



PIH.RHIIP.TA Message # 2011-54 Distributed on September 28, 2011

## How to Be a HUD-Designated EIV Star

On **October 3, 2011**, after the successful completion of the Office of Public and Indian Housing (PIH) Enterprise Income Verification (EIV) system weekend summarization job, HUD will access the updated Deceased Tenants and Identity Verification Reports to identify those PHAs whose report totals are zero (0). HUD will classify these PHAs as **HUD-Designated EIV Stars!** Please note that HUD will manually adjust the Identity Verification Report to not count individuals who have a PIH Information Center (PIC)-generated alternate identification number (also referred to as an "ALT ID") **and** whose citizenship status is ineligible noncitizen.

Your agency can be a HUD-Designated EIV star for the **period ending September 30, 2011**, if your agency's current Deceased Tenants and Identity Verification report totals are zero (0) or will be zero after HUD's manual adjustments **or** your agency follows the below guidance. HUD-designated EIV stars are posted online at:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/programs/ph/rhiip/uivsystem#stars](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/ph/rhiip/uivsystem#stars). Check your agency's EIV reports today to see if your agency is on the road to stardom!

Below is guidance on how to fix deficiencies which may be reflected on the weekly updated EIV reports. This guidance is not applicable to the **Failed SSA Identity Report** within the Identity Verification Report since these corrected errors are reflected in the following month after successfully submitting updated 50058s to PIC.

**PHAs must successfully submit all updated 50058s to PIC by the close of business on Friday, September 30, 2011.**

**On Saturday, October 1, 2011, EIV will copy the updated PIC data and update the EIV reports upon successful completion of the EIV weekend summarization job.**

### How to correct deficiencies noted on the Deceased Tenants Report

If the entire family no longer participates in the program, submit an end of participation (EOP) (action type 6) to PIC or initiate an online EOP transaction in PIC.

If the surviving household members of the deceased tenant continue to participate in the program, remove the deceased individual from the family composition and submit an interim reexamination (action type 3) or annual reexamination (action type 2) to PIC.

**Note:** If the head of household is deceased and you are adding a new head of household (the new guardian of remaining minor household members), who was not previously a part of the family composition, be sure to list the former HOH's SSN on line 3w (otherwise PIC will reject the submitted 50058).



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### **How to correct deficiencies noted on the Identity Verification Report: Failed EIV Pre-Screening**

**Failed Effective Date Check** means that the effective date listed on line 2b of the 50058 is more than 15 months old. To correct this error, successfully submit an interim reexamination (action type 3) or annual reexamination (action type 2) in which line 2b contains a date less than 15 months ago.

**Failed SSN Check** means that the SSN listed on line 3n of the 50058 is invalid.

For any household member with an assigned ALT ID number and whose citizenship status is eligible citizen or eligible noncitizen, use PIC's Tenant ID Management tool to replace the ALT ID number with a valid SSN.

No action is required for individuals who are assigned an ALT ID number and whose citizenship status is ineligible noncitizen.

For all other household members (not assigned an ALT ID number), successfully submit an interim reexamination (action type 3) or annual reexamination (action type 2) in which line 3n of the 50058 contains a valid SSN.

**Failed DOB Check** means that the date of birth (DOB) on line 3e of the 50058 is blank or invalid. To correct this error, successfully submit an interim reexamination (action type 3) or annual reexamination (action type 2) in which line 3e of the 50058 contains a valid DOB.

**Failed Last Name Check** means the last name on line 3b is blank or invalid. To correct this error, successfully submit an interim reexamination (action type 3) or annual reexamination (action type 2) in which line 3b of the 50058 contains a valid last name. Only enter alphabetic characters.

### **How to correct common PIC fatal errors**

Below is a list of common PIC fatal errors and guidance on how to fix these errors as outlined in Chapter 5, pages 199-201 of the PIC Technical Reference Guide available online at: [http://www.hud.gov/offices/pih/systems/pic/50058/pubs/trg/2010april16\\_trg.pdf](http://www.hud.gov/offices/pih/systems/pic/50058/pubs/trg/2010april16_trg.pdf).



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## **Chapter 5. Form HUD-50058 Submission Instructions for Fatal Errors 5323 through 5327, 5331 and 5332**

This chapter provides instructions about submitting Form HUD-50058 for the SSNs receiving the fatal error messages 5323 through 5327, 5331 and 5332.

When HUD receives a Form HUD 50058 containing an instance of an SSN or Alt ID for any household member that is apparently invalid or a duplicate in the system, the form is accepted and processed, and the household is *flagged* as requiring resolution of an *identity discrepancy*. While the *identity discrepancy flag* is in existence, PIC will only accept action 6 (“EOP”) or 15 (“VOID”) for that household.

If another Form HUD 50058 is submitted containing a subsequent instance of the same suspect SSN or Alt ID while the *identity discrepancy flag* is in existence, one of the following fatal errors will occur and the form will be rejected.

### **FATAL: 5323 - Based on the Social Security Administration numbering scheme this SSN is invalid.**

For the SSN receiving this error message in the submitted Form HUD-50058, perform one of the following options:

- If the submitted SSN is incorrect, replace the SSN online by using the “SSN to SSN” or “SSN to Alt ID” modification type on the “Replace ID” page of the “Tenant ID Management” sub-module. *This will remove the identity discrepancy flag.* Then, please resubmit Form HUD-50058 with the replaced SSN or AID.
- If the SSN is recently-issued and is correct, the user will need to wait until the system receives the monthly update of the latest “SSNs issued list” from SSA (Social Security Administration). *This will remove the identity discrepancy flag.* Once the system has been updated with new SSA data, the SSN will no longer appear in the Invalid SSN Report and then Form HUD-50058 can be resubmitted for the SSN.



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**FATAL: 5324 - This SSN has been found to be Invalid upon verification with Social Security Administration.**

For the SSN receiving this error message in the submitted Form HUD-50058, perform the following:

- Replace the SSN online by using the “SSN to SSN” or “SSN to Alt ID” modification type on the “Replace ID” page of the “Tenant ID Management” sub-module. ). *This will remove the identity discrepancy flag.* Then, please resubmit Form HUD-50058 with the replaced SSN or AID.

**FATAL: 5325 - This SSN has been found to be deceased upon verification with Social Security Administration.**

For the SSN receiving this error message in the submitted Form HUD-50058, perform the following:

- Submit Form HUD-50058 without the SSN. *This will remove the identity discrepancy flag.*

**FATAL: 5326 - This SSN has been found to have an incorrect last name upon verification with Social Security Administration.**

For the SSN receiving this error message in the submitted Form HUD-50058, perform the following:

- Submit “Annual Re-examination” (action type 2) or “Interim Reexamination” (action type 3) Form HUD-50058 with field 2c (Correction?) set to ‘Yes’, field 2d (If Correction: check primary reason) is set to either ‘Family correction (non-income)’ or ‘PHA correction (non-income)’ **and field 3b (Last name) for the SSN should be different than the one currently present in database.** *This will remove the identity discrepancy flag.*

**FATAL: 5327 - This SSN has been found to have an incorrect date of birth upon verification with Social Security Administration.**

For the SSN receiving this error message in the submitted Form HUD-50058, perform the following:

- Submit “Annual Re-examination” (action type 2) or “Interim Reexamination” (action type 3) Form HUD-50058 with field 2c (Correction?) set to



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'Yes', field 2d (If Correction: check primary reason) is set to either 'Family correction (non-income)' or 'PHA correction (non-income)' **and field 3e (Date of Birth) for the SSN should be different than the one currently present in database.** *This will remove the identity discrepancy flag.*

**FATAL: 5331 - Last Name, First Name, Date of Birth or Sex for this AID does not match with the existing information in database.**

For the AID receiving this error message in the submitted Form HUD-50058, perform the following:

- Verify the last name, first name, date of birth and sex for the AID in the submitted Form HUD-50058 against the existing information for this AID. Existing information for this AID can be obtained through the "AID Report" by navigating to the "Reports" business function of the "Tenant ID Management" sub-module.
- If the information in the submitted Form HUD-50058 is incorrect, then resubmit the Form HUD-50058 with the corrected last name, first name, date of birth or sex. *This will remove the identity discrepancy flag.*
- If the existing information for the AID needs to be updated, then update the last name, first name, date of birth or sex by using the "Other Data" modification type on the "Replace ID" page of the "Tenant ID Management" sub-module. Once the existing information has been updated, resubmit the Form HUD-50058 for the AID. *This will remove the identity discrepancy flag.*

**FATAL: 5332 – The SSN/AID in this household appears in other households.**

For the SSN/AID receiving this error message in the submitted Form HUD-50058 perform one of the following options:

- If the SSN/AID is no longer a member of the submitted household, submit Form HUD-50058 without the SSN/AID. *This will remove the identity discrepancy flag.*
- If the SSN/AID is a member of the submitted household, please navigate to the "Duplicates" page of the "Tenant ID Management" submodule to resolve the duplicates with other households for this SSN/AID. *This will remove the identity discrepancy flag.* Once the "duplicate issue" is resolved, resubmit the Form HUD-50058.



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Please refer to "Possible Dup Tenant Report" on the "Reports" page of the "Tenant ID Management" sub-module for the complete list of the SSNs/AIDs that are found to be duplicates.

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