**From:** PIH.RHIIP.TA [mailto:PIH.RHIIP.TA@HUD.GOV]
**Sent:** Thursday, January 13, 2011 10:10 AM
**To:** PIH-RHIIP-L@hudlist.hud.gov
**Subject:** PIH RHIIP MESSAGE # 2011-03 - Just Published: PIH Notice 2011-02: Verification of SSNs, SS & SSI Benefits

PIH Notice 2011-02 was recently published at: http://www.hud.gov/offices/pih/publications/notices/ and is attached to this message for your convenience. This Notice extends Notice PIH-2010-03(HA), same subject, for another year until January 31, 2012.

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

**Purpose:** This Notice explains the procedures public housing agencies are required to use for verifying Social Security numbers, Social Security benefits of applicants, participants and household members at the time of application for rental assistance programs and during mandatory reexamination of household income, respectively. This notice also provides guidance related to the recent changes made to 24 CFR 5.216, 24 CFR 5.218, and new verification requirements at 24 CFR 5.233, in accordance with the Final Rule: *Refinement of Income and Rent Determinations in Public and Assistance Housing Programs*, effective January 31, 2010, as published at 74 FR 68924, on December 29, 2009.

**For inquiries about this Notice:** Send inquiries to PIH.RHIIP.TA@HUD.GOV or contact your local HUD field office.

**This email message was prepared by Nicole Faison**

**If you are not receiving the automatic PIH EIV tips, guidance, and latest EIV training opportunities via email, subscribe today to the PIH RHIIP mailing list so you can receive the latest and greatest First! Click the following link to subscribe (or paste the url in your browser): http://www.hud.gov/subscribe/signup.cfm?listname=Public%20and%20Indian%20Housing%20Rental%20Housing%20Integrity%20Improvement%20Project&list=PIH-RHIIP-L.**

**Initial and Updated EIV system 9.1.1 training with Security Awareness training webcasts aired on September 23-24, 2010 are posted for your viewing convenience at http://portal.hud.gov/portal/page/portal/HUD/press/multimedia/videos. For more information, go to: http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm#3.**

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

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

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

Issued: January 12, 2011

Expires: January 31, 2012

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

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

1. **Extension:** This Notice extends Notice PIH-2010-03(HA), same subject, for another year until January 31, 2012.

2. **Purpose:** This Notice explains the procedures public housing agencies are required to use for verifying Social Security numbers, Social Security benefits of applicants, participants and household members at the time of application for rental assistance programs and during mandatory reexamination of household income, respectively. This notice also provides guidance related to the recent changes made to 24 CFR 5.216, 24 CFR 5.218, and new verification requirements at 24 CFR 5.233, in accordance with the Final Rule: *Refinement of Income and Rent Determinations in Public and Assistance Housing Programs*, effective January 31, 2010, as published at 74 FR 68924, on December 29, 2009.

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

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

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

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

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

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

Issued: January 21, 2010

Expires: January 31, 2011

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

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

1. **Purpose:**

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

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

2. **Applicability:**

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

3. **Background:**

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

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

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

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

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

4. **Effective Date:**

This Notice is effective as of issuance date.

5. **SSN Disclosure:**

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

a. Those individuals who do not contend to have eligible immigration status (individuals who may be unlawfully present in the United States). These individuals in most instances would not be eligible for a SSN.
    1. A family that consists of a single household member (including a pregnant individual) who does not have eligible immigration status is **not eligible** for housing assistance and cannot be housed.
    2. A family that consists of two or more household members **and at least one** household member that has eligible immigration status, is classified as a mixed family, and **is eligible** for prorated assistance in accordance with 24 CFR 5.520. The PHA may **not** deny assistance to mixed families due to nondisclosure of an SSN by an individual who does not contend to have eligible immigration status.

b. Existing program participants as of January 31, 2010, who have previously disclosed their SSN and HUD has determined the SSN to be valid. PHAs may confirm HUD's validation of the participant's SSN by viewing the household's ***Summary Report*** or the ***Identity Verification Report*** in the EIV system.

c. Existing program participants as of January 31, 2010, who are 62 years of age or older, and had not previously disclosed a valid SSN. This exemption continues even if the individual moves to a new assisted unit.

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

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

6. **SSN Documentation:**

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

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

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

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

1. The first type of card shows the individual's name and SSN only. This is the card most people have and reflects the fact that the holder can work in the U.S. without restriction. SSA issues this card to:

    - U.S. citizens; or
    - Noncitizens lawfully admitted to the United States for permanent residence and noncitizens with DHS permission to work permanently in the United States (i.e. refugees and asylees).

2. The second type of card bears, in addition to the individual's name and SSN, the legend: '**NOT VALID FOR EMPLOYMENT"**. SSA issues this card to lawful noncitizens who do not have DHS permission to work, but are required by law to provide a SSN to obtain general assistance benefits that they already have qualified for.

3. The third type of card bears, in addition to the individual's name and SSN, the legend **"VALID FOR WORK ONLY WITH DHS AUTHORIZATION"**. SSA issues this card to people with DHS permission to work temporarily in the United States.

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

7. **Rejection of Documentation:**

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

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

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

8. **Verification of the SSN:**

The PHA shall verify each disclosed SSN by:

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

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

a. Verified. If the information matches the SSA database, the individual's identity verification status will be **Verified** (See Exhibit 1 below). No action is required by the PHA.

b. Failed. If the information does not match the SSA database, the identity verification status will be **Failed** (see Exhibit 2 below). See Section 16 of this Notice for guidance on how to correct personal identifiers of individuals whose identity verification status is failed.

c. Not Verified. If an individual's identity verification status is **Not Verified** (see Exhibit 3 below), this means that HUD has not yet sent the tenant's personal identifiers to SSA for validation. No action is required by the PHA.

d. Deceased. If an individual's identity verification status is **Deceased** (see Exhibit 4 below), this means that SSA's records indicate the person is deceased. The PHA should confirm the death with the family's head of household or listed emergency

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

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

Once the individual's verification status is classified as **verified**, the PHA should remove and destroy, by no later than the next reexam of family income or composition, the copy of the documentation referenced in Section 6 of this Notice. Paper documentation should be destroyed by either shredding or burning. Electronic documentation should be destroyed by erasing or permanently deleting the file. Additional guidance related to destruction of records is available in HUD Handbook 2400.25, Rev. 2: *HUD Information Technology Security Policy*, dated October 1, 2008. The handbook is available online at: http://www.hud.gov/offices/adm/hudclips/handbooks/admh/2400.25/index.cfm.
The retention of the aforementioned EIV report in the tenant file is adequate. PHAs are permitted to maintain EIV reports in the tenant file for the duration of tenancy, and no longer than three years from the end of participation date. This will minimize the risk of exposing the individual's SSN. PHAs are encouraged to minimize the number of tenant records that contain documents which display the full nine-digit SSN.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

12. **Third Party Verification Requirement:**

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

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

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

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

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

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

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

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

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

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

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

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

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

- PHAs are required to print the EIV Income Report and confirm with the tenant that the current listed benefit amount is correct. If the tenant agrees with the current EIV-reported amount, the PHA will use the gross benefit amount to calculate annual income from social security benefits.

- If the tenant disputes the EIV-reported benefit amount, the PHA is required to request the tenant to provide a current (dated within the last 60 calendar days) SSA benefit letter. If the tenant is unable to provide the requested document, the PHA should follow the instructions under *Third Party Verification of SS/SSI Benefits of Applicants and Household Members* (see section 13 of this Notice).

- If benefit information is not available in the EIV system, the PHA should follow the instructions under *Third Party Verification of SS/SSI Benefits of Applicants and Household Members* (section 13 of this Notice). ***Note:*** It is possible for EIV to not display SS/SSI benefit information although the individual has been receiving benefits for years. EIV displays only benefit information that has been received by SSA.

- Photocopies of social security checks or bank statements are not acceptable forms of verification for SS/SSI benefits because the dollar amount listed may not be the gross benefit amount.

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

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

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

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

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

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

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

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

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

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

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

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

- **Failed SSA Screening Report:** informs the PHA of any tenant whose identity can not be confirmed by the SSA due to incorrect personal identifiers (date of birth, surname, and/or SSN) recorded in section 3 of the form HUD-50058. PHA staff should review this report on a monthly basis, obtain appropriate documentation from the tenant, update section 3 of the form HUD-50058, accordingly, and transmit a revised form HUD-50058 into PIC.

- **Failed EIV Pre-screening Report:** informs the PHA of any tenant who has failed HUD's EIV pre-screening process due to incorrect personal identifiers (date of birth, surname, and/or SSN) or invalid form HUD-50058 transmitted (e.g. effective date of action is more than 15 months ago). Staff should review this report on a monthly basis, obtain appropriate documentation from the tenant, update section 3 of the form HUD-50058, accordingly, and transmit a revised form HUD-50058 into PIC. For invalid form HUD-50058s, staff should review the error description and take appropriate action to correct the error and transmit a revised form HUD-50058 into PIC. The PIC Coach within the PHA's designated local HUD office is available to provide assistance.

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

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

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

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

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

| Failed EIV Pre-screening Report Error Messages | | | |
|---|---|---|---|
| | **Error Message Description** | **Explanation** | **Corrective Action** |
| 1 | Failed DOB check. | The date of birth is blank or null. | Enter DOB on line 3e of the form HUD-50058. Ensure only numbers are recorded. |
| 2 | Failed last name check. | The last name is blank or null. | Enter last name on line 3b of the form HUD-50058. Ensure only alpha characters are recorded. |
| 3 | Failed SSN check. | The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000}. | Enter valid SSN on line 3n of the form HUD-50058. Do not use repetitive numbers, as directed in the current Form HUD-50058 Instruction Booklet, if tenant has not disclosed a SSN. An alternate ID should be generated for all household members without an SSN (using the alternate ID Generator Module in PIC).<br><br>**Note:** This error message will occur for any individual with a PIC generated ALT ID. If individual is a U.S. Citizen/National or eligible noncitizen, the PHA should follow up with the family to obtain documentation of the SSN. If the individual does not contend to have eligible immigration status (and coded as ineligible noncitizen on the form HUD-50058), no further action is required by the PHA. |
| 4 | Failed effective date check. | The effective date of action is more than 15 months old. | Enter a current effective date on line 2b of the form HUD-50058. |

17. **For inquiries about this Notice contact:** your local HUD field office or Nicole Faison of HUD Headquarters' Office of Public Housing and Voucher Programs at (202) 402-4267, or via email at PIH.RHIIP.TA@HUD.GOV.

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

/s/

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