



Enterprise Income Verification (EIV 9.3)

System User Manual

For

Multifamily Housing Program Users

Note to the reader of this document: In some cases, screen shots have been carried over from the previous version of this manual. Such screen shots will display a different color scheme than is used in EIV 9.3. Those screen shots only have been used where no other changes have been made to the screen.

U.S. Department of Housing and Urban Development

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Revision Sheet

Release No.	Date	Revision Description
Version 1.0	07/27/2006	Initial Draft – EIV Build 6.0 Release
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Version 14	07/18/2011	Updated – EIV Build 9.2.1 Release
Version 15	03/14/2012	Updated – EIV Build 9.3 Release
Version 15.1	06/01/2012	Updated based on comments from MF Program area review



**User Manual
For
Multifamily Housing Program Users
Authorization Memorandum**

I have carefully assessed the EIV User Manual for Multifamily Housing program Users. This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

David Sandler
IT Project Manager

Date

Catherine M Brennan
Director, Housing Assistance and Grant Administration

Date

Carolyn Cockrell
Director, Office of Program Systems Management

Date

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1.0 INTRODUCTION

1 INTRODUCTION

1.1 PURPOSE OF THIS MANUAL

The purpose of this manual is to provide instructions to Multifamily Housing Program users on how to use and maneuver within the Housing portion of the Enterprise Income Verification (EIV) system. This document focuses on end-user functionality for viewing tenant benefits information in making rental subsidy determinations under multifamily housing programs.

1.2 BACKGROUND

In 2001, the Department initiated the Rental Housing Integrity Improvement Project (RHIP) to address causes of errors and improper payments and to ensure that *the right benefits go to the right persons*. At that time, a goal was established to reduce the estimated dollar amount of improper rent subsidies by 50 percent from the fiscal year (FY) 2000 level by the end of FY 2005. HUD surpassed this goal with a 67 percent reduction in *net* subsidy overpayments. To accomplish this goal, HUD initiated three program-level efforts designed to:

1. Increase monitoring of program administrators,
2. Establish an income verification system that allows public housing agencies (PHAs), property owners, and management agents to compare income information reported by tenants with income information from government agencies, and
3. Provide additional training and guidance for program administrators.

In 2004, to meet initiative 2 above, HUD developed and began implementation of the Upfront Income Verification (UIV) System (now known as the EIV system) to display wage and unemployment compensation insurance benefit data obtained through matching tenant IDs (Social Security Number (SSN), Last Name, and Date of Birth (DOB)) against individual state databases. That data along with data obtained from matching against SSA databases was made available to PHAs for use in verifying tenant income, but only in the states where there was a matching agreement. In 2004, the Department received statutory authority to enter into negotiations with the Department of Health and Human Services (HHS) to conduct computer matching with the National Directory of New Hires (NDNH) database. The NDNH is a national resource for wage, unemployment compensation insurance, and new hires (Federal form W-4) information originally designed to support child support actions. During FY 2005, HUD negotiated with HHS concerning the terms of access to NDNH data. After technical details of the match were worked out with the HHS staff, HUD entered an interagency agreement with HHS for access to NDNH data in the EIV system for PIH. The scope of the interagency agreement that was reached with HHS in 2005 was that HUD would implement NDNH data for PIH first and then negotiate access on behalf of the MF Housing Programs once HUD had a track record as to how it used and protected NDNH data. The existence of national NDNH data along with national data from SSA allowed HUD to fully implement EIV for PIH nationwide in late FY 2005/early FY 2006. The availability of EIV in states where it previously could not be deployed plus the broader coverage of NDNH data enabled PHAs to conduct more effective and timely income verification of tenants. In FY 2006, HUD consolidated the functionality of the Tenant Assessment Subsystem (TASS) into EIV and EIV began serving HUD's business partners who administer or oversee the administration of HUD's Multifamily Housing Programs. TASS discontinued operation at the end of FY 2006 following a period of operation in parallel with EIV that was intended to ease user transition. EIV adopted much of the look and feel of TASS to further ease the

transition. MF business partners (owners, management agents, services bureaus, and contract administrators) could request and receive access to the EIV system, as described in chapter 3, Getting Access to EIV of this manual, to obtain the same types of data as were available from TASS, i.e. Social Security and Supplemental Security Income (SS/SSI) benefit information about their tenants. Unlike TASS, however, EIV updates SS/SSI information on a quarterly basis whereas TASS did so annually. In addition, EIV updates tenant information daily with extracts from the Tenant Rental Assistance Certification System (TRACS).

On November 1, 2007, HUD reached an interagency agreement with HHS providing for EIV matching against NDNH on behalf of the MF Housing program; and, in January 2008, began displaying NDNH data, including wage, unemployment compensation insurance, and new hires (Federal W-4) information in EIV.

1.3 WHO SHOULD USE THIS MANUAL

MF Housing Program users assigned the following EIV roles, as defined in WASS

- ✓ HSU – MF EIV Non-HUD User
- ✓ CAU – EIV MF Contract Administrator User
- ✓ HFU – MF EIV HUD Field Office
- ✓ HQU – MF EIV HUD HQ User
- ✓ HSC – MF EIV Housing Coordinator
- ✓ CAC – EIV MF Contract Administrator Coordinator
- ✓ HDK – MF EIV Helpdesk Personnel
- ✓ HQA – MF EIV HQ User Administrator
- ✓ OIG – EIV MF OIG

1.4 ADVANTAGES OF USING THE EIV SYSTEM

- MF business partners are strongly encouraged to use EIV system search options and the online income reports available in EIV because they offer the following advantages:
 - Quick and easy verification of SS/SSI benefits, wage, new hires (W-4), and unemployment compensation insurance information for use in setting assistance levels;
 - Help in identifying cases of unreported or underreported tenant income;
 - Assistance in identifying tenants receiving HUD subsidy under multiple rental housing assistance programs;
 - A way of checking whether an applicant already is receiving rental housing assistance from either MF Housing or Public Housing/Housing Choice Voucher programs.
 - Information concerning tenants with invalid IDs.
 - Information needed to help determine whether administrative or legal action should be taken against tenants who did not report or underreported their income.

Owners and management agents should use the guidance in Chapter 8 of HUD Handbook 4350.3 REV-1, *Occupancy Requirements of Subsidized Multifamily Programs* for the procedures on addressing discrepancies, errors, and fraud.

1.5 SYSTEM OVERVIEW

The EIV system provides a resource for MF Housing Program users to obtain benefits and income information compiled from SSA and HHS databases. EIV is a Web-based system that is accessible via the WASS Single-Sign-On portal, which has a secure Internet connection to the HUD application server. Use of Microsoft Internet Explorer Version 6.0 or higher is recommended.

1.6 PROJECT REFERENCES

The following documents were used in preparation of this document:

References
EIV 9.3 – Needs Statement and Business Requirements, October, 2011 and Work Request forms
EIV 9.3 – Requirements Traceability Matrix, dated October, 2011

1.7 POINT OF CONTACT

1.7.1 Information

Name	Organization	Telephone	Email
Catherine M. Brennan	HUD/HSNG	202-708-3000 Ext. 6732	Catherine.M.Brennan@hud.gov
David Sandler	HUD/PIH	202-475-8941	David.Sandler@hud.gov

1.7.2 Coordination

Coordination is required with the following organizations in order to successfully implement EIV releases:

Office of Public and Indian Housing (PIH)
Office of Housing (Housing)
The Office of the Chief Information Officer (OCIO)
EIV Integrated Project Team (IPT)
PIH-REAC Development Control Group (DCG)
Web Access Security Subsystem (WASS) Team
Housing's Tenant Rental Assistance Certification System (TRACS) Team

1.7.3 Help Desk

The HUD Help Desk should be contacted for questions regarding standard HUD PC applications, IT problems and password resets. Users are encouraged to refer any non-standard requests for access to HUD management and to report any unauthorized disclosure of EIV data to the HUD Privacy Act Officer or to the Office of Inspector General. The HUD Help Desk also is the recommended channel to be used if there is a suspected breach of security. The HUD Help Desk call line is open to receive calls from HUD users 24 hours a day, 365 days a year (1-888-297-8689).

All questions related to the MF Housing portion of the EIV application should be referred to the MF Helpdesk at 1-800-767-7588 or by email at: mf_eiv@hud.gov.

1.8 ORGANIZATION OF THE MANUAL

Listed below are the chapters contained in this manual, along with a brief description of their content:

- **Chapter 1, Introduction** – Provides an introduction to the EIV system and the purpose of the User Manual.
- **Chapter 2, System Summary** – Provides a brief overview of the EIV system and the available capabilities for MF Housing program users.
- **Chapter 3, Getting Access to EIV** - Details how users can obtain access to the EIV system.
- **Chapter 4, EIV Security** – Discusses the importance for security of the EIV data.
- **Chapter 5, Getting Started** – Details how to access the EIV system, the basic system interfaces, and the basic navigation techniques.
- **Chapter 6, Using the System (Online)** – Provides a detailed description of functions available via EIV Online.
- **Chapter 7, Using the System (Batch)** – Provides high-level overview of the EIV MF Housing program batch processing.
- **Chapter 8, Querying** – Provides a detailed description of the EIV MF Housing program querying capabilities.
- **Chapter 9, Reporting** – Provides a detailed description of the EIV MF Housing program reporting capabilities.

NOTE: This manual does not cover the User Administration functions for HSC, CAC, HDK, and HQA roles <OR> Audit Reports for the OIG, HQS, or HQA roles. Those may be found in the EIV MF Housing User Administration and Security Administration Manuals, respectively.

2.0 SYSTEM SUMMARY

2 SYSTEM SUMMARY

EIV for MF Housing Program users has the following functionality:

- View Income Information
- View Verification Reports
- User Access Requests (EIV users with the HSC, CAC, HSU and CAU roles only)
- User Administration (EIV users with the HSC, CAC, and HDK roles only)
- Audit Reports – Internal (EIV users with the Headquarters Security Administrator (HQS), HQA, HFU and OIG roles only)
- Audit Reports – External (EIV users with CAC and CAU roles only)

The table below lists the major functions of EIV available to MF Housing Program Users and the high-level description of each function.

Function	Description
Income Information	
<ul style="list-style-type: none"> • By Contract Number • By Project Number • By Head of Household (HOH) 	<p>This function provides EIV MF Housing Program users with an online view of a household’s SS/SSI benefit, wage, unemployment compensation, and new hires (W4) information collected from SSA and HHS, respectively. This function provides the capability to search benefit information by:</p> <ul style="list-style-type: none"> • Contract Number, • Project Number, or • Head of Household’s SSN
Verification Reports	
<ul style="list-style-type: none"> • Multiple Subsidy Report 	<p>This report provides a list of tenants who receive assistance in multiple MF housing projects/contracts or in both PIH (i.e., public housing and Section 8 voucher programs) and MF Housing Programs for selected projects/contracts. The report considers only tenants whose identification information has been verified by SSA.</p>
<ul style="list-style-type: none"> • Existing Tenant Search 	<p>This report provides the capability to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing Program. It does not display income information for individuals (applicants or tenants) receiving housing subsidies in any PIH or MF Housing Program.</p>
<ul style="list-style-type: none"> • Identity Verification Report 	<p>This report provides the capability to search by a project number or contract number for a particular recertification month; shows statistical data (only for HQ Users) on the number and percent of households and household members with verified and failed IDs; and shows the number of deceased members on contracts and properties.</p> <ul style="list-style-type: none"> ▪ Failed Pre-screening Report (<i>under link</i>). This report provides a list of tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because their ID failed the EIV pre-screening test. The screen displays the same information that is displayed on the Failed Verification Report for Contract and project. ▪ Failed Verification Report provides the list of MF tenants for whom SSA was unable to provide income or benefit information and the reason the ID information (SSN, last name and date of birth) failed verification by SSA. ▪ Number of Households Not Verified (verification in process) Report provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be

	updated once the SSA matching with EIV is completed usually by the middle of any given month.
<ul style="list-style-type: none"> Deceased Tenant Report 	The Deceased Tenant Report provides the capability to view all active tenants in TRACS who are deceased as per the SSA database.

2.1 DATA FLOWS

EIV MF Housing Program tenant benefits and income data come from three sources:

- TRACS** – The EIV database has been baselined with tenant characteristics data from TRACS. That data is updated daily. Records are not retained in EIV concerning former program participants.
- SSA** – provides SS/SSI benefit information including Dual-Entitlement benefit data. SSA also provides a listing of households for which it was unable to provide benefits information due to discrepancies between tenant IDs (i.e., SSN, Last Name, and Date of Birth (DOB)) and information in SSA databases. If a tenant’s information fails SSA validation, that tenant’s data will not be used in EIV and the fact that it has failed is reported on the Failed Verification Report, which also may be downloaded. **Note:** If there is reason to dispute the results of SSA identity verification (i.e., the data in the SSA databases concerning a tenant’s ID is thought to be incorrect), the recommended course of action is to consult with the local SSA office. In addition, SSA data may be corrected through the submission of a form SS-5 to the Social Security Administration. That form may be found at <http://www.socialsecurity.gov/online/ss-5.html>
- HHS** – provides new hires (W-4), wages, and unemployment compensation insurance benefits information from NDNH, which is a family of databases maintained by the HHS/Office of Child Support Enforcement (OCSE). These databases contain information concerning wages reported by State and Federal Agencies, unemployment insurance benefits reported by State agencies, and W-4 data reported by State and Federal agencies.

2.2 USER ACCESS LEVELS

The table below lists the User access levels defined for MF Housing Program users.

NOTE: User Administration and Audit Report access levels are defined for HSC, CAC, HFU, HDK, OIG, HQA, and HQS in the *External* and/or *Internal* EIV System *User Administration manuals* for Multifamily Housing programs.

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
HQU HFU OIG HDK HQA	HUD/MF HQ EIV User HUD/MF Field EIV User HUD/OIG EIV User MF Help Desk EIV User HUD/MF EIV User Admin.	I	View Income Reports Allows HQU, HFU, OIG, HDK, HQA users to view tenant SS/SSI benefit, new hires (W-4), unemployment compensation benefit, and wage reports for any active tenant in MF Housing Program whose SSN, Last Name, and DOB have been validated by SSA.

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
	HUD/OIG EIV User MF Help Desk EIV User HUD/MF EIV User Admin.	I	<p>View Verification Reports Verification Reports module contains four reports: 1) Existing Tenant Search, 2) Multiple Subsidy Report, 3) Identity Verification Report and 4) Deceased Tenants Report.</p> <p>The Existing Tenant Search provides the capability to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing Program.</p> <p>The Multiple Subsidy Report provides a listing of the households/household members who receive assistance on multiple properties in Multifamily Housing Programs or who receive assistance in both PIH and Multifamily Housing Programs.</p> <p>The Identity Verification Report provides ID verification statistics based on the number of IDs that were not sent to SSA for matching because their SSN failed pre-screening tests, as well as information received from SSA concerning the ID verification results. The categories on the reports displayed are for the number of households and members SSA Verified, Deceased, Not Verified or Failed Verification.</p> <ul style="list-style-type: none"> ▪ Failed Pre-screening Report provides a list of MF Housing tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test. The screen displays the same information that is included in the Failed Verification Report for Contract [Project] ▪ Failed Verification Report provides the list of MF tenants for whom SSA was unable to provide income or benefit information and the reason the ID information (SSN, last name and date of birth) failed verification. ▪ Number of Households Not Verified (verification in process) Report provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month. <p>The Deceased Tenants Report provides the capability to search by a project number or contract number for a particular recertification month; shows the basic information of the households/ household members for households with deceased household members.</p>
HSU CAU	MF EIV Non-HUD User MF EIV Contract	E	<p>View Income Information Allows HSU and CAU users to view tenant SS/SSI benefit, new hires (W-4), unemployment compensation benefit, and wage data for any active tenant in MF Housing Program</p>

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
	Administrator User		whose SSN, Last Name, and DOB have been validated by SSA.
			<p>View Verification Reports Verification Reports module contains four reports: 1) Existing Tenant Search, 2) Multiple Subsidy Report 3) Identity Verification Report and 4) Deceased Tenants Report.</p> <p>The Existing Tenant Search provides the capability to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing Program.</p> <p>The Multiple Subsidy Report provides a listing of the households/household members who receive assistance on multiple properties in Multifamily Housing Programs or who receive assistance in both PIH and Multifamily Housing Programs.</p> <p>The Identity Verification Report provides ID verification statistics based on the number of IDs that were not sent to SSA for matching because they failed pre-screening tests, as well as information received from SSA concerning the ID verification results. The categories on the reports displayed are for the number of households and members SSA Verified, Deceased, Not Verified or Failed Verification.</p> <ul style="list-style-type: none"> ▪ Failed Pre-screening Report provides a list of tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test. The screen displays the same information that is included in the Failed Verification Report for Contract [Project] ▪ Failed Verification Report provides the list of MF tenants for whom SSA was unable to provide income or benefit information and the reason the ID information (SSN, last name and date of birth) failed verification. ▪ Number of Households Not Verified (verification in process) Report provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month. <p>The Deceased Tenants Report provides the capability to search by a project number or contract number for a particular recertification month; shows the basic information of the households/ household members for households with deceased household members.</p>
			<p>User Requests Allows users to submit UAAF requests for certification, re-certification, and expiration of EIV access, on-line to their</p>

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
			EIV Coordinators for approval.
HSC; CAC	MF EIV Housing Coordinator MF EIV Contract Administrator Coordinator		<p>View Income Information Allows HSC and CAC users to view tenant SS/SSI benefit, new hires (W-4), unemployment compensation, and wage reports for any active tenant in MF Housing Program whose SSN, Last Name, and DOB have been validated by SSA.</p>
			<p>View Verification Reports Verification Reports module contains four reports: 1) Existing Tenant Search, 2) Multiple Subsidy Report, 3) Identity Verification Reports and 4) Deceased Tenants Report.</p> <p>The Existing Tenant Search provides the capability to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing Program.</p> <p>The Multiple Subsidy Report provides a listing of the households/household members who receive assistance on multiple properties in Multifamily Housing Programs or who receive assistance in both PIH and Multifamily Housing Programs.</p> <p>The Identity Verification Report provides ID verification statistics based on the number of IDs that were not sent to SSA for matching because they failed pre-screening tests, as well as information received from SSA concerning the ID verification results. The categories on the reports displayed are for the number of households and members SSA Verified, Deceased, Not Verified or Failed Verification.</p> <ul style="list-style-type: none"> ▪ Failed Pre-screening Report provides a list of tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test. The screen displays the same information that is included in the Failed Verification Report for Contract [Project] ▪ Failed Verification Report provides the list of MF tenants for whom SSA was unable to provide income or benefit information and the reason the ID information (SSN, last name and date of birth) failed verification. ▪ Number of Households Not Verified (verification in process) Report provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month. <p>The Deceased Tenants Report provides the capability to search by a project number or contract number for a particular recertification month; shows the basic information of the households/ household members for</p>

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
			households with deceased household members.
			Coordinator Access Requests Allows Coordinators to submit CAAF requests for certification, re-certification, and expiration of EIV access on-line to the HUD MF Helpdesk for approval.

2.3 CONTINGENCIES AND ALTERNATE MODES OF OPERATION

EIV operates 24 hours a day, 7 days per week. However, best conditions for use are during weekdays, as batch processing is run overnight and during weekends, which may impact system responsiveness. Weekend runs update reports including the **Income Discrepancy Report**. Notices of planned outages for system maintenance (as well as other guidance) will be posted on the message area of the EIV welcome page. This information plus manuals and announcements also will be posted on the EIV- MF website.

<http://www.hud.gov/offices/hsg/mfh//rhiip/eiv/eivhome.cfm>

2.4 ACCESSIBILITY AND 508 COMPLIANCE

EIV is compliant with a 1998 amendment to the Rehabilitation Act of 1973, requiring Federal agencies to provide disabled employees access to information that is comparable to the access available to others. Modifications to the EIV interface allow users to access fields using control keys in accordance with applicable standards in Section 508 (29 U.S.C. 794d) of the legislation.

“§ 1194.21 Software applications and operating systems

(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.

(b) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.”

Additional information about Section 508 standards is available from the Section 508 Web site.

<http://www.section508.gov>

The above site is maintained by the Center for IT Accommodation (CITA).

3.0 GETTING ACCESS TO EIV

3 GETTING ACCESS TO EIV

3.1 HUD AND OIG STAFF (ONLY)

For instructions on getting access to EIV, HUD and OIG staff should refer to HUD's "Multifamily – Tenant Rental Assistance Certification System (TRACS)/Enterprise Income Verification (EIV) User Access Guide for Multifamily Internal Users" located at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>

HUD and OIG staff should direct any questions not answered in the guidance concerning how to get access to EIV to MF Helpdesk at 1-800-767-7588 or by email at mf_eiv@hud.gov.

3.2 EXTERNAL USER EIV APPLICANTS (ONLY) – HSC, HSU, CAC, AND CAU

See below instructions for getting access to EIV. External users should direct all questions concerning how to get EIV access, as well as EIV functionality to the MF Helpdesk at 1-800-767-7588 or by email at mf_eiv@hud.gov.

3.3 WASS USER ID

To apply for access to the EIV system, external EIV applicants must have 'Active' WASS User IDs (M IDs) that were issued to them by HUD, based on owner authorization.

If applying for access as an EIV Coordinator, external applicants must also have been assigned the WASS Coordinator role.

Individuals who do not meet these requirements should see Section 3.5 *Obtaining a WASS User ID and/or Upgrading to a WASS Coordinator Role* for complete guidance.

NOTE: Individuals, who have a current WASS ID used to access any other HUD system accessed through WASS, do not need to apply for a new WASS ID.

3.4 EIV ACCESS AUTHORIZATION REQUIREMENTS

3.4.1 EIV Coordinator Applicants

Individuals who are external WASS Coordinators requesting initial EIV access to a contract(s) and/or property(ies), meaning the applicant is requesting EIV access for the first time and does not have access to EIV for any contract(s) and/or property(ies) in his or her portfolio in WASS, must complete and submit a hardcopy CAAF to: **HUD's Multifamily Helpdesk by fax at: 202-401-7984 or by email at Mf_eiv@hud.gov.**

The CAAF, which includes the Rules of Behavior and User Agreement and Certification signature page, can be downloaded from the MF Housing's EIV website:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>

The following table describes who must complete, sign, and submit a CAAF to the MF Helpdesk.

Coordinator Type	Authorization Requirements	Role to be assigned in WASS for EIV access
Property Owner	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights.	HSC
Management Agents and Service Bureaus	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights, AFTER receiving written approval from the owner.	HSC
Contract Administrators	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights. CAs requesting Coordinator access authorization rights must have prior written approval from an authorized official from the Contract Administration firm.	CAC

When processing the EIV CAAF, the WASS ID, WASS assigned user name, and WASS Coordinator status will be validated against the WASS system. Site location, property information, and the signature line for the User Agreement and Certification also will be reviewed for completeness. The applicant must be the person to whom the WASS ID was assigned and must have obtained the owner’s authorization to operate in EIV on behalf of the owner. A management agent’s or service bureau’s authorization to represent the owner as a WASS Coordinator for another program is not sufficient. An EIV-specific authorization is required. If the WASS ID is invalid, if the WASS ID is valid, but the name assigned in WASS is different from the name of the applicant on the EIV CAAF, or if the applicant is not a WASS Coordinator, the Helpdesk will send an email to the applicant stating the results of their review and access to EIV will be denied until an acceptable application is received. This also will be true if the result of the review determines the wrong EIV Access Authorization form was used or the form was incomplete (i.e., the WASS user ID, site location, property information, and/or the Coordinator’s signature on the signature line is missing).

If the applicant passes the WASS validation process, the application will be approved and the applicant will be notified, via email, of the following:

- 1) The applicant’s application for Coordinator access to EIV has been approved;
- 2) The EIV “HSC” or “CAC” EIV role has been assigned to the approved Coordinator’s User ID in WASS;
- 3) The approved Coordinator needs to assign the “HSC” or “CAC” EIV role to the property(ies) or contract(s) listed on his or her approved CAAF and for which he or she has received prior approval from the owner; and, the approved Coordinator will be required to pass the online Security Awareness Questionnaire
- 4) The approved Coordinator must complete and submit an electronic CAAF request, within EIV, to the HUD MF Helpdesk for certification of such contract(s) and/or property(ies) in EIV in order to complete the process for gaining access.

For instructions on making Coordinator role assignments to a contract(s) and/or property(ies), see Section IV of the “Instructions for Applying for EIV Access for Multifamily Housing Programs”, **Assigning the EIV Housing Coordinator (HSC) or Contract Administrator Coordinator (CAC) Role to Contract(s) or Property(ies)** at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/applyforeivaccess.pdf>.

For instructions on completing and submitting electronic CAAF requests to HUD’s MF Helpdesk for certification, or for re-certification or expiration of EIV access, see section **6.4 Coordinator Authorization Form** of this manual.

The Helpdesk will notify EIV Coordinators, via email, when their contract(s) and/or property(ies) have been certified in EIV. Upon receiving such notification, Coordinators may begin granting EIV access rights to their Users, as provided in the “Enterprise Income Verification (EIV 9.2) System External User Administration Manual for Multifamily Housing Programs,” located at:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/useradminmanual.pdf>

The approved CAAF will be signed and returned to the EIV Coordinator, who must keep the approved CAAF, along with written owner and authorizing CA official approval letters on file and make them available for review by HUD or the CA during an annual Management and Occupancy Review (MOR) or audit.

3.4.2 EIV User Applicants

To apply for initial (or new) EIV User access authorization rights, a completed *User Access Authorization Form (UAAF)* in hardcopy must be completed and submitted to the organization’s assigned EIV Coordinator (this may be the O/A or CA). The UAAF, which includes the Rules of Behavior and User Agreement and Certification signature page, can be downloaded from the MF Housing’s EIV website:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/useraccess.pdf>

The following table indicates what individuals (who already have WASS IDs) must sign and submit the UAAF to the EIV Coordinator:

User Type	Authorization Requirements
Owner and Management Agent (O/A), Contract Administrator (CA), and Service Bureau (SB) support staff	Complete and sign the UAAF and submit it to the EIV Coordinator who will assign the EIV User access authorization rights.

The EIV Coordinator will review and approve EIV User access based on the applicant’s need for access to the system. For EIV security purposes, the EIV Coordinator must follow the same process for validating the WASS ID and the name assigned to the WASS ID as the MF Helpdesk uses when validating the EIV Coordinator before giving EIV access to the applicant. (See section 3.2.1 of this manual.) Once the EIV Coordinator has approved the applicant, they will assign access rights to EIV and the projects/contracts to the EIV user. The EIV Coordinator will sign and retain the original UAAF and return a copy of the signed UAAF to the EIV User who must keep the approved form on file and make available for review by HUD or the CA during an annual MOR or audit.

3.5 OBTAINING A WASS USER ID AND/OR UPGRADING TO A WASS COORDINATOR ROLE

3.5.1 Obtaining a WASS ID

Step 1: Go to: <http://www.hud.gov/offices/reac/online/reasyst.cfm>

Step 2: Under “Need access to HUD systems? Register below:” click on “Online Registration”



Step 3: The results will bring you to the “Need a User ID?” page.

http://www.hud.gov/offices/reac/online/online_registration.cfm

Step 4: Click on “Multifamily Housing Entity”:



Step 5: This will bring you to the “Secure System Registration” page:

https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp

Step 6: Complete the **Secure Systems Registration** application.

Step 7: After filling in the application, click on the “**Send Application**” button. The request for WASS User ID will be processed in WASS and will be sent to the HUD-registered entity specified in the application.



Secure Systems Registration

MULTIFAMILY Coordinator and User Registration

To apply for a System Coordinator ID, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular User ID, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:

Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1030. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Application Type Coordinator User

First Name:

Middle Initial:

Last Name:

Social Security Number:

Organization Information:

- Provide the name of the HUD-registered Organization or Individual you represent
- Provide the Tax Identification Number or Social Security Number of the HUD-registered Organization or Individual you represent. Do not enter dashes.
- Specify whether the HUD-registered entity you represent is an Organization or an Individual

Organization/Individual Name:

TIN/SSN:

Organization Individual

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com.

E-mail Address:

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, Brad83). Do not use punctuation or special characters. **Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.**

Password:

Re-enter Password for Verification:

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

Click on "Send Application"

Content updated June 15, 2007

U.S. Department of Housing and Urban Development
 451 7th Street S.W., Washington, DC 20410 [Home](#) | [Privacy Statement](#)
 Telephone: (202) 708-1112 TTY: (202) 708-1455

3.5.2 Upgrading to a WASS Coordinator Role

If the EIV Coordinator applicant has a WASS ID, but is not a WASS Coordinator, they must fax a letter to the attention of WASS at 202-485-0280 providing the applicant's M-ID, the owner entity tax ID and ask

that their WASS ID be upgraded as a WASS Coordinator. The letter must be on company letterhead and dated, and in the case of owners, agents, and service bureaus, signed by the owner or authorized official of an owner firm; and in the case of CAs, signed by the authorized CA official.

For further guidance and information on applying for a WASS ID or WASS Coordinator role, contact the Real Estate Assessment Center (REAC) Technical Assistance Center (TAC) team at **1-888-245-4860**.

It is only after the applicant has been issued a WASS ID or WASS Coordinator role may application be made for either EIV Coordinator or EIV User access authorization rights.

4.0 SECURITY

4 SECURITY

4.1 AUTHORIZED USES

4.1.1 Security

EIV contains personal information concerning tenants that is covered by the Privacy Act, such as SSNs, names, and DOBs, as well as SS/SSI benefit, wage, unemployment compensation benefit, and new hire (W-4) information concerning private individuals. This information may only be used for limited official purposes such as tenant recertification and monitoring and oversight of the tenant recertification process (including use by CAs, OIG, and GAO). Official use does not include sharing with other governmental entities. Users are encouraged to refer any non-standard requests for EIV information to HUD management and to report any unauthorized access to the EIV system or disclosure of EIV data to the HUD Privacy Act Officer or to the Office of Inspector General. If it appears that the system may have been “hacked”, this should be reported to the HUD Help Desk at 1-888-297-8689. The HUD Help Desk is responsible for alerting the Emergency Response Team.

All EIV users must adhere to the EIV Rules of Behavior, which they should read and understand before they indicate that they will follow those rules by signing the access authorization form and signing the Rules of Behavior for individuals without access to the EIV system. Copies of the EIV Coordinator and EIV User access authorization forms (that include the EIV Rules of Behavior) and Rules of Behavior for individuals without access to the EIV system are available on MF EIV web page.

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>

The EIV Rules of Behavior clearly delineate responsibilities of, and expectations for, all individuals with access to EIV data. Any EIV user found in non-compliance with these rules will be disciplined through sanctions commensurate with the level of infraction.

- Sanctions against HUD staff may range from a verbal or written warning, removal of system access for a specific period of time, reassignment to other duties, or termination depending on the severity of the violation.
- Sanctions against HUD contractors may range from removal of system access for a specific period of time to termination of access.
- Sanctions against HUD business partners may range from removal of system access for a specific period of time to termination of access.
- In addition, violations of the Privacy Act may result in civil or criminal prosecution.

Access to tenant data is logged as part of the effort to protect the data and provide traceability when a questionable event occurs.

4.1.2 User Access

User access to EIV is to be provided on a need-to-know basis, with appropriate approval and authorization. MF Housing Program user permissions or rights are implemented using a role-based authorization scheme through WASS. See Section 2.3 of this document for a list of role codes defined for MF Housing Program users in WASS. EIV MF Housing Program users are assigned a specific role depending on the nature of work the user performs and in what organization she/he belongs. Access

controls follow the principle of least privilege and separation of duties, and also require that every user employ a unique identifier for accessing the system.

- **Security level** – EIV user access to data is limited to their security level (HUD Headquarters, Helpdesk Personnel, HUD Field Office, Contract Administrator, Owner or Management Agent, or Service Bureau) and their specific organization. For example, EIV users at one Management Agent can only see tenant information for a property(ies) or contract(s) assigned to them in WASS. Contract Administrators and HUD Field Office EIV users may only access tenant records that are within their assigned jurisdiction. HUD Headquarters EIV users are the only ones who can see nationwide data.
- **Role** – A user’s access to functionality is determined by the role he or she is assigned. Each role provides access to a set of functions appropriate to that user type. For example, MF Housing EIV user may be authorized to access tenant income data features, but would not have access to user administration, security administration, or system administration features.

EIV Coordinators are required to certify the contract(s) and/or property (ies) for the users that they manage twice per year to ensure they have appropriate rights in EIV. If this is not done, by the end of the 30-day grace period, Users will lose their EIV access to uncertified contracts and/or properties. At that point, EIV Coordinators will need to certify “Expired” contracts and/or properties for their Users. The process for certifying EIV Users within EIV is discussed in the EIV System User Administration Manual for Multifamily Housing Program Users.

4.1.3 Security Awareness Training

Security awareness training is a crucial aspect of ensuring the security of the EIV system and the data contained in the system. All EIV External users need to take the EIV Security test in order to gain access to EIV. This test needs to be taken once in a year and the user needs to have 90% passing grade to gain access to EIV. All EIV users are required to complete online security training annually. To meet this requirement, EIV users must complete the online Federal ISS Awareness training program. At the end of the training, EIV users must print and maintain the Certificate of Completion provided. The online training can be found at <http://iase.disa.mil/eta/index.html#onlinetraining>.

In addition to providing a formal training session, security can be communicated through other methods such as discussions at group and managerial meetings and security bulletins posted in work areas. The HUD Office of Housing has developed security awareness training questionnaires for EIV user applicants: one for EIV User applicants and one for EIV Coordinator applicants. See HUD’s EIV Applicant and Online Access for Multifamily Housing Programs web page (<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>) for important information concerning questionnaires. Potential EIV Coordinators and Users must sign the CAAF and UAAF to signify that they understand and accept the EIV Rules of Behavior guidance and requirements concerning security. The forms are available on the MF EIV website.

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>

O/A staff, service bureau staff, HUD staff and CA staff who do not have access to the EIV system but who view or use EIV data/reports provided by authorized EIV Coordinators or EIV Users in order to perform their job functions, must adhere to the EIV ROB posted on the Multifamily EIV website at:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/rulesofbehavior.pdf>.

The ROB must be signed and kept on file. Upon request, the signed ROB must be made available to the entity monitoring EIV compliance.

NOTE: HUD staff will check the “CA” box at the bottom of the form.

The complete text of the Privacy Act is available at:

<http://www.usdoj.gov/oip/>

4.1.4 Security Procedures

The WASS system, through which all users will access EIV, provides a timeout that disables access to the system after a 30-minute pause in use. That, in and of itself, is not enough protection. Users should not leave their PCs unattended when access to WASS or any system accessible through WASS is possible. Users should be aware that logging out from EIV to WASS is not sufficient, in that clicking on the link to EIV will allow reentry to the EIV system. The activation of a screen saver is one way to protect access through an unattended PC. Another way is to close the browser window by going through the WASS closing routine, which includes saying “Yes” to the question of whether to close the window. It is easier and quicker to close the browser window by clicking the X in the upper-right-hand corner of the page.

Other security considerations relate to the physical security of the area where the EIV system is used, and policies and procedures that are enforced by management.

4.1.5 Logging Off/Exiting EIV

Because information contained in EIV is sensitive and subject to Federal security regulations, it is extremely important that the user log off/exit the system when he or she is not going to be at his or her desk, or when he or she has finished using the system for the day. See Section 5.4 for instructions on logging off/exiting of the system.

4.1.6 Safeguarding EIV Data

As a condition of receiving the EIV data, MF business partners must establish policies and procedures that will maintain safeguards designed to prevent unauthorized use of the EIV information and to protect the confidentiality of that information. See *EIV System Security Measures* posted on the MF EIV website:

<http://www.hud.gov/offices/hsg/mfh//rhiip/eiv/security.cfm>

All HUD laptop users are required to have McAfee Disk Encryption installed that will encrypt the laptop hard drive and files saved to it. HUD plans to deploy the same type of software to HUD PC's.

EIV users should not put EIV reports with personal information or extracts of EIV reports containing personal information on laptops and other portable media unless that media is protected by software

complying with the FIPS 140-2 encryption standard. A National Institute of Standards and Technologies list of vendors with validated FIPS 140-2 software may be found at <http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/1401vend.htm>. McAfee Endpoint Encryption software meets that standard. PKZip 12, also used by HUD, has a file encryption option that meets the same standard. However, that encryption is one file at a time rather than the whole hard disk. Email is not secure. Personal information may never be placed in the body of an e-mail message. It may only be sent by attaching a file encrypted using compliant software.

4.1.7 Audits and User Activity Logging

Users of EIV should be aware that successful login/logoff, login failure and tenant data access activities within the system are logged for security audit and reporting purposes. These audit reports may include records of attempts to access data to which the user is not authorized, as well as successful access of sensitive data to which the user is authorized.

5.0 GETTING STARTED

5 GETTING STARTED

The EIV system content and functionality are displayed via a web page. The layout and design of the pages provide users with all of the tools needed to quickly and easily take advantage of EIV features and functionality.

5.1 LOGGING ON

5.1.1 Single Sign On (WASS)

There are two alternative URL links that are used to access WASS – one for External users and the other for internal users.

The link for External (Internet) users are:

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

The link for Internal (Intranet) users is:

<https://hudapps.hud.gov/ssmaster/>

The following figure is the WASS system logon page:

The screenshot shows the WASS system logon page. The page features a blue header with the text "User Login" and navigation links "faq | help | search | home". On the left side, there is a blue sidebar with the text "Secure Systems Single Sign On" and a house icon. The main content area has a white background and contains a "User ID" field, a "Password" field, and "Login" and "Cancel" buttons. Below the fields, there is a red "ATTENTION" warning and a blue "NOTE" about session timeout. At the bottom, there is a footer with a house icon, contact information for the U.S. Department of Housing and Urban Development, and links for "Home | Privacy Statement".

EIV is secure and requires the user to log in through their Internet browser using their User ID and password to gain access. When the user logs into WASS, the features that they access and data that they see are based on the roles assigned to them by their WASS Coordinator. Users must enter their User IDs in the User ID field and their Passwords in the Password field.

Click the **Login** button for system access.

The WASS Login Option

User Login [faq](#) | [help](#) | [search](#) | [home](#) | [logout](#)

Secure Systems

Legal Warning

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

Warning Notice

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

Message of the Day

Notice From GIMS II

When calling the Help Desk for GIMS II related issues, please indicate GIMS II- so the issue can be directed to the [appropriate person](#)

The following changes are part of the new SAGIS release:

1. The Project Name **now includes** the Grant Application Number and the Fiscal Year to which it belongs. (Eg: GRANT0000001-2008)
2. Notifications will be sent to reviewers when applications are assigned.
3. A complete SF424 Report is now available in Excel Format.

~~~~~

Reviewers who are unable to open Microsoft 2007 (.docx, .pptx & .xlsx) documents should call HITS Help Desk and request the conversion add-in. Either the Help Desk or Lockheed can remedy this problem for you.

Please use only Alpha Numeric characters when utilizing the Filters within the system for searching for specific grant applications. Any special characters used will make the particular feature unavailable to you.

( Updated by C22155 on Thu May 07 13:00:22 EDT 2009 )

Content updated September 11th, 2009      [Back to Top](#)

U.S. Department of Housing and Urban Development  
451 7th Street S.W., Washington, DC 20410  
Telephone: (202) 708-1112 TTY: (202) 708-1455

The WASS Login Option, on successful log in, will lead to the User Login page. Users, who are not familiar with the warnings, should read them before proceeding. They should also look at the Message of the Day, as it may be of interest to them. To proceed, click the **Accept** button shown on the screen below.

The **Main Menu** page will be displayed. The menu will display all of the systems that the user is authorized to access in WASS. WASS authenticates the user account and displays the Enterprise Income Verification link to access the EIV application. The EIV option may be selected from either the Main Menu or the left panel on the same page. Click on the **Enterprise Income Verification (EIV)** link.



Questions related to the MF Housing Program portion of the EIV application should be directed to the MF Helpdesk at 1-800-767-7588 or by email at [mf\\_eiv@hud.gov](mailto:mf_eiv@hud.gov).

### Legal Warning Page for MF Housing Program Users

For Internal EIV MF Housing Program users, the Acknowledgement Page below appears. Before EIV will allow users to enter the system, they must “acknowledge” that they understand that the system contains personal information covered by the Privacy Act and that such information must be used for official use only. Once the box is checked, EIV will allow them to navigate to the system.

### Headquarters Users (HQU), Office of Inspector General (OIG), and Help Desk Personnel (HDK) User Roles



## Housing Field Office Users (HFU)

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Back to Secure Systems

**Legal Warning**

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of Title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

**Notice of Your Responsibility for Security**

Information contained in this system is subject to the Privacy Act of 1974 (5 U.S.C. 552a, as amended). Only authorized persons in the conduct of official business may use private information contained in this system. Any individual responsible for unauthorized disclosure or misuse of private, personal information may be subject to fine of up to \$5,000 for each violation.

**Authorization for the Release of Information**

The data in the EIV system includes private and confidential information. Staff at public housing agencies, management agencies, service bureaus, and multifamily properties may not view private income information without verifying that there is a signed Authorization for the Release of Information and Privacy Act Notice (Form HUD-9887) in the household's file for the head of household and the spouse of the head of household, or co-head, regardless of age, and for each adult member in the household.

I acknowledge that I understand that this system contains personal information covered by the Privacy Act of 1974 (5 U.S.C. 552a, as amended). Access to this data is solely for governmental purposes. Any individual responsible for unauthorized disclosure or misuse of the private, personal information contained in this information system may be subject to civil or criminal penalties under the Privacy Act.

I acknowledge that when performing monitoring reviews of Owner/Management Agent (O/A) operations, I must affirm that the O/A has a valid form HUD-9887 that is signed by each household member who is at least 18 years of age and each family head, spouse, and co-head regardless of age. I, however, do not need to have a valid form HUD-9887 from such individuals in order to view the data contained in EIV.

Continue

For External EIV MF Housing Program users, the Acknowledgement Page below appears. Before EIV will allow users to enter the system, they must check the box to acknowledge that they will be viewing and safeguarding Privacy Act materials and the box to affirm that they have a valid form HUD-9887 on file for the family or will verify that users have valid form HUD-9887s on file, depending on whether the Coordinator is an O/A, service bureau, or CA.

## Housing Coordinator (HSC) and Housing User (HSU) Roles

**Legal Warning**

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of Title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

**Notice of Your Responsibility for Security**

Information contained in this system is subject to the Privacy Act of 1974 (5 U.S.C. 552a, as amended). Only authorized persons in the conduct of official business may use private information contained in this system. Any individual responsible for unauthorized disclosure or misuse of private, personal information may be subject to fine of up to \$5,000 for each violation.

**Authorization for the Release of Information**

The data in the EIV system includes private and confidential information. Staff at public housing agencies, management agencies, service bureaus, and multifamily properties may not view private income information without verifying that there is a signed Authorization for the Release of Information and Privacy Act Notice (Form HUD-9887) in the household and the spouse of the head of household, or co-head, regardless of age, and for each adult member in the household.

I acknowledge that I understand that this system contains personal information covered by the Privacy Act of 1974 (5 U.S.C. 552a, as amended). Access to this data is solely for governmental purposes. Any individual responsible for unauthorized disclosure or misuse of the private, personal information contained in this information system may be subject to civil or criminal penalties under the Privacy Act.

Owners and management agents (O/As) must have a valid form HUD-9887 that is signed by each household member who is at least 18 years of age, and each family head, spouse, and co-head regardless of age, in order to view the data contained in EIV. Service bureaus must verify with the Owner/Management Agent (O/A) that a valid form HUD-9887 that is signed by each household member who is at least 18 years of age, and each family head, spouse, and co-head regardless of age, is on file for the household.

To view income data, check the affirmation checkbox to the left and then click on Continue.

Continue

Acknowledgement Checkbox

Affirm Checkbox

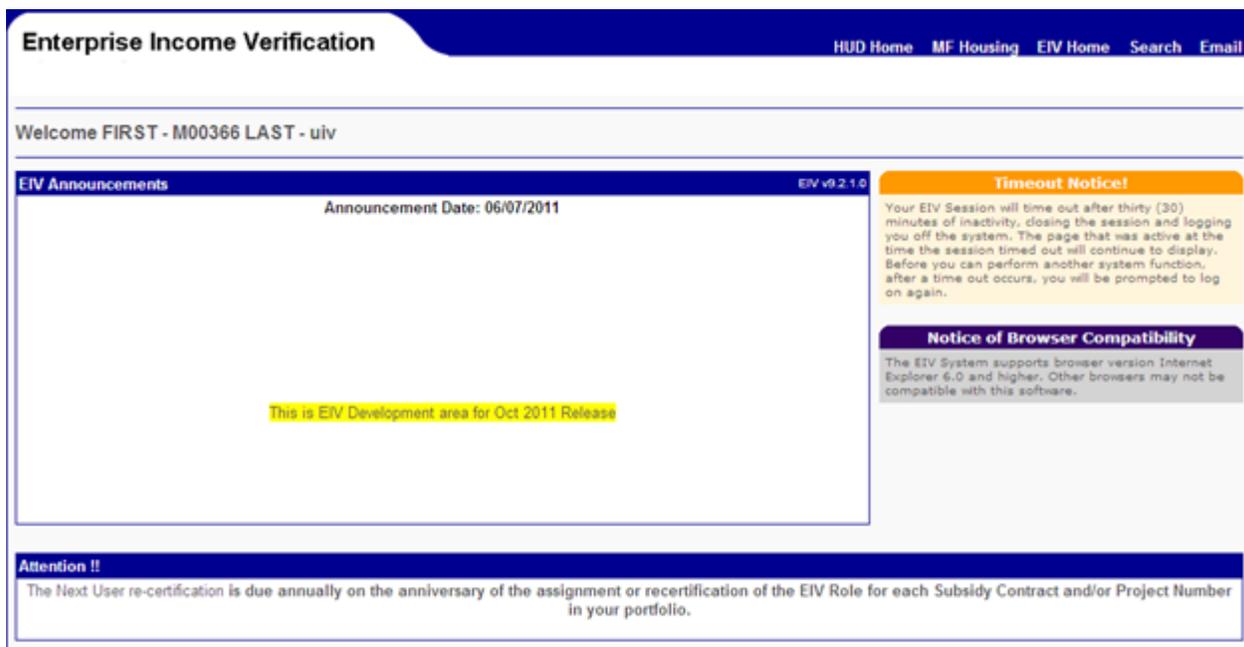
Contract Administrator Coordinators (CAC) and Contract Administrator Users (CAU) Roles



Welcome Page

The EIV Welcome Page displays after successful acknowledgement. This page shows the User’s Name, Timeout Notice, Notice of Browser Compatibility and Attention section.

The EIV Announcement block in the page is used to post timely announcements and other messages. If an outage is planned, that fact will be posted in the Announcement block.



### 5.2 SYSTEM MENU

It will be useful for new users as well as some existing users to understand the common design elements of how EIV tools are placed on a page.

Each page in EIV includes a work area in the middle of the screen as well as one or more tools to help the user access functions and move between screens.

#### 5.2.1 Navigation Tools

Each EIV screen provides access to one or more of the following navigation tools:

- HUD Navigation Bar (located across the top of the screen)
- EIV Navigation Panel (located on the left-hand side of the screen).

#### 5.2.2 HUD Navigation Bar

The HUD Navigation bar appears at the top of the page. It includes a series of hypertext links to help users quickly and easily navigate to information appearing on the HUD website. Click on a link to launch the associated web page. The following link options are available:

**HUD Home** – This link opens the main HUD website.

**MF Housing** – This link opens the Office of MF Housing Program’s web page.

**EIV Home** – This link opens the Enterprise Income Verification (EIV) System for MF Housing Program Users’ web page.

**Search** – This link opens the Search and Index page on the HUD website.

**Email**– This link refers users to the MF Helpdesk at [mf\\_eiv@hud.gov](mailto:mf_eiv@hud.gov) for questions.

#### 5.2.3 Navigation Panel

The EIV Navigation Panel (also referred to as the Left-side Navigation Panel) appears on the left side of each web page. It provides the user with access to system functions. Each function has its own hypertext link and is grouped within a category. Category headings are **Income Information, Verification Reports, and User Access Request or Coordinator Access Request**.

**NOTE:** EIV **User Administration** and **Audit Report** (HSC, CAC, HDK, OIG, HQS and HQA roles) functionality is discussed in either the EIV System Internal or External User Administration Manual for Multifamily Housing Programs.

Because EIV is role-based, the options appearing on the left-side navigation panel will vary according to user.

**Table A** provides a listing of all of the links that a user with the Headquarters User Administrator (HQA), Headquarters User (HQU), Field Office User (HFU), Office of Inspector General (OIG), roles will find on the navigation panel.

**Table B** provides a listing of all of the links that a user with the Housing Coordinator (HSC), Non-HUD User (HSU), Contract Administrator Coordinator (CAC), and Contract Administrator User (CAU) roles will find on the navigation panel.

**Table A – Users with HQU and HFU role codes**

| Link Functions                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Back to Secure Systems</b> | Terminates the current EIV session, logs the user out of the EIV application, and returns the user back to the WASS main page. Because the user has signed on through WASS, the user is still connected to WASS. (The quickest way to terminate an ongoing WASS session is to close the browser by clicking the ‘X’ in the upper-right-hand corner of the browser screen.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Program Type Selection</b> | Available to users with both PIH and Housing roles. Enables users to choose Program Type.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Back to EIV Main page</b>  | A link back to EIV welcome page from anywhere in the application.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Income Information</b>     | <p>Search and view the SSA benefits and wage, unemployment compensation benefits, and new hires (W-4) information for MF Housing Program tenants. EIV provides the following three search options:</p> <p><b>By Contract Number</b> - Option to search and view a tenant’s benefits and wage-related information by Subsidy Contract and Recertification Month.</p> <p><b>By Project Number</b> - Option to search and view a tenant’s benefits and wage-related information by Project Number and Recertification Month.</p> <p><b>By Head of Household</b> - Option to search and view a tenant’s benefits and wage-related information for a specific household through the SSN of the Head of Household in combination with the Subsidy Contract Number or Project Number.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Verification Reports</b>   | <p><b>Existing Tenant Search</b> – Option to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing program.</p> <p><b>Multiple Subsidy Report</b> - Option to search for tenants who receive assistance in more than one subsidized program or multiple times within the same program.</p> <ul style="list-style-type: none"> <li>- Within MF only</li> <li>- Within MF and PIH</li> </ul> <p><b>Identity Verification Report</b> – Option to show statistical information at the Project and Subsidy Contract level of the number of households and members who were successfully verified by SSA, who failed SS verification, or who failed the EIV pre-screening process.</p> <ul style="list-style-type: none"> <li>- <b>Failed EIV Pre-Screening Report.</b> Option to identify those tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because their SSN failed the EIV pre-screening test.</li> <li>- <b>Failed Verification Report (Failed the SSA Identity Test)</b> - Option to identify the households with tenants whose IDs (SSN, last name and DOB) could not be verified by SSA</li> <li>- <b>Number of Households Not Verified (verification in process) Report</b> provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month.</li> </ul> <p><b>Deceased Tenants Report</b> – Option to search and view household/ household</p> |

| Link Functions                           | Description                                                                                                                                                     |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | member information for households with deceased household members.                                                                                              |
| <b>External Link - DHS - SAVE System</b> | An external link to DHS – SAVE (System Alien Verification for Entitlements) system.                                                                             |
| <b>User Manual</b>                       | Opens the EIV System User Manual for MF Housing program Users in Adobe Acrobat. The manual can be printed from within Adobe Acrobat.                            |
| <b>Get Adobe Acrobat Reader</b>          | This icon links to the web page from which Adobe Acrobat can be downloaded. A copy of the reader must reside on the user’s PC in order to view the User Manual. |

HUD business partners will have similar options, but access will be limited to the contracts and properties that they have been assigned.

**Table B - Users with HSC, HSU, CAC, and CAU role codes**

| Link Functions                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Back to Secure Systems</b> | Terminates the current EIV session, logs the user out of the EIV application, and returns the user back to the WASS main page. Because the user has signed on through WASS, the user is still connected to WASS. (The quickest way to terminate an ongoing WASS session is to close the browser by clicking the ‘X’ in the upper-right-hand corner of the browser screen.)                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Program Type Selection</b> | Available to users with both PIH and Housing roles. Enables users to choose Program Type.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Back to EIV Main page</b>  | A link back to EIV welcome page from anywhere in the application.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Income Information</b>     | Search and view the SSA benefits and wage, unemployment compensation, and new hires (W-4) information for MF Housing Program tenants. EIV provides the following three search options:<br><b>By Contract Number</b> - Option to search and view a tenant’s benefits and wage-related information by Subsidy Contract and Recertification Month.<br><b>By Project Number</b> - Option to search and view a tenant’s benefits and wage-related information by Project Number and Recertification Month.<br><b>By Head of Household</b> - Option to search and view a tenant’s benefits and wage-related information for a specific household through the SSN of the Head of Household in combination with the Subsidy Contract Number or Project Number. |
| <b>Verification Reports</b>   | <b>Existing Tenant Search</b> – Option to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing program.<br><b>Multiple Subsidy Report</b> - Option to search for tenants who receive assistance in more than one subsidized program or multiple times within the same program.<br>- Within MF only<br>- Within MF and PIH<br><b>Identity Verification Report</b> – Option to show statistical information at the Project and Subsidy Contract level of the number of households and members who were successfully verified by SSA, who failed SS verification, or who failed the EIV pre-                                                                               |

| Link Functions                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | <p>screening process.</p> <ul style="list-style-type: none"> <li>- <b>Failed Pre-screening Report.</b> Option to identify those tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test.</li> <li>- <b>Failed Verification Report (Failed the SSA Identity Test)</b> - Option to identify the households with tenants whose IDs could not be verified by SSA</li> <li>- <b>Number of Households Not Verified (verification in process) Report</b> provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month.</li> </ul> <p><b>Deceased Tenants Report</b> – Option to search and view household/ household member information for households with deceased household members.</p> |
| <b>User Access Request</b>               | <b>Authorization Form</b> – Option to submit certification, re-certification, and expiration UAAF requests electronically to EIV Coordinators.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Coordinator Request</b>               | <b>Authorization Form</b> – Option to submit certification, re-certification, and expiration CAAF requests electronically to HUD’s MF Helpdesk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>External Link - DHS - SAVE System</b> | An external link to DHS – SAVE (System Alien Verification for Entitlements) system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>User Manual</b>                       | Opens the EIV System User Manual for MF Housing program users. From here the manual may be printed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Security Exam Report</b>              | Option to view the Security Exam Report of the logged-in user. This report provides the questions attempted by the user in the test along with the user chosen & correct options.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Get Adobe Acrobat Reader</b>          | This icon links to the Web page from which Adobe Acrobat can be downloaded. A copy of the reader must reside on the user’s PC in order to view the User Manual.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

#### 5.2.4 Standard Features

EIV has the following standard features:

- Masking of Date of Birth
- Masking of Social Security Number
- Sort capability
- Pagination capability
- EIV User Identification

##### **Masking of Date of Birth**

To maintain tenant privacy, the date of birth information is masked. The masking replaces the month and day values with an (X), displaying only the year value for verification purposes. For example, if a tenant’s date of birth is 06/06/1949, EIV will display the date of birth as, XX/XX/1949.

##### **Masking of Social Security Number**

To maintain tenant privacy, the tenant’s SSN is masked except at the household level of the Income Discrepancy Report. The masking replaces the first five digits of the SSN with an asterisk (\*), displaying

only the last four numbers for verification purposes. For example, if a tenant's SSN is 123-45-6789, EIV displays the number as \*\*\*-\*\*-6789. Only groups judged to need access to income information along with personal identifiers are given access to the household level of the Income Discrepancy Report. Reasons for access are that the groups either need the information for further research of the tenant's actual income or investigation to validate a large apparent discrepancy. All others have access only to the summary level, which is required for income discrepancy analysis.

### ***Sort Capability***

The user interface equips most tables with sort icons that give the user control over the way the information on the table is displayed. For example, on the Income Discrepancy Report, the values displayed on the columns can be sorted. Adjacent to the column title is a pair of triangular icons used for this sorting functionality. Clicking the top triangle will rearrange the column in an ascending order (A-Z), while clicking the bottom triangle will rearrange the column in a descending order (Z-A). The sort action will sort the whole population of the records in the search result and will be displayed in groups of 50 households per page.

### ***Pagination Capability***

Search results are displayed in groups of 50 households per page. Where there are more than 50 records (e.g., households) in the search results, EIV has links to the other groups of records through the next page link. Navigation to the next group of pages, previous group of pages, first page and last page of the search results are also provided to allow the user to access different sets of search results.

### ***Privacy Act Statement***

The Privacy Act Statement **"Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data."** is displayed on the screen and printed on each page of the report containing household basic information and wage information.

### ***EIV User Identification***

As a security measure, printer-friendly reports display, on each page, the name, and user ID (partial, with first 3 chars masked) of user who requested it.

## **5.3 SYSTEM MODULES**

### **5.3.1 Income Information**

The EIV online system allows EIV MF Housing Program users with the appropriate roles to access benefit information collected from SSA and HHS NDNH databases. The system also allows users to access the Income Discrepancy Report, No Income Report, and New Hires Report.

The **Income Report** displays benefit and wage-related information, including SS/SSI/Dual Entitlement benefit information from SSA, and wage, unemployment compensation and new hires (W-4) data from the HHS NDNH database for tenants participating in HUD multifamily housing programs. The Income Report provides information for all family members with verified personal identifiers in households due for re-certification in the indicated month.

The **Income Discrepancy Report** shows income discrepancy amounts for households whose reported projected income on the form HUD-50059 has a discrepancy with the actual income provided by SSA and HHS databases of \$2,400 or more.

The **No Income Report** provides a list of tenants whose identity was verified by SSA based on the SSN/Last Name/Date of Birth combination. However, such tenants did not receive or have never received SS/SSI benefits from SSA or wages or unemployment compensation insurance benefits, as provided by the HHS NDNH database.

The **New Hires Report** provides a list of households where at least one member has a new hire (Federal form W-4) record that was received by EIV in the last 180 days.

A MF Housing Program user may search for and view reports by three options:

- By Contract Number
- By Project Number
- By Head of Household

Section 6.1 of this manual describes the search and access for Income Information for MF Housing Program tenants by Subsidy Contract, by Project Number and by Head of Household, respectively. This section also describes how to access the detailed Income Report, Income Discrepancy Report, No Income Report, and New Hires Report generated in the search results.

### 5.3.2 Verification Reports

The EIV online system allows EIV MF Housing Program users to view the following reports under Verification Reports menu.

1. **Existing Tenant Search** – Option to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing program.
2. **Multiple Subsidy Report** - Option to search for tenants who receive assistance in more than one subsidized program or multiple times within the same program.
  - a. Within MF only
  - b. Within MF and PIH
3. **Identity Verification Report** – Option to show statistical information at the Project and Subsidy Contract level of the number of households and members who were successfully verified by SSA, who failed SS verification, or who failed the EIV pre-screening process.
  - a. **Failed EIV Pre-Screening Report** - Option to identify those tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test.
  - b. **Failed Verification Report (Failed the SSA Identity Test)** - Option to identify the households with tenants whose IDs (SSN, last name and DOB) could not be verified by SSA
  - c. **Number of Households Not Verified (verification in process) Report** provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month.
4. **Deceased Tenants Report** – Option to show information at the Project and Subsidy Contract level of the number and household/household member information of households with deceased household Members.

Section 6-2 of this manual describes the search and access to the above mentioned Verification Reports.

### 5.3.3 User Access Request

The EIV online system allows External HUD Users (Users with HSU role code or CAU role code) to submit UAAF requests electronically. Section 6-3 of this manual describes the search and access to the above-mentioned module.

### 5.3.4 Coordinator Access Request

The EIV online system allows EIV Coordinators (users with HSC role code or CAC role) to submit CAAF requests electronically. Section 6-4 of this manual describes the search and access to the above-mentioned module.

## 5.4 PRACTICES TO BE FOLLOWED WHEN WORKING WITH EIV

### 5.4.1 Protecting Privacy Act Information

Because EIV contains sensitive Privacy Act information, it is extremely important that you avoid leaving the system, printouts or downloads containing personal information untended at your desk or where they may be seen if you have visitors. If you are done working using EIV for the day or if you will not need it for a while, the best practice is to close the browser window and either file or shred any printed output containing personal information. Disks or other electronic media containing downloaded personal information are to be stored away when not in use and destroyed when not needed. The easiest way to distinguish printed output containing Privacy Act information from summary reports is that the printouts containing Privacy Act information have the Privacy Act warning at the bottom of each page.

### 5.4.2 Shifting Between EIV and other WASS Systems

If you need to exit EIV to work in another WASS system, click on the **Back to Secure Systems** link to log out of EIV as shown below. This will bring you to the WASS Main Menu from which you may access other WASS systems to which you have been granted access. When you are done working in another system, from the WASS main menu, click on the **Enterprise Income Verification (EIV)** link and a new session of EIV will be opened.

### 5.4.3 If You Need to Leave Your Desk

**Please** do not leave your PC unattended with either EIV or WASS active. If WASS is active, someone can reenter EIV or access another WASS system to which you have access merely by clicking on the WASS link. If you intend to return to EIV or another system accessed through WASS, please activate a screen saver while you are away from your desk or if you have visitors. However, if you do not return within 30 minutes, your access to EIV and to WASS will have timed out.

### 5.4.4 When you are Done Working with EIV

When you are done working in EIV, and if you do not intend to work in another WASS system, it is important to exit both EIV and WASS by closing the browser. This may be accomplished by clicking on **Back to Secure Systems** from the top of the left-side menu and, once at the Secure Systems page, clicking on the **Logout** button and then clicking on **OK**. However, it is far simpler to close the browser

window by clicking on the “X” in the upper-right-hand of the browser window. This may be done from within EIV.

The screenshot shows the 'Main Menu' of the EIV Multifamily Program. The interface has a dark blue header with the text 'Main Menu' and navigation links: 'help | search | home | logout'. On the left side, there is a sidebar with a 'Secure Systems' logo (depicting houses) and the text 'Secure Systems'. Below this, it says 'Welcome FIRST - M00337' and 'LAST - uiv'. There are two menu sections in the sidebar: 'system administration' (with links for 'PHA Assignment Maintenance' and 'Password Change') and 'systems' (with a link for 'Enterprise Income Verification (EIV)'). The main content area is white and contains the following sections: 'Systems' with a link for 'Enterprise Income Verification (EIV)', and 'System Administration' with links for 'PHA Assignment Maintenance' and 'Password Change'. At the bottom of the main content area, it says 'Content updated April 17th, 2009' and has a 'Back to Top' button. The footer contains a house icon, 'U.S. Department of Housing and Urban Development', and links for 'Home | Privacy Statement'.

### 5.4.5 It is Your Responsibility to Protect EIV

Please remember that if you do not close the browser window to exit from EIV and WASS, those systems remain active for 30 minutes and it is possible to access EIV or other systems again without entering a password.

If you do not protect the system access that you have been granted through your WASS ID, you run the risk of being held accountable for what someone else may do.

## ***6.0 USING THE SYSTEM (ONLINE)***

## 6 USING THE SYSTEM (ONLINE)

This section provides a detailed description of functions available via EIV Online.

### 6.1 INCOME INFORMATION

The MF Housing Program portion of EIV provides online access to MF Housing Program household income information. The Income Information module provides three search options:

- By Contract Number
- By Project Number
- By Head of Household

#### 6.1.1 By Contract Number

A search by Subsidy Contract and Recertification Month will yield records for all of the households under the user's jurisdiction that are due for re-certification in the specified month. Use the following steps to search by Contract Number and Re-certification Month:

**Step 1:** Under the **Income Information** section of the system menu, click the By Contract Number link.

**Step 2:** The **Income Information - By Contract Number** page is displayed as shown below.

**HQA, HQU, OIG and HDK roles:**

- Enter a valid Contract Number
- Select the desired Re-certification Month
- Click the Go link

Enterprise Income Verification HUD Home MF Housing

Income Information >> By Contract Number

Enter a Contract Number :

Select Re-certification Month: June

HQA, HQU, HDK and OIG users – Enter a valid contract number and select a Re-certification month and then click on Go.

**HFU role:**

- Enter a valid **Contract Number** or select **multiple contracts** from the list box
- Select the desired **Re-certification Month or All**
- Click the **Go** link

**Enterprise Income Verification** HUD Home MF Housing EIV Home

Income Information >> By Contract Number

Enter a Contract Number :

OR

Select One or More Contracts: 

- 074SP
- AR37(

Select Re-certification Month: July

**HFU user – Enter a valid contract number or select from the list of contracts and select a Re-certification month and then click on **Go.****

**Note:** HFU users will only be able to view the income information for contracts/projects under their jurisdiction or Field Office as assigned in WASS. HFU users can select a contract from the list of contracts like in the above screen.

**HSC, CAC, HSU and CAU users:**

- Select one or more **Contracts** from the list of authorized contracts
- Select the desired **Re-certification Month** (households due for re-certification in the current month or ensuing months) **or All**
- Click the **Go** link

**Note:** HSC, CAC, HSU and CAU users may choose multiple, consecutive contract numbers in the list by holding down the **Shift** key on their keyboard and selecting the required contract numbers by dragging the mouse through the list or using the **Up** or **Down arrows**. Users may select multiple, nonconsecutive contract numbers by holding down the **Ctrl** key as they make selections.

Select One or More Contracts: 

- AK020
- AK020
- AK021
- AK02T
- AK06L
- AK06L
- AK06E
- AL090
- AL090
- AL090

Select Re-certification Month: Mey

**HSC, CAC, HSU and CAU users– select one or more contracts from the drop-down list, select “Re-certification Month” and then click on**

The search results are displayed in the lower half of the page of the **Monthly Reports Summary** as shown below. Active links to available reports are shown in red on the screen.

Select One or More Contracts:

Select Re-certification Month:

| Monthly Report Summary                    |                      |                   |
|-------------------------------------------|----------------------|-------------------|
| Contract(s)                               | AK0<br>CA1<br>CA1    |                   |
| Re-certification Month                    | April                |                   |
| Report Type                               | Number of Households | Number of Members |
| <a href="#">Income Report</a>             | 1460                 | 1941              |
| <a href="#">Income Discrepancy Report</a> | 5                    |                   |
| <a href="#">No Income Report</a>          | 53                   | 128               |
| <a href="#">New Hires Report</a>          | 337                  | 386               |

Links to Reports

### 6.1.2 By Project Number

A search by Project Number and Re-certification Month will yield records for all of the households under the user’s jurisdiction that are due for re-certification in the specified month. Use the following steps to search by **Project Number** and **Re-certification Month**:

Under the **Income Information** section of the system menu, click on the **By Project Number** link. The **Income Information - By Project Number** page is displayed as shown below.

HQA, HQU, HDK and OIG roles:

- Enter a valid **Project Number**
- Select the desired **Re-certification Month**
- Click the **Go** link

HQA, HQU, HDK and OIG users – Enter a valid **Project Number**, select a certification month and then click on “Go”

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Income Information >> By Project Number

Enter a Project Number:

Select Re-certification Month:

## HFU role:

- Enter a valid **Project Number** or select **multiple projects** from the list box
- Select the desired **Re-certification Month**
- Click the **Go** link

Enterprise Income Verification HUD Home MF Housing EIV Home Search

Income Information >> By Project Number

Enter a Project Number:

OR

Select One or More Projects:

- 0741
- 0741
- 0741
- 0741
- 0741
- 0741
- 0741
- 0741
- 0741
- 0741
- 0741 1002 -- JACOBS PLACE

Select Re-certification Month: July

**Note:** HFU users will only be able to view the income information for contracts/projects under their jurisdiction or Field Office as assigned in WASS. HFU users can select a contract from the list of contracts as in the above screen.

## HSC, CAC, HSU and CAU roles:

- Select one or more **Project Numbers** from the list of authorized projects
- Select the desired **Re-certification Month**
- Click the **Go** link

**Note:** HSC, CAC, HSU and CAU users may choose multiple, consecutive project numbers in the list by holding down the Shift key on their computer keyboard and selecting the required project numbers by dragging the mouse through the list or using the Up or Down arrows. Users may select multiple, nonconsecutive project numbers by holding down the Ctrl key as they make selections.

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Income Information >> By Project Number

Select One or More Projects:

- 1221111
- 1221401
- 1223541
- 1223541
- 1223551
- 1223561
- 1224101
- 1224101
- 1224101
- 1224401

Select Re-certification Month: May

HSC, CAC, HSU and CAU users - Select one or more contracts from drop-down list, select re-certification month and then click on "Go"

The search results are displayed in the lower half of the page—the Monthly Report Summary as shown below.

The screenshot shows the 'Enterprise Income Verification' interface. At the top, there are navigation links: HUD Home, MF Housing, EIV Home, Search, and Email. Below the header, the page title is 'Income Information >> By Project Number'. A search area contains a list of project numbers (all '122') and a 'Select Re-certification Month' dropdown set to 'April', with a 'Go' button. Below this is a 'Monthly Report Summary' table.

| Monthly Report Summary                    |                      |                   |
|-------------------------------------------|----------------------|-------------------|
| Project(s)                                | 12211<br>12244       |                   |
| Re-certification Month                    | April                |                   |
| Report Type                               | Number of Households | Number of Members |
| <a href="#">Income Report</a>             | 717                  | 967               |
| <a href="#">Income Discrepancy Report</a> | 3                    | --                |
| <a href="#">No Income Report</a>          | 34                   | 79                |
| <a href="#">New Hires Report</a>          | 191                  | 220               |

The summary shows the current number of households and household members for whom Income Reports, Income Discrepancy Reports, No Income Reports, and New Hires Report are available for the specified project number(s) (or contract number(s) for searches by Contract Number) and re-certification month. If there are no households included in the search results for the selection made, the page will display the message **“No record has been found for the selection criteria”**. If at least one household is included in the search results for any of the reports, the report name becomes an active link that allows the user to view the summary information for all the included households.

### 6.1.3 By Head of Household

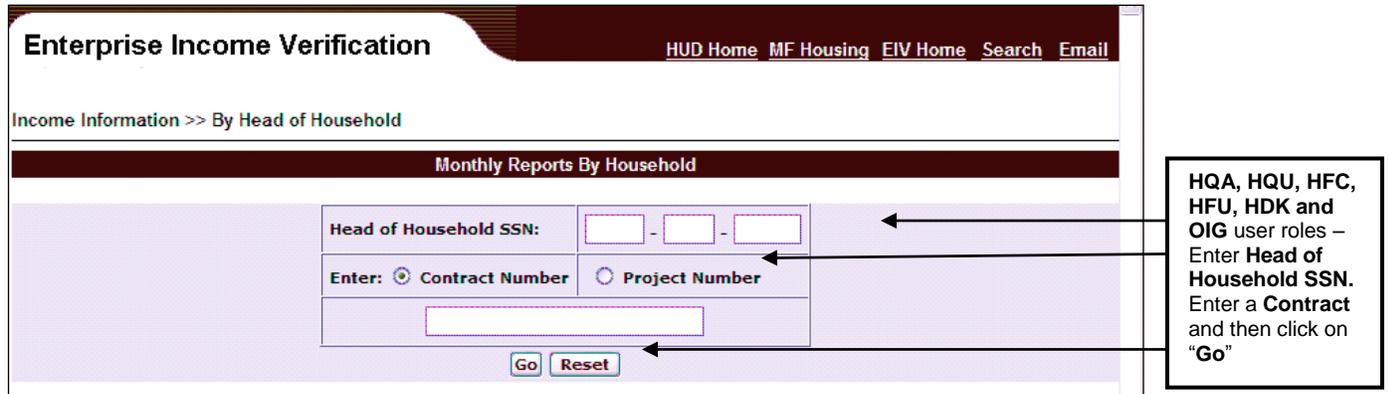
EIV allows the user to request tenant benefit and wage-related information for a specific household using the Head of Household’s SSN. Use the following steps to search by head of household:

Under the Income Information section of the system menu, click the By Head of Household link.

The Income Information - By Head of Household page is displayed as shown below.

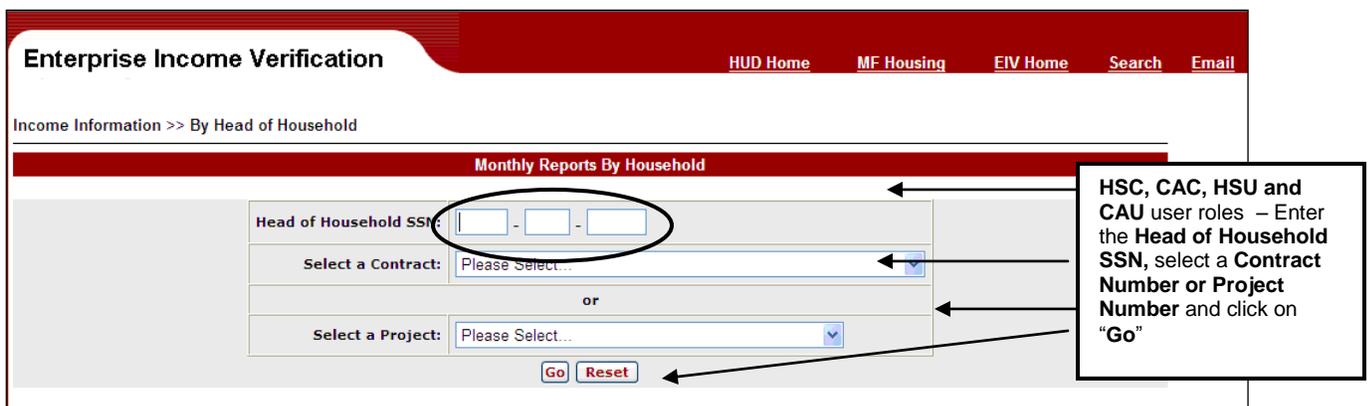
#### HQA, HQU, HFU, HDK and OIG roles:

- Enter the **Head of Household SSN** in the text boxes.
- Enter a **Contract** or a **Project**
- Click the **Go** link



**HSC, CAC, HSU and CAU users:**

- Enter the **Head of Household SSN** in the text box.
- Select a **Contract Number** or a **Project Number** from the drop-drop list (Note: If the user does not have any contracts assigned, the Contract Number text box is not available. Similarly, If the user does not have any projects assigned, the Project Number text box is not available)
- Click the **Go** link



The Household Income Summary for the household is displayed with 3 tabs:

- Summary Report
- Income Report
- Income Discrepancy Report

**Head of Household Summary Report**

The Household Summary Report as shown below is displayed under the **Summary Report** tab and shows information on the Head of Household (Name, SSN, DOB, Contract Number, Project Number, Project, Unit Address, Annual Re-certification Date, Tenant Data from Form 50059, Most Recent Type of Action, and Effective Date) and family members’ information (Member SSN, Member First Name, Member Last Name, DOB, Age, and Identification Verification Status). In the Family Members table, the Identity Verification Status shows one of the following messages:

| Message             | Description                                                                                                                                                          |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Verified</b>     | Tenant SSN, Last name, and DOB combinations have been verified by SSA                                                                                                |
| <b>Not Verified</b> | Tenant record has not been sent to SSA for verification yet or at least one member failed the SSA Identity Verification                                              |
| <b>Failed</b>       | Tenant SSN, Last name and DOB combination verification for at least one member was failed upon review by SSA. All other members passed the SSA Identity Verification |
| <b>Deceased</b>     | According to SSA records, the tenant with the SSN, Last name and DOB combination is deceased.                                                                        |

Table – Identity Verification Status Messaging

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Er

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

[Printer-Friendly Version](#)  
[Print-All](#)

**Summary Report** | Income Report | Income Discrepancy Report

**Head of Household Identifiers**

Name: AKTEF I DKZRW

Social Security Number: \*\*\*-\*\*\_9999

Date of Birth (mm/dd/yyyy): XX/XX/1987

Contract Number: AR31

Project Number: 0823

Project: EAS

Unit Address: 1225

Next Re-certification Date: 01/01/2009

Tenant Data from Form 50059 as of: 05/05/2008

Most Recent Type of Action: IR-Interim Recertification

Effective Date: 05/01/2008

**Household Members**

| Member SSN  | Member First Name | Member Last Name | Date of Birth | Age | Relationship      | Identity Verification Status |
|-------------|-------------------|------------------|---------------|-----|-------------------|------------------------------|
| ***-**_9999 | AKTEF             | DKZRW            | XX/XX/1987    | 22  | Head of Household | Verified                     |
| ***-**_9999 | AKFLID            | ZMXWHXR          | XX/XX/2005    | 4   | Child             | Verified                     |

The month and day values in the Date of Birth field have been masked for security reasons.

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - HEI00X FIRST - HEIV01 LAST - uiv

**Head of Household Income Report**

The Income Report is displayed under the Income Report tab and shows the following information for all members of the household, where available:

- Employment Information
- Wages
- Unemployment Benefits
- Social Security Benefits
- Dual Entitlement
- Medicare Data (excluding Medicare Part D prescription drugs)
- Supplemental Security Income Benefits
- Disability

The last 8 changes for Social Security benefits and dual entitlement/pending dual entitlement data are displayed by the system plus wage-related information from NDNH. These components are described below.

The **Wage and Benefit Report for Household of <Name>** table displays the features associated with the Head of Household: Contract Number, Project Number, Annual Reexamination Date, Form HUD-50059 as-of date, Address, Most Recent Type of Action, Effective Date, Head of Household (Name), Social Security Number (masked) and DOB (masked). See below.

| Summary Report                                                |  |  |  | Income Report              |  |  |  | Income Discrepancy Report |  |  |  |
|---------------------------------------------------------------|--|--|--|----------------------------|--|--|--|---------------------------|--|--|--|
| <b>Wage and Benefit Report for Household of AKTEF I DKZRW</b> |  |  |  |                            |  |  |  |                           |  |  |  |
| Contract Number                                               |  |  |  | XX00000000                 |  |  |  | Subsidy Type              |  |  |  |
| Project:                                                      |  |  |  |                            |  |  |  | Project Number            |  |  |  |
| Next Re-certification Date                                    |  |  |  | 01/01/2009                 |  |  |  | Form 50059 as of:         |  |  |  |
| Address:                                                      |  |  |  |                            |  |  |  | 05/05/2008                |  |  |  |
| Most Recent Type of Action:                                   |  |  |  | IR-Interim Recertification |  |  |  | Effective Date:           |  |  |  |
|                                                               |  |  |  |                            |  |  |  | 05/01/2008                |  |  |  |
| Head of Household: AKTEF I DKZRW                              |  |  |  |                            |  |  |  |                           |  |  |  |
| Social Security Number:                                       |  |  |  | ***.**-9999                |  |  |  | Date of Birth:            |  |  |  |
|                                                               |  |  |  |                            |  |  |  | XX/XX/1987                |  |  |  |

**Wage and Benefit Report Section**

The **Employment Information** table includes the tenant’s employment Information (W-4), if available. If no data is available, the text “EIV received no Employment (W4) data.” appears. The table presents the Hire Date, Hire State, the employer’s Federal Employer Identification Number (FEIN), Employer Name and Address, and the Date Received by EIV. It should be noted that for all types of EIV data (not just W-4 data), often employer information could be problematic in that the entity that reports may be a corporate headquarters, payroll office or accounting firm located far from the place of employment.

| Household Member:      |            | GSUFLRB S SKNFFM |                                                                                | SSN:          |  | ***.**-9999       |                      |
|------------------------|------------|------------------|--------------------------------------------------------------------------------|---------------|--|-------------------|----------------------|
| Date of Birth:         |            | XX/XX/9999       |                                                                                | Relationship: |  | Head of Household |                      |
| Employment Information |            |                  |                                                                                |               |  |                   |                      |
| Hire Date              | Hire State | FEIN             | Employer Name and Address                                                      |               |  |                   | Date Received by EIV |
| 10/30/2007             | XX         | XX-XXXXXXX       | THGNR EHQQDDMS TCFWUYJ<br>2201 B PDEXURFTKHPP HR IEL 306, TUCSON AZ 85714-2176 |               |  |                   | 01/18/2009           |
| 09/18/2007             | XX         | XX-XXXXXXX       | GS QFO WDEISU GFUXGZSQ<br>5 NLRPPS GSD, PARSIPPANY NJ 07054-8611               |               |  |                   | 01/18/2009           |
| 11/20/2006             | XX         | XX-XXXXXXX       | ZKJLQM WQEMB ENCKRBOSXR JCH<br>7134 B WUYLMUMHZ FZ, TUCSON AZ 85750-0063       |               |  |                   | 01/18/2009           |

**Employment Information**

The **Wages** table includes all types of income. If the Tenant is not employed, the text “EIV received no income data” appears. Wage information is aggregated according to the quarter in which the wage was received. The table includes a record for each reporting period. Wages are reported quarterly. The most recent quarter appears first in the table. The table displays the Pay Period, Amount, the employer’s Federal Employer Identification Number (FEIN), Employer Name and Address, and the Date Received by EIV.

The **Unemployment Benefits** table provides benefit history information. If the Tenant is employed and does not receive unemployment benefits, the text “EIV received no benefit data.” appears. There is a record in the table for each benefit period included in the quarterly results. The table displays the Pay Period, Amount, and the Date Received by EIV.

| Wages      |            |               |                                                                                                                 | Wages | Date Received by EIV |
|------------|------------|---------------|-----------------------------------------------------------------------------------------------------------------|-------|----------------------|
| Pay Period | Amount     | FEIN          | Employer Name and Address                                                                                       |       |                      |
| Q4 of 2007 | \$4,188.00 | XX-XXXXXXXXXX | GS QFO WDEISU GPUXGZSQ MUT<br>5 NLRPPS GSD, PARSIPPANY NJ 07054-9611                                            |       | 06/21/2008           |
| Q3 of 2007 | \$2,398.00 | XX-XXXXXXXXXX | ZKJLQM WQEMB ENCKRBOSXR JCH<br>ZKJLQM WQEMB, YKJBZBZFSQ Z.F.O., % MBRW FNRGCROL AUANUVCI, PHOENIX AZ 85001-4287 |       | 02/18/2008           |
| Q3 of 2007 | \$970.00   | XX-XXXXXXXXXX | GS QFO WDEISU GPUXGZSQ MUT<br>5 NLRPPS GSD, PARSIPPANY NJ 07054-9611                                            |       | 02/18/2008           |
| Q2 of 2007 | \$4,508.00 | XX-XXXXXXXXXX | ZKJLQM WQEMB ENCKRBOSXR JCH<br>ZKJLQM WQEMB, YKJBZBZFSQ Z.F.O., % MBRW FNRGCROL AUANUVCI, PHOENIX AZ 85001-4287 |       | 01/18/2008           |
| Q1 of 2007 | \$3,744.00 | XX-XXXXXXXXXX | ZKJLQM WQEMB ENCKRBOSXR JCH<br>ZKJLQM WQEMB, YKJBZBZFSQ Z.F.O., % MBRW FNRGCROL AUANUVCI, PHOENIX AZ 85001-4287 |       | 01/18/2008           |
| Q4 of 2008 | \$1,471.00 | XX-XXXXXXXXXX | ZKJLQM WQEMB ENCKRBOSXR JCH<br>ZKJLQM WQEMB, YKJBZBZFSQ Z.F.O., % MBRW FNRGCROL AUANUVCI, PHOENIX AZ 85001-4287 |       | 01/18/2008           |

| Unemployment Benefits |          |                      |  | Unemployment Benefits |
|-----------------------|----------|----------------------|--|-----------------------|
| Pay Period            | Amount   | Date Received by EIV |  |                       |
| Q3 of 2008            | \$0.00   | 02/25/2009           |  |                       |
| Q3 of 2008            | \$301.00 | 08/20/2008           |  |                       |

The **Social Security Benefits** table includes a Verification Data column, providing information about the current status of this entitlement, including Payment Status Code, Date of Current Entitlement, Net Monthly Benefit If Payable, Payee Name and Address, and Date Received by EIV. Directly to the right of the Verification Data is the Benefit History column, providing a gross account of disbursement history.

Social Security records are aggregated by quarters. The Lump Sum table provides the accumulated payment for all months through the month proceeding the current operating month, including those that precede the eight changes displayed by EIV.

If the tenant does not receive Social Security benefits, the text **“EIV received no benefit data.”** appears.

The **Dual Entitlement** table is located directly beneath the Social Security Benefits Table. Despite the name “Dual Entitlement”, a household member may have as many as six entitlements.

If HUD does not receive dual entitlement benefits information from SSA for a tenant, the text **“EIV received no benefit data.”** appears.

If the response for the dual entitlement has been received, the table includes a Verification Data column, providing the Claim Number, Payment Status Code, Date of Current Entitlement, Net Monthly Benefit if Payable, the Payee Name and Address and Date Receive by EIV. Directly to the right of the Verification Data column is the Benefit History column, providing a gross account of disbursement history.

The Date of the Dual Entitlement benefit records is from the data provided by SSA, with each row indicating a change in entitlement amount or reflecting that benefits were not due. The amount in the Gross Benefit is the total entitlement before applicable deductions. If deductions apply, this figure will be different from the Net Monthly Benefit displayed in the Verification Data column.

If the dual entitlement response is still pending, the table includes a Dual Entitlement Response Pending column and the list of Claim Numbers pending receipt of response.

Social Security Benefits

| Social Security Benefits         |                                                      | Benefit History |               |
|----------------------------------|------------------------------------------------------|-----------------|---------------|
| Verification Data                |                                                      | Date            | Gross Benefit |
| Payment Status Code:             | C - Current payment status (except railroad payment) | 12/2008         | \$931.00      |
| Date of Current Entitlement:     | 10/01/1989                                           | 12/2007         | \$880.00      |
| Net Monthly Benefit if Payable:  | \$931.00                                             | 12/2006         | \$881.00      |
| Payee Name and Address:          | cg lnzk ov                                           | 12/2005         | \$833.00      |
|                                  | 843 glz mly                                          | 12/2004         | \$800.00      |
|                                  | lwz 40443 zghl                                       | 12/2003         | \$779.00      |
|                                  | xz zrozhl                                            | 12/2002         | \$763.00      |
|                                  |                                                      | 10/2002         | \$763.00      |
|                                  |                                                      | Lump Sum        |               |
|                                  |                                                      | Date            | Amount        |
| Date Received by EIV: 05/06/2009 |                                                      | 04/01/2009      | \$0.00        |

| Dual Entitlement                 |                                    | Benefit History |               |
|----------------------------------|------------------------------------|-----------------|---------------|
| Verification Data                |                                    | Date            | Gross Benefit |
| Claim Number#:                   | 123467890-A                        | 12/2008         | \$500.00      |
| Payment Status Code:             | AD - Adjusted for dual entitlement | 12/2007         | \$530.00      |
| Date of Current Entitlement:     | 10/2002                            | 12/2006         | \$518.00      |
| Net Monthly Benefit if Payable:  | \$560.00                           | 12/2005         | \$501.00      |
| Payee Name and Address:          | cg lnzk ov                         | 12/2004         | \$481.00      |
|                                  | 843 glz mly                        | 12/2003         | \$469.00      |
|                                  | lwz 40443 zghl                     | 12/2002         | \$459.00      |
|                                  | xz zrozhl                          | 10/2002         | \$453.00      |
|                                  |                                    |                 |               |
| Date Received by EIV: 05/06/2009 |                                    |                 |               |

Dual Entitlement

The **Medicare Data** table includes a Verification Data column and the Payee Name and Address. To the right of the Verification Data column are the Insurance Premium, Buy-In Start, and Buy-In Stop details.

Medicare Data

| Medicare Data                    |                       |                       |         |              |               |
|----------------------------------|-----------------------|-----------------------|---------|--------------|---------------|
| Verification Data                |                       | Premium               | Buy-in  | Buy-in Start | Buy-in Stop   |
| Payee Name and Address:          | WMJY SF RKQ           | Hospital Insurance:   | \$0.00  | N            | Not Available |
|                                  | 70E3 XME LSQAQHO MDMF | Supp. Med. Insurance: | \$96.40 | Y            | 12/01/1996    |
|                                  | CFU 848               |                       |         |              | Not Available |
|                                  | UFT ORUIHFH LH        |                       |         |              |               |
| Date Received by EIV: 04/02/2008 |                       |                       |         |              |               |

If HUD does not receive Medicare data from SSA for tenant, the text "EIV received no benefit data." appears. The **Supplemental Security Income Benefits** table includes a Verification Data column, providing information about the current status of this entitlement: Payment Status Code, Alien Indicator, SSI Monthly Assistance Amount (Current), State Supplemental Amount (Current), and the Payee Name and Address. To the right is the Payment History of Net Benefits Paid column, identifying the date and type of monthly supplemental security benefit payments from both Federal and State sources: Date, Federal Amount, State Amount, and Type of Payment.

Supplemental Security Income Benefits

| Supplemental Security Income Benefits    |                   | Payment History of Net Benefits Paid |                |              |                   |
|------------------------------------------|-------------------|--------------------------------------|----------------|--------------|-------------------|
| Verification Data                        |                   | Date                                 | Federal Amount | State Amount | Type of Payment   |
| Payment Status Code:                     | C01 - Current Pay | 01/01/2008                           | \$637.00       | \$0.00       | Recurring Payment |
| Alien Indicator:                         | K                 | 01/01/2007                           | \$623.00       | \$0.00       | Recurring Payment |
| SSI Monthly Assistance Amount (Current): | \$637.00          | 01/01/2006                           | \$603.00       | \$0.00       | Recurring Payment |
| State Supplement Amount (Current):       | \$0.00            | 01/01/2005                           | \$579.00       | \$0.00       | Recurring Payment |
| Payee Name and Address:                  | JLVFSAFKHOS       | 03/01/2004                           | \$564.00       | \$0.00       | Recurring Payment |
|                                          | 782B Z 32FW GV    | 01/01/2004                           | \$564.00       | \$0.00       | Recurring Payment |
|                                          | CFU 66            | 01/01/2003                           | \$562.00       | \$0.00       | Recurring Payment |
|                                          | ZWVBR DT          | 04/01/2002                           | \$546.00       | \$0.00       | Recurring Payment |
|                                          |                   |                                      |                |              |                   |
| Date Received by EIV: 05/02/2008         |                   |                                      |                |              |                   |

If HUD does not receive Supplemental Security Income benefits information from SSA for a tenant, the text “EIV received no benefit data” appears. The **Disability Table** displays the status “Yes” or “No” and the Onset Date.

|                   |                 |                         |                                  |
|-------------------|-----------------|-------------------------|----------------------------------|
| <b>Disability</b> | Disability      |                         |                                  |
|                   | Disability: Yes | On-set Date: 05/15/1985 | Date Received by EIV: 04/02/2008 |

**Head of Household Income Discrepancy Report**

The Income Discrepancy Report is displayed under the **Income Discrepancy Report** tab and shows the Head of Household Information (Name, SSN, Type of Housing, Project, Effective Date of Action, Annual Reexamination Date, Projected Annual Wages and Benefits from Form HUD-50059, and Period Of Income for Discrepancy Analysis) and Discrepancy Analysis Information (Reported Annual Wages and Benefits from EIV Data, Amount of Annual Income Discrepancy, Amount of Monthly Income Discrepancy, and Percentage of Income Discrepancy).

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Income Information >> [By Head of Household](#) >> Income Discrepancy Report [Printer-Friendly Version](#)

Summary Report | Income Report | **Income Discrepancy Report**

| Head of Household Information                            |                         |              |                         |
|----------------------------------------------------------|-------------------------|--------------|-------------------------|
| Name:                                                    | rmzo q mlhwizxri        |              |                         |
| Social Security Number:                                  | ***-**-9999             |              |                         |
| Contract Number                                          | ZZ000000000             |              |                         |
| Project Number                                           | 1111111                 |              |                         |
| Project:                                                 | PROJECT, INC.           |              |                         |
| Effective Date of Action:                                | 07/01/2009              |              |                         |
| Next Re-certification Date:                              | 04/01/2010              |              |                         |
| Projected Annual Wages and Benefits from Form HUD-50059: | \$0.00                  |              |                         |
| Period Of Income for Discrepancy Analysis                | 04/01/2008 - 03/31/2009 |              |                         |
| Discrepancy Analysis                                     |                         | Actuals      | Annualized Last Quarter |
| Reported Annual Wages and Benefits from EIV Data:        | \$2,238.00              | \$8,360.00   |                         |
| Amount of Annual Income Discrepancy:                     | (\$2,238.00)            | (\$8,360.00) |                         |
| Amount of Monthly Income Discrepancy:                    | (\$186.50)              | (\$696.67)   |                         |
| Percentage of Income Discrepancy:                        | (100%)                  | (100%)       |                         |

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.

**6.1.4 Accessing Summary Reports – Income Reports**

To view the summary benefit information, under the **Income Information**, click the **By Contract Number**, **By Project Number**, or the **By Head of Household** link.

- HQA, HQU, HDK and OIG users must enter a subsidy contract number, project number, or the Head of Household’s SSN and contract or project number; select the re-certification month; and click on “Go.”

- HFU users can enter a subsidy contract number, project number, or the Head of Household's SSN and contract or project number, or select a contract or project number; select the re-certification month; and click on "**Go**."
- HSC, CAC, HSU and CAU users must select a contract number or a project number, or enter the Head of Household's SSN and contract or project number; select the re-certification month, and click "**Go**".

Under the **Report Type** column in the **Monthly Report Summary**, click on the **Income Reports** link.

Once the user clicks on the **Income Reports** link, the Summary Reports **by Contract Number** (if Income Information – By Contract Number is selected) or the Summary Report **by Project Number** (If Income Information – By Project Number is selected) page is displayed as shown below.

By Contract Number

**Enterprise Income Verification**

[HUD Home](#)
[MF Housing](#)
[EIV Home](#)
[Search](#)
[Email](#)

Income Information >> [By Contract Number](#) >> [Report Summary](#) >> Income Report Summary

| Income Report Summary   |             |
|-------------------------|-------------|
| Contracts :             | XX000000000 |
| Re-certification Month: | August      |
| Households With Income: | 5           |

[Download in Excel](#)

1 - 5 of 5 Households

Summary Reports
Detail Reports

| HOH SSN     | HOH Name        | HOH DOB    | Contract Number | Project Number | Unit Address                 |
|-------------|-----------------|------------|-----------------|----------------|------------------------------|
| ***-**-9999 | AMLWWS YBZDWFP  | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |
| ***-**-9999 | DKPNW YKJEH     | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |
| ***-**-9999 | HZFWDB VKTUQMJ  | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |
| ***-**-9999 | JVZTGOC GPXDR   | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |
| ***-**-9999 | MGVHOZFFT SMZRS | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |

1 - 5 of 5 Households

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - HEI\*\*\* FIRST - HEIV01 LAST - uiv

By Project Number

**Enterprise Income Verification**

[HUD Home](#)
[MF Housing](#)
[EIV Home](#)
[Search](#)
[Email](#)

Income Information >> [By Project Number](#) >> [Report Summary](#) >> Income Report Summary

| Income Report Summary   |             |
|-------------------------|-------------|
| Projects :              | XX000000000 |
| Re-certification Month: | August      |
| Households With Income: | 5           |

[Download in Excel](#)

1 - 5 of 5 Households

Summary Reports
Detail Reports

| HOH SSN     | HOH Name        | HOH DOB    | Contract Number | Project Number | Unit Address                 |
|-------------|-----------------|------------|-----------------|----------------|------------------------------|
| ***-**-9999 | AMLWWS YBZDWFP  | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |
| ***-**-9999 | DKPNW YKJEH     | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |
| ***-**-9999 | HZFWDB VKTUQMJ  | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |
| ***-**-9999 | JVZTGOC GPXDR   | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |
| ***-**-9999 | MGVHOZFFT SMZRS | XX/XX/9999 | XX000000000     | 55555555       | 1111 - ABC Drive, XX - 99999 |

1 - 5 of 5 Households

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - HEI\*\*\* FIRST - HEIV01 LAST - uiv

The search results display summaries of each Head of Household (HOH), showing the following, as illustrated above: Head of Household: HOH SSN (Masked SSN), HOH Name, HOH DOB (Masked), Contract Number, Project Number, and Unit Address. Row will be highlighted when clicked on a particular record on the summary reports tab.

Enterprise Income Verification

Income Information >> [By Contract Number](#) >> [Report Summary](#) >> Income Report Summary

| Income Report Summary             |             |
|-----------------------------------|-------------|
| Contracts :                       | AK020002001 |
| Re-certification Month:           | April       |
| Households With Income:           | 2           |
| <a href="#">Download in Excel</a> |             |

1 - 2 of 2 Households

| Summary Reports |                  | Detail Reports |                 |                |                                                      |
|-----------------|------------------|----------------|-----------------|----------------|------------------------------------------------------|
| HOH SSN         | HOH Name         | HOH DOB        | Contract Number | Project Number | Unit Address                                         |
| ***-**-3120     | HHZY vfhmvizp    | XX/XX/1941     | AK020002001     | 17635009       | 48 - 60 gkz iw ghivsnz 4539, FAIRBANKS AK 54755-5431 |
| ***-**-1339     | VGGLHHZU mlhrooz | XX/XX/1973     | AK020002001     | 17635009       | 21 - 32 gkz iw ghivsnz 4539, FAIRBANKS AK 54755-7431 |

This report has pagination capability as described in Section 5.2.4. You may download the Summary Reports data in Microsoft Excel by clicking the Download in Excel link as illustrated above. Refer to **Appendix B** on how to download Microsoft Excel files.

Click on the **Details Reports** tab and it will display the detailed income information for each household and the members in each household as shown below.

# EIV Multifamily Program User Manual

| Wage and Benefit Report for Household of bvmgrsd y hnzroord |                           |                   |                                                                                       |                      |
|-------------------------------------------------------------|---------------------------|-------------------|---------------------------------------------------------------------------------------|----------------------|
| Contract Number                                             | AA000000000               | Subsidy Type:     | Section 8                                                                             |                      |
| Project Number                                              | 9999999                   | Project:          | POWDER MILL                                                                           |                      |
| Next Re-certification Date:                                 | 04/01/2010                | Form 50059 as of: | 07/08/2009                                                                            |                      |
| Address:                                                    |                           |                   |                                                                                       |                      |
| Most Recent Type of Action:                                 | AR-Annual Recertification | Effective Date:   | 2009-04-01                                                                            |                      |
| Head of Household: bvmgrsd y hnzroord                       |                           |                   |                                                                                       |                      |
| Social Security Number:                                     | ***-**-9999               | Date of Birth:    | XX/XX/1111                                                                            |                      |
| Household Member:                                           | bvmgrsd y hnzroord        | SSN:              | ***-**-888                                                                            |                      |
| Date of Birth:                                              | XX/XX/2222                | Relationship:     | Head of Household                                                                     |                      |
| <b>Employment Information</b>                               |                           |                   |                                                                                       |                      |
| Hire Date                                                   | Hire State                | FEIN              | Employer Name and Address                                                             | Date Received by EIV |
| 02/17/2009                                                  | AR                        | 99-999999         | xoo yzsvi sgozvs hiveri mrdg<br>805 dly lk, zrkovwzplz AR 12537-8054                  | 02/24/2009           |
| 10/13/2007                                                  | AR                        | 99-999999         | xmr hvgzndlhzh gjzn oozd<br>gh sg8 dh 247, vooremlgmvy AR 23727-5428                  | 06/20/2008           |
| Not Available                                               | AR                        | 99-999999         | svvg lumr hvghbhb lumr ul gkww<br>932x1 ni oozn olgrkzx 3, pxlli voggro AR 34227-1343 | 02/24/2009           |
| Not Available                                               |                           | 99-999999         | zlgkxmtero mvvwtl-91614<br>iw hiveri mrdg 3472, zrkovwzplz AR 12537-3320              | 06/20/2008           |
| <b>Wages</b>                                                |                           |                   |                                                                                       |                      |
| Pay Period                                                  | Amount                    | FEIN              | Employer Name and Address                                                             | Date Received by EIV |
| Q1 of 2009                                                  | \$1,100.00                | 99-999999         | xoo yzsvi & sgozvs hiveri mrdg<br>805 dly lk, zrkovwzplz AR 12537-8054                | 08/19/2009           |
| Q1 of 2009                                                  | \$1,100.00                | 99-999999         | xoo yzsvi & sgozvs hiveri mrdg<br>805 dly lk, zrkovwzplz AR 12537-8054                | 08/19/2009           |
| Q1 of 2009                                                  | \$667.00                  | 99-999999         | vraivh mznts ul gkww hzhmzpiz<br>7103 dly lk, pxlli voggro AR 14227-7103              | 08/19/2009           |
| Q1 of 2009                                                  | \$828.00                  | 99-999999         | xmr vvhvhmmvvg ul hvilgh hwliu<br>wi oovdgt dvm 4410, hrsknvn TN 63361-3468           | 08/19/2009           |
| Q4 of 2008                                                  | \$1,231.00                | 99-999999         | xmr vvhvhmmvvg ul hvilgh hwliu<br>wi oovdgt dvm 4410, hrsknvn TN 63361-3468           | 05/26/2009           |
| Q4 of 2008                                                  | \$491.00                  | 99-999999         | xmr hvgzndlhzh gjzn oozd<br>162 dly lk, hrflo gmrzh MO 88318-1624                     | 05/26/2009           |
| Q3 of 2008                                                  | \$1,936.00                | 99-999999         | xmr hvgzndlhzh gjzn oozd<br>162 dly lk, hrflo gmrzh MO 88318-1624                     | 02/25/2009           |
| Q2 of 2008                                                  | \$2,679.00                | 99-999999         | xmr hvgzndlhzh gjzn oozd<br>162 dly lk, hrflo gmrzh MO 88318-1624                     | 11/20/2008           |
| Q1 of 2008                                                  | \$1,317.00                | 99-999999         | xmr hvgzndlhzh gjzn oozd<br>162 dly lk, hrflo gmrzh MO 88318-1624                     | 08/20/2008           |
| Q4 of 2007                                                  | \$267.00                  | 99-999999         | 3# gxrighrw ollaxh zrkovwzplz<br>gh sg33 m 912, zrkovwzplz AR 12537-1450              | 06/20/2008           |
| Q4 of 2007                                                  | \$2,019.00                | 99-999999         | xmr hvgzndlhzh gjzn oozd<br>162 dly lk, hrflo gmrzh MO 88318-1624                     | 06/20/2008           |
| Q3 of 2007                                                  | \$1,342.00                | 99-999999         | xoo zrkovwzplz xhmtt<br>162 dly lk, hrflo gmrzh MO 88318-1624                         | 06/20/2008           |
| Q3 of 2007                                                  | \$158.00                  | 99-999999         | 3# gxrighrw ollaxh zrkovwzplz<br>gh sg33 m 912, zrkovwzplz AR 12537-1450              | 06/20/2008           |
| Q2 of 2007                                                  | \$1,942.00                | 99-999999         | xoo zrkovwzplz xhmtt<br>162 dly lk, hrflo gmrzh MO 88318-1624                         | 06/20/2008           |
| <b>Unemployment Benefits</b>                                |                           |                   |                                                                                       |                      |
| EIV received no benefit data.                               |                           |                   |                                                                                       |                      |
| <b>Social Security Benefits</b>                             |                           |                   |                                                                                       |                      |
| EIV received no benefit data.                               |                           |                   |                                                                                       |                      |
| <b>Dual Entitlement</b>                                     |                           |                   |                                                                                       |                      |
| EIV received no benefit data.                               |                           |                   |                                                                                       |                      |
| <b>Medicare Data</b>                                        |                           |                   |                                                                                       |                      |
| EIV received no benefit data.                               |                           |                   |                                                                                       |                      |
| <b>Supplemental Security Income Benefits</b>                |                           |                   |                                                                                       |                      |
| EIV received no benefit data.                               |                           |                   |                                                                                       |                      |
| <b>Disability</b>                                           |                           |                   |                                                                                       |                      |
| Disability:                                                 | No                        | On-set Date:      |                                                                                       |                      |
| Household Member:                                           | hzolxm x hnzroord         | SSN:              | ***-**-0000                                                                           |                      |
| Date of Birth:                                              | XX/XX/3333                | Relationship:     | Child                                                                                 |                      |
| <i>EIV received no income or benefits data.</i>             |                           |                   |                                                                                       |                      |
| Household Member:                                           | mlivnx i ivsxiz           | SSN:              | ***-**-0000                                                                           |                      |
| Date of Birth:                                              | XX/XX/0000                | Relationship:     | Child                                                                                 |                      |
| <i>EIV received no income or benefits data.</i>             |                           |                   |                                                                                       |                      |

### 6.1.5 Accessing Income Discrepancy Report

1. To view the list of households with income discrepancy, under the **Report Type** column, click the **Income Discrepancy Report** link.
2. Once you click the link, the **By Reexamination Month – Reports Summary - Income Discrepancy Report** page is displayed with 2 sections:
  - Income Discrepancy Report Summary
  - Detail List (with tabs for Summary Reports and Detail Reports)

The Income Discrepancy Report Summary section has the following information:

- **Contract Number** or **Project Number**
- **Re-certification Month:** (with Month or All Month option)
- **Households Exceeding Threshold:** (Number of Households)

The second section contains the Summary Reports and Detailed Reports as two different tabs. The **Summary Reports** (default selected tab) shows the following fields:

- HOH SSN
- HOH Last Name
- Contract Number
- Project Number
- Annual Income Discrepancy (Actual)
- Annual Income Discrepancy (Annualized Last Quarter)
- Subsidy Type
- Threshold Percentage

**Threshold Percentage:** The percentage of variance between the projected income reported on form 50059 vs. the actual income from SSA and HHS computed by EIV system, beyond which a tenant record is included in Discrepancy Report summary calculations.

**Note:** the total annual variance in order to be included in the report is now set at \$2400 or more per year. An income discrepancy is only represented when EIV income is greater than the 50059 reported income by this amount.

Below is an example of Income Discrepancy Reports Summary screen.

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Income Information >> [By Contract Number](#) >> [Report Summary](#) >> Income Discrepancy Report Summary

| Income Discrepancy Report by Contract                    |               |
|----------------------------------------------------------|---------------|
| Contracts:                                               | XX000000000   |
| Re-certification Month:                                  | April         |
| Total Number of Households Evaluated:                    | 22            |
| Households that Exceed Threshold:                        | 2             |
| Percentage of households exceeding threshold:            | 09.09%        |
| Net Annual Income Discrepancy (Actual):                  | (\$27,880.00) |
| Net Annual Income Discrepancy (Annualized Last Quarter): | (\$29,304.00) |

1 - 2 of 2 Users

**Summary Reports** **Detail Reports**

| Income Discrepancy Report by Contract |               |                |                 |                           |                         |              |                      |
|---------------------------------------|---------------|----------------|-----------------|---------------------------|-------------------------|--------------|----------------------|
| HOH SSN                               | HOH Last Name | Project Number | Contract Number | Annual Income Discrepancy |                         | Subsidy Type | Threshold Percentage |
|                                       |               |                |                 | Actual                    | Annualized Last Quarter |              |                      |
| ***-**-9999                           | hdvsggzn      | 9999999        | XX000000000     | (\$4,208.00)              | (\$6,804.00)            | Section 8    | 100.0%               |
| ***-**-0000                           | rtftm         | 9999999        | XX000000000     | (\$23,672.00)             | (\$22,500.00)           | Section 8    | 78.0%                |

The Income Discrepancy Summary has the sort capability on HOH Last Name, Annual Income Discrepancy – Actual and Annual Income Discrepancy – Annualized Last Quarter Data fields. The pagination capability and Privacy Act statement are also available and described in Section 5.2.4. Information on the individual’s Income Discrepancy Report can be viewed by clicking on the link on the SSN as illustrated below. When the SSN is clicked, a pop-window with the Household’s information is displayed as shown below.

[Print](#)

**Summary Report** **Income Report** **Income Discrepancy Report** Certification Page

| Head of Household Information                            |                             |                         |
|----------------------------------------------------------|-----------------------------|-------------------------|
| Name:                                                    | virhw z LIVXFO              |                         |
| Social Security Number:                                  | ***-**-3644                 |                         |
| Contract Number                                          | AK020002001                 |                         |
| Project Number                                           | 17635009                    |                         |
| Project:                                                 | CHENANA APARTMENTS          |                         |
| Effective Date of Action:                                | 12/01/2010                  |                         |
| Next Re-certification Date:                              | 12/01/2011                  |                         |
| Projected Annual Wages and Benefits from Form HUD-50059: | \$0.00 <a href="#">Note</a> |                         |
| Period Of Income for Discrepancy Analysis                | 09/01/2009 - 08/31/2010     |                         |
| Discrepancy Analysis                                     | Actuals                     | Annualized Last Quarter |
| Reported Annual Wages and Benefits from EIV Data:        | \$9,881.00                  | \$10,075.98             |
| Amount of Annual Income Discrepancy:                     | (\$9,881.20)                | <b>(\$10,075.98)</b>    |
| Amount of Monthly Income Discrepancy:                    | (\$823.43)                  | (\$839.66)              |
| Percentage of Income Discrepancy:                        | (100%)                      | (100%)                  |

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 - M00XXX FIRST - M00336 LAST - uiv

In case of no income discrepancy data the masked SSN and last name will be displayed as depicted in below screen.

Print

Summary Report Income Report **Income Discrepancy Report** Certification Page

No Income Discrepancy Report is available for the household SSN = \*\*\*-\*\*-1339 and Household Name = mlhrooz w VGGLHHZU

Report Date: 04/08/2011

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

Report Generated By - M00XXX FIRST - M00336 LAST - uiv

Certification page is added to the Income reports as another tab

Summary Report Income Report Income Discrepancy Report **Certification Page**

| Confirmation of Third Party Verification |                                              |                   |            |
|------------------------------------------|----------------------------------------------|-------------------|------------|
| Contract Number                          | AK020002001                                  | Subsidy Type      | Section 8  |
| Project:                                 | CHENANA APARTMENTS                           | Project Number    | 17635009   |
| Next Re-certification Date               | 02/01/2011                                   | Form 50059 as of: | 11/05/2010 |
| Address:                                 | 91 gkz iw ghivsnz 4539 35 FAIRBANKS AK 54755 |                   |            |
| Most Recent Type of Action:              | IR-Interim Recertification                   | Effective Date:   | 12/01/2010 |

|                                   |             |                |            |
|-----------------------------------|-------------|----------------|------------|
| Head of Household: obivsx i ARGIL |             |                |            |
| Social Security Number:           | ***-**-9406 | Date of Birth: | XX/XX/1967 |

| Household Member Name | Household Member SSN | Date of Birth | Relationship      |
|-----------------------|----------------------|---------------|-------------------|
| obivsx i ARGIL        | ***-**-9406          | XX/XX/1967    | Head of Household |
| ovrmzw z ARGIL        | ***-**-3069          | XX/XX/1995    | Child             |
| bviuuvq h TMRWOFZKH   | ***-**-4763          | XX/XX/1969    | Adult Co-Head     |

O/As are not required to use this Certification Page. It is a courtesy document for O/As and tenants to confirm their review of the EIV Income Report and for tenants to document their agreement or disagreement with EIV-reported income information.

**Third Party Verification Income Sources**

Online third party verification was obtained from the income sources listed on this page. Written third party verification must be obtained from the income sources listed on this page, if the tenant disputes the income data from such sources, as displayed in EIV. (24 CFR 5.236)

Department of Health and Human Services (HHS), National Directory of New Hires (NDNH): Wage and unemployment compensation  
 Social Security Administration (SSA): Social Security (SS), Supplemental Security Income (SSI), disability status, and Medicare Data

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

Report Generated By - M00XXX FIRST - M00336 LAST - uiv  
 Report Date: 04/08/2011

When back to EIV online application, click the **Detail Reports** tab. The Detail Reports tab as shown on the screen below displays the following information:

For each household:

- Name
- Social Security Number
- Subsidy Type
- Project Number
- Contract Number
- Effective Date of Action
- Annual Reexamination Month
- Projected Annual Wages and Benefits from Form 50059
- Period of Income for Discrepancy Analysis
- Discrepancy Analysis (Actual, Annualized Last Quarter)
  - Reported Annual Wages and Benefits from EIV Data
  - Amount of Annual Income Discrepancy
  - Amount of Monthly Income Discrepancy
  - Percentage of Income Discrepancy

The Income Discrepancy Detail Report has the pagination capability and Privacy Act statement as described in Section 5.2.4.

**No Income Reports**

1. To view the list of tenants whose identities were verified by the SSA, but did not have or never received SS/SSI benefits or wages, click the **No Income Reports** link. The No Income Report displays the following field information:

- HOH SSN
- HOH Name
- Project Number or Contract Number

Once you click the link, the **No Income Report** is displayed as shown below.

**By Contract Number**

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Income Information >> [By Contract Number](#) >> [Report Summary](#) >> No Income Report

---

**No Income Report by Contract**

|                           |     |
|---------------------------|-----|
| Contracts                 | AR  |
| Re-certification Month    | All |
| Households With No Income | 3   |

---

1 - 3 of 3 Households

**No Income Reports for Contract: AR370020027**

| HOH SSN     | HOH Name         | Project Number |
|-------------|------------------|----------------|
| ***-**-9999 | MGV1ORUUQ LKTRQO | 01             |
| ***-**-9999 | GTOFLRP NVUE     | 01             |
| ***-**-9999 | DVZRHB MOVDB     | 01             |

1 - 3 of 3 Households  
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - HE1XXX FIRST - HE1V01 LAST - uiv

**By Project Number**

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Income Information >> [By Project Number](#) >> [Report Summary](#) >> No Income Report

---

**No Income Report by Project**

|                           |     |
|---------------------------|-----|
| Projects                  | 08: |
| Re-certification Month    | All |
| Households With No Income | 3   |

---

1 - 3 of 3 Households

**No Income Reports for Project: 01**

| HOH SSN     | HOH Name         | Contract Number |
|-------------|------------------|-----------------|
| ***-**-9999 | MGV1ORUUQ LKTRQO | A1              |
| ***-**-9999 | GTOFLRP NVUE     | A1              |
| ***-**-9999 | DVZRHB MOVDB     | A1              |

1 - 3 of 3 Households  
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - HE1XXX FIRST - HE1V01 LAST - uiv

**New Hires Reports**

1. To view the list of households and members with new hires in the last 180 days based on EIV processing date, click the **New Hires Reports** link.
2. Once you click the link, the **New Hires Reports** summary page is displayed as shown below.

**By Contract Number/ By Project Number**

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Income Information >> [By Contract Number](#) >> [Report Summary](#) >> New Hires Report Summary

| New Hires Report Summary   |                         |
|----------------------------|-------------------------|
| Contracts :                | XX00000000              |
| Re-certification Month:    | All                     |
| Period Reviewed:           | 02/02/2009 - 08/01/2009 |
| Households with New Hires: | 4                       |
| Members With New Hires:    | 4                       |

[Download in Excel](#)

1 - 4 of 4 Households [Printer-Friendly Version](#)

| Summary Reports |               | Detail Reports |            |                   |                  |                 |                |                          |
|-----------------|---------------|----------------|------------|-------------------|------------------|-----------------|----------------|--------------------------|
| HOH SSN         | HOH Last Name | HOH First Name | HOH DOB    | Member First Name | Member Last Name | Contract Number | Project Number | Unit Address             |
| ***-**-9999     | DMABDH        | AMJD           | XX/XX/9999 | AMJD              | DMABDH           | XX00000000      | 999999         | ABC Drive, City XX 99999 |
| ***-**-9999     | GWFIH         | YKNDDEULO      | XX/XX/9999 | MGQQAOKL          | GWFIH            | XX00000000      | 999999         | ABC Drive, City XX 99999 |
| ***-**-9999     | NVA           | JV BBK         | XX/XX/9999 | AMQW TRF          | HOKS             | XX00000000      | 999999         | ABC Drive, City XX 99999 |
| ***-**-9999     | VKADCBT       | GNEIGAQ        | XX/XX/9999 | IVZKHZ            | VKADCBT          | XX00000000      | 999999         | ABC Drive, City XX 99999 |

1 - 4 of 4 Households

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - HEI00X FIRST - HEI008 LAST - uiv

The new hires summary report (default selected tab) shows the following fields:

- HOH SSN
- HOH Last Name
- HOH First Name
- HOH DOB
- Member First Name
- Member Last Name
- Contract Number
- Project Number
- Unit Address

You may download the Summary Reports data in Microsoft excel by clicking the Download in Excel link as illustrated above. Refer to Appendix B on how to download Microsoft excel files.

Select a HOH SSN from the Summary Reports page to access the Income Report and Income Discrepancy Report for the selected household. The following screen is displayed with the Income Report for the selected household as default tab. Information on the individual’s Income Report can be viewed by clicking on the tenant’s SSN as illustrated below. When the SSN is clicked, a pop-up window with the Household’s information is displayed as shown below.

| Summary Report                                                     |                           | Income Report     |                                                                                      | Income Discrepancy Report |  |
|--------------------------------------------------------------------|---------------------------|-------------------|--------------------------------------------------------------------------------------|---------------------------|--|
| <b>Wage and Benefit Report for Household of bvmgrsd y hnzroord</b> |                           |                   |                                                                                      |                           |  |
| Contract Number                                                    | AA000000000               | Subsidy Type      | Section 8                                                                            |                           |  |
| Project:                                                           | Project MILL              | Project Number    | 0000000                                                                              |                           |  |
| Next Re-certification Date                                         | 04/01/2010                | Form 50059 as of: | 07/08/2009                                                                           |                           |  |
| Address:                                                           |                           |                   |                                                                                      |                           |  |
| Most Recent Type of Action:                                        | AR-Annual Recertification | Effective Date:   | 04/01/2009                                                                           |                           |  |
| Head of Household: bvmgrsd y hnzroord                              |                           |                   |                                                                                      |                           |  |
| Social Security Number:                                            | ***-**-9999               | Date of Birth:    | XX/XX/8888                                                                           |                           |  |
| Household Member: bvmgrsd y hnzroord SSN: ***-**-9999              |                           |                   |                                                                                      |                           |  |
| Date of Birth:                                                     | XX/XX/9999                | Relationship:     | Head of Household                                                                    |                           |  |
| <b>Employment Information</b>                                      |                           |                   |                                                                                      |                           |  |
| Hire Date                                                          | Hire State                | FEIN              | Employer Name and Address                                                            | Date Received by EIV      |  |
| 02/17/2009                                                         | AR                        | 99-9999999        | xoo yzsvi sgozvs hiveri mrdg<br>885 dly lk, zrskovwzpiz AR 12537-8854                | 02/24/2009                |  |
| Not Available                                                      | AR                        | 99-9999999        | skvg lumr hnvghbh lumr ul gkww<br>932x1 ni oozn olgrkzx 3, pxli voggro AR 34227-1343 | 02/24/2009                |  |
| Not Available                                                      |                           | 99-9999999        | z-igxtmreoro mwwolt-91814<br>iw hiveri mrdg 3472, zrskovwzpiz AR 12537-3320          | 08/20/2008                |  |
| <b>Wages</b>                                                       |                           |                   |                                                                                      |                           |  |
| Pay Period                                                         | Amount                    | FEIN              | Employer Name and Address                                                            | Date Received by EIV      |  |
| Q1 of 2009                                                         | \$867.00                  | 99-9999999        | vxeivh mznfs ul gkww hzhmzpiz<br>7103 dly lk, pxli voggro AR 14227-7103              | 08/19/2009                |  |
| Q1 of 2009                                                         | \$826.00                  | 99-9999999        | xmr vvhvmvng ul hvilgh hwiu<br>wi oovdgvv dvm 4410, hrskvnt TN 63361-3468            | 08/19/2009                |  |
| <b>Unemployment Benefits</b>                                       |                           |                   |                                                                                      |                           |  |
| EIV received no benefit data.                                      |                           |                   |                                                                                      |                           |  |
| <b>Social Security Benefits</b>                                    |                           |                   |                                                                                      |                           |  |
| <b>Verification Data</b>                                           |                           |                   | <b>Benefit History</b>                                                               |                           |  |
| Payment Status Code:                                               | Not Available             |                   | Date                                                                                 | Gross Benefit             |  |
| Date of Current Entitlement:                                       |                           |                   |                                                                                      |                           |  |
| Net Monthly Benefit if Payable:                                    |                           |                   |                                                                                      |                           |  |
| Payee Name and Address:                                            |                           |                   |                                                                                      |                           |  |
|                                                                    |                           |                   | <b>Lump Sum</b>                                                                      |                           |  |
| Date Received by EIV: Not Available                                |                           |                   | EIV received no benefit data.                                                        |                           |  |

Close the above window and click on the Details Reports tab and it will display the detailed new hires information for each household and the members in each household as shown below.

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Income Information >> [By Contract Number](#) >> [Report Summary](#) >> [New Hires Detail Report](#)

| New Hires Report Detail    |                         |
|----------------------------|-------------------------|
| Contracts:                 | XX000000000             |
| Re-certification Month:    | All                     |
| Period Reviewed:           | 02/02/2009 - 08/01/2009 |
| Households With New Hires: | 4                       |
| Members With New Hires:    | 4                       |

1 - 4 of 4 Households

Summary Reports **Detail Reports** [Printer-Friendly Version](#)

| New Hires Report for Household of AMJD G DMABDH                         |                                |                   |                                                                         |
|-------------------------------------------------------------------------|--------------------------------|-------------------|-------------------------------------------------------------------------|
| Contract Number                                                         | XX000000000                    | Subsidy Type:     | Section 8                                                               |
| Project Number                                                          | XX000000                       | Project:          | Project Name                                                            |
| Next Re-certification Date:                                             | 04/01/2008                     | Form 50059 as of: | 07/09/2007                                                              |
| Address:                                                                | 1111 ABC Drive, City, XX 99999 |                   |                                                                         |
| Most Recent Type of Action:                                             | IR-Interim Recertification     | Effective Date:   | 05/01/2007                                                              |
| Head of Household: AMJD G DMABDH                                        |                                |                   |                                                                         |
| Social Security Number:                                                 | ***.**-9999                    | Date of Birth:    | XX/XX/9999                                                              |
| Family Member: AMJD G DMABDH SSN: ***.**-9999 Date of Birth: XX/XX/9999 |                                |                   |                                                                         |
| Employment Information                                                  |                                |                   |                                                                         |
| Hire Date                                                               | Hire State                     | FEIN              | Employer Name and Address                                               |
| 04/25/2008                                                              | XX                             | XX-XXXXXXX        | JJDBN CLRPRV INFRNTPSL NRD<br>2210 ZHWANUS KDFY, CHEYENNE WY 82001-2425 |
|                                                                         |                                |                   | Date Received by EIV                                                    |
|                                                                         |                                |                   | 05/21/2008                                                              |

## 6.2 VERIFICATION REPORTS

### 6.2.1 Existing Tenant Search

1. Access the **Existing Tenant Search** page by clicking the Existing Tenant Search link under the Verification Reports module on the EIV Navigation panel. The Existing Tenant Search page is displayed as illustrated below.

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search

Verification Reports >> Existing Tenant Search

**Existing Tenant Search - Enter the individual's SSN and Click Get Report button**

Enter Social Security Number:  -  -

- Enter the **Social Security Number** in the text boxes.
  - Click the **'Get Report'** button
2. The resulting page will show whether the person may be potentially receiving housing subsidies in PIH and/or Multifamily Housing Programs. If the person is not receiving any subsidies, the resulting page will display a message that no match has been found (one message for PIH and one for MF Housing programs).

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Verification Reports >> [Existing Tenant Search](#)

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

[Printer-Friendly Version](#)

**PIH Tenant Match Results : 0 match found.**

No match found in PIH programs for SSN: \*\*\*-\*\*-9999

**MF Tenant Match Results : 0 match found.**

No match found in MF programs for SSN: \*\*\*-\*\*-9999

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - HEIXXX FIRST - HEIV01 LAST - uiv

- If the person is potentially receiving subsidy(ies), the resulting page will show some basic information of the households (in PIH and/or MF) in which the person may be potentially receiving subsidy.

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Verification Reports >> [Existing Tenant Search](#)

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

[Printer-Friendly Version](#)

**PIH Tenant Match Results : 1 match found.**

|                       |                                            |
|-----------------------|--------------------------------------------|
| SSN:                  | 999-99-9999                                |
| HOH SSN:              | ***-**-9999                                |
| HOH First Name        | NKmicrbs                                   |
| HOH Last Name         | Ykocvmm                                    |
| Program Type          | Voucher                                    |
| 50058 Type Of Action  | New Admission                              |
| 50058 Effective Date  | 04/21/2008                                 |
| PHA                   | Some PHA Name XX000                        |
| PHA Address           | 1111 - ABC Drive, City, XX 9999            |
| PHA Telephone Numbers | Office: (999) 999 9999 Fax: (999) 999 9999 |

**MF Tenant Match Results : 1 match found.**

|                             |                        |
|-----------------------------|------------------------|
| SSN:                        | 999-99-9999            |
| HOH SSN:                    | ***-**-9999            |
| HOH First Name              | NKMCBRBS               |
| HOH Last Name               | YKXVHMRN               |
| Contract Number             | XX000000000            |
| Project Number              | XX00000                |
| Subsidy Type                | Section 8              |
| Owner/Management Agent name | NTHDC                  |
| 50059 Type Of Action        | Annual Recertification |
| 50059 Effective Date        | 10/01/2007             |

**ALERT!** This individual may be currently assisted.  
Follow-up with respective PHA/Owner/Agent to confirm individual's program participation status before admission into program.

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - HEIXXX FIRST - HEIV08 LAST - uiv

The user has the capability to print the result page through the Printer Friendly Version link. When clicked, the system opens a pop-up window displaying the printable view of the result page. This printer-friendly page also contains the first name, last name, and user ID (partial) of the user who is printing the page along with the Privacy Act statement. The report can be printed by clicking the Print button provided in the pop-up window. When finished requesting the paper version of the page, click the Close (X) button or File → Close to return to the Existing Tenant Search page.

### 6.2.2 Multiple Subsidy Report

Access the **Multiple Subsidy Report** page by clicking the Multiple Subsidy Report link under the Verification Reports module on the EIV Navigation panel. The **Multiple Subsidy Report – Report Selection** page displays as illustrated below.

#### HQA, HQU, HDK and OIG roles:

- Select option to search for tenants on a Contract Number or Project Number and then enter a **Contract Number** or **Project Number** OR select the option to **List All Contracts** or **List All Projects**.
- Select the search criteria for the report selection
  - All household members
  - Only adult household members
  - Only household members under the age of 18
- Click the Search button

The screenshot shows the 'Multiple Subsidy Report' page. At the top, there is a navigation bar with 'Enterprise Income Verification' on the left and 'HUD Home MF Housing EIV Home Search Email' on the right. Below the navigation bar, the breadcrumb trail reads 'Verification Reports >> Multiple Subsidy Report >> Report Selection'. The main content area is titled 'Multiple Subsidy Report' and contains the following text: 'Enter a Contract Number Or Project Number to search tenants receiving multiple subsidies Or Select to get list of All Contracts or Projects with Tenants receiving multiple subsidies.' Below this text are four radio button options: 'Enter a Contract Number:' (selected), 'Enter a Project Number:', 'List All Contracts:', and 'List All Projects:'. Each of the first three options is followed by an 'OR' label. Below these options are three radio button options for search criteria: 'All household members' (selected), 'Only adult household members', and 'Only household members under the age of 18'. At the bottom left of the form is a 'Search' button. At the bottom center, there is a note: 'EIV will search within and across both the MFH and PIH programs'.

#### HFU role:

- Select option to enter a **Contract Number** or **Project Number** or select one from 'List of Projects' or 'List all Contracts'.
- Select the search criteria for the report selection
  - All household members
  - Only adult household members
  - Only household members under the age of 18

- Click the **Search** button

**HSC, CAC, HSU and CAU roles**

- Select option to search for tenants on a Contract Number or Project Number and then select a Contract Number(s) or Project Number(s).
- Select the search criteria for the report selection
  - All household members
  - Only adult household members
  - Only household members under the age of 18
- Click the **Search** button

The **Multiple Subsidy Report – Report Selection** page provides the following filtering options:

- **Contracts or Projects**

- When the project number or contract number is selected respective radio button is automatically selected

### Search Criteria:

- **All household members:** to provide a list of all tenants who receive HUD assistance.
- **Only household members:** to provide a list of tenants who are household members that receive assistance.
- **Only household members under the age of 18:** to provide a list of tenants who are under the age of 18 years who receive HUD assistance.

This page can be used to filter the scope of the data appearing on the Multiple Subsidy Report. Once the filter option has been selected, click the **Search** button to generate the Multiple Subsidy Report for the selected region and option.

After entering the search criteria, Multiple Subsidy Detail Report is displayed with 2 sections:

- Multiple Subsidy Report Summary
- Detail Section (with **Summary Reports** tab and **Details Reports** tab)

The **Multiple Subsidy Report Summary** displays the following information:

- Contract Number or Project Number
- Members Receiving Multiple Subsidies

The Detail Section has the **Summary Reports** tab and the **Details Reports** tab. The **Summary Reports** tab displays the following fields:

- Member SSN (This is a hyperlink, which can be used to find the tenant information regarding multiple subsidies)
- Member Last Name
- Member DOB
- Member Subsidy Count

An example of a screen showing the Summary Reports is as below.

**Enterprise Income Verification**
HUD Home MF Housing EIV Home Search Email

Verification Reports >> Multiple Subsidy Report >> [Report Selection](#) >> Multiple Subsidy Report Summary

| Multiple Subsidy Report Summary       |                         |
|---------------------------------------|-------------------------|
| Contract Number:                      | AA000000000             |
| Members Receiving Multiple Subsidies: | 3                       |
| Search Criteria:                      | Within MF Programs Only |
| Search Criteria:                      | All household members   |

[Printer-Friendly Version](#)  
[Download in Excel](#)

1 - 3 of 3 Members

**Summary Reports**
**Detail Reports**

| Member SSN  | Member Name ↕ | Member DOB | Member Subsidy Count ↕ |
|-------------|---------------|------------|------------------------|
| ***-**-0000 | gvmrq avklo   | XX/XX/0000 | 2                      |
| ***-**-9999 | iruhv hgri    | XX/XX/9999 | 2                      |
| ***-**-8888 | mreovp lglh   | XX/XX/8888 | 2                      |

1 - 3 of 3 Members

Note: This report identifies household members that *potentially* may be receiving multiple subsidies.  
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By - M00XXX FIRST - M00337 LAST - uiv

The screen can be printed by clicking on the **Printer-friendly Version** link as illustrated above. When clicked, a pop-up window will appear and the **Print** button can be clicked to send the information to the printer. This page also contains the first name, last name, and user ID (partial) of the user who is printing the page along with the Privacy Act statement. The Summary Report page has the sort capability on Member Last Name, and Member Subsidy Count and pagination capability as described in Section 5.2.4.

Click on the **Detail Reports** tab: The **Detail Reports** tab displays the information of each individual who received assistance in multiple programs with following sections.

**Member Information:**

- Member SSN
- Member Last Name
- Member DOB
- Count of Subsidies

**Household Information of Households where <Member> Receives Subsidy** for each Member receiving multiple subsidies:

| For MF match                                                                                                                                                                                                                                                                                      | For PIH Match                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• HOH SSN</li> <li>• HOH Name</li> <li>• Relationship to HOH</li> <li>• Subsidy Type</li> <li>• Contract Number</li> <li>• Project Number</li> <li>• Owner/ Management Agent Name</li> <li>• 50059 Effective Date</li> <li>• Certification Type</li> </ul> | <ul style="list-style-type: none"> <li>• HOH SSN</li> <li>• HOH Name</li> <li>• Relationship to HOH</li> <li>• Program Type</li> <li>• Project Code</li> <li>• 50058 Effective Date</li> <li>• Type of Action</li> <li>• Unit Address</li> <li>• PHA</li> <li>• PHA Address</li> </ul> |

- Unit Address
- PHA Telephone Numbers

Below is an example of screen with the Multiple Subsidy information for a tenant.

The user has the capability to print the report by accessing the **Printer Friendly Version** link. This printer-friendly page also contains the first name, last name, and user ID of the user who is printing the page along with the Privacy Act statement.

When finished requesting the paper version of the page, click the Close (X) button or File → Close to return to the Multiple Subsidy Report Detail page

The user may also download the Multiple Subsidy Report Detail data in Microsoft Excel by clicking on the **Download in Excel** link. The Microsoft Excel spreadsheet will contain the same information (in columnar form) as shown on the EIV online application screen and also contains the Privacy Act Statement. Refer to **Appendix B** on how to download data into the Microsoft Excel file.

### 6.2.3 Identity Verification Report

Identity Verification Report provides statistical information at HQs, By Project or by Subsidy Contract of the number of households and members who successfully verified by SSA, who failed SSA verification, or failed EIV pre-screening process for errors such as having SSN's with all 9's or having a missing Last Name.

1. Access the Identity Verification Report page by clicking the Identity Verification Report link under the Verification Reports module on the EIV Navigation panel. The **Identity Verification Report – Report Selection** page displays as illustrated below.

### HQA, HQU, HFU, HDK and OIG users:

- Select search option by **HUD HQ** to view statistics for the universe of Multifamily Housing Program contracts/properties or select search option to view statistics for a **Contract Number** or **Project Number** and then enter a contract number or project number
- Click the **Get Report** button

The screenshot shows the 'Enterprise Income Verification' header with navigation links: HUD Home, MF Housing, EIV Home, Search, and Email. Below the header, the breadcrumb trail reads 'Verification Reports >> Identity Verification Report Selection'. A red instruction bar states: 'Please select the criteria (at HQs, By Project or by Contract) by which you need to view the Identity Verification Report.' The form contains three radio button options: 'HUD HQ' (selected), 'Enter a Contract Number:' with an empty text input, and 'Enter a Project Number:' with an empty text input. Below these is a 'Select Re-Certification Month:' dropdown menu set to 'All'. A 'Get Report' button is located at the bottom right of the form area.

### HFU role:

- Select search option by **Contract Number** or **Project Number** and then Enter a contract/project in the user's portfolio
- Click the **Get Report** button

The screenshot shows the 'Enterprise Income Verification' header with navigation links: HUD Home, MF Housing, EIV Home, Search, and Email. Below the header, the breadcrumb trail reads 'Verification Reports >> Identity Verification Report Selection'. A red instruction bar states: 'Please select the criteria (By Project or by Contract) by which you need to view the Identity Verification Report for the contract/projects under your jurisdiction. Enter a Contract Number or Project Number, and then select the Re-certification Month(s) or 'All' to view report.' The form contains two radio button options: 'Enter a Contract Number:' with an empty text input and 'OR' followed by a dropdown menu set to 'Select a Contract'; and 'Enter a Project Number:' (selected) with an empty text input and 'OR' followed by a dropdown menu set to '05935009 -- BELAIRE MANOR OF MARSHALL'. Below these is a 'Select Re-Certification Month:' dropdown menu set to 'All'. A 'Get Report' button is located at the bottom right of the form area.

### HSC, CAC, HSU and CAU roles:

- Select search option by **Contract Number** or **Project Number** and then select a contract/project from the list of available contract numbers or project numbers in the user's portfolio
- Click the **Get Report** button

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Verification Reports >> Identity Verification Report Selection

Select a Contract or Project and re-certification month to view the Identity Verification Report.

Select a Contract Number: Select a Contract

Select a Project Number: 17635009 -- CHENANA APARTMENTS

Select Re-Certification Month: All

Get Report

The **Identity Verification Report – Report Selection** page provides the following filtering options:

- HUD HQ (Only for HQA, HQU, HDK and OIG user roles)
- Contract Number or Project Number
- Click the Get Report button

Use this page to filter the scope of the data appearing on the Identity Verification Report. Once you have selected your filter options, click the **Get Report** button to generate the Identity Verification Report reflecting your choices.

2. On the Identity Verification Report page, result data appears in a tabular format. Each table (referred to as a Statistics table) is labeled to indicate the security level that applies to the data.

The statistics table in the Identity Verification Report provides the following information:

**Note:** Statistics information on the identity Verification Report is only available for Internal EIV MF users. For users with EIV roles (HSC, HSU, CAC, CAU) statistics are not available

- Number of households - excluding Move-Outs
- Number of households with all members verified (Verified or Deceased)
- Number of households where one or more members are Not-Verified or Failed
  - Number of households Not-Verified (verification in process)
  - Percentage of households Not-Verified
  - Number of households Failed
    - Failed EIV Pre-screening
    - Failed Verification Report (Failed the SSA Identity Test)
  - Percentage of households Failed
- Number of household members
- Number of deceased members
- Percentage of verified households
- Percentage of household members who are Not-Verified
- Percentage of household members who are Failed

The screen shots below display the Identity Verification Report page for the selected criteria.

**Enterprise Income Verification**
HUD Home MF Housing

Verification Reports >> [Identity Verification Report Selection](#) >> Identity Verification Reports

| Identity Verification Reports |     |
|-------------------------------|-----|
| Contract Number               | ALC |
| Re-Certification Month        | All |

[Printer Friendly Version](#)

| Identity Verification Report Statistics                                                                         |        |
|-----------------------------------------------------------------------------------------------------------------|--------|
| Number of households - excluding Move-Outs                                                                      | 151    |
| Number of households with all members verified (Verified or Deceased)                                           | 144    |
| Number of households where one or more members are Not-Verified or Failed                                       | 7      |
| <ul style="list-style-type: none"> <li>• Number of households Not-Verified (verification in process)</li> </ul> | 2      |
| <ul style="list-style-type: none"> <li>• Percentage of households Not-Verified</li> </ul>                       | 01.32% |
| <ul style="list-style-type: none"> <li>• Number of households Failed</li> </ul>                                 | 5      |
| <ul style="list-style-type: none"> <li>• Failed EIV Pre-Screening</li> </ul>                                    | 1      |
| <ul style="list-style-type: none"> <li>• Failed Verification Report (Failed the SSA Identity Test)</li> </ul>   | 4      |
| <ul style="list-style-type: none"> <li>• Percentage of households Failed</li> </ul>                             | 03.31% |
| Number of household members                                                                                     | 419    |
| Number of deceased members                                                                                      | 0      |
| Percentage of verified households                                                                               | 95.36% |
| Percentage of household members who are Not-Verified                                                            | 02.15% |
| Percentage of household members who are Failed                                                                  | 00.00% |

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

For HSC, HSU, CAC, CAU user roles

The screen shots below display the Identity Verification Report page for the selected criteria for HSC, HSU, CAC, and CAU user roles.

**Enterprise Income Verification**
HUD Home MF Housing

Verification Reports >> [Identity Verification Report Selection](#) >> Identity Verification Reports

| Identity Verification Reports |     |
|-------------------------------|-----|
| Contract Number               | AK  |
| Re-Certification Month        | All |

[Printer Friendly Version](#)

| Identity Verification Reports                                                                                          |   |
|------------------------------------------------------------------------------------------------------------------------|---|
| <ul style="list-style-type: none"> <li>• <b>Number of households Not-Verified (verification in process)</b></li> </ul> | 1 |
| <ul style="list-style-type: none"> <li>• Failed EIV Pre-screening</li> </ul>                                           | 0 |
| <ul style="list-style-type: none"> <li>• Failed Verification Report (Failed the SSA Identity Test)</li> </ul>          | 1 |

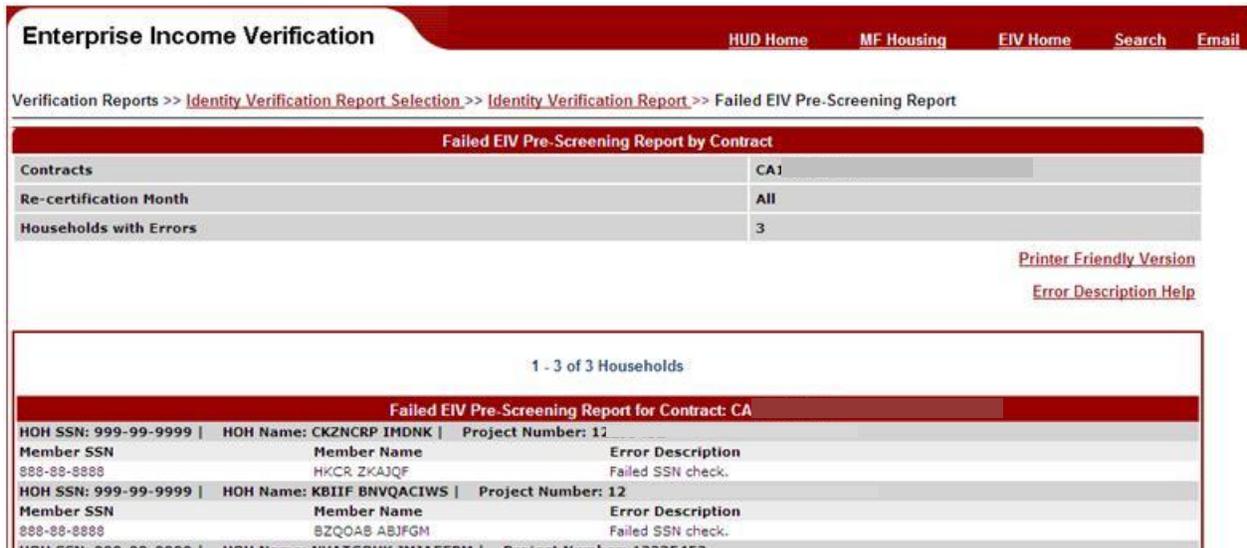
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.

On the identity verification report, the “**Failed EIV Pre-Screening**” , Failed Verification Report (Failed the SSA Identity Test) and Number of Households Not Verified (verification in process) are active links when the value is one or more. The links lead to the screens that identify those tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test and those that failed the SSA Identity Verification test.

Note: The HQ Level report does not offer link to the Failed EIV Pre-Screening Report

**6.2.3.1 Failed EIV Pre-Screening Report**

When a user clicks on the link Failed EIV Pre-Screening it brings up a screen that identifies those tenants for the selected contract(s) and/or project(s) that were not sent to SSA for verification because they failed the EIV pre-screening test.



There are two links: Printer-Friendly Version and Error Description Help. User can click on printer-friendly version link to print the report. This printer-friendly page also contains the first name, last name, and user ID (partial) of the user who is printing the page along with the Privacy Act statement.

Error description help link displays the detailed version of various short descriptions that users see on the report. The next screen shot shows the **Error Description Help** page.

| Error Code | Error Short Description                              | Error Long Description                                                                                                                                                                                             |
|------------|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1          | Failed effective date check.                         | The effective date of action is more than 15 months old.                                                                                                                                                           |
| 2          | Failed DOB check.                                    | The date of birth is blank or null.                                                                                                                                                                                |
| 3          | Failed last name check.                              | The last name is blank or null.                                                                                                                                                                                    |
| 4          | Failed SSN check.                                    | The SSN is not numeric or all 9s or LIKE (000%) or LIKE (____00%) or LIKE (%0000).                                                                                                                                 |
| 5          | Failed DOB & effective date check.                   | The date of birth is blank or null & the effective date of action is more than 15 months old.                                                                                                                      |
| 6          | Failed last name & effective date check.             | The last name is blank or null & the effective date of action is more than 15 months old.                                                                                                                          |
| 7          | Failed last name & DOB check.                        | The last name is blank or null & the date of birth is blank or null.                                                                                                                                               |
| 8          | Failed SSN & effective date check.                   | The SSN is not numeric or all 9s or LIKE (000%) or LIKE (____00%) or LIKE (%0000) & the effective date of action is more than 15 months old.                                                                       |
| 9          | Failed SSN & DOB check.                              | The SSN is not numeric or all 9s or LIKE (000%) or LIKE (____00%) or LIKE (%0000) & the date of birth is blank or null.                                                                                            |
| 10         | Failed SSN & last name check.                        | The SSN is not numeric or all 9s or LIKE (000%) or LIKE (____00%) or LIKE (%0000) & the last name is blank or null.                                                                                                |
| 11         | Failed last name & DOB & effective date check.       | The last name is blank or null & the date of birth is blank & the effective date of action is more than 15 months old.                                                                                             |
| 12         | Failed SSN & DOB & effective date check.             | The SSN is not numeric or all 9s or LIKE (000%) or LIKE (____00%) or LIKE (%0000) & the date of birth is blank or null & the effective date of action is more than 15 months old.                                  |
| 13         | Failed SSN & last name & effective date check.       | The SSN is not numeric or all 9s or LIKE (000%) or LIKE (____00%) or LIKE (%0000) & the last name is blank or null & the effective date of action is more than 15 months old.                                      |
| 14         | Failed SSN & last name & DOB check.                  | The SSN is not numeric or all 9s or LIKE (000%) or LIKE (____00%) or LIKE (%0000) & the last name is blank or null & the date of birth is blank or null.                                                           |
| 15         | Failed SSN & last name & DOB & effective date check. | The SSN is not numeric or all 9s or LIKE (000%) or LIKE (____00%) or LIKE (%0000) & the last name is blank or null & the date of birth is blank or null & the effective date of action is more than 15 months old. |

### 6.2.3.2 Failed Verification Report (Failed the SSA Identity test)

When a user clicks on the Failed Verification Report link it brings up a screen that identifies those tenants for the selected contract(s) and/or project(s) that were not verified by SSA due to missing information.

The Verification Reports >> Identity Verification Report >> Failed Verification Reports page is displayed with 2 sections:

- Failed Verification Report by Contract/Project
- Detail List (with tabs for Failed Verification Report and Download Data)

The **Failed Verification Report** section has the following information:

- **Contract Number** or **Project Number**
- **Re-certification Month:** (with Month)
- **Households with Errors:** (Number of Households)

The detail section displays the Failed Verification Report and Download Data tabs. The **Failed Verification Report** (default selected tab) tab shows the following fields:

- HOH SSN
- HOH Name
- Project Number (or Subsidy Contract)
- Member SSN
- Member Name
- Error Description

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Verification Reports >> [Identity Verification Report Selection](#) >> [Identity Verification Report](#) >> Failed EIV Verification Report

| Failed Verification Report by Contract |     |
|----------------------------------------|-----|
| Contracts                              | CA  |
| Re-certification Month                 | All |
| Households with Errors                 | 1   |

1 - 1 of 1 Households

**Failed Verification Report** Download Data

Failed Verification Report for Contract: CA

HOH SSN: 999-99-9999 | HOH Name: AKNOWTP YFYDBMRK | Project Number: 12

| Member SSN  | Member Name      | Error Description                                  |
|-------------|------------------|----------------------------------------------------|
| 888-88-8888 | BZVWISD ZZVHUSBX | Verification failed - SSN not found in SSA records |

1 - 1 of 1 Households

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.  
Report Generated By: HXXXX FIRST - HEV01 LAST - uiv

The pagination capability, Privacy Act statement and User information are also available and described in Section 5.2.4.

### 6.2.3.3 Pending Verification Report - Number of Households Not Verified (verification in process)

When the user clicks on the Active link for Number of Households Not Verified (verification in process) the Pending Verification Report is displayed. This report displays the total number of Household who are pending verification from SSA, and their household members, as shown in the screen shot below.

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

Verification Reports >> [Identity Verification Report Selection](#) >> [Identity Verification Report](#) >> Pending Verification Report

| Pending Verification Report by Contract |     |
|-----------------------------------------|-----|
| Contracts                               | A   |
| Re-certification Month                  | All |
| Households pending verification         | 2   |

[Printer Friendly Version](#)

1 - 2 of 2 Households

**Pending Verification Report for Contract AL09M000021**

HOH SSN: 4 | HOH Name: MVIEC UERMJ | Project Number: - | Effective Date: 11/11/2011

| Member SSN        | Member Name | Member DOB |
|-------------------|-------------|------------|
| 4: MVIEC UERMJ    |             | 08         |
| 4: EVVMIOC VIXYYK |             | 11         |
| 4: IVIAOMD CYYK   |             | 12         |
| 4: ZITUVIOC CYYK  |             | 01         |
| 4: OAIVID CYYK    |             | 02         |

HOH SSN: 42 | HOH Name: EREU UMayFT | Project Number: - | Effective Date: 10/10/2011

| Member SSN       | Member Name | Member DOB |
|------------------|-------------|------------|
| 4: FMOEN UMayFT  |             | 05         |
| 4: IJMD UMayFT   |             | 10         |
| 4: EREU UMayFT   |             | 05         |
| 4: MZMOIC UMayFT |             | 11         |

## 6.2.4 Deceased Tenants Report

Deceased Tenants Report provides the basic information of the households and household Member information for the households with deceased household members.

- Access the Deceased Tenants Report page by clicking the Deceased Tenants Report link under the Verification Reports module on the EIV Navigation panel. The **Deceased Tenants Report – Report Selection** page displays as illustrated below.

### HQA, HQU, HDK and OIG roles

- Select search option by **HUD HQ** to view statistics for the universe of Multifamily Housing Program contracts/properties or select search option to view statistics for a **Contract Number** or **Project Number** and then enter a contract number or project number.
- Click the **Get Report** button.

The screenshot shows the 'Enterprise Income Verification' interface. At the top, there is a navigation bar with 'HUD Home', 'MF Housing', 'EIV Home', 'Search', and 'Email'. Below this, the breadcrumb trail reads 'Verification Reports >> Deceased Tenants Report >> Report Selection'. The main content area has a heading: 'Please select the criteria (HQs, By Contract or By Project) by which you need to view the deceased tenant report.' There are three radio button options: 'HUD HQ' (which is selected), 'Enter a Contract Number:', and 'Enter a Project Number:'. Below these are two empty text input fields. To the right of the 'Enter a Project Number:' field is a dropdown menu labeled 'Select Re-Certification Month:' with 'All' selected. A 'Get Report' button is located at the bottom right of the form.

### HFU role:

- Select search option by **Project Number** or **Contract Number** and then enter a contract number or project number or select a **Contract** or **Project** to view statistics.
- Click the **Get Report** button.

The screenshot shows the 'Enterprise Income Verification' interface for the HFU role. It has the same navigation bar and breadcrumb trail as the previous screenshot. The heading is: 'Please select the criteria (HQs, By Contract or By Project) by which you need to view the deceased tenant report for the contract/project under your jurisdiction and then select the Re-certification Month(s) or 'All' to view report.' There are two radio button options: 'Enter a Contract Number:' and 'Enter a Project Number:'. The 'Enter a Contract Number:' option is selected. To its right is a text input field containing '11244801SUP -- TYLER STREET MANOR' and a dropdown menu. Below this is another radio button option 'Enter a Project Number:' followed by a dropdown menu labeled 'Select a Project'. To the left of these options is a 'Select Re-Certification Month:' dropdown menu with 'All' selected. A 'Get Report' button is at the bottom right.

### HSC, CAC, HSU and CAU roles:

- Select search option by **Contract Number** or **Project Number** and then select one or more contracts/projects from the list of available contract numbers or project numbers in the user's portfolio.
- Click the **Get Report** button.

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Verification Reports >> Deceased Tenants Report >> Report Selection

Select the contract(s) or project(s) and re-certification month to view the Deceased Tenants Report.

Select One or More Contracts:

- AK02
- AK02
- CA16

Select One or More Projects

- 12211102 -- Westside Jewish Center Apartments
- 12214007 -- SUNLAND PARK APTS
- 12235452 -- PALMDALE EAST Q
- 12235485 -- COMMERCE SENIOR CIT APTS
- 12235667 -- Commerce Senior Citizens Apartments
- 12241030 -- SUNLAND PARK APARTMENTS
- 12241052 -- VENTURA TERRACE
- 12241070 -- Sunland Park Apartments
- 12244014 -- VENTURA TERRACE
- 12244161 -- LA VILLA PUENTE APTS

Select Re-Certification Month: All

Get Report

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Verification Reports >> Deceased Tenants Report >> Report Selection

Select the contract(s) or project(s) and re-certification month to view the Deceased Tenants Report.

Select One or More Contracts:

- AK020002001 -- CHENANA APARTMENTS

Select One or More Projects

- 06744818 -- TAMPA BAPTIST MANOR INC.
- 17635009 -- CHENANA APARTMENTS
- 17635042 -- CHENANA APARTMENTS

Select Re-Certification Month: All

Get Report

On the Deceased Tenants Report page, result data appears in a tabular format. The report at HUD HQ level provides the statistical data, while at contract and Project level displays the actual household information, similar to the Failed Verification Report.

In a Statistics table you will find the following information:

- Number of households with deceased members
- Percentage of households with deceased members

- Number of single member deceased households
- Percentage of single member deceased households
- Members Deceased
- Members deceased less than 1 year
- Percentage of members deceased less than 1 year
- Members deceased more than 1 year
- Percentage of members deceased more than 1 year
- Members deceased more than 2 years
- Percentage of members deceased more than 2 years
- Members deceased with no deceased date
- Percentage of members deceased with no deceased date

Deceased Tenants Report at Contract or Project level display the following information for each household with deceased member(s)

- HOH SSN
- HOH Name
- HOH DOB

And for each deceased member in the above household

- Member SSN
- Member Name
- Member DOB
- Member Deceased Date

The screen shot below displays the Deceased Tenants Report page for selected criteria.

**Enterprise Income Verification** 
[HUD Home](#) [MF Housing](#) [EIV Home](#) [Search](#) [Email](#)

Verification Reports >> [Report Selection](#) >> Deceased Tenants Report

---

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

Contract(s) CA

| 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 more than 2 years |        | Members deceased with no deceased date |        |
|--------------------------------------|---------------------------------------------|----------------------------------|---------------------------------------|----------------------------------------|----------------------------------------|------------------|-----------------------------------|--------|-----------------------------------|--------|------------------------------------|--------|----------------------------------------|--------|
|                                      |                                             |                                  |                                       |                                        |                                        |                  | #                                 | %      | #                                 | %      | #                                  | %      | #                                      | %      |
| 195                                  | 238                                         | 2                                | 01.03%                                | 1                                      | 50.00%                                 | 2                | 0                                 | 00.00% | 1                                 | 50.00% | 0                                  | 00.00% | 0                                      | 00.00% |

[Printer Friendly Version](#)

1 - 2 of 2 Households

Note: \* = Single member deceased household

| Deceased Tenants Report By Contract CA                                 |                 |            |                      |                      |  |
|------------------------------------------------------------------------|-----------------|------------|----------------------|----------------------|--|
| HOH SSN: ***-**-9999   HOH Name: UNQWF JZONBZOLF   HOH DOB: XX/XX/1925 |                 |            |                      |                      |  |
| Member SSN                                                             | Member Name     | Member DOB | Member Deceased Date | Date Received by EIV |  |
| ***-**-9999                                                            | UNQWF JZONBZOLF | XX/XX/1925 | 03/04/2008 *         | 04/02/2008           |  |
| HOH SSN: ***-**-9999   HOH Name: WBJ ZGVWZ   HOH DOB: XX/XX/1921       |                 |            |                      |                      |  |
| Member SSN                                                             | Member Name     | Member DOB | Member Deceased Date | Date Received by EIV |  |
| ***-**-9999                                                            | WBJ ZGVWZ       | XX/XX/1921 | 03/20/2007           | 04/02/2008           |  |

Note: EIV system identifies the single member deceased households with a red asterisk (\*) beside the Member Deceased Date.

### 6.3 USER AUTHORIZATION FORM

NOTE: This section only applies to users with HSU or CAU user role for EIV in WASS.

Users can access the Authorization Form module by clicking on the **Authorization Form** link under the **User Access Request** Menu from the EIV Navigational bar. The User Access Requests module provides users with HSU role or CAU role the capability to submit their EIV UAAF requests online for certification, re-certification, and expiration to their Housing Coordinators for approval.

Below are the Actions users can perform.

| Action                    | Description                                                                                                                                                                                                      |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Create New Request</b> | Create UAAF requests for certification, recertification and/or expiration.                                                                                                                                       |
| <b>Edit</b>               | Edit/Modify the UAAF request.<br><b>Note:</b> Once the Coordinator acts on the submitted request, the request cannot be modified.                                                                                |
| <b>Delete</b>             | Delete the UAAF request.<br><b>Note:</b> Once the Coordinator acts on the submitted request, the request cannot be deleted.                                                                                      |
| <b>Change View</b>        | By default, the system will display all the pending requests from the logged in user. User will need to select different status and click on the Change View button to view the requests in the selected status. |
| <b>View UAAF</b>          | View submitted UAAF requests.                                                                                                                                                                                    |

On the Create New Request screen, the electronic UAAF form for recertification and expiration will include the following fields:

- **Date of Request** (EIV system generated)
- **User ID** (pre-populated by the EIV system based on user logon information)
- **User Role** (pre-populated by the EIV system based on the login information)
- **User Name** (pre-populated by the EIV system based on the login information)
- **Phone Number**
- **Fax Number**
- **Email Address**
- **Type of Action Request** (i.e., Certification, Re-certification or expiration)
- **Contract / Project Number** (Will be populated based on the user’s selection of Contract Number/Project Number. Click on the **Select** button to make the selection.)
- **Position Title** (in free-form text)
- **Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:** (in free-form text)
- **User Affiliation** (radio buttons to select from Property Owner, Management Agent, Service Bureau or Contract Administrator)
- **Acknowledgement**

Users will need to acknowledge before submitting the request for certification, re-certification or expiration. This form will be available to existing MF Housing users needing certification, re-certification and role expiration. Below is the screen shot of the screen to create UAAF.

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

User Access Request >> User Access Authorization Form (UAAF)

**Enterprise Income Verification (EIV) System User Access Authorization Form**

Date of Request: 07/31/2009  
 User ID: M00381  
 User Role: HSU  
 User Name: FIRST - M00381 LAST - uiv  
 Phone Number: \*  
 Fax Number: \*  
 Email Address: (Please make sure the email address is valid in WASS.)  
 Type of Action Request: Select one... \*  
 Contract / Project Number: Select \*  
 (Note: Please click on the 'Select' button to choose the list of Contract/Project #.)  
 Position Title: \*  
 Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System: \*  
 User Affiliation:  
 Property Owner  
 Management Agent  
 Service Bureau  
 Contract Administrator

\* - Required Fields  
 Acknowledgement:  
 I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access. I understand and agree to follow all HUD standards, policies, and procedures.

Submit Request Cancel Request

Fill the form and click on the **Submit Request** button to submit the UAAF request to the respective coordinator. The resulting page will be displayed with the current saved request. Click on **Cancel Request** to go back to the previous screen without saving the form. The screen below will be displayed when the Submit Request button is clicked.

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

User Access Request >> Current Requests

Request Selection : Pending Change View

1 - 1 of 1 Requests

| Previous User Access Authorization Requests |         |                           |           |                             |                 |                           |                 |                        |
|---------------------------------------------|---------|---------------------------|-----------|-----------------------------|-----------------|---------------------------|-----------------|------------------------|
| Date Requested                              | User ID | User Name                 | User Role | No of Contract/ Project (s) | Type of Request | Coordinator Action Status | Date of Action  | Available User Actions |
| 07/31/2009                                  | M00381  | FIRST - M00381 LAST - uiv | HSU       | 1                           | Certification   | Pending                   | No Action Taken | Edit Delete            |

Create New Request

1 - 1 of 1 Requests

Note:  
 • To edit the User access request click on the Edit button  
 • To delete the User access request click on the 'Delete' button next to the request.  
 • Once the Coordinator acts on the request, the request cannot be modified or deleted.

Users can change the view of the above-displayed screen by selecting the desired status of the request from the Request Selection drop-down box and clicking the Change View button.

#### 6.4 COORDINATOR AUTHORIZATION FORM

NOTE: This section only applies to users with HSC or CAC user role for EIV in WASS.

Users can access the Authorization Form by clicking on the **Authorization Requests** link under the **Coordinator Access Request** Menu from the EIV Navigational bar. The Coordinator Access Requests module provides the users with HSC role or CAC role the capability to submit their EIV CAAF requests online for certification, re-certification, and expiration to HUD’s Multifamily Help Desk for approval. Below are the actions HSC and CSC users can perform:

| Action                    | Description                                                                                                                                                                                                       |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Create New Request</b> | Create CAAF requests for certification or recertification or expiration.                                                                                                                                          |
| <b>Edit</b>               | Edit/Modify the Coordinator request.<br><b>Note:</b> Editing is allowed only when the request is in Pending status.                                                                                               |
| <b>Delete</b>             | Delete the CAAF request.<br><b>Note:</b> Deletion is allowed only when the request is in Pending status.                                                                                                          |
| <b>Change View</b>        | By default, the system will display all the pending requests from the logged in user. Users will need to select different status and click on the Change View button to view the requests in the selected status. |
| <b>View CAAF</b>          | View submitted CAAF requests.                                                                                                                                                                                     |

On the Create New Request screen, the CAAF request for recertification and expiration will include the following fields:

- **Date of Request** (EIV system generated)
- **User ID** (pre-populated by the EIV system based on user logon information)
- **User Role** (pre-populated by the EIV system based on the login information)
- **User Name** (pre-populated by the EIV system based on the login information)
- **Phone Number** (in free-form text)
- **Fax Number** (in free-form text)
- **Email Address** (pre-populated by the EIV system based on the information from WASS)
- **Type of Action Request** (i.e., Certification, Re-certification, or Expiration)
- **Contract / Project Number** (Will be populated based on the user’s selection of Contract Number/Project Number. Click on the **Select** button to make the selection.)
- **Position Title** (in free-form text)
- **Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:** (in free-form text)
- **Coordinator Affiliation** (radio buttons to select from Property Owner, Management Agent, Service Bureau or Contract Administrator, depending on role code)
- **Acknowledgement**

- **Certification of Owner Letter(s) of Approval/Certificate of Authorized CA official approval** (depending on EIV role code)

Coordinators will need to acknowledge that they have read the acknowledgement and certify to the receipt of **Owner Letter(s) of Approval/Authorized CA official approval** on HUD’s MF EIV website at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm> by checking the check box in the screen before submitting the CAAF request for certification, re-certification, or expiration. The screen shot below displays the CAAF for the HSC role.

The screenshot shows the 'Enterprise Income Verification (EIV) System Coordinator Access Authorization Form'. The form is titled 'Enterprise Income Verification (EIV) System Coordinator Access Authorization Form' and includes the following fields and sections:

- Date of Request:** 07/31/2009
- User ID:** M00363
- User Role:** HSC
- User Name:** FIRST - M00363 LAST - uliv
- Phone Number:** [Empty field]
- Fax Number:** [Empty field]
- Email Address:** [Empty field with note: (Please make sure the email address is valid in WASS.)]
- Type of Action Request:** Select one.. [Dropdown menu]
- Contract / Project Number:** [Empty field with note: (Note: Please click on the 'Select' button to choose the list of Contract/Project #.)]
- Position Title:** [Empty field]
- Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:** [Empty field]
- Coordinator Affiliation:** Radio buttons for Property Owner, Management Agent, Service Bureau, and Contract Administrator (selected).

Below the form fields, there are two checkboxes for acknowledgment and certification:

- Acknowledgement:** I understand that my user ID and password are to be used only by me. Under no circumstances will I reveal or allow use of my password by another person. Nor will I use another person's password and user ID. I will protect EIV system data within my control, whether online, printed or stored in media, from unauthorized access. I understand and agree to follow all HUD standards, policies, and procedures.
- Certification of Owner Letter(s) of Approval:** I understand and agree to follow all HUD standards, policies, and procedures and certify that, in the case of initial certification, I possess approval from the authorized official of the owner entity (e.g., General Partner, Board President, etc.) or authorized CA official to obtain access to sensitive data contained in the EIV system for the contract (s)/property(ies) listed on this on-line CAAF. In the case of re-certification of a contract(s)/property(ies) listed on this CAAF, I maintain the appropriate approval as described above to access the data contained in EIV.

At the bottom of the form, there are two buttons: 'Submit Request' and 'Cancel Request'.

Once the Form is filled in, click on the Submit Request button to submit the CAAF request to the Help Desk. The resulting page will be displayed with the current saved request. Click on **Cancel Request** to go back to the previous screen without saving the form. The screen below will be displayed when the **Submit Request** button is clicked.

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Coordinator Access Request >> Current Requests

Request Selection : Pending

1 - 1 of 1 Requests

| Previous Coordinator Access Authorization Requests (CAAF) |         |                              |           |                            |                 |                           |                 |                                                                           |
|-----------------------------------------------------------|---------|------------------------------|-----------|----------------------------|-----------------|---------------------------|-----------------|---------------------------------------------------------------------------|
| Date Requested                                            | User ID | User Name                    | User Role | No of Contract/Project (s) | Type of Request | MF Helpdesk Action Status | Date of Action  | Available User Actions                                                    |
| 07/31/2009                                                | M00363  | FIRST - M00363<br>LAST - uiv | HSC       | 3                          | Certification   | Pending                   | No Action Taken | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |

1 - 1 of 1 Requests

Note:

- To edit the access request click on the Edit button
- To delete the access request click on the 'Delete' button next to the request.
- Once the approver acts on the request, the request cannot be modified or deleted.

Users can change the view of the above-displayed screen by selecting the desired status of the request from the Request Selection drop-down box and clicking the Change View button.

## 6.5 SECURITY AWARENESS TESTING MODULE

NOTE: For HSC, CAC, CAU and HSU user roles only.

At the entry point in EIV, before the oath page, users need to complete the security awareness test to gain access to EIV. The test consists of 15 questions for Coordinators (HSC and CAC) and 10 questions for EIV external users (HSU and CAU). After clicking the EIV link from WASS, users who have not taken the test will be navigated to the EIV Security Awareness Testing screen.

Enterprise Income Verification HUD Home EIV Home Search Email

### EIV Security Awareness Testing

Please note that completion of the appropriate questionnaire is completely voluntary. However, HUD's Multifamily Helpdesk cannot approve EIV Coordinator applicants, whether for new or re-certification of existing access, who do not complete and sign the appropriate security awareness training questionnaire; and, approved EIV Coordinators cannot approve EIV User applicants, whether for new or re-certification of existing access, who do not complete and sign the appropriate questionnaire.

The users will need to take the test and upon completion, Click on the Submit button at the end of the

Screen.

Users who are nearing the anniversary date of the last security test will have 30 days to take and pass the security test. During the 30-day period, when logging in, users will be reminded to take the test as shown in the below screen shot.

**Enterprise Income Verification** HUD Home EIV Home Search Email

**EIV Security Awareness Training Reminder**

Annual EIV Security Awareness Training Questionnaire needs to be completed within 30 of days for uninterrupted use of EIV.

Please select one of the options below.

- [Take Questionnaire Now](#)
- [Remind Me Later](#)

During the 30-day period, when logging in, users will be reminded to take the test. The users can take the test when they are logged in or click on the Remind Me Later link to be reminded by the system each time they login to EIV with in the 30-day period. After which they will not be allowed in EIV, without completing and passing the test.

If the users fail to pass the exam on any attempt, a help feature is provided to find the answers and also to retake the test as shown as in the below screen shot.

**Enterprise Income Verification** HUD Home EIV Home Search Email

- **You did not pass the exam. Questions listed below were incorrect**

**EIV Security Awareness Testing - Results**

Please select one of the options below.

- [Find Correct Answers](#)
- [Retake Questionnaire](#)

Users can click on the Find Correct Answers link to help prepare for the security test. Users need to pass the test before they gain access to EIV. The test needs to be taken once in a year. Test results can be viewed by clicking the **Security Exam Report** link from the left navigation panel. The result of the test will be stored in EIV for a one-year period, and is available online and in printer-friendly version for access by clicking on the **Security Exam Report** link.

**External Links**

- [USCIS - SAVE System](#)

**Security Exam**

- [Security Exam Report](#)

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**User Manual**



6.6 AUDIT REPORTS – O/A USER SESSION AND ACTIVITY AUDIT REPORT

NOTE: For HFU, CAC and CAU user roles only.

O/A User Session and Activity report provides HFU, CAC and CAU users the capability to view the EIV usage for users with HSC and HSU roles within their portfolio.

**Audit Reports**

- O/A Cert Report
- User Session & Activity Report

**Step 1:** Click on the **User Session & Activity Report** link under the **Audit Report** section in the left-hand navigation panel. **(FOR CAC users this report will be the only link under the Audit Report Section on the left Navigation bar.)**

The screenshot shows the 'Enterprise Income Verification' interface. The breadcrumb trail is 'Audit Reports >> User Session and Activity Audit Report'. Below this, there is a text box with instructions: 'Specify the inclusive start and end dates for the time period, User ID and Contract and/ or Project. Enter the dates in the format (MM/DD/YYYY) or select by clicking on the calendar tool.' The form contains several input fields: 'Start Date' and 'End Date' with calendar icons, 'User ID', and a dropdown menu for 'Contracts' with the text 'Select from the list'. There is an 'OR' separator between the date fields and the contract dropdown. A 'Get Report' button is at the bottom. A red asterisk indicates a required field.

**Step 2:** Enter the Start Date, End date and User ID for whom the search needs to be performed. The user can also select the contract (or Project for HFU users) to narrow the search.

The result will bring you to the **View Session and Activity Report** page which will display the entered user id’s access details to EIV system.

The screenshot shows the 'View Session and Activity Report' results page. The breadcrumb trail is 'Audit Reports >> User Session and Activity Report >> View Session and Activity Report'. Summary statistics are shown: 'Number of Records: 2', 'Start Date: 07/01/2009', 'End Date: 08/10/2009', 'Contract/Project: AR', and 'User ID: M00343'. Below this is a table with the header '1 - 2 of 2 User Records'.

| User ID | User Name                 | Logon Date              | Logoff Date             | # of Times it was accessed |
|---------|---------------------------|-------------------------|-------------------------|----------------------------|
| M00343  | FIRST - M00343 LAST - uiv | 2009-07-13 01:41:53.623 | 2009-07-13 01:42:06.403 | 0                          |
| M00343  | FIRST - M00343 LAST - uiv | 2009-07-28 16:41:20.917 | 2009-07-28 16:41:33.213 | 0                          |

If the contract or project number is selected in the selection page, the result page will display the details of entered user’s access to the particular contract/project number. If the **# of Times it was accessed**

column is zero that means the user has logged into EIV system during the specified dates but did not access the particular contract/project information.

### 6.7 AUDIT REPORTS – O/A CERT REPORT

NOTE: For HFU, CAC and CAU user roles only.

O/A Cert Report provides HFU, CAC and CAU users the capability to view the EIV certification status of a contract(s) and/or project(s) that has at least one user with the HSC or HSU user roles assigned that O/A's contract(s) and/or project(s).

**Step 1:** Click on the **O/A Cert Report** link under the **Audit Report** section in the left-hand navigation panel. **(FOR CAC users this report will be displayed under the User administration Section on the left Navigation bar.)**

#### Audit Reports

- O/A Cert Report
- User Session & Activity Report

The resulting screen displays, the Contract selection page to search for certification status. (HFU users will have option to select the projects from within their portfolio).

**Step 2:** Select a contract or select 'All contracts' to get the certification status of the HSC/HSU user roles.

**Step 3:** The search can be performed by entering the user ID of the user being searched.

The resulting page, displays the certification status of the user with same portfolio.

| User ID | User Name               | User Role | Project/Contract | Effective Date of Action | Recertification Period  | Effective to Date | User Status |
|---------|-------------------------|-----------|------------------|--------------------------|-------------------------|-------------------|-------------|
| H00266  | FRST - H00266 LAST - un | HSU       | CA               | 06/15/2009               | 10/01/2009 - 10/31/2009 | 10/31/2009        | Certified   |
| H00337  | FRST - H00337 LAST - un | HSC       | CA               | 05/19/2009               | 04/01/2010 - 04/30/2010 | 04/30/2010        | Certified   |
| H00337  | FRST - H00337 LAST - un | HSC       | CA               | 05/19/2009               | 04/01/2010 - 04/30/2010 | 04/30/2010        | Certified   |

The user can print the report by clicking the **Printer-Friendly Version** link on the page.

## 6.8 HQA MANAMEMENT REPORT – EIV USAGAE SUMMARY

**Enterprise Income Verification** HUD Home MF Housing EIV Home Search Email

HQs Management Report >> Terminations Summary >> Report Selection

Select Region:

HQ

Get Report

EIV Usage summary will display reports for the 180 day period.

- Total number of hits in the last 180 days by HSC role against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on any given 180 day period.
- Percent (%) of increase/decrease in hits in last 180 days by HSC roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on any given 180 day period.
- Total number of hits in last 180 days by HSU role against Contract and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU user on any given 180 day period.
- Percent (%) of increase/decrease in hits in last 180 days by HSU roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU users in any given 180 day period.

HQs Management Report >> EIV Terminations Summary

[Printer Friendly Page](#)  
[Download in Excel](#)

| EIV Usage Summary - EIV Management Reports Summary as of 04/04/2011                                                                                                                                                          |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Total number of daily hits in last 30 days by HSC against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on last 30 day period                             | 1       |
| Percent (%) of increase/decrease in daily hits in last 30 days by HSC roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on last 30 day period   | 100%    |
| Total number of daily hits in last 30 days by HSU role against Contract and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU user on any given 30 day period                    | 0       |
| Percent (%) of increase/decrease in daily hits in last 30 days by HSU roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU users on last 30 day period  | 0%      |
| Total number of hits in the last 180 days by HSC role against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on any given 180 day period                   | 637     |
| Percent (%) of increase/decrease in hits in last 180 days by HSC roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on any given 180 day period  | -52.78% |
| Total number of hits in last 180 days by HSU role against Contract and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU user on any given 180 day period                        | 1084    |
| Percent (%) of increase/decrease in hits in last 180 days by HSU roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU users in any given 180 day period | -78.1%  |
| EIV Terminations Summary - EIV Management Reports Summary as of 04/04/2011                                                                                                                                                   |         |
| Total Number of HSC roles terminated in EIV                                                                                                                                                                                  | 244     |
| Percent (%) of increase in number of HSC roles terminated in EIV during the last 30 days                                                                                                                                     | 100%    |
| Total Number of HSU roles terminated in EIV                                                                                                                                                                                  | 162     |
| Percent (%) of increase in number of HSU roles terminated in EIV during the last 30 days                                                                                                                                     | 100%    |

### 6.9 SPECIAL INSTRUCTIONS FOR ERROR CORRECTION

For issues or problems on the EIV Online, contact the MF Help Desk at 1-800-767-7588 or by email at [MF\\_eiv@hud.gov](mailto:MF_eiv@hud.gov).

## ***7.0 USING THE SYSTEM (BATCH)***

## 7 USING THE SYSTEM (BATCH)

This section provides a brief description of EIV MF batch processing.

### 7.1 MF BATCH PROCESSING

The MF Batch processing covers the following:

- SSA Request File creation and transmission – covers the creation of SSA monthly request file and transfer of files from the Batch server to the EIV Pre-processing back-end server.
- SSA Response Processing – covers the loading of SSA response data into EIV database
- NDNH Monthly and Quarterly Request File creation and transmission - covers the creation of NDNH monthly request file and transfer of files from the Batch server to the Mainframe Server
- NDNH – Monthly and Quarterly Response File processing – covers the loading of NDNH response data into EIV database
- MF Summarization – covers the computation of tenant’s projected annual income, computation tenant’s actual annual income, computation of tenant’s income discrepancy, analysis of the discrepancy and aggregation the tenant’s income discrepancy at the Contract and Project level, and Reexamination Month level.
- Weekly Usage Report – generation of statistics on the number of times the online pages were accessed during the reporting week, the total number of MF users that logged in to EIV per day during the reporting week and the number of users that logged in to EIV per hour from 8:00am to 8:00pm during the reporting week.

EIV online users are not given access to batch processing. However, a notice will be placed in the EIV Announcement Block of when the monthly loading of SSA data has been completed and the summarization reports successfully run.

### 7.2 SPECIAL INSTRUCTIONS FOR ERROR CORRECTION

Not applicable.

### 7.3 CAVEATS AND EXCEPTIONS

Not applicable.

### 7.4 INPUT PROCEDURES AND EXPECTED OUTPUT

Not applicable.

## **8.0 QUERYING**

## **8 QUERYING**

### **8.1 QUERY CAPABILITIES**

EIV receives SS and SSI data on a monthly basis from SSA and, receives W-4 and income from NDNH on a monthly/quarterly basis via a batch-processing mode. EIV does not provide the users query access to EIV databases.

Queries of SSA or NDNH data for individual tenant SS and SSI benefit or income information are available via EIV online application system.

### **8.2 QUERY PROCEDURES**

Not Applicable.

## ***9.0 REPORTING***

## 9 REPORTING

This section provides a description of the reports available to EIV MF Housing Program users.

### 9.1 REPORT CAPABILITIES

EIV provides the following online reports for MF Housing Program users:

#### 1. By Contract Number or Project Number and Recertification Month Summary Reports:

- **Income Report Summary** shows income information for the list of household due for reexamination in the indicated month and who currently receive or previously received SS/SSI benefits or income.
- **Income Discrepancy Report Summary** shows the list of households with income discrepancy between the tenant-provided SSA benefits information contained on Form HUD-50059 and the SSA benefits amount collected by EIV from SSA.
- **No Income Report** provides a list of the tenants, whose identity was verified by SSA based on the SSN/Last Name/Date of Birth combination, but did not or has never received SS/SSI benefits.
- **New Hires Report** provides a list of households where at least one member has a New Hire record for the selected month or period and members in such households.

#### 2. Verification Reports

- **Existing Tenant Search** shows basic information on the households (in PIH and MF) wherein a person may be potentially receiving subsidy.
- **Multiple Subsidy Report** shows a list of tenants who receive assistance on multiple contracts/properties in Multifamily Housing Programs or in both PIH and Multifamily Programs
- **Identity Verification Report** shows statistics on number of households and the number of households that have been verified by SSA, which failed SSA verification , failed EIV pre-screening and Number of Households Not Verified (verification in process)
- **Deceased Tenants Report** shows the basic information of the households/ household members for the households with deceased household members.

### 9.2 REPORT PROCEDURES

Please refer to Section 6.0 on instructions on how to generate the reports enumerated above.

**APPENDIX A – LIST OF ERROR MESSAGES ON THE FAILED VERIFICATION REPORT**

| Error Description                                                                                 | Explanation                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Member SSN not sent to SSA – Invalid SSN                                                          | The tenant’s record was not sent to the SSA because the SSN failed the preliminary validation checks conducted by TASS.                                                                                                                                     |
| Member SSN not sent to SSA – Live-in aide or foster child                                         | The tenant’s record was not sent to the SSA because the relationship code indicated that the individual was a live-in aide or foster child. The income of these two categories of family members may not be included in eligibility and rent calculations.  |
| Verification failed – SSN not found in SSA records                                                | The tenant’s SSN is not a valid number issued by the SSA.<br><b>Note: The message also includes the SSN reported in SSA.</b>                                                                                                                                |
| Verification failed – SSN was not verified by SSA                                                 | The tenant’s SSN is not a valid number issued by the SSA                                                                                                                                                                                                    |
| Verification failed – Surname matched, but date of birth did not match with SSA records           | The tenant’s identity was not verified because while the Surname matched with SSA records, the Date of Birth did not match. However, based on the SSN/Last Name combination, SSA has indicated that the tenant <u>does not receive</u> SS/SSI benefits.     |
| Verification failed – Date of birth matched, but surname did not match with SSA records           | The tenant’s identity was not verified because while the Date of Birth matched with SSA records, the Surname did not match. However, based on the SSN/Date of Birth combination, SSA has indicated that the tenant <u>does not receive</u> SS/SSI benefits. |
| Verification failed – SS benefits cannot be disclosed due to discrepancy in date of birth         | The tenant’s identity was verified by SSA based on the SSN/Last Name combination and the tenant <u>is receiving SS benefits</u> . However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.                        |
| Verification failed – SS benefits cannot be disclosed due to discrepancy in name                  | The tenant’s identity was verified by SSA based on the SSN/Date of Birth combination and the tenant <u>is receiving SS benefits</u> . However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.                        |
| Verification failed – SSI benefits cannot be disclosed due to discrepancy in date of birth        | The tenant’s identity was verified by SSA based on the SSN/Last Name combination and the tenant is receiving SSI benefits. However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.                               |
| Verification failed – SSI benefits cannot be disclosed due to discrepancy in name                 | The tenant’s identity was verified by SSA based on the SSN/Date of Birth combination and the tenant is receiving SSI benefits. However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.                               |
| Verification failed – SS and SSI benefits cannot be disclosed due to discrepancy in date of birth | The tenant’s identity was verified by SSA based on the SSN/Last Name combination and the tenant is receiving both SS and SSI benefits. However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.                   |
| Verification failed – SS and SSI benefits cannot be disclosed due to discrepancy in name          | The tenant’s identity was verified by SSA based on the SSN/Date of Birth combination and the tenant is receiving both SS and SSI benefits. However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.                   |

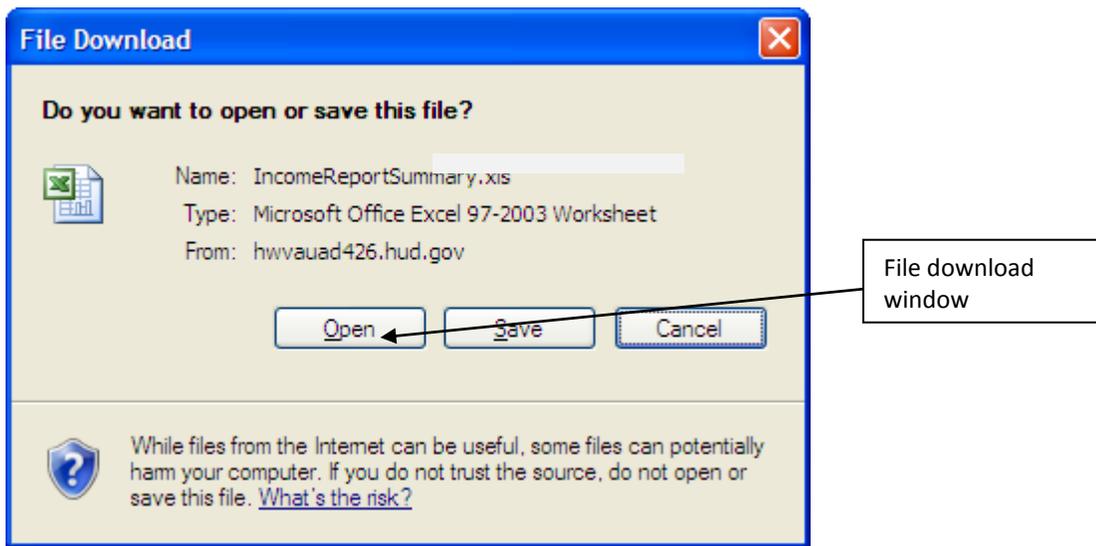


## APPENDIX B – INSTRUCTIONS ON DOWNLOADING TO MICROSOFT EXCEL FILES

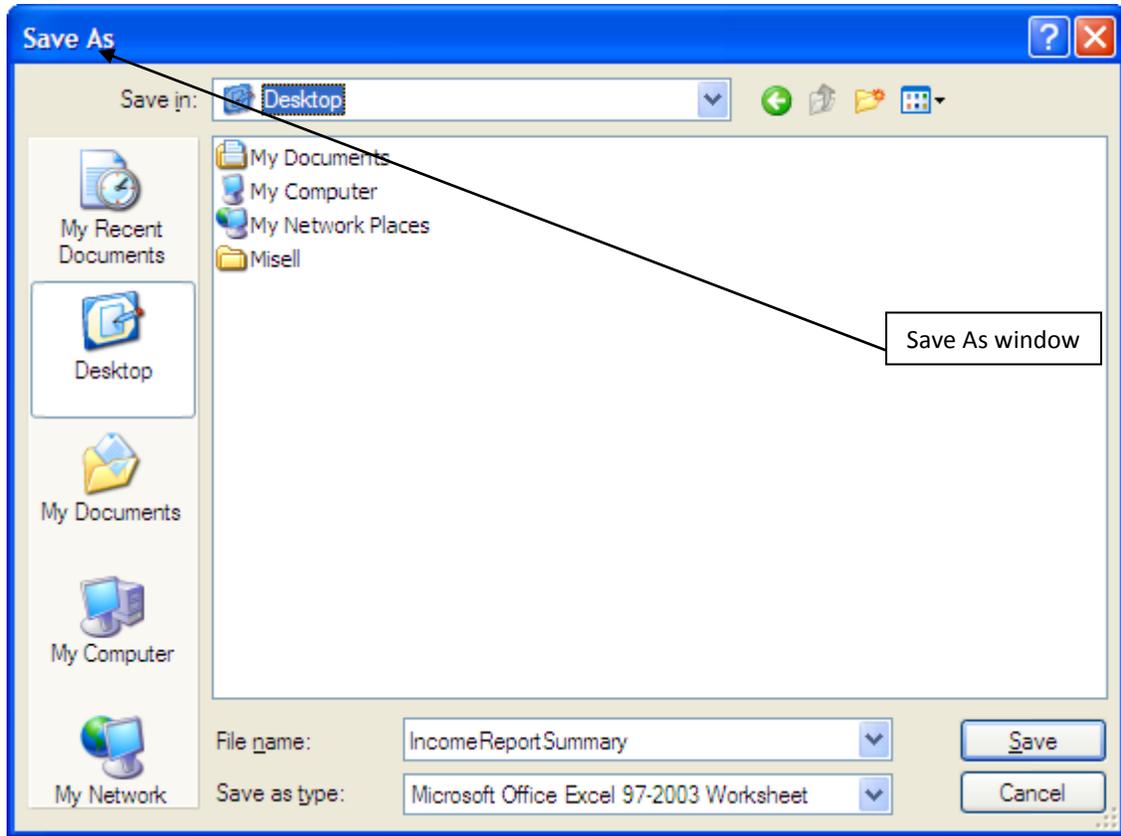
When the **Download in Excel** link is clicked, the File Download pop-up window is displayed. You can choose either the **Open** or **Save** button.

The following steps describe how to download the reports that match the search criteria specified by the user.

1. From the Income Summary or Income Discrepancy Summary or Failed Verification or No Income Report, click the Download in Excel hyperlink.
2. The File Download dialogue box is displayed. Click the Save button.



3. The **Save As** dialogue box is displayed as shown below.
4. Once the file is saved, open it using Microsoft excel for viewing the report.



## APPENDIX C – ACRONYMS AND ABBREVIATIONS

The following terms, abbreviations and acronyms may or may not appear in this document. They are provided for reference and clarity.

| Acronym        | Definition                                                                                                                                                                   |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CAAF           | Coordinator Access Authorization Form                                                                                                                                        |
| EIV            | Enterprise Income Verification                                                                                                                                               |
| FEIN           | Federal Employer Identification Number                                                                                                                                       |
| Form HUD-50059 | Owner’s Certification of Compliance with HUD’s Tenant Eligibility and Rent Procedures. Resident characteristics and tenant income data from this form is submitted to TRACS. |
| GAO            | General Accounting Office                                                                                                                                                    |
| HHS            | Department of Health and Human Services                                                                                                                                      |
| HOH            | Head of Household                                                                                                                                                            |
| HOUSING        | Office of Housing                                                                                                                                                            |
| HUD            | US Department of Housing and Urban Development                                                                                                                               |
| MF Housing     | Multifamily Housing                                                                                                                                                          |
| NDNH           | National Directory of New Hires database                                                                                                                                     |
| OIG            | Office of Inspector General                                                                                                                                                  |
| PIH            | Office of Public & Indian Housing                                                                                                                                            |
| REAC           | Real Estate Assessment Center                                                                                                                                                |
| RHIIP          | Rental Housing Integrity Improvement Project                                                                                                                                 |
| SS             | Social Security                                                                                                                                                              |
| SSA            | Social Security Administration                                                                                                                                               |
| SSI            | Supplemental Security Income                                                                                                                                                 |
| TAC            | Technical Assistance Center                                                                                                                                                  |
| TASS           | Tenant Assessment Subsystem                                                                                                                                                  |
| TRACS          | Tenant Rental Assistance Certification System                                                                                                                                |
| UAAF           | User Access Authorization Form                                                                                                                                               |
| W-4            | Federal form that collects New Hires data                                                                                                                                    |
| WASS           | Web Access Security Subsystem                                                                                                                                                |