

PIC COACH CORNER – Volume 2011-3

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IMS-PIC (Inventory Management System –Public and Indian Housing Information Center)

Known issue with Action 10 - July 5, 2011

Clients unable to submit Family Unification Program (FUP) Codes

The IMS-PIC team is working on a solution that would allow Housing Authority (HA) clients to reflect the family unification codes on line 2n of the form 50058 for issuance of voucher (action code 10).

In the interim, HAs are asked to leave field 2n blank when submitting an issuance of voucher action for families participating in HUD's family unification program, but the code should be included with the new admission, annual reexam or other change of unit action subsequently submitted.

IMS-PIC User Recertification

The Recertification Period began on June 16, 2011 in IMS-PIC production. Anyone's account not certified by the end of the period will be inactivated on July 16, 2011. The Recertification Guide can be downloaded at: <http://portal.hud.gov/hudportal/documents/huddoc?id=user-recert-manual.pdf>.

Remember: no one can recertify themselves. HUD Field Office Security Administrators can recertify their co-workers in their office(s), HA Security Administrators, and HA Users. HA Security Administrators can certify their HA Users.

You have a month. If someone is not recertified and is inactivated on 7/16, you re-activate them by accessing "Modify User Info" and on the following screen change it as it is shown below:

PIH EIV Updates

The Office of Public and Indian Housing (PIH) is pleased to provide Public Housing Agencies (PHAs) with a centralized online location to access PIH Enterprise Income Verification (EIV) system webcast training sessions. PHAs may access PIH EIV system training videos at:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/ph/rhiip/pih_eivwebcasts.

PHAs are reminded that as a condition of initial and continued access to the PIH EIV system, HUD and PHA staff are required to complete the following training sessions:

- **Annual Security Awareness Training**
 - All EIV system users, including those individuals who will access printed or electronic information derived from the EIV system, must complete this training **every 12 months**.
 - PHAs may view the Updated EIV System training session, which aired on September 23, 2010, or complete the online **Federal Information Systems Security (ISS) Awareness** training session offered at: <http://iase.disa.mil/eta/index.html#onlinetraining>.
 - Effective October 1, 2011, HUD's Chief Information Office will require HUD business stakeholders to complete the aforementioned **Federal ISS Awareness** training.
- **Initial EIV System Training**
 - All new EIV system users must view the Initial EIV System training session, which aired on September 24, 2010, **prior to accessing the EIV system**.
 - New EIV system users must also view the Updated EIV system training which aired on September 23, 2010, **prior to accessing the EIV system**. This training session provides guidance for use of EIV's Debts Owed to PHAs & Terminations module.
 - New EIV system users may also desire to view the prior Initial EIV System training session which aired on February 11-12, 2009.
- **Updated EIV System Training**

- All EIV system users must view the Updated EIV System training session which aired on May 2, 2011, by **October 30, 2011**.

Certificate of Completion: HUD will offer a *Certificate of Completion* for the May 2, 2011 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. As a benefit of being a subscriber of the PIH.RHIIP.TA mailing list, subscribers will automatically receive the Certificate Request form prior to the July 1st publication date.

If you are not receiving the automatic PIH EIV tips, guidance, and latest EIV training opportunities via email, subscribe today to the PIH RHIIP mailing list so you can receive the latest and greatest first! Click the following link to subscribe (or paste the URL in your browser):

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

PIH EIV Access Protocol

Attention Office of Public and Indian Housing (PIH) Enterprise Income Verification (EIV) System Users!

To ensure prompt reinstatement of EIV access for PHA staff is in accordance with the ***EIV User Access Authorization Form & Rules of Behavior & User Agreement*** (form HUD-52676) on file at the local HUD field office, all PIH EIV users must follow the below protocol.

PIH EIV users that are experiencing the following issues must immediately contact HUD: 1) missing EIV link under the systems listing on the Main Menu of the HUD Secure Systems page; **or** 2) user receives the following login error message when clicking on the EIV system link: **EIV Login Error. Login failed, there are no certified/active EIV Role. Please contact Helpdesk for assistance.** Please note that the help desk is your EIV Coordinator in the local HUD office or the PIH EIV National System Administrator.

EIV Access Protocol

All PHA EIV access issues are handled by the EIV Coordinator(s) within the local HUD office. If the local HUD office is unable to resolve the issue, the local HUD office will **immediately** notify the PIH EIV National System Administrator by emailing the following information to EIV_HELP@HUD.GOV, with a carbon copy to the applicable PHA staff (or direct the PHA to email the PIH EIV National System Administrator at EIV_HELP@HUD.GOV, with a carbon copy to the applicable HUD field office staff):

1. PHA Code
2. User ID
3. Executed form HUD-52676 (if applicable)
4. Detailed Description of EIV issue
5. Screenshot of EIV issue (press the **Print Screen** button on your keyboard and copy the screenshot into the body of the email message by simultaneously pressing the **CTRL** and **V** keys on your keyboard).
6. For data issues pertaining to a specific tenant, provide the following information:
 1. PHA Code
 2. Head of Household (HOH) first and last name

3. HOH date of birth
4. Detailed description of issue

**** PHAs and HUD staff are reminded to redact any screenshots that contain full Social Security Numbers (SSNs) and avoid disclosing full SSNs in the body of an email message or an unencrypted file attachment****

Reminder: Do **not** contact the REAC TAC regarding PIH EIV issues. The REAC TAC is unable to resolve any PIH EIV issues.

General EIV inquiries, EIV training and policy inquiries should continue to be directed to PIH.RHIIP.TA@HUD.GOV.

PIH.RHIIP.TA Message # 2011-41 Distributed on June 22, 2011

The Office of Public and Indian Housing (PIH) is pleased to provide Public Housing Agencies (PHAs) with access to previously distributed PIH Rental Housing Integrity Improvement Project (RHIIP) Technical Assistance (TA) messages during calendar year 2011. The messages are available on HUD's website. Bookmark this URL for future reference:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/ph/rhiip/uiivsystem
(http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/ph/rhiip/uiivsystem)

EIV Tips & Guidance

PHAs subscribed to the PIH.RHIIP.TA mailing list automatically receive the latest EIV information through distributed email messages. A copy of these distributed messages are below.

Message #	Distribution Date	Subject
40	Fri, 17 Jun 2011 11:32:41 -0400	Updated Listing of Local HUD PIH EIV Coordinators
39	Thu, 16 Jun 2011 10:43:56 -0400	PIH EIV Weekend Summarization Job Failed
38	Wed, 15 Jun 2011 15:09:02 -0400	PIH EIV Tip Sheet for the Deceased Tenants Report
37	Tue, 14 Jun 2011 13:04:54 -0400	PIH EIV Access Protocol
36	Tue, 31 May 2011 16:23:49 -0400	PIH Notice 2010-19: Administrative Guidance for Effective & Mandated Use of the EIV System Extended until May 31, 2012 - PIH Notice 2011-25
35	Tue, 31 May 2011 11:47:40 -0400	PIH EIV Weekend Summarization Job Successful on May 28, 2011; Updated NDNH Data
34	Tue, 24 May 2011 07:09:10 -0400	PIH EIV Weekend Summarization Job Successful on May 21, 2011
33	Mon, 16 May 2011 07:35:38 -0400	PIH EIV Weekend Summarization Job Failed on May 14, 2011