHA has confirmed that the individual is a U.S. citizen or national. However, the individual has not disclosed his/her SSN to the PHA and the PHA has generated an ALT ID. The PHA is required to follow up with the family to obtain the individual's assigned SSN and evidence of the disclosed SSN.  
**Eligible Noncitizen:** This status means that the PHA has confirmed that the individual has eligible immigration status (lawful permanent resident of the United States). However, the individual has not disclosed his/her SSN to the PHA and the PHA has generated an ALT ID. The PHA is required to follow up with the family to obtain the individual's assigned SSN and evidence of the disclosed SSN.
3. **Ineligible Noncitizen:** This status means that either the PHA has confirmed that the individual does not have eligible immigration status (lawful permanent resident of the United States) or the individual does not contend to have eligible immigration status (as noted in 24 CFR 5.508(e)). The PHA should confirm that the family is a mixed family and that prorated assistance has been provided to the family. (**Note:** An "H" number in the SSN field is an ALT ID. Some ineligible noncitizens have been issued a SSN and they are required to disclose their SSN).

**Guidance:** Sample Immigration Report; PIH Notice 2010-3; DHS Customer Guides; DHS forms G-845 and G-845S ; and SAVE information is available at:

<http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnextoid=1721c2ec0c7c8110VgnVCM1000004718190aRCRD&vgnnextchannel=1721c2ec0c7c8110VgnVCM1000004718190aRCRD>. For SAVE access, email HUD @ [SAVE-VIS@hud.gov](mailto:SAVE-VIS@hud.gov).

## Case Study: Income Discrepancy Resolution

Use below information to complete this Case Study.

### Reexamination Information:

Current annual reexamination date: September 1, 2011

Most recent type of action: Annual Reexamination effective September 1, 2010

The CHA does not require families to report increases in income in between annual reexams.

**Assumptions:** Ms. Contrary indicates that she receives monetary support in the amount of \$444 annually from her Uncle, Bob Candy. Tenant provided the CHA with a notarized statement which certifies under the penalties of perjury, she does not receive income from any other source. The tenant does not dispute EIV-reported income information.

**Other Information:** Family rent calculation has been the same as reflected on the September 2010, for annual reexaminations effective September 2009, September 2008, and September 2007. CHA's file documentation covers annual reexaminations dating back to September 2007. CHA has destroyed annual reexamination documentation prior to September 2007.

### Information from 09/01/2010 form HUD-50058:

#### Household

Name	DOB	Disability	Race	Sex	Relation	Citizenship	SSN	Alien Registration Number
<a href="#">M CONTRARY</a>	07/xx/1950	N	White	F	H	EC	xxx-xx-4444	
<a href="#">L CONTRARY</a>	08/xx/2009	N	Black/African American	F	Y	EC	xxx-xx-5555	

#### Assets

Family Member Name	No.	Type of asset	Calculation(PHA use)	Cash value of asset	Anticipated Income
M CONTRARY	01				
L CONTRARY	02				
6f , 6g Column totals				\$ 0	\$ 0

#### Income

Family member name	No.	Income code	Calculation(PHA use)	Dollars per year	Income exclusions	Income after exclusions
M CONTRARY	01	N		\$ 444	\$ 444	\$ 0
L CONTRARY	02			\$ 0	\$ 0	\$ 0
7g Column total						\$ 0

## Expected Income Per Year

8a. Total Annual Income: copy from 7i	\$ 0
8f. Medical/disability threshold: $8a * 0.03$	\$ 0
8g. Total unreimbursed disability assistance expense(if no disability expenses, skip to 8k):	\$ 0
8h. Maximum disability allowance: If 8g minus 8f is positive or zero, put amount If negative and head/spouse/co-head under 62 and head/spouse/co-head not disabled, put zero If negative and head/spouse/co-head elderly and head/spouse/co-head not disabled, put zero	\$ 0
8i. Earnings in 7d made possible by disability assistance expense:	\$ 0
8j. Allowable disability assistance expense: lower of 8h or 8i (If 8g is less than 8f and head/spouse/co-head elderly and head/spouse/co-head not disabled, copy from 8h)	\$ 0
8k. Total out of pocket medical expense: (If head/spouse/co-head under 62 and head/spouse/co-head not disabled, put 0)	\$ 0
8m. Total disability assistance and medical expenses: $8j + 8k$ (if no disability expenses, copy from 8k)	\$ 0
8n. Medical/disability assistance allowance: If no disability assistance expenses or if 8g is less than 8f, put $8m$ minus 8f(if 8m minus 8f is negative, put zero) If disability assistance expenses and 8g is greater than or equal to 8f, copy from 8m	\$ 0
8p. Elderly/disability allowance(default=\$400):	\$ 0
8q. Number of dependents (people under 18, or with disability, or full-time student. Don't count head of household, spouse, co-head, foster child/adult, or live-in aide):	1
8r. Allowance per dependent(default = \$480):	\$ 480
8s. Dependent allowance: $8q * 8r$	\$ 480
8t. Yearly estimated childcare costs that are not reimbursed:	\$ 0
8x. Total allowances: $8e + 8n + 8p + 8s + 8t$	\$ 480
8y. Adjusted annual income: $8a$ minus $8x$ (if $8x$ is larger, put 0)	\$ 0

### Total Tenant Payment (TTP)

9a. Total monthly income: 8a / 12	\$ 0
9c. TTP if based on annual income: 9a * 0.10	\$ 0
9d. Adjusted monthly income: 8y / 12	\$ 0
9e. Percent of adjusted monthly income: use 30% for Section 8	3000
9f. TTP if based on adjusted annual income: (9d * 9e) / 100	\$ 0
9g. Welfare rent per month (if none put 0):	\$ 0
9h. Minimum rent (if waived, put 0):	\$ 50
9i. Enhanced voucher minimum rent:	\$ 0
9j. TTP, highest of lines 9c, 9f, 9g or 9h (if enhanced voucher, highest of 9c, 9f, 9g, 9h or 9i):	\$ 50
9k. Most recent TTP:	\$ 50
9m. Qualify for minimum rent hardship exemption? (Y or N):	N

### Section 8 : Vouchers

12a. Number of bedrooms on voucher:	2
12b. Is family now moving to this unit? (Y or N)	N
12c. Does the family qualify as a Hard to House family? (Y or N)	N
12d. Did family move into your PHA jurisdiction under portability? (Y or N) (If no, skip to 12g)	N
12e. Cost billed per month (put 0 if absorbed):	\$0
12f. PHA code billed:	
12g. Check all housing types that apply:	
12h. Owner name:	HUBBA BUBBA
12i. Owner TIN/SSN :	xxx-xx-1234
12j. Payment standard for the family:	\$521
12k. Rent to owner :	\$500
12m. Utility allowance, if any:	\$122
12p. Gross rent of unit: ( 12k + 12m ) (or "Space Rent")	\$622
12q. Lower of 12j or 12p	\$521
12r. TTP : copy from 9j	\$50
12s. Total HAP: ( 12q - 12r )	\$471

### Rent Calculation

12t. Total family share: ( 12p - 12s )	\$151
12u. HAP to owner: lower of 12k or 12s	\$471
12v. Tenant rent to owner: ( 12k - 12u )	\$29
12w. Utility reimbursement to family ( 12s - 12u ), but do not exceed 12m	\$0

**EIV Information:****Social Security Benefits**

Verification Data		Benefit History		
Payment Status Code:	C - Current payment status (except railroad payment)	Date	Gross Benefit	
Date of Current Entitlement:	10/2007	12/2010	\$796.00	Benefits paid
Net Monthly Benefit if Payable:	\$796.00	09/2010	\$796.00	Benefits paid
Payee Name and Address:	Mary Contrary 123 Main Street Washington, DC	08/2010	\$796.50	Benefits paid
		06/2010	\$796.00	Benefits paid
		12/2008	\$796.00	Benefits paid
		12/2007	\$279.00	Benefits paid
		10/2007	\$273.00	Benefits paid
Lump Sum				
		Date	Amount	
		09/01/2010	\$0.00	

Date Received by EIV: 04/02/2011

**Dual Entitlement**

Verification Data		Benefit History		
<b>Claim Number#:</b>	999999999-B6	<b>Date</b>	<b>Gross Benefit</b>	
<b>Payment Status Code:</b>	AD - Adjusted for dual entitlement	12/2010	\$501.00	Benefits not paid
<b>Date of Current Entitlement:</b>	12/2008	12/2008	\$501.00	Benefits not paid
<b>Net Monthly Benefit if Payable:</b>	\$501.00			
<b>Payee Name and Address:</b>	Mary Contrary 123 Main Street Washington, DC			

Date Received by EIV: 04/02/2011

**Medicare Data**

Verification Data		Premium Buy-in Buy-in Start Buy-in Stop			
<b>Payee Name and Address:</b>	Mary Contrary 123 Main Street Washington, DC	<b>Hospital Insurance:</b>	\$0.00	N	
		<b>Supp. Med. Insurance:</b>	\$115.40	Y	10/01/2010

Date Received by EIV: 04/02/2011

**Supplemental Security Income Benefits**

Verification Data		Payment History of Net Benefits Paid			
<b>Payment Status Code:</b>	N01 - Non-pay - Countable Income exceeds Title XVI federal benefit rate	<b>Date</b>	<b>Federal Amount</b>	<b>State Amount</b>	<b>Type of Payment</b>
<b>Alien Indicator:</b>		09/01/2010	\$0.00	\$0.00	No Payment
<b>SSI Monthly Assistance Amount (Current):</b>	\$0.00	06/01/2009	\$399.00	\$0.00	Recurring Payment
<b>State Supplement Amount (Current):</b>	\$0.00	05/10/2009	\$250.00	\$0.00	Lump Sum Payment
<b>Payee Name and Address:</b>	Mary Contrary 123 Main Street Washington, DC	01/01/2009	\$399.00	\$0.00	Recurring Payment
		02/01/2008	\$378.00	\$0.00	Recurring Payment
		01/01/2008	\$637.00	\$0.00	Recurring Payment
		01/01/2007	\$623.00	\$0.00	Recurring Payment
		01/01/2006	\$603.00	\$0.00	Recurring Payment

**Date of Current Entitlement: 01/01/2006**

Date Received by EIV: 04/02/2011

**Disability**

<b>Disability:</b>	Yes	<b>On-set Date:</b>	03/25/1993
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Date Received by EIV: 04/02/2011

## **Case Study: Income Discrepancy Resolution**

Record your answers below

**1. What is the period of the rent underpayment?**

**2. How much retroactive rent does Ms. Contrary owe the County Housing Agency (CHA)?**

Ms. Contrary owes the CHA \$\_\_\_\_\_

### **Calculations:**

#### **Correct Rent**

Annual Income:

Adjusted Annual Income:

Total Tenant Payment:

HAP to Owner:

Tenant Rent to Owner:

**Retroactive Rent Calculation (Correct Rent – Incorrect Rent):**

**3. What action should CHA take?**

The CHA should take the following actions:

Optional actions the CHA may take:

## **Case Study Solution: Income Discrepancy Resolution**

### **1. What is the period of the rent underpayment?**

The period of the rent under payment is 09/01/2007 – 08/31/2011

### **2. How much retroactive rent does Ms. Contrary owe the County Housing Agency (CHA)?**

Ms. Contrary owes the CHA \$8,316.00

#### **Calculations:**

##### **Correct Rent Effective 09/01/2007**

Annual Income: **\$7,476** [\$623 X 12 unreported SSI benefits]

Adjusted Annual Income: **\$6,596** [\$7,476 annual income - \$480 dependent allowance - \$400 Disability Allowance]

Total Tenant Payment: **\$165** [\$6,596/12 months = \$549.67 X 30%]

HAP to Owner: **\$356**

Tenant Rent to Owner: **\$144** (Correct Rent)

**Retroactive Rent Calculation (Correct – Incorrect Rent):** \$144 - \$29 = \$115 per month

\$115 X 12 months tenant paid incorrect rent = \$1,380

##### **Correct Rent Effective 09/01/2008**

Annual Income: **\$7,884** [\$279 X 12 unreported SS Benefits + \$378 X 12 unreported SSI benefits]

Adjusted Annual Income: **\$7,004** [\$7,884 annual income - \$480 dependent allowance - \$400 Disability Allowance]

Total Tenant Payment: **\$175** [\$7,004/12 months = \$583.67 X 30%]

HAP to Owner: **\$346**

Tenant Rent to Owner: **\$154** (Correct Rent)

**Retroactive Rent Calculation (Correct – Incorrect Rent):** \$154 - \$29 = \$125 per month

\$125 X 12 months tenant paid incorrect rent = \$1,500

### Correct Rent Effective 09/01/2009

Annual Income: **\$14,340** [\$796 X 12 unreported SS Benefits + \$399 X 12 unreported SSI benefits]

Adjusted Annual Income: **\$13,460** [\$14,340 annual income - \$480 dependent allowance - \$400 Disability Allowance]

Total Tenant Payment: **\$336** [\$13,460/12 months = \$1,121.67 X 30%]

HAP to Owner: **\$185**

Tenant Rent to Owner: **\$315** (Correct Rent)

**Retroactive Rent Calculation (Correct – Incorrect Rent):** \$315 - \$29 = \$286 per month

\$286 X 12 months tenant paid incorrect rent = \$3,432

### Correct Rent Effective 09/01/2010

Annual Income: **\$9,552** [\$796 X 12 unreported SS Benefits]

Adjusted Annual Income: **\$8,672** [\$9,552 annual income - \$480 dependent allowance - \$400 Disability Allowance]

Total Tenant Payment: **\$217** [\$8,672/12 months = \$722.67 X 30%]

HAP to Owner: **\$304**

Tenant Rent to Owner: **\$196** (Correct Rent)

**Retroactive Rent Calculation (Correct – Incorrect Rent):** \$196 - \$29 = \$167 per month

\$167 X 12 months tenant paid incorrect rent = \$2,004

<b>Total Retroactive Rent Due to the CHA for the period of 09/01/07 – 08/31/2011:</b>	<b>\$8,316.00</b>
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### 3. What action should CHA take?

The CHA should take the following actions:

- Notify Ms. Contrary in writing of the retroactive rent due and request payment (include right to contest & grievance clause)
- If Ms. Contrary is unable to pay the retroactive balance in full by the requested date:
  - ◆ Offer a repayment agreement
  - ◆ Execute repayment agreement
  - ◆ Terminate assistance and/or tenancy if Ms. Contrary refuses to enter into a repayment agreement or defaults on repayment agreement



Optional actions the CHA may take:

- Terminate lease and/or tenancy
  - Eviction (Public Housing)
- Refer for State and/or Federal prosecution, which may result in:
  - Fines up to \$10,000
  - Imprisonment for up to 5 years
  - Other penalties as determined at judicial hearing

Note: It is a crime to knowingly and willfully falsify, conceal, cover up by any trick, scheme, device a material fact, make any materially false, fictitious, or fraudulent statement or representation. See 18 U.S.C. § 1001.

- 1035. False statements relating to health care matters.
- 1036. Entry by false pretenses to any real property, vessel, or aircraft of the United States or secure area of any airport or seaport.
- 1037. Fraud and related activity in connection with electronic mail.
- 1038. False information and hoaxes.
- 1039. Fraud and related activity in connection with obtaining confidential phone records information of a covered entity.

## AMENDMENTS

- 2007—Pub. L. 109-476, §3(b), Jan. 12, 2007, 120 Stat. 3571, added item 1039.
- 2006—Pub. L. 109-177, title III, §302(b), Mar. 9, 2006, 120 Stat. 233, inserted “or seaport” at end of item 1036.
- 2004—Pub. L. 108-458, title VI, §6702(b), Dec. 17, 2004, 118 Stat. 3766, added item 1038.
- Pub. L. 108-275, §2(b), July 15, 2004, 118 Stat. 832, added item 1028A.
- 2003—Pub. L. 108-187, §4(a)(2), Dec. 16, 2003, 117 Stat. 2705, added item 1037.
- 2000—Pub. L. 106-547, §2(b), Dec. 19, 2000, 114 Stat. 2739, added item 1036.
- 1998—Pub. L. 105-318, §3(h)(2), Oct. 30, 1998, 112 Stat. 3009, inserted “and information” at end of item 1028.
- 1996—Pub. L. 104-294, title VI, §601(f)(8), Oct. 11, 1996, 110 Stat. 3500, substituted “veteran’s facilities” for “veterans’ facilities” in item 1024.
- Pub. L. 104-191, title II, §244(b), Aug. 21, 1996, 110 Stat. 2017, added item 1035.
- 1994—Pub. L. 103-322, title XXXII, §320603(b), Sept. 13, 1994, 108 Stat. 2118, added items 1033 and 1034.
- 1990—Pub. L. 101-647, title XXV, §2501(b), title XXXV, §3532, Nov. 29, 1990, 104 Stat. 4860, 4925, inserted a period after “1031” and added item 1032.
- 1989—Pub. L. 101-73, title IX, §§961(g)(2), 962(a)(4), Aug. 9, 1989, 103 Stat. 500, 502, struck out item 1008 “Federal Savings and Loan Insurance Corporation transactions” and item 1009 “Rumors regarding Federal Savings and Loan Insurance Corporation”.
- 1988—Pub. L. 100-700, §2(c), Nov. 19, 1988, 102 Stat. 4632, added item 1031.
- 1984—Pub. L. 98-473, title II, §§1602(b), 2102(b), Oct. 12, 1984, 98 Stat. 2184, 2192, added items 1029 and 1030.
- 1982—Pub. L. 97-398, §3, Dec. 31, 1982, 96 Stat. 2010, added item 1028.
- 1974—Pub. L. 93-406, title I, §111(a)(2)(B)(iii), Sept. 2, 1974, 88 Stat. 852, substituted “Employee Retirement Income Security Act of 1974” for “Welfare and Pension Plans Disclosure Act” in item 1027.
- 1967—Pub. L. 90-19, §24(e), May 25, 1967, 81 Stat. 28, included “Department of Housing and Urban Development” in item 1010, and substituted the same for “Public Housing Administration” in item 1012.
- 1962—Pub. L. 87-420, §17(d), Mar. 20, 1962, 76 Stat. 42, added item 1027.
- 1951—Act Oct. 31, 1951, ch. 655, §25, 65 Stat. 720, substituted “Public Housing Administration” for “United States Housing Authority” in item 1012.
- 1949—Act May 24, 1949, ch. 139, §§18, 19, 63 Stat. 92, corrected spelling in item 1012 and substituted “officers” for “offices” in item 1019.

**§ 1001. Statements or entries generally**

(a) Except as otherwise provided in this section, whoever, in any matter within the jurisdiction of the executive, legislative, or judicial branch of the Government of the United States, knowingly and willfully—

- (1) falsifies, conceals, or covers up by any trick, scheme, or device a material fact;
- (2) makes any materially false, fictitious, or fraudulent statement or representation; or
- (3) makes or uses any false writing or document knowing the same to contain any materially false, fictitious, or fraudulent statement or entry;

shall be fined under this title, imprisoned not more than 5 years or, if the offense involves international or domestic terrorism (as defined in section 2331), imprisoned not more than 8 years, or both. If the matter relates to an offense under chapter 109A, 109B, 110, or 117, or section 1591, then the term of imprisonment imposed under this section shall be not more than 8 years.

(b) Subsection (a) does not apply to a party to a judicial proceeding, or that party’s counsel, for statements, representations, writings or documents submitted by such party or counsel to a judge or magistrate in that proceeding.

(c) With respect to any matter within the jurisdiction of the legislative branch, subsection (a) shall apply only to—

- (1) administrative matters, including a claim for payment, a matter related to the procurement of property or services, personnel or employment practices, or support services, or a document required by law, rule, or regulation to be submitted to the Congress or any office or officer within the legislative branch; or
- (2) any investigation or review, conducted pursuant to the authority of any committee, subcommittee, commission or office of the Congress, consistent with applicable rules of the House or Senate.

(June 25, 1948, ch. 645, 62 Stat. 749; Pub. L. 103-322, title XXXIII, §330016(1)(L), Sept. 13, 1994, 108 Stat. 2147; Pub. L. 104-292, §2, Oct. 11, 1996, 110 Stat. 3459; Pub. L. 108-458, title VI, §6703(a), Dec. 17, 2004, 118 Stat. 3766; Pub. L. 109-248, title I, §141(c), July 27, 2006, 120 Stat. 603.)

## HISTORICAL AND REVISION NOTES

Based on title 18, U.S.C., 1940 ed., §80 (Mar. 4, 1909, ch. 321, §35, 35 Stat. 1095; Oct. 23, 1918, ch. 194, 40 Stat. 1015; June 18, 1934, ch. 587, 48 Stat. 996; Apr. 4, 1938, ch. 69, 52 Stat. 197).

Section 80 of title 18, U.S.C., 1940 ed., was divided into two parts.

The provision relating to false claims was incorporated in section 287 of this title.

Reference to persons causing or procuring was omitted as unnecessary in view of definition of “principal” in section 2 of this title.

Words “or any corporation in which the United States of America is a stockholder” in said section 80 were omitted as unnecessary in view of definition of “agency” in section 6 of this title.

In addition to minor changes of phraseology, the maximum term of imprisonment was changed from 10 to 5 years to be consistent with comparable sections. (See reviser’s note under section 287 of this title.)

## AMENDMENTS

2006—Subsec. (a). Pub. L. 109-248 inserted last sentence in concluding provisions.

2004—Subsec. (a). Pub. L. 108-458 substituted “be fined under this title, imprisoned not more than 5 years or, if the offense involves international or domestic terrorism (as defined in section 2331), imprisoned not more than 8 years, or both” for “be fined under this title or imprisoned not more than 5 years, or both” in concluding provisions.

1996—Pub. L. 104-292 reenacted section catchline without change and amended text generally. Prior to amendment, text read as follows: “Whoever, in any matter within the jurisdiction of any department or agency of the United States knowingly and willfully falsifies, conceals or covers up by any trick, scheme, or device a material fact, or makes any false, fictitious or

fraudulent statements or representations, or makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry, shall be fined under this title or imprisoned not more than five years, or both.”

1994—Pub. L. 103-322 substituted “fined under this title” for “fined not more than \$10,000”.

#### CHANGE OF NAME

Reference to United States magistrate or to magistrate deemed to refer to United States magistrate judge pursuant to section 321 of Pub. L. 101-650, set out as a note under section 631 of Title 28, Judiciary and Judicial Procedure.

#### SHORT TITLE OF 2004 AMENDMENT

Pub. L. 108-275, §1, July 15, 2004, 118 Stat. 831, provided that: “This Act [enacting section 1028A of this title, amending sections 641 and 1028 of this title, and enacting provisions listed in a table relating to sentencing guidelines set out as a note under section 994 of Title 28, Judiciary and Judicial Procedure] may be cited as the ‘Identity Theft Penalty Enhancement Act’.”

#### SHORT TITLE OF 2003 AMENDMENT

Pub. L. 108-21, title VI, §607(a), Apr. 30, 2003, 117 Stat. 689, provided that: “This section [amending section 1028 of this title] may be cited as the ‘Secure Authentication Feature and Enhanced Identification Defense Act of 2003’ or ‘SAFE ID Act’.”

#### SHORT TITLE OF 2000 AMENDMENT

Pub. L. 106-578, §1, Dec. 28, 2000, 114 Stat. 3075, provided that: “This Act [amending section 1028 of this title, repealing section 1738 of this title, and enacting provisions set out as notes under section 1028 of this title] may be cited as the ‘Internet False Identification Prevention Act of 2000’.”

#### SHORT TITLE OF 1998 AMENDMENTS

Pub. L. 105-318, §1, Oct. 30, 1998, 112 Stat. 3007, provided that: “This Act [amending sections 982, 1028, and 2516 of this title and section 105 of the Ethics in Government Act of 1978, Pub. L. 95-521, set out in the Appendix to Title 5, Government Organization and Employees, and enacting provisions set out as notes under section 1028 of this title and section 994 of Title 28, Judiciary and Judicial Procedure] may be cited as the ‘Identity Theft and Assumption Deterrence Act of 1998’.”

Pub. L. 105-172, §1, Apr. 24, 1998, 112 Stat. 53, provided that: “This Act [amending section 1029 of this title and enacting provisions set out as a note under section 994 of Title 28, Judiciary and Judicial Procedure] may be cited as the ‘Wireless Telephone Protection Act’.”

#### SHORT TITLE OF 1996 AMENDMENT

Section 1 of Pub. L. 104-292 provided that: “This Act [amending this section, sections 1515 and 6005 of this title, and section 1365 of Title 28, Judiciary and Judicial Procedure] may be cited as the ‘False Statements Accountability Act of 1996’.”

#### SHORT TITLE OF 1994 AMENDMENT

Section 290001(a) of Pub. L. 103-322, as amended by Pub. L. 104-294, title VI, §604(b)(34), Oct. 11, 1996, 110 Stat. 3508, provided that: “This section [amending section 1030 of this title] may be cited as the ‘Computer Abuse Amendments Act of 1994’.”

#### SHORT TITLE OF 1990 AMENDMENT

Pub. L. 101-647, title XXV, §2500, Nov. 29, 1990, 104 Stat. 4859, provided that: “This title [see Tables for classification] may be cited as the ‘Comprehensive Thrift and Bank Fraud Prosecution and Taxpayer Recovery Act of 1990’.”

#### SHORT TITLE OF 1989 AMENDMENT

Pub. L. 101-123, §1, Oct. 23, 1989, 103 Stat. 759, provided that: “This Act [amending section 1031 of this title, re-

pealing section 293 of this title, enacting provisions set out as notes under sections 293 and 1031 of this title, and repealing provisions set out as a note under section 293 of this title] may be cited as the ‘Major Fraud Act Amendments of 1989’.”

#### SHORT TITLE OF 1988 AMENDMENT

Pub. L. 100-700, §1, Nov. 19, 1988, 102 Stat. 4631, provided that: “This Act [enacting sections 293 and 1031 of this title and section 256 of Title 41, Public Contracts, amending section 2324 of Title 10, Armed Forces, and section 3730 of Title 31, Money and Finance, enacting provisions set out as notes under sections 293 and 1031 of this title, section 2324 of Title 10, and section 522 of Title 28, Judiciary and Judicial Procedure, and repealing provisions set out as a note under section 2324 of Title 10] may be cited as the ‘Major Fraud Act of 1988’.”

#### SHORT TITLE OF 1986 AMENDMENT

Pub. L. 99-474, §1, Oct. 16, 1986, 100 Stat. 1213, provided that: “This Act [amending section 1030 of this title] may be cited as the ‘Computer Fraud and Abuse Act of 1986’.”

#### SHORT TITLE OF 1984 AMENDMENT

Pub. L. 98-473, title II, §1601, Oct. 12, 1984, 98 Stat. 2183, provided that: “This chapter [chapter XVI (§§1601-1603) of title II of Pub. L. 98-473, enacting section 1029 of this title and provisions set out as a note under section 1029 of this title] may be cited as the ‘Credit Card Fraud Act of 1984’.”

Pub. L. 98-473, title II, §2101, Oct. 12, 1984, 98 Stat. 2190, provided that: “This chapter [chapter XXI (§§2101-2103) of title II of Pub. L. 98-473, enacting section 1030 of this title and provisions set out as a note under section 1030 of this title] may be cited as the ‘Counterfeit Access Device and Computer Fraud and Abuse Act of 1984’.”

#### SHORT TITLE OF 1982 AMENDMENT

Section 1 of Pub. L. 97-398 provided: “That this Act [enacting sections 1028 and 1738 of this title and amending section 3001 of Title 39, Postal Service] may be cited as the ‘False Identification Crime Control Act of 1982’.”

### § 1002. Possession of false papers to defraud United States

Whoever, knowingly and with intent to defraud the United States, or any agency thereof, possesses any false, altered, forged, or counterfeited writing or document for the purpose of enabling another to obtain from the United States, or from any agency, officer or agent thereof, any sum of money, shall be fined under this title or imprisoned not more than five years, or both.

(June 25, 1948, ch. 645, 62 Stat. 749; Pub. L. 103-322, title XXXIII, §330016(1)(L), Sept. 13, 1994, 108 Stat. 2147.)

#### HISTORICAL AND REVISION NOTES

Based on title 18, U.S.C., 1940 ed., §74 (Mar. 4, 1909, ch. 321, §30, 35 Stat. 1094).

Words “or any agency thereof” after “United States” and word “agency” after “any” and before “officer,” were inserted to eliminate any possible ambiguity as to scope of section. (See definition of “agency” in section 6 of this title.)

The maximum fine of “\$10,000” was substituted for “\$500” in order to conform punishment provisions to those of comparable sections. (See section 1001 of this title.)

Minor verbal change was made.

#### AMENDMENTS

1994—Pub. L. 103-322 substituted “fined under this title” for “fined not more than \$10,000”.



## U.S. Department of Housing and Urban Development Office of Public and Indian Housing

### DEBTS OWED TO PUBLIC HOUSING AGENCIES AND TERMINATIONS

**Paperwork Reduction Notice:** The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 (44 U.S.C. 3520) and assigned OMB control number 2577-0266. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to a collection of information unless the collection displays a current valid OMB control number.

#### **NOTICE TO APPLICANTS AND PARTICIPANTS OF THE FOLLOWING HUD RENTAL ASSISTANCE PROGRAMS:**

- Public Housing (24 CFR 960)
- Section 8 Housing Choice Voucher, including the Disaster Housing Assistance Program (24 CFR 982)
- Section 8 Moderate Rehabilitation (24 CFR 882)
- Project-Based Voucher (24 CFR 983)

The U.S. Department of Housing and Urban Development maintains a national repository of debts owed to Public Housing Agencies (PHAs) or Section 8 landlords and adverse information of former participants who have voluntarily or involuntarily terminated participation in one of the above-listed HUD rental assistance programs. This information is maintained within HUD's Enterprise Income Verification (EIV) system, which is used by Public Housing Agencies (PHAs) and their management agents to verify employment and income information of program participants, as well as, to reduce administrative and rental assistance payment errors. The EIV system is designed to assist PHAs and HUD in ensuring that families are eligible to participate in HUD rental assistance programs and determining the correct amount of rental assistance a family is eligible for. All PHAs are required to use this system in accordance with HUD regulations at 24 CFR 5.233.

HUD requires PHAs, which administers the above-listed rental housing programs, to report certain information at the conclusion of your participation in a HUD rental assistance program. This notice provides you with information on what information the PHA is required to provide HUD, who will have access to this information, how this information is used and your rights. PHAs are required to provide this notice to all applicants and program participants and you are required to acknowledge receipt of this notice by signing page 2. Each adult household member must sign this form.

#### **What information about you and your tenancy does HUD collect from the PHA?**

The following information is collected about each member of your household (family composition): full name, date of birth, and Social Security Number.

The following adverse information is collected once your participation in the housing program has ended, whether you voluntarily or involuntarily move out of an assisted unit:

1. Amount of any balance you owe the PHA or Section 8 landlord (up to \$500,000) and explanation for balance owed (i.e. unpaid rent, retroactive rent (due to unreported income and/ or change in family composition) or other charges such as damages, utility charges, etc.); and
2. Whether or not you have entered into a repayment agreement for the amount that you owe the PHA; and
3. Whether or not you have defaulted on a repayment agreement; and
4. Whether or not the PHA has obtained a judgment against you; and
5. Whether or not you have filed for bankruptcy; and
6. The negative reason(s) for your end of participation or any negative status (i.e. abandoned unit, fraud, lease violations, criminal activity, etc.) as of the end of participation date.

**Who will have access to the information collected?**

This information will be available to HUD employees, PHA employees, and contractors of HUD and PHAs.

**How will this information be used?**

PHAs will have access to this information during the time of application for rental assistance and reexamination of family income and composition for existing participants. PHAs will be able to access this information to determine a family's suitability for initial or continued rental assistance, and avoid providing limited Federal housing assistance to families who have previously been unable to comply with HUD program requirements. If the reported information is accurate, your current rental assistance may be terminated and your future request for HUD rental assistance may be denied for a period of up to ten years from the date you moved out of an assisted unit or were terminated from a HUD rental assistance program.

**How long is the debt owed and termination information maintained in EIV?**

Debt owed and termination information will be maintained in EIV for a period of up to ten (10) years from the end of participation date.

**What are my rights?**

In accordance with the Federal Privacy Act of 1974, as amended (5 USC 552a) and HUD regulations pertaining to its implementation of the Federal Privacy Act of 1974 (24 CFR Part 16), you have the following rights:

1. To have access to your records maintained by HUD.
2. To have an administrative review of HUD's initial denial of your request to have access to your records maintained by HUD.
3. To have incorrect information in your record corrected upon written request.
4. To file an appeal request of an initial adverse determination on correction or amendment of record request within 30 calendar days after the issuance of the written denial.
5. To have your record disclosed to a third party upon receipt of your written and signed request.

**What do I do if I dispute the debt or termination information reported about me?**

You should contact the PHA, who has reported this information about you, in writing, if you disagree with the reported information. The PHA's name, address, and telephone numbers are listed on the Debts Owed and Termination Report. You have a right to request and obtain a copy of this report from the PHA. Inform the PHA why you dispute the information and provide any documentation that supports your dispute. Disputes must be made within three years from the end of participation date. Otherwise the debt and termination information is presumed correct. Only the PHA who reported the adverse information about you can delete or correct your record.

Your filing of bankruptcy will not result in the removal of debt owed or termination information from HUD's EIV system. However, if you have included this debt in your bankruptcy filing and/or this debt has been discharged by the bankruptcy court, your record will be updated to include the bankruptcy indicator, when you provide the PHA with documentation of your bankruptcy status.

The PHA will notify you in writing of its action regarding your dispute within 30 days of receiving your written dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record. If the PHA determines that the disputed information is correct, the PHA will provide an explanation as to why the information is correct.

This Notice was provided by the below-listed PHA:

I hereby acknowledge that the PHA provided me with the  
*Debts Owed to PHAs & Termination Notice:*

Signature

Date

Printed Name