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
- Review of HUD EIV Guidance
- What's New in EIV 9.2
  - Release Date: May 2, 2011
- 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

Congratulations Megan Profit!

Recipient of 2011 Management Staff Person of the Year Award

- Compliance Officer at Seattle Housing Authority
- Received the 2011 Management Staff Person of Year Award from the Northwest Chapter of AHMA on 04/29/11
- "EIV Guru of the Northwest"
- Supervisor: Rhonda Hue

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

Reducing Improper Payments

Through the Use of HUD's EIV System

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 from 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
- Updated Guidance coming in Summer 2011

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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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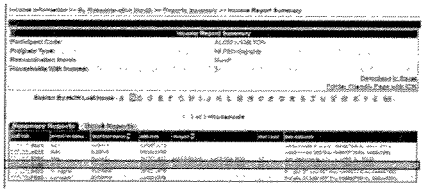
Highlighted Record



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

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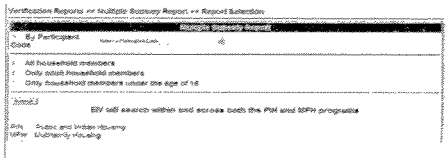
Multiple Subsidy Report

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



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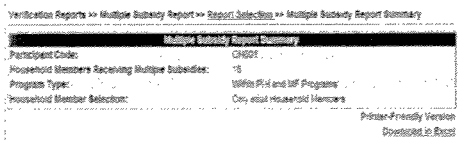
Multiple Subsidy Report – Report Summary (Top)


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

Multiple Subsidy Report Summary	
Participant Code:	CH001
Household Members Receiving Multiple Subsidies:	15
Program Type:	Within PH and MF Programs
Household Member Selection:	Only adult Household Members

Printer-Friendly Version
Download in Excel

- Report criteria and results

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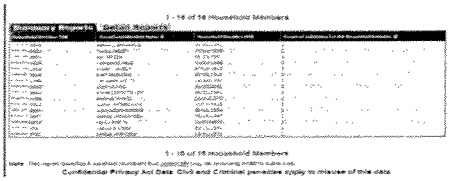
Multiple Subsidy Report – Report Summary (Bottom)


1 - 15 of 15 Household Members

Summary Reports | Detail Reports

1 - 15 of 15 Household Members

Note: This report identifies A subsidized Multifamily Bond Loan Mortgage Insurance Subsidy.

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

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

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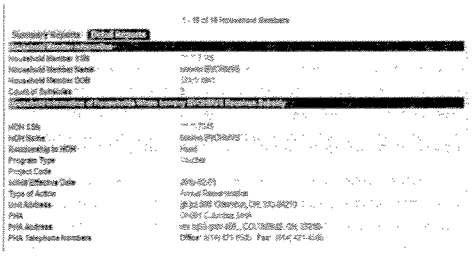
Multiple Subsidy Report – Detail Reports


1 - 15 of 15 Household Members

Summary Reports | Detail Reports

Household Member Information	
Household Member SSN	[illegible]
Household Member Name	[illegible]
Household Member DOB	[illegible]
Count of Subsidies	3

Household Information of Households Where Identity Exceeds Subsidy	
HOH SSN	[illegible]
HOH Name	[illegible]
Relationship to HOH	Head
Program Type	Voucher
Project Code	
Initial Effective Date	[illegible]
Type of Action	Annual Reexamination
Unit Address	[illegible]
PHA	[illegible]
PHA Address	[illegible]
PHA Telephone Numbers	Office: [illegible] Fax: [illegible]

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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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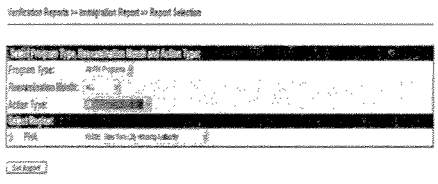
Modified Report Selection Criteria (Continued)



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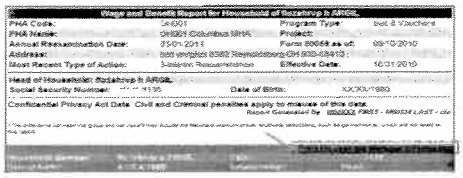
Print Household Member Information

- 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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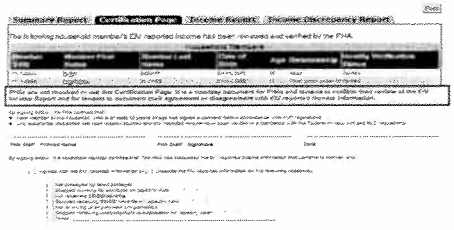
Tenant/PHA Certification Page

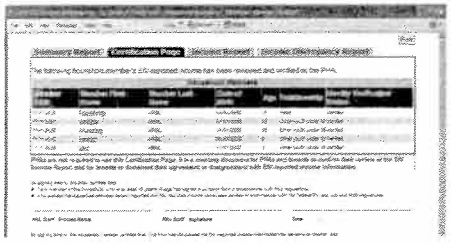
- Additional text to inform PHAs that use of the Certification Page is **NOT** required



35

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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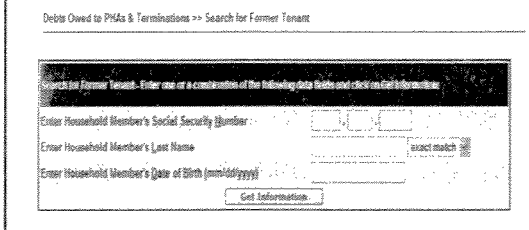
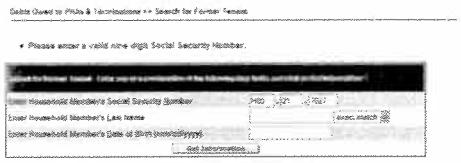
Search for Former Tenant



39

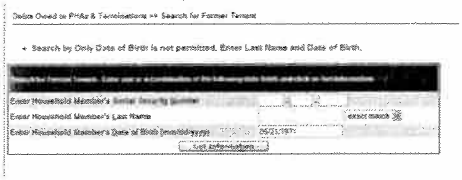
Search for Former Tenant - Error Message # 1



"Please enter a valid nine digit Social Security Number"

40

Search for Former Tenant - Error Message # 2



"Search by Only Date of Birth is not permitted. Enter Last name and Date of Birth"

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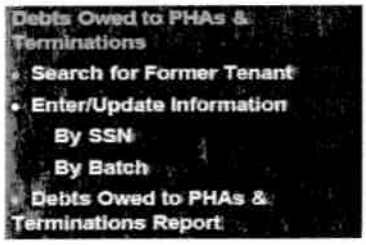
Enter/Update Information



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Enter/Update Information by SSN

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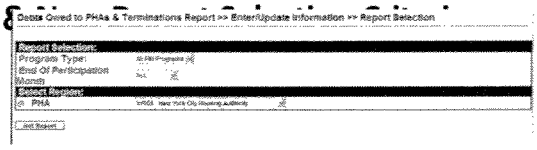
Enter/Update Information by Batch



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Enter/Update Information by Batch - New Look and Feel of EOP Listing Page

- 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 (Continued)

- Removed Columns:
  - Debt Owed to PHA
  - Bankruptcy
  - Reason for Termination
  - Edit
  - Delete

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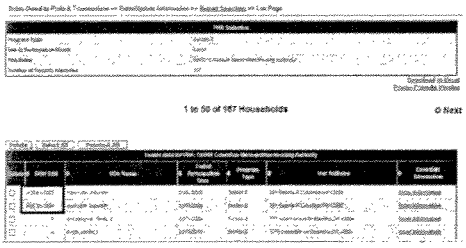
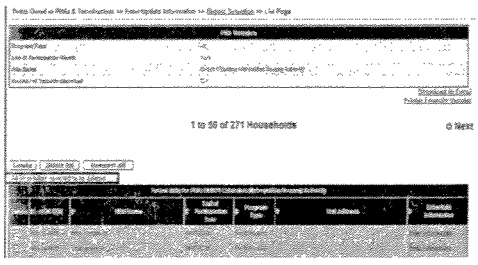
Enter/Update Information for HOHs with an Alt ID



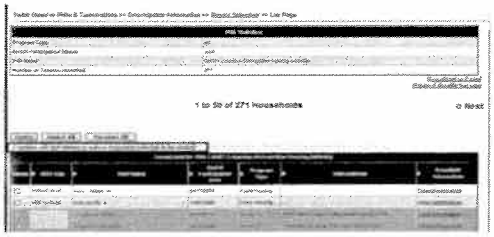
47

Enter/Update Information - Multiple Record Deletion



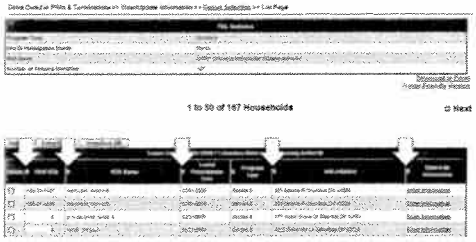
48

Enter/Update Information – Multiple Record Deletion (Continued)



49

Enter/Update Information - Column Sorting



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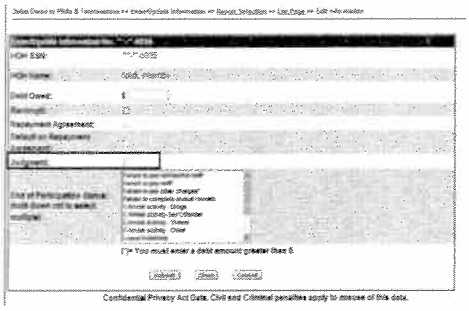
New Judgment Indicator



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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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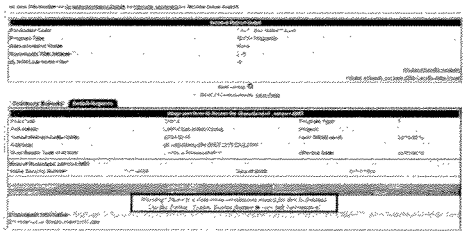
Warning of Reported Adverse Information of Current Tenant (Continued)



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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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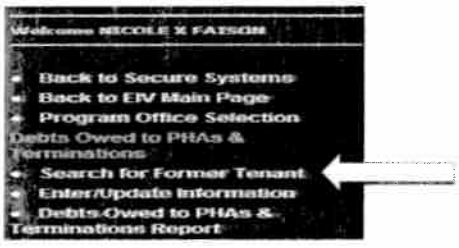
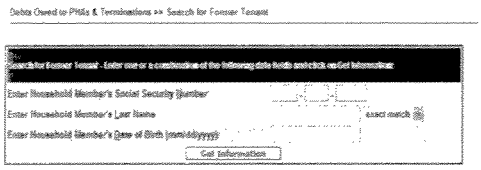
How to Conduct a Former Tenant Search (Continued)



60

How to Conduct a Former Tenant Search (Continued)



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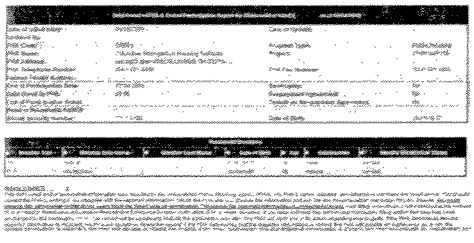
Former Tenant Search Results - Blank: EOP Record Not Deleted & No Information Entered



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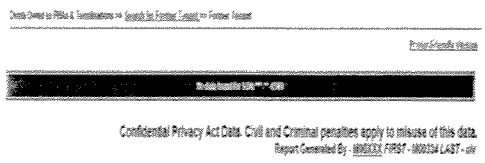
Former Tenant Search Results - Negative



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

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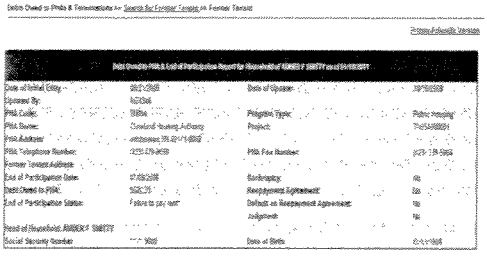
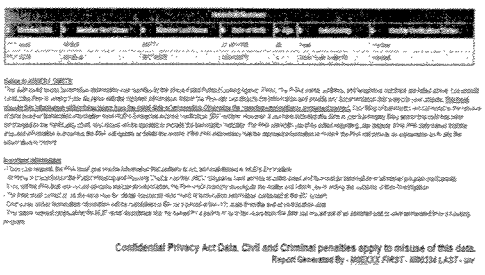
Former Tenant Search Results - Positive (Top)



65

Former Tenant Search Results - Positive (Bottom)



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

66

Required PHA Actions Based on Positive Search Results

- Provide the family with a copy of the Debt Owed to PHA & EOP Report
- For unpaid debts:
  - Deny admission in accordance with PHA policy; or
  - Require family to:
    - Repay the reporting PHA and provide your agency with a receipt of payment; or
    - Enter into a repayment agreement and provide your agency with a copy of the agreement

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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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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 <u>no time</u> 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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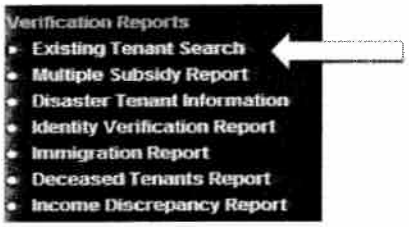
How to Conduct an Existing Tenant Search (Continued)



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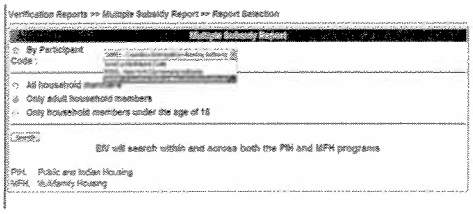
How to Conduct an Existing Tenant Search (Continued)



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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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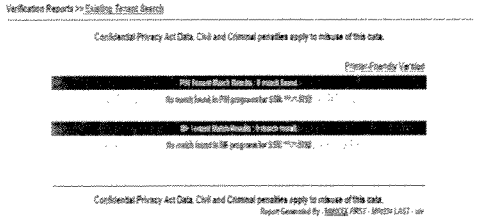
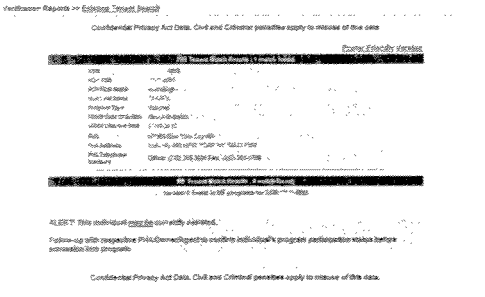
Existing Tenant Search Results - Negative



77

Existing Tenant Search Results - Positive



78

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

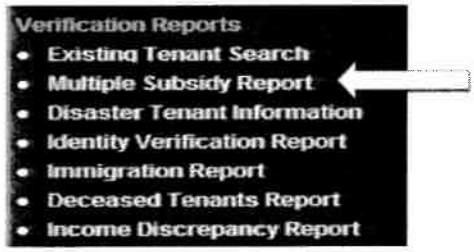
81

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

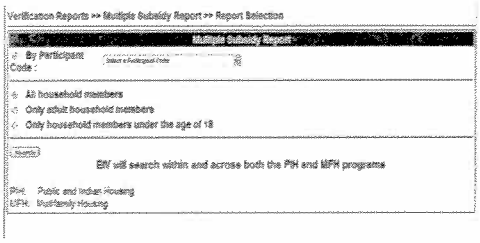
82

How to Generate the Multiple Subsidy Report (Continued)



83

How to Generate the Multiple Subsidy Report (Continued)



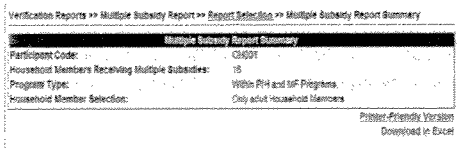
84

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 >> Report Selection >> Multiple Subsidy Report Summary

Multiple Subsidy Report Summary

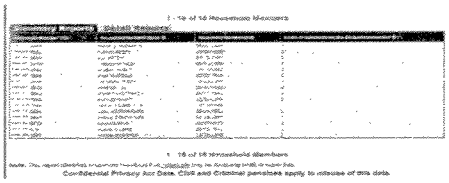
Participant Code:	CA001
Household Members Receiving Multiple Subsidies:	18
Program Type:	Within PIH and MF Programs
Household Member Selection:	Only adult household members

Printer-Friendly Version
Download to Excel

- **Report criteria and results**

86

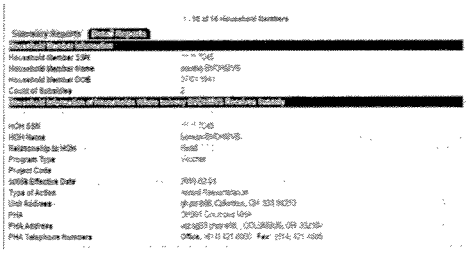
Multiple Subsidy Report – Report Summary (Bottom)



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

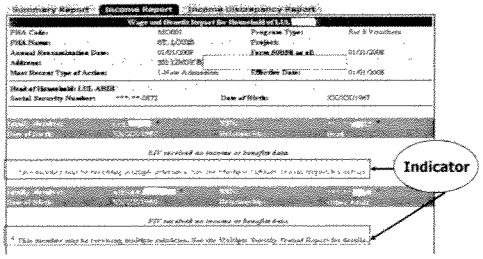
87

Multiple Subsidy Report – Detail Reports



88

Alert of Potential Multiple Assistance on Income Report



89

Reasons For False-Positives

- PHA or owner/management agent did not update family composition on form HUD-50058 (PIH) or 50059 (MFH) to remove family members who have moved out of the unit
  - i.e., a household member shows up as a household member in one unit and as the HOH in another unit
- Family is using voucher at eligible project-based Section 8 program
  - i.e., unit address is the same

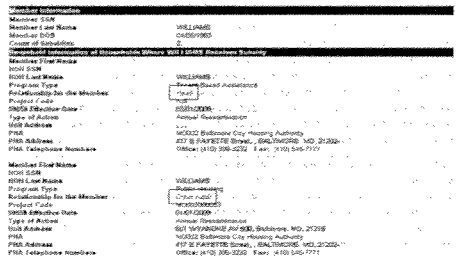
90

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

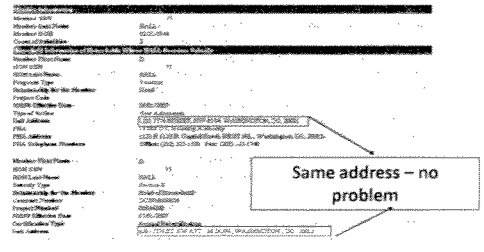
91

Detail Multiple Subsidy Report Example of False-Positive #1



92

Detail Multiple Subsidy Report Example of False-Positive #2



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 15th 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

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: 1st 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

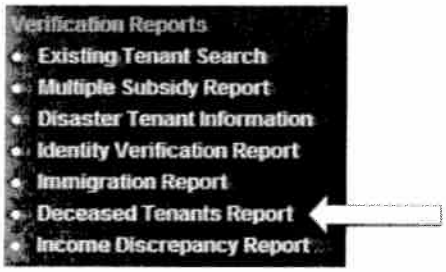
100

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)



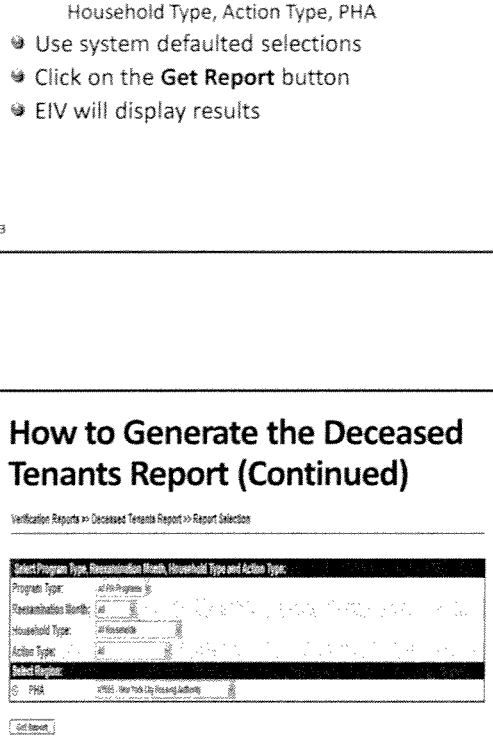
102

How to Generate the Deceased Tenants Report (Continued)

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

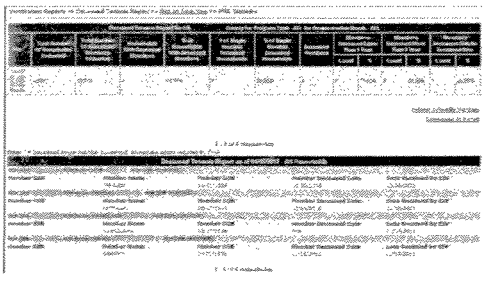
103

How to Generate the Deceased Tenants Report (Continued)



104

How to Generate the Deceased Tenants Report (Continued)



105

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

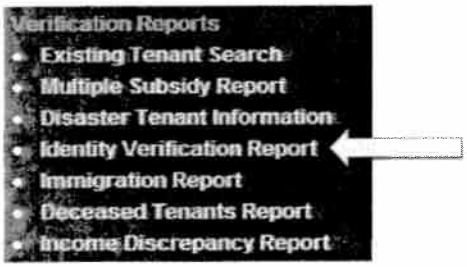
109

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)



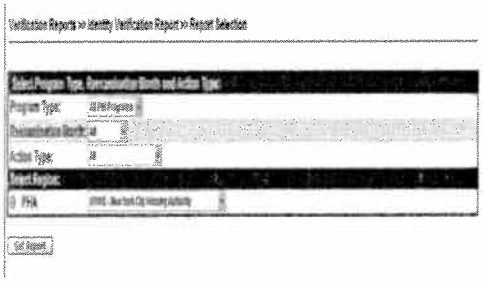
111

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

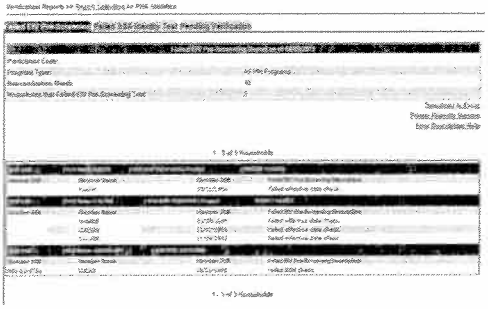
112

How to Generate the Identity Verification Report (Continued)



113

Failed EIV Pre-Screening



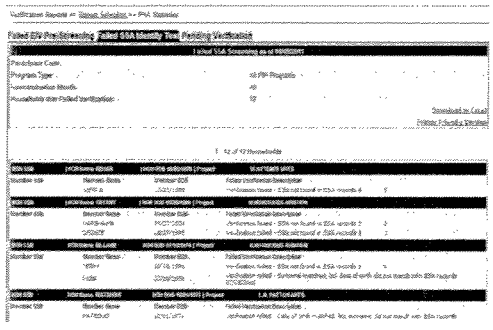
114

Failed EIV Pre-Screening Resolution

- Failed Effective Date Check
  - Indication of 50058 with an effective date older than 15 months; submit updated 50058
- 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



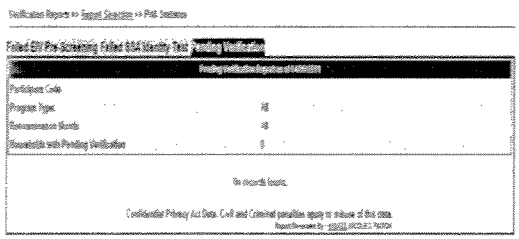
116

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, with a copy to the designated EIV Coordinators in your local HUD office.

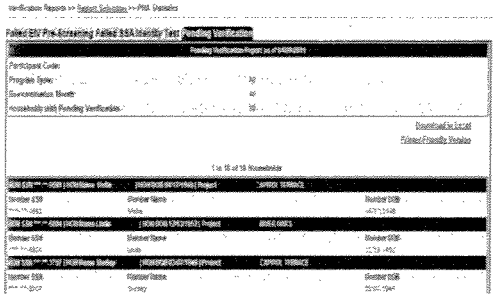
117

Pending Verification – No Results



118

Pending Verification



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

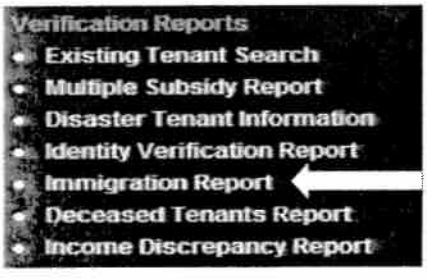
124

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)



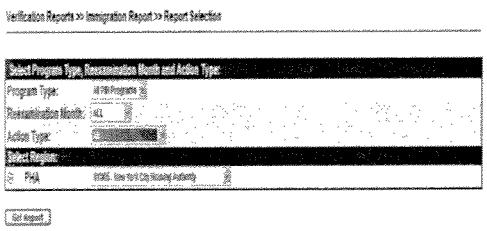
126

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

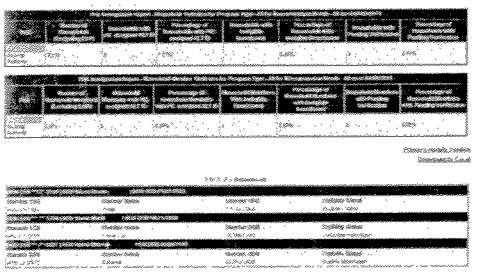
127

How to Generate the Immigration Report (Continued)



128

How to Generate the Immigration Report (Continued)



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 3rd 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

How to Generate the Income Report – Single

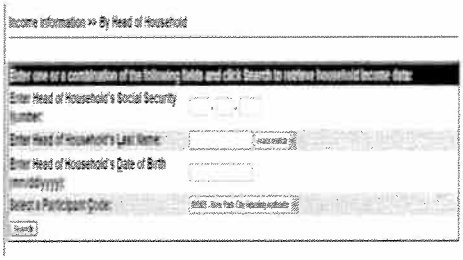
134

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

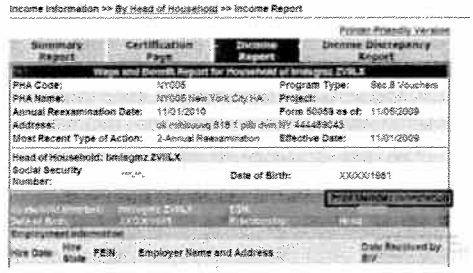
135

How to Generate the Income Report – Single (Continued)



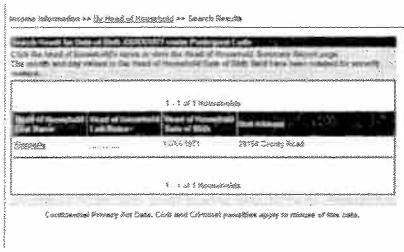
136

How to Generate the Income Report – Single (Continued)



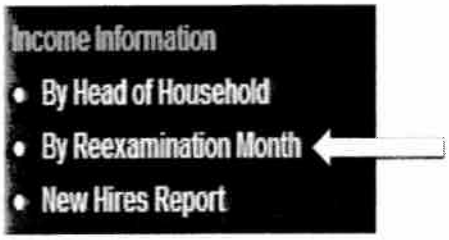
137

How to Generate the Income Report – Single (Continued)



138

How to Generate the Income Report – Multiple



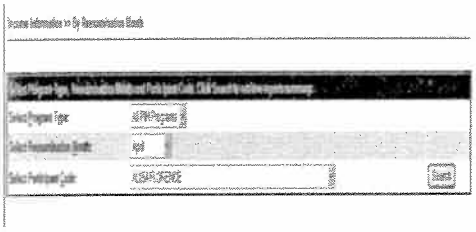
139

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

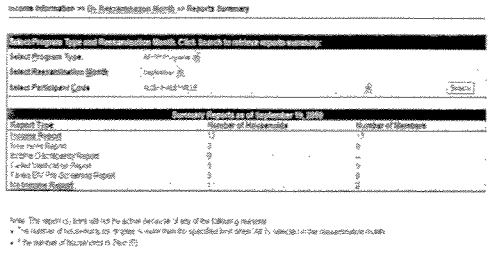
140

How to Generate the Income Report – Multiple (Continued)



141

How to Generate the Income Report – Multiple (Continued)



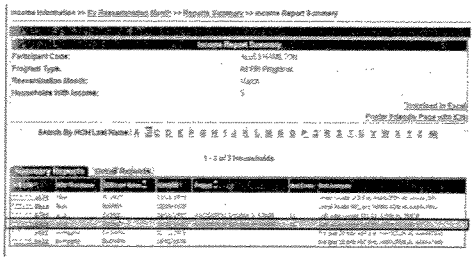
142

How to Generate the Income Report – Multiple (Continued)

- Income Summary Reports page displays
  - Summary Reports tab
  - Detail Reports tab
- Select letter of HOH's last name or **All** to display Income Report results
  - System default displays income report results for HOH's last name that begins with the letter "**A**"
- Select **Detail Reports** tab to access detail Income Reports

143

How to Generate the Income Report – Multiple (Continued)



144

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 copy of 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

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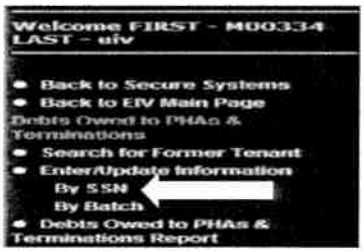
Debts Owed to PHAs & Terminations Enter/Update Information by SSN



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

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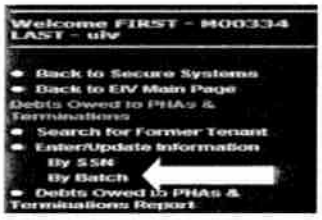
Debts Owed to PHAs & Terminations (Continued)

- **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

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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

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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

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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

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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

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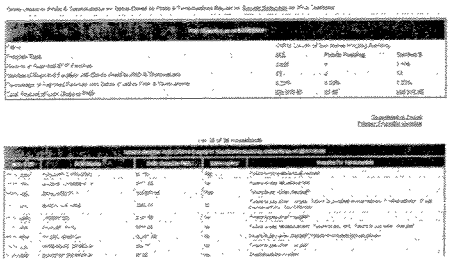
Debts Owed to PHAs & Terminations Report (Continued)



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...

Future EIV Inquiries

Contact the EIV Coordinator in your local HUD

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