

Dealing with Discrepancies as a Result of EIV Reported Information

North Tampa Housing Development Corporation

SAHMA – Florida Conference
Wednesday 4/27/2022



SESSION SPEAKER

**Dorothy Swayze
Local Services Manager
North Tampa Housing Development
Corporation**

Contact Information:
CGI Federal/NTHDC
Phone: (813) 554-1264

Email: **dorothy.swayze@cgifederal.com**



OBJECTIVES

You have printed the EIV Reports, now what?

- Today we will discuss:
 - How to read and interpret the information reported on each of the EIV reports including how to identify, investigate, and resolve discrepancies
 - How to properly document the EIV reports and tenant files with required information



What are the Master File Reports?

- Identity Verification Reports
 - Failed EIV Prescreening Report
 - Failed Verification Report
 - Pending Verification Report (not required – EIV generates this report for informational purposes only)
- New Hires Report
- Multiple Subsidy Report
- Deceased Tenant Report

These reports must be maintained In the EIV Master file



IDENTITY VERIFICATION

You have run the report, what now?

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

Identity Verification Reports as of MARCH 11, 2017	
Contract Number	FL29M999999
Re-Certification Month	All

[Printer Friendly Version](#)

Identity Verification Reports	
• Number of households Not-Verified (verification in process)	1
• Failed EIV Pre-Screening	2
• Failed Verification Report (Failed the SSA Identity Test)	2

- Click on each report individually to view/print each report
- **If 0 households** are listed for one of the reports, print this screen as your monthly report



FAILED EIV PRE-SCREENING REPORT

Failed EIV Pre-Screening Report

- Identifies household members with invalid or missing SSN, Last Name, or Date of Birth in TRACS
- EIV will not have any income data for household members listed on the Failed EIV Prescreening Report
- HUD Handbook 4350.3 Chapter 9, Exhibit 9-1 lists possible error codes and corrective actions for this report
- HUD Handbook 4350.3 Chapter 9, 9-12 C. provides guidance on how to use this report



FAILED EIV PRE-SCREENING REPORT

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

Failed EIV Pre-Screening Report by Contract as of MARCH 11, 2017

Contracts	FL29M999999
Re-certification Month	All
Households with Errors	2

[Printer Friendly Version](#)

[Error Description Help](#)

1 - 2 of 2 Households

Failed EIV Pre-Screening Report for Contract: FL29M999999

HOH SSN: 999-99-9999 | HOH Name: Mickey Mouse | Project Number: - | Property Number: 800009999

Member SSN	Member Name	Error Description
T41-41-4141	Baby Mouse	Failed SSN check

HOH SSN: 888-88-8888 | HOH Name: Betty Boop | Project Number: - | Property Number: 800009999

Member SSN	Member Name	Error Description
111-11-1111	Veronica Boop	Failed DOB check.

Important information to review:

- HOH Name
- Member with Error
- Error Description

Why would the SSN have a T in it?



FAILED EIV PRE-SCREENING REPORT

If a tenant is listed on Failed EIV Pre-Screening:

1. Within 30 days resolve the issue
 - Check information in tenant file against data on the 50059
 - If necessary, follow up with the tenant to confirm the personal identifier listed as incorrect on the report and obtain additional documentation of the correct information
 - Correct all 50059 data that was incorrect and submit the corrected 50059 to TRACS



FAILED EIV PRE-SCREENING REPORT

2. Notate on the report for each tenant listed as to the action taken or reason for tenant being on the report
- If discrepancy was corrected: comments outlining actions taken to resolve discrepant data
 - If discrepancy was previously corrected: comments that corrections have already been made and EIV data has not yet been updated
 - If discrepancy is due to a member being exempt from providing SSN: comments why the member is not required to provide SSN



FAILED EIV PRE-SCREENING REPORT

1 - 2 of 2 Households

Failed EIV Pre-Screening Report for Contract: FL29M999999

HOH SSN: 999-99-9999 | HOH Name: Mickey Mouse | Project Number: - | Property Number: 800009999

Member SSN	Member Name	Error Description
T41-41-4141	Baby Mouse	Failed SSN check.

OK

HOH SSN: 888-88-8888 | HOH Name: Betty Boop | Project Number: - | Property Number: 800009999

Member SSN	Member Name	Error Description
111-11-1111	Veronica Boop	Failed DOB check.

Researching

Are these notations acceptable?
Why or why not?

FAILED EIV PRE-SCREENING REPORT

3. **Maintain documentation** of all follow up actions taken including file notes, contact with tenant, and corrected 50059
- Failed Pre-screening Report with notations of follow up action taken in the **Master file** for 3 years from date of report
 - Corrected 50059s and other documentation of follow up in the **tenant file** for term of tenancy plus 3 years

FAILED EIV PRE-SCREENING REPORT

Common issues found during the MOR for the Failed EIV Pre-Screening Report:

1. Not printing and maintaining the report in a Master file even when 0 results found
2. Not notating the report with follow up actions
3. Not correcting discrepancies
4. Not correcting within discrepancies within 30 days

Identity Verification Reports	
• Number of households Not-Verified (verification in process)	0
• Failed EIV Pre-screening	0
• <u>Failed Verification Report (Failed the SSA Identity Test)</u>	6



FAILED VERIFICATION REPORT

Failed Verification Report

- Identifies household members with SSN, Last Name, or Date of Birth not matching info reported by SSA
- EIV will not have any income data for household members listed on the Failed Verification Report
- HUD Handbook 4350.3 Chapter 9, Exhibit 9-2 lists possible error codes and corrective actions for this report
- HUD Handbook 4350.3 Chapter 9, 9-12 C. provides guidance on how to use this report



FAILED VERIFICATION REPORT

1 - 5 of 5 Households

Failed Verification Report		Download Data
Failed Verification Report for Contract: FL298023005		
HOH SSN: 999-88-7777 800008888	HOH Name: Papa Smurf	Project Number: - Property Number:
Member SSN	Member Name	Error Description
999-88-7777	Papa Smurf	Verification failed - Surname matched, but date of birth did not match with SSA records 08/08/1900
HOH SSN: 777-66-5555 800008888	HOH Name: Sweetie Pie	Project Number: - Property Number:
Member SSN	Member Name	Error Description
777-66-5555	Sweetie Pie	Verification failed - SSN not found in SSA records 77665555
HOH SSN: 444-33-2222 800008888	HOH Name: Bueller Ferris	Project Number: - Property Number:
Member SSN	Member Name	Error Description
444-33-2222	Bueller Ferris	Verification failed - Date of birth matched, but surname did not match with SSA records
HOH SSN: 111-99-8888 800008888	HOH Name: Mary Mack	Project Number: - Property Number:
Member SSN	Member Name	Error Description
111-77-6666	Peter Meck	Verification failed - Date of birth matched, but surname did not match with SSA records
HOH SSN: 555-44-3333 800008888	HOH Name: Honey Bunn	Project Number: - Property Number:
Member SSN	Member Name	Error Description
222-11-0000	Sticky Bunn	Verification failed - Surname matched, but date of birth did not match with SSA records 12/12/1999

Important information to review:

- HOH Name
- Member with Error
- Error Description



FAILED VERIFICATION REPORT

HOH SSN: 777-66-5555 | HOH Name: Sweetie Pie | Project Number: - | Property Number: 800008888 |

Member SSN	Member Name	Error Description
777-66-5555	Sweetie Pie	Verification failed - SSN not found in SSA records 776665555

HOH SSN: 444-33-2222 | HOH Name: Bueller Ferris | Project Number: - | Property Number: 800008888 |

Member SSN	Member Name	Error Description
444-33-2222	Bueller Ferris	Verification failed - Date of birth matched, but surname did not match with SSA records

HOH SSN: 111-99-8888 | HOH Name: Mary Mack | Project Number: - | Property Number: 800008888 |

Member SSN	Member Name	Error Description
111-77-6666	Peter Meck	Verification failed - Date of birth matched, but surname did not match with SSA records

What is the reason for the error for:

- Peter Meck?
- Sweetie Pie?



FAILED VERIFICATION REPORT

If a tenant is listed on Failed Verification Report:

1. **Within 30 days** resolve the issue
 - Check information in tenant file against data on the 50059
 - If necessary, follow up with the tenant to confirm the personal identifier listed as incorrect on the report and obtain additional documentation of the correct information
 - Correct all 50059 data that was incorrectly entered and submit the corrected 50059 to TRACS
 - Encourage tenant to contact SSA to correct incorrect data from SSA



FAILED VERIFICATION REPORT

2. Notate on the report for each tenant listed as to the action taken or reason for tenant being on the report
- If discrepancy was corrected: comments outlining actions taken to resolve discrepant data
 - If discrepancy was previously corrected: comments that corrections have already been made and EIV data has not yet been updated



FAILED VERIFICATION REPORT

Failed Verification Report		Download Data
Failed Verification Report for Contract: FL298023005		
HOH SSN: 999-88-7777 HOH Name: Papa Smurf Project Number: - Property Number: 800008888		
Member SSN	Member Name	Error Description
999-88-7777	Papa Smurf	Verification failed - Surname matched, but date of birth did not match with SSA records 08/08/1900
HOH SSN: 777-66-5555 HOH Name: Sweetie Pie Project Number: - Property Number: 800008888		
Member SSN	Member Name	Error Description
777-66-5555	Sweetie Pie	Verification failed - SSN not found in SSA records 776665555
HOH SSN: 444-33-2222 HOH Name: Bueller Ferris Project Number: - Property Number: 800008888		
Member SSN	Member Name	Error Description
444-33-2222	Bueller Ferris	Verification failed - Date of birth matched, but surname did not match with SSA records
HOH SSN: 111-99-8888 HOH Name: Mary Mack Project Number: - Property Number: 800008888		
Member SSN	Member Name	Error Description
111-77-6666	Peter Meck	Verification failed - Date of birth matched, but surname did not match with SSA records
HOH SSN: 555-44-3333 HOH Name: Honey Bunn Project Number: - Property Number: 800008888		
Member SSN	Member Name	Error Description
222-11-0000	Sticky Bunn	Verification failed - Surname matched, but date of birth did not match with SSA records 12/12/1999

Are these notations acceptable?
Why or Why Not?

Papa Smurf – Corrected DOB on 59, submitted on may voucher.

Sweetie Pie – Previously corrected, EIV not yet updated refer to notes on March report.

Bueller Ferris – Name correct no correction needed.

Peter Meck – Corrected last name on 59, submitted on may voucher

Stick Bunn – DOB not correct.



FAILED VERIFICATION REPORT

3. **Maintain documentation** of all follow up actions taken including file notes, contact with tenant, and corrected 50059
- Failed Verification Report with notations of follow up action taken in the **Master file for** 3 years from date of report
 - Corrected 50059s and other documentation of follow up in the **tenant file** for term of tenancy plus 3 years

FAILED VERIFICATION REPORT

Common issues found during the MOR for the Failed EIV Verification Report:

1. Not notating the report with follow up actions
2. Not correcting discrepancies
3. Not correcting discrepancies within 30 days
4. Not printing and maintaining the report in a Master file even when 0 results found

NEW HIRES REPORT

New Hires Report

- Identifies tenants who have started a job in the last 6 months
- **MUST generate this report at least quarterly** (or more frequently as outlined in the Owner/Agent's EIV procedures)
- HUD Handbook 4350.3 Chapter 9, 9-11 D. 1. c. provides guidance on how to use this report



NEW HIRES REPORT

You have run the report, what now?

New Hires Report Summary	
Contracts :	FL291111111
Re-certification Month:	All
Period Reviewed:	09/18/2016 - 03/18/2017
Households with New Hires:	6
Members With New Hires:	7
Download in Excel	

1 - 7 of 7 Households

[Printer-Friendly Version](#)

Summary Reports		Detail Reports							
HOH SSN	HOH Last Name	HOH First Name	HOH DOB	Member First Name	Member Last Name	Property Id	Contract Number	Project Number	Unit Address
***-**-9999	Charlie	Brown	XX/XX/1980	Charlie	Brown	800001111	FL291111111		
***-**-6666	Elmer	Fudd	XX/XX/1981	Elmer	Fudd	800001111	FL291111111		
***-**-7777	Bugs	Bunny	XX/XX/1982	Bugs	Bunny	800001111	FL291111111		
***-**-3333	Bo	Duke	XX/XX/1983	Bo	Duke	800001111	FL291111111		
***-**-4444	Minnie	Mouse	XX/XX/1984	Mickey	Mouse	800001111	FL291111111		
***-**-2222	Tinker	Bell	XX/XX/1985	Tinker	Bell	800001111	FL291111111		
***-**-1111	Tinker	Bell	XX/XX/1986	Peter	Pan	800001111	FL291111111		

- Print the screen with **summary report tab** for master file
- If 0 households listed on the New Hires Report, print the 0 results screen as your report to place in the master file



NEW HIRES REPORT

New Hires Report Summary	
Contracts :	FL291111111
Re-certification Month:	All
Period Reviewed:	09/18/2016 - 03/18/2017
Households with New Hires:	6
Members With New Hires:	7
Download in Excel	

1 - 7 of 7 households

[Printer-Friendly Version](#)

Summary Reports		Detail Reports							
HOH SSN	HOH Last Name	HOH First Name	HOH DOB	Member First Name	Member Last Name	Property Id	Contract Number	Project Number	Unit Address
***-**-9999	Charlie	Brown	XX/XX/1980	Charlie	Brown	800001111	FL291111111		
***-**-6666	Elmer	Fudd	XX/XX/1981	Elmer	Fudd	800001111	FL291111111		
***-**-7777	Bugs	Bunny	XX/XX/1982	Bugs	Bunny	800001111	FL291111111		
***-**-3333	Bo	Duke	XX/XX/1983	Bo	Duke	800001111	FL291111111		
***-**-4444	Minnie	Mouse	XX/XX/1984	Mickey	Mouse	800001111	FL291111111		
***-**-2222	Tinker	Bell	XX/XX/1985	Tinker	Bell	800001111	FL291111111		
***-**-1111	Tinker	Bell	XX/XX/1986	Peter	Pan	800001111	FL291111111		

Good for working the report

➤ The Detail Report tab will provide the details of the new employment for each listed person (hire date, name of employer), but does not provide page breaks for each of the listed tenants



NEW HIRES REPORT

- Since the Detail Report tab does not provide page breaks for each of the listed tenants, it is not ideal for placing in tenant files; You will have to redact other tenant information
- A better option is to click on each name individually on the Summary Report to get **individual Detail Reports** to be printed for the tenant files and maintained along with all follow up documentation (notices, verifications, corrected 50059s etc.)

Summary Reports				Detail Reports					
HOH SSN	HOH Last Name	HOH First Name	HOH DOB	Member First Name	Member Last Name	Property Id	Contract Number	Project Number	Unit Address
***-**-9999	Charlie	Brown	XX/XX/1980	Charlie	Brown	800001111	FL291111111		
***-**-6666	Elmer	Fudd	XX/XX/1981	Elmer	Fudd	800001111	FL291111111		
***-**-7777	Bugs	Bunny	XX/XX/1982	Bugs	Bunny	800001111	FL291111111		
***-**-3333	Bo	Duke	XX/XX/1983	Bo	Duke	800001111	FL291111111		
***-**-4444	Minnie	Mouse	XX/XX/1984	Mickey	Mouse	800001111	FL291111111		
***-**-2222	Tinker	Bell	XX/XX/1985	Tinker	Bell	800001111	FL291111111		
***-**-1111	Tinker	Bell	XX/XX/1986	Peter	Pan	800001111	FL291111111		



NEW HIRES REPORT

Summary Reports			Detail Reports						
HOH SSN	HOH Last Name	HOH First Name	HOH DOB	Member First Name	Member Last Name	Property Id	Contract Number	Project Number	Unit Address
***-**-9999	Charlie	Brown	XX/XX/1980	Charlie	Brown	800001111	FL291111111		
***-**-6666	Elmer	Fudd	XX/XX/1981	Elmer	Fudd	800001111	FL291111111		
***-**-7777	Bugs	Bunny	XX/XX/1982	Bugs	Bunny	800001111	FL291111111		
***-**-3333	Bo	Duke	XX/XX/1983	Bo	Duke	800001111	FL291111111		
***-**-4444	Minnie	Mouse	XX/XX/1984	Mickey	Mouse	800001111	FL291111111		
***-**-2222	Tinker	Bell	XX/XX/1985	Tinker	Bell	800001111	FL291111111		
***-**-1111	Tinker	Bell	XX/XX/1986	Peter	Pan	800001111	FL291111111		

Summary report
For master file

New Hire Report			
Wage and Benefit Report for Household of Charlie Brown			
Contract Number	FL291111111	Subsidy Type	Section 8
Project:	FAIRY TALE APARTMENTS	Project Number	
Property Id	800001111	Property:	800001111
Next Re-certification Date	09/01/2017	Form 50059 as of:	12/05/2016
Address:			
Most Recent Type of Action:	MI-Move-In Certification	Effective Date:	09/23/2016
Head of Household: Charlie Brown			
Social Security Number:	***-**-9999	Date of Birth:	XX/XX/1980
Print Member Information			
Household Member:	Charlie Brown	SSN:	***-**-9999
Date of Birth:	XX/XX/1980	Relationship:	Head of Household
Employment Information			
Hire Date	Hire State	FEIN	Employer Name and Address
11/10/2015	FL	04-04040404	WAL MART ASSOCIATES INC Winslow, AR 77777-6666
			Date Received by EIV
			11/17/2016

Detail Report
For tenant file



NEW HIRES REPORT

New Hire Report

Wage and Benefit Report for Household of Charlie Brown

Contract Number	FL291111111	Subsidy Type	Section 8
Project:	FAIRY TALE APARTMENTS	Project Number	
Property Id	800001111	Property:	800001111
Next Re-certification Date	09/01/2017	Form 50059 as of:	12/05/2016
Address:			
Most Recent Type of Action:	MI-Move-In Certification	Effective Date:	09/23/2016
Head of Household: Charlie Brown			
Social Security Number:	***-**-9999	Date of Birth:	XX/XX/1980
Print Member Information			
Household Member:	Charlie Brown	SSN:	***-**-9999
Date of Birth:	XX/XX/1980	Relationship:	Head of Household
Employment Information			
Hire Date	State	FEIN	Employer Name and Address
11/10/2015	FL	04-04040404	WAL MART ASSOCIATES INC Winslow, AR 77777-6666
			Date Received by FIV
			11/17/2016

Important Information:

- HOH
- Member on new hires report
- Hire date
- Employer
- Last Certification



NEW HIRES REPORT

New Hire Report

Wage and Benefit Report for Household of Bugs Bunny				
Contract Number	FL291111111	Subsidy Type	Section 8	
Project:	FAIRY TALE APARTMENTS	Project Number		
Property Id	800001111	Property:	800001111	
Next Re-certification Date	04/01/2017	Form 50059 as of:	06/03/2016	
Address:				
Most Recent Type of Action:	IR-Interim Recertification	Effective Date:	05/01/2016	
Head of Household: Bugs Bunny				
Social Security Number:	***-**-7777	Date of Birth:	XX/XX/1982	
Print Member Information				
Household Member:	Bugs Bunny	SSN:	***-**-7777	
Date of Birth:	XX/XX/1982	Relationship:	Head of Household	
Employment Information				
Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by EIV
10/20/2016	FL	11-1111111	Funny Times U.S.A., INC. Neverland, FL 33333-1888	11/17/2016
08/22/2016	FL	66-1666666	Fun Palace Neverland, FL 33333-1800	10/17/2016



NEW HIRES REPORT

New Hire Report

Wage and Benefit Report for Household of Bo Duke

Contract Number	FL291111111	Subsidy Type	Section 8
Project:	FAIRY TALE APARTMENTS	Project Number	
Property Id	800001111	Property:	800001111
Next Re-certification Date	11/01/2017	Form 50059 as of:	12/06/2016
Address:			
Most Recent Type of Action:	MI-Move-In Certification	Effective Date:	11/22/2016

Head of Household: Bo Duke

Social Security Number: ***-**-3333 Date of Birth: XX/XX/1983

[Print Member Information](#)

Household Member:	Bo Duke	SSN:	***-**-3333
Date of Birth:	XX/XX/1983	Relationship:	Head of Household

Employment Information

Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by EIV
08/22/2016	FL	66-1111111	NAPA AUTO PARTS 5050 Neverland, FL 33333-5555	01/24/2017
04/29/2016	FL	20-5050505	DRIVE INSTRUCTORS OF AMERICA 111 AUTO FL 32222-1111	01/24/2017
02/09/2015	FL	50-3333333	DRAG RACING USA 555 CENTRAL PKWY, AUTO FL 32222-2222	01/24/2017



NEW HIRES REPORT

New Hire Report

Wage and Benefit Report for Household of Tinker Bell			
Contract Number	FL291111111	Subsidy Type	Section 8
Project:	FAIRY TALE APARTMENTS	Project Number	
Property Id	800001111	Property:	800001111
Next Re-certification Date	07/01/2017	Form 50059 as of:	03/03/2017
Address:			
Most Recent Type of Action:	IR-Interim Recertification	Effective Date:	10/01/2016
Head of Household: Tinker Bell			
Social Security Number:	***-**-1111	Date of Birth:	XX/XX/1986
Print Member Information			
Household Member:	Tinker Bell	SSN:	***-**-1111
Date of Birth:	XX/XX/1986	Relationship:	Head of Household
Employment Information			
EIV received no Employment (W4) data.			
Report Date: 03/19/2017			
* The difference between the gross and net benefit may include the Medicare premium and/or additional deductions, such as garnishments, which are not listed on this report.			
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.			
Report Generated By - <u>MP4XXX</u> DOROTHY SWAYZE			
Print Member Information			
Household Member:	Peter Pan	SSN:	***-**-8787
Date of Birth:	XX/XX/1987	Relationship:	Other family Member
Employment Information			
Hire Date	Hire State	FEIN	Employer Name and Address
10/09/2016		13-5159250	TOYS R US 19525 Make Believe HWY, Neverland, FL 33333-1111
			Date Received by EIV
			11/17/2016



NEW HIRES REPORT

If a tenant is listed on the New Hires Report:

1. Within 30 days resolve the issue

- Review the detail report and tenant file to determine if tenant has already reported the change and the necessary recertifications processed
 - If tenant has already reported the income and necessary recertifications/corrections processed, then notate the report accordingly
- If tenant has not already reported the income, then a follow up/investigation must be completed



NEW HIRES REPORT

- Contact the tenant with written notice and give them 10 days to report to the office discuss
 - **The owner/agent's notice must:**
 1. Refer the tenant to the lease clause that requires the interim recertification
 2. Give the tenant 10 calendar days to respond to the notice
 3. Inform the tenant that his or her rent may be raised to the market rent if the 10-day deadline is not met
 - See HUD Handbook 4350.3 Chapter 7, Exhibit 7-7 for a sample letter



NEW HIRES REPORT

- If tenant does not respond within 10 calendar days:
 - Assistance must be terminated effective the first rent period following the 10-day notice period (See sample notice provided in HUD Handbook 4350.3 Exhibit 7-8)
 - If the tenant subsequently submits the required information, the owner must reduce the tenant's rent on the first of the following month based on verifications of income obtained



NEW HIRES REPORT

- If tenant responds and **confirms** the information is correct:
 - Obtain check stubs or 3rd party verification (if not a sufficient amount of check stubs) to calculate income
 - If income is an increase of more than \$200 a month, process an IR 50059 and/or make corrections to affected certifications
 - Recertification/Correction effective dates will be retroactive to 1st of the month following the hire date for unreported income
 - Tenant must payback any overpayment in assistance resulting from unreported income
 - Allow tenant to enter into a repayment agreement if needed



NEW HIRES REPORT

- If tenant responds and **disputes** the information in EIV:
 - Document the information obtained from the tenant
 - Obtain 3rd party verification from employer and other sources based on information provided by the tenant
 - If tenant does have unreported income that is an increase of more than \$200 a month, process an IR 50059 and/or make corrections to affected certifications with effective dates retroactive to 1st of the month following the hire date
 - Tenant must payback any overpayment in assistance resulting from unreported income
 - Allow tenant to enter into a repayment agreement



NEW HIRES REPORT

What if the tenant responds and says I was working, but I am not anymore?

NEW HIRES REPORT

2. Notate on the New Hires Summary Report for each tenant listed as to the action taken or reason for tenant being on the report
- If income was unreported: comments outlining actions taken to resolve the issue
 - If income was reported: comments indicating tenant reported the income and necessary recertification was done
 - If there was no income or income was less than \$200 a month: comments to that affect
 - If income was previously investigated on a prior new hires report: comments to that affect



NEW HIRES REPORT

Printer-Friendly Version

Summary Reports		Detail Reports							
HOH SSN	HOH Last Name	HOH First Name	HOH DOB	Member First Name	Member Last Name	Property Id	Contract Number	Project Number	Unit Address
***-**-9999	Charlie	Brown	XX/XX/1980	Charlie	Brown	800001111	FL291111111		
***-**-6666	Elmer	Fudd	XX/XX/1981	Elmer	Fudd	800001111	FL291111111		
***-**-7777	Bugs	Bunny	XX/XX/1982	Bugs	Bunny	800001111	FL291111111		
***-**-3333	Bo	Duke	XX/XX/1983	Bo	Duke	800001111	FL291111111		
***-**-4444	Minnie	Mouse	XX/XX/1984	Mickey	Mouse	800001111	FL291111111		
***-**-2222	Tinker	Bell	XX/XX/1985	Tinker	Bell	800001111	FL291111111		
***-**-1111	Tinker	Bell	XX/XX/1986	Peter	Pan	800001111	FL291111111		

Charlie Brown – Employment in another state terminated prior to MI.

Bugs Bunny – Verification sent, Funny times hired never started; Fun Place – working not reported processed retro IR.

Bo Duke – Income was reported at MI, no correction needed.

Bell/Pan – unreported income from pan, verified, processed retro IR. No actual job reported for Tinker on detail report and tenant certified not working.

Are these notations acceptable?

Why or Why Not?

NEW HIRES REPORT

3. **Maintain documentation** of all follow up actions taken including file notes, notices and other contact with tenant, verifications, IR 50059, repayment agreement etc.
 - Summary Report for New Hires Report with notations of follow up action taken in the **Master file** for 3 years from date of report
 - Detail Report for New Hires Report for the individual tenant in **the tenant file** with the follow up documentation for term of tenancy plus 3 years

NEW HIRES REPORT

Common Issues found during the MOR regarding the New Hires Report:

1. Not following up/investigating new income for tenants listed on the report (or not doing so within 30 days)
2. Not notating the report or not notating the report with sufficient comments regarding follow up actions
3. Not maintaining documentation of all follow up actions
4. Not printing the report at the frequency listed in policy and procedures
5. Not printing and maintaining the report in a Master file even when 0 results found

MULTIPLE SUBSIDY REPORT

Multiple Subsidy Report

- Identifies tenants who may be receiving assistance at another property
- **MUST generate this report at least quarterly** (or more frequently as outlined in the Owner/Agent's EIV procedures)
- HUD Handbook 4350.3 Chapter 9, 9-12 B. provides guidance on how to use this report



MULTIPLE SUBSIDY REPORT

You have run the report, what now?

Multiple Subsidy Report Summary	
Contract Number:	FL29M444444
Members Receiving Multiple Subsidies:	2
Search Criteria:	Within PIH and MF Programs
Search Criteria:	All household members

[Printer-Friendly Version](#)

[Download in Excel](#)

1 - 2 of 2 Members

Summary Reports		Detail Reports	
Member SSN	Member Name	Member DOB	Member Subsidy Count
***-**-7777	SPONGEBOB SQUAREPANTS	XX/XX/2012	2
***-**-7776	PATRICK STARFISH	XX/XX/2010	2

➤ Print the screen with **summary report tab** for master file

➤ If 0 households listed, print the 0 results screen as your report to place in the master file



MULTIPLE SUBSIDY REPORT

You have run the report, what now?

Multiple Subsidy Report Summary	
Contract Number:	FL29M444444
Members Receiving Multiple Subsidies:	2
Search Criteria:	Within PIH and MF Programs
Search Criteria:	All household members

[Printer-Friendly Version](#)

[Download in Excel](#)

1 - 2 of 2 Members

Summary Reports		Detail Reports	
Member SSN	Member Name	Member DOB	Member Subsidy Count
***-**-7777	SPONGEBOB SQUAREPANTS	XX/XX/2012	2
***-**-7776	PATRICK STARFISH	XX/XX/2010	2

The Detail Report tab will provide the details of the member and where the member may be receiving subsidy, but does not print with page breaks between listed members

Good for working the report



MULTIPLE SUBSIDY REPORT

- Since the Detail Report tab does not provide page breaks between listed tenants, it is not ideal for placing in tenant files; You will have to redact other tenant information
- Clicking on each name individually on the Summary Report will bring up individual Detail Reports, **but it is important to note** while it will bring up the information about where the member is receiving subsidy it does not list the member when done this way
- Print a Detail Report for the tenant file to be maintained along with all follow up documentation (notices, verifications corrected 50059s etc.)



MULTIPLE SUBSIDY REPORT

Summary Reports		Detail Reports	
Member SSN	Member Name ^	Member DOB	Member Subsidy Count ^
***-**-7777	SPONGEBOB SQUAREPANTS	XX/XX/2012	2
***-**-7776	PATRICK STARFISH	XX/XX/2010	2

Summary report
For master file

Detail Report
For tenant file

Member Information	
Member SSN	***-**-7777
Member Name	SPONGEBOB SQUAREPANTS
Member DOB	XX/XX/2012
Count of Subsidies	2
Household Information of Households Where SPONGEBOB SQUAREPANTS Receives Subsidy	
HOH SSN	***-**-2222
HOH Name	SANDY CHEEKS
Relationship to HOH	Child
Subsidy Type	Section 8
Contract Number	FL29M444444
Project Number	
Property Number	800000000
Owner/Management Agent name	Bikini Bottom Management, Inc.
Owner/Management Agent Telephone	555-555-5555
50059 Effective Date	11/01/2016
Certification Type	Annual Recertification
Unit Address	
HOH SSN	***-**-8785
HOH Name	Squidward Tentacles
Relationship to HOH	Foster Child/Foster Adult
Program Type	Voucher
Project Code	
50058 Effective Date	02/01/2017
Type of Action	Annual Reexamination
Unit Address	9999 SANDY LANE #3101, Bikini Bottom, FL, 34444
PHA	FL000 Bikini Bottom, City
PHA Address	111 W. Fishy Street, , Bikini Bottom, FL, 34000-
PHA Telephone Numbers	Office: (555) 555-4444 Fax: (555) 555-4443



MULTIPLE SUBSIDY REPORT

Member Information	
Member SSN	***-**-7777
Member Name	SPONGEBOB SQUAREPANTS
Member DOB	XX/XX/2012
Count of Subsidies	2
Household Information of Households Where SPONGEBOB SQUAREPANTS Receives Subsidy	
HOH SSN	***-**-2222
HOH Name	SANDY CHEEKS
Relationship to HOH	Child
Subsidy Type	Section 8
Contract Number	FL29M444444
Project Number	
Property Number	800000000
Owner/Management Agent name	Bikini Bottom Management, Inc.
Owner/Management Agent Telephone	555-555-5555
50059 Effective Date	11/01/2016
Certification Type	Annual Recertification
Unit Address	
HOH SSN	***-**-8785
HOH Name	Squidward Tentacles
Relationship to HOH	Foster Child/Foster Adult
Program Type	Voucher
Project Code	
50058 Effective Date	02/01/2017
Type of Action	Annual Reexamination
Unit Address	9999 SANDY LANE #3101, Bikini Bottom, FL, 34444
PHA	FL000 Bikini Bottom, City
PHA Address	111 W. Fishy Street, , Bikini Bottom, FL, 34000-
PHA Telephone Numbers	Office: (555) 555-4444 Fax: (555) 555-4443

Important Information:

- Member receiving double subsidy
- HOH and relationship to the member receiving double subsidy
- Property information where the member is receiving subsidy elsewhere
- The HOH the member is listed as living with at other property and relationship
- Effective date of certification at other property and property type



MULTIPLE SUBSIDY REPORT

Member Information

Member SSN	***-**-7776
Member Name	Patrick Starfish
Member DOB	XX/XX/2010
Count of Subsidies	2

Household Information of Households Where Patrick Starfish Receives Subsidy

HOH SSN	***-**-8888
HOH Name	Mister Krabs
Relationship to HOH	Child
Subsidy Type	Section 8
Contract Number	FL29M444444
Project Number	
Property Number	8000000000
Owner/Management Agent name	Bikini Bottom Management, Inc.
Owner/Management Agent Telephone	555-555-5555
50059 Effective Date	05/01/2016
Certification Type	Annual Recertification
Unit Address	

HOH SSN	***-**-0225
HOH Name	Plankton Chumb
Relationship to HOH	Other youth under 18
Program Type	Public Housing
Project Code	FL006000003
50058 Effective Date	02/06/2017
Type of Action	New Admission
Unit Address	153 SHARK COURT 153, Bikini Bottom FL, 32222
PHA	FL001 Bikini Bottom (AHC)
PHA Address	111 W. Fishy Street, , Bikini Bottom, FL, 34000
PHA Telephone Numbers	Office: (555) 555-4444 Fax: (555) 555-4443



MULTIPLE SUBSIDY REPORT

If a tenant is listed on the Multiple Subsidy Report:

1. **Within 30 days** resolve the issue
 - Discuss the result with the tenant
 - Contact the manager at the other property to verify whether or not the member is receiving assistance there
 - Owner/Agent at both properties must determine at which property subsidy should be terminated
 - Process termination of subsidy or corrections as needed



MULTIPLE SUBSIDY REPORT

2. Notate on the Multiple Subsidy Summary Report for each tenant listed as to the action taken or reason for tenant being on the report
- If multiple subsidy issue was resolved: comments outlining actions taken
 - If multiple subsidy was not an issue: comments explaining why there is no multiple subsidy issue and how this was determined



MULTIPLE SUBSIDY REPORT

1 - 2 of 2 Members

Summary Reports		Detail Reports	
Member SSN	Member Name	Member DOB	Member Subsidy Count
***-**-7777	SPONGEBOB SQUAREPANTS	XX/XX/2012	2
***-**-7776	PATRICK STARFISH	XX/XX/2010	2

1 - 2 of 2 Members

Spongebob Squarepants – Was already removed from household, EIV not yet updated.

Patrick Starfish – tenant states Patrick still lives with her and not the father. Manager from Coral apts states father reported child as living with him at least 50% of the time. Waiting on Coral Reef to follow up with father.

Are these notations acceptable?

Why or why not?

MULTIPLE SUBSIDY REPORT

3. **Maintain documentation** of all follow up actions taken including file notes, contact with tenant and other property, and termination of assistance or corrections (if applicable)
 - Summary Report for Multiple Subsidy Report with notations of follow up action taken in the **Master file** for 3 years from date of report
 - Detail Report for Multiple Subsidy Report for the individual tenant in **the tenant file** with the follow up documentation for term of tenancy plus 3 years



MULTIPLE SUBSIDY REPORT

Common Issues found during the MOR regarding the Multiple Subsidy Report:

1. Not printing the report at the frequency listed in policy and procedures
2. Not printing and maintaining the report in a Master file even when 0 results found
3. Not notating the report or not notating the report with sufficient comments about follow up actions
4. Not correcting/resolving discrepancies (or not doing so within 30 days)
5. Not maintaining documentation of all follow up actions



DECEASED TENANT REPORT

Deceased Tenant Report

- Identifies tenants who may be deceased at your property (reported as deceased by SSA)
- **MUST generate this report at least quarterly** (or more frequently as outlined in the Owner/Agent's EIV procedures)
- HUD Handbook 4350.3 Chapter 9, 9-12 D. provides guidance on how to use this report



DECEASED TENANT REPORT

You have run the report, what now?

- Print the report for the master file even if 0 households listed

Important information:

- HOH
- Member
- Date deceased

Deceased Tenants Report by Contract for Reexamination Month - All												
Contract(s)		FL29R888888										

Total number of house-holds evaluated	Total number of house hold mem-bers evaluated	House-holds with deceased mem-bers	% of house-holds with deceased mem-bers	# of single mem-ber deceased house-holds	% of single mem-ber deceased house-holds	Deceased Mem-bers	Members deceased less than 90 days ago		Members deceased less than 1 year and more than 90 days ago		Members deceased less than 1 year		Members deceased more than 1 year		Members deceased more than 2 years	Members deceased with no deceased date
							#	%	#	%	#	%	#	%		
99	122	1	01.01 %	1	100.00 %	1	1	100.00 %	0	00.00 %	0	00.00 %	0	00.00 %	0	00.00 %

Deceased Tenants Report By Contract FL29R888888				
HOH SSN: ***-**-2323 HOH Name: JR Ewing HOH DOB: XX/XX/1945				
Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by
***-**-2323	JR Ewing	XX/XX/1945	02/01/2017 *	03/01/2017



DECEASED TENANT REPORT

If a tenant is listed on the Deceased Tenant Report:

1. **Within 30 days** resolve the issue
 - Confirm in writing the member is deceased with the HOH, next of kin, emergency contact etc.
 - If member is deceased, process a:
 - MO 50059-A for sole household member
 - IR 50059 to remove the deceased member
 - If member is not deceased:
 - Correct any incorrect data in TRACS
 - Encourage tenant to contact SSA to correct incorrect data in SSA system

DECEASED TENANT REPORT

- Processing a MO 50059-A for sole household member
 - Subsidy paid for up to 14 days after the date of death only
 - List the correct MO reason code on the 50059-A
 - List the correct date of death on the 50059-A
 - List the actual date of MO as the effective date on the 50059-A
 - This date may be longer than 14 days after move out, but the correct voucher adjustment to stop subsidy after the 14th day will be made when the correct reason code and the correct date of death is listed on the 50059-A



DECEASED TENANT REPORT

2. Notate on the Report for each tenant listed as to the action taken or reason for tenant being on the report

Deceased Tenants Report By Contract FL29R888888				
HOH SSN: ***-**-2323 HOH Name: JR Ewing HOH DOB: XX/XX/1945				
Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV
***-**-2323	JR Ewing	XX/XX/1945	02/01/2017 *	03/01/2017

MO was processed, anticipated
Voucher Date is 4/1/2017.

Are these notations acceptable?
Why or why not?

DECEASED TENANT REPORT

3. **Maintain documentation** of all follow up actions taken including file notes, contact with HOH, next of kin emergency contact, etc.. and IR or MO 50059-A
- Deceased Tenant Report with notations of follow up action taken in the **Master file** for 3 years from date of report
 - 50059-As and other documentation of follow up **in the tenant file** for term of tenancy plus 3 years



DECEASED TENANT REPORT

Common Issues found during the MOR regarding the Deceased Tenant Report:

1. Not printing the report at the frequency listed in policy and procedures
2. Not printing and maintaining the report in a Master file even when 0 results found
3. Not notating the report or not notating the report with sufficient comments regarding follow up actions
4. Not maintaining documentation of all follow up actions
5. Not making correct voucher adjustments



NO INCOME REPORTED ON 50059 REPORT AND NO INCOME REPORTED BY HHS OR SSA REPORT

No Income Reported on 50059 and No Income reported by HHS or SSA Reports

- The No Income Reported on 50059 report will identify tenants with no reported income on the 50059
- The No Income Reported by HHS or SSA report will identify tenants with no reported income in EIV (wages, SS, SSI or unemployment)
- HUD Recommends Owner/Agents have a policy to re-verify the status of tenants reporting zero income at least quarterly

NO INCOME REPORTED ON 50059 REPORT AND NO INCOME REPORTED BY HHS OR SSA REPORT

- Owner/Agents must use these report only as identified and described in their policies and procedures – not required to be printed unless specified you will do so in your procedures
- As part of procedures for using this report, Owner/ Agent must include using Income Report to determine if there is income
- HUD Handbook 4350.3 Chapter 9, 9-11 D. 1. a. and b. provides guidance on how to use these reports



NO INCOME REPORTED ON 50059 REPORT AND NO INCOME REPORTED BY HHS OR SSA REPORT

**Common Issues found during the MOR regarding the
No Income Reported on 50059 and No Income
reported by HHS or SSA Reports:**

1. Not using this report as outlined in the policies and procedures

TENANT FILE REPORTS

What are the EIV Tenant File Reports?

- Existing Tenant Search
- Summary Report
- Income Report
- Discrepancy Report

Each of these reports must be maintained In the Tenant File

Note: The No Income Reported on 50059 and the No Income Reported by HHS or SSA can either be master file reports or tenant file reports depending on how you have outlined in your procedures how you will use these 2 reports



EXISTING TENANT SEARCH

Existing Tenant Search

- **MUST generate** this report **prior to move-in**, **one report for each household member including dependents**; and for each member added to the household after MI
- System searches for a match based on SSN in both Public Housing and Multifamily Properties
- Identifies household members that are currently receiving subsidy to help avoid Double Subsidy problems
- Use of the report must be included in the Tenant Selection Plan
- HUD Handbook 4350.3 Chapter 9, 9-12 A. provides guidance on how to use this report



EXISTING TENANT SEARCH

Does the existing tenant search need to be run on a newborn added to the household after MI?

EXISTING TENANT SEARCH

You have run the report, what now?

PIH Tenant Match Results : 0 match found.

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

MF Tenant Match Results : 1 match found.

SSN:	999-88-9999
HOH SSN:	***-**-9999
HOH First Name	Luke
HOH Last Name	Skywalker
Property ID	822222222
Contract Number	FL292222222
Project Number	
Subsidy Type	Section 8
Owner/Management Agent name	Jedi Management, Inc.
Owner/Management Agent Telephone	999-555-8888
50059 Type Of Action	Annual Recertification
50059 Effective Date	11/01/2016
Unit Address	-

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.

- Print the report for each household member for the tenant file even if no matches found

Important information:

- HOH at other property the member is currently receiving subsidy
- Property and O/A information where the member is receiving subsidy
- Last certification type and effective date



EXISTING TENANT SEARCH

If there is a household member that is listed as being an existing tenant:

1. Discuss the result(s) with applicant
2. Contact the manager at the other property to verify applicant is a tenant there
3. Coordinate the move-out / move-in dates to avoid double subsidy problems
4. **Notate report(s)** with comments regarding discussions with tenant and/or manager from other property and coordination plans
5. **Maintain the reports in the tenant file** for term of tenancy plus 3 years, or if applicant does not MI then with the application for 3 years from the date of the report



EXISTING TENANT SEARCH

If there is a household member that is listed as being an existing tenant:

1. Discuss the result(s) with applicant
2. Contact the manager at the other property to verify applicant is a tenant there
3. Coordinate the move-out / move-in dates to avoid double subsidy problems
4. **Notate report(s)** with comments regarding discussions with tenant and/or manager from other property and coordination plans
5. **Maintain the reports in the tenant file** for term of tenancy plus 3 years, or if applicant does not MI then with the application for 3 years from the date of the report



EXISTING TENANT SEARCH

MF Tenant Match Results : 1 match found.

SSN:	999-88-9999
HOH SSN:	***-**-9999
HOH First Name	Luke
HOH Last Name	Skywalker
Property ID	822222222
Contract Number	FL292222222
Project Number	
Subsidy Type	Section 8
Owner/Management Agent name	Jedi Management, Inc.
Owner/Management Agent Telephone	999-555-8888
50059 Type Of Action	Annual Recertification
50059 Effective Date	11/01/2016
Unit Address	-

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.

Called manager at Empire Apts who confirmed tenant to MO on 4/1. Called back on 4/1 to verify if tenant moved out, and manager confirmed tenant moved out and will process a MO for 4/1. Processing MI for 4/2.

Are these notations acceptable?

Why or why not?

EXISTING TENANT SEARCH

Common Issues found during the MOR regarding the Existing Tenant Search:

1. Report not being run or not run prior to MI
2. Report not being run for all household members including dependents
3. Report not being run for members added to the household after MI
4. Not notating follow up actions taken on the report or in the file

SUMMARY, INCOME, & DISCREPANCY REPORTS

Summary, Income, & Discrepancy Reports

- All 3 reports are automatically generated each time the Income Report is run in EIV
- System searches for available personal identifiers and income data for each member and matches that data to information listed on the last 50059 submitted to TRACS
- **Must** generate these reports within **90 days after MI or IC 50059 submission** to TRACS
- Must generate these reports at **each AR & IR** (and other times if so outlined in O/A procedures)
- HUD Handbook 4350.3 Chapter 9, 9-11 A, B, and C. provides guidance on how to use these reports



SUMMARY REPORT

Summary Report

- Lists all members of the household with their personal identifiers and Identity Verification Status
 - Status will be either:
 1. Verified – info on 50059 matches SSA
 2. Failed – member info does not match
 3. Not Verified – member 50059 info has not been sent to EIV
 4. Deceased – member reported by SSA as deceased
- EIV will only have income info for tenants whose status is Verified**



SUMMARY REPORT

You have run the reports, what now?

Example 1: Individual(s) 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
***-**-0000	SANDRA	S	XX/XX/1984	24	Head of Household	Verified
***-**-0001	JOHN	S	XX/XX/2005	2	Child	Verified

Example 2: Individual(s) 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

Example 3: Individual(s) 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
***-**-0001	JOHN	S	XX/XX/1986	22	Head of Household	Not Verified



SUMMARY REPORT

- Must review the Summary Report each time the Income Report is generated
- **Must print and retain the Summary Report in tenant file for term of tenancy and 3 years after move-out**
 - If all members have a status of “Verified” the report does not have to be printed again unless there is a change in family composition or the listed status of a member changes
 - Must continue to print and maintain in the tenant file all Summary Reports that do not list all members as “Verified”



SUMMARY REPORT

- Review the Summary Report each time the Income Report is generated
- Resolve any Failed or Deceased status for any member within 30 days of running the report
 - Correct 50059 data entry errors and resubmit the 50059
 - Encourage tenant to contact SSA to correct incorrect data from SSA
 - call or visit local office
- **Maintain** file notes and documentation of all follow up action taken to resolve the Failed or Deceased status
 - Includes maintaining documentation of verified exemption for any member of the household that is exempt from providing a SSN



SUMMARY REPORT

Common Issues found during the MOR regarding the Summary Report:

1. Not printing and maintaining the report
2. Not following up/resolving failed status
3. Not maintaining documentation of all follow up actions
4. Not reprinting when there is a change in household composition



INCOME REPORT

Income Report

- Income Report includes information for each household member for:
 - Wages
 - Including New Hire Information
 - Unemployment benefits
 - Social Security benefits
 - SS, SSI, Dual Entitlements, and Medicare



INCOME REPORT

Income Report will not have information on income from other sources such as:

- Child Support
- Welfare
- Family Contributions
- Pensions
- Income from Assets



INCOME REPORT

Wages

- Information is updated quarterly - approximately 1 to 2 months after the end of the calendar quarter
- Income Report is 3rd party verification that tenant is employed
- **Must obtain 4 consecutive, recent paystubs from tenant to calculate income**
 - Wage information in EIV cannot be used to calculate income

INCOME REPORT

You have run the report, what now?

Wage and Benefit Report for Household of Katniss Everdeen				
Contract Number	FL29L999999	Subsidy Type	Section 8	
Project:	District 12 APARTMENTS	Project Number		
Next Re-certification Date	06/01/2017	Form 50059 as of:	03/03/2017	
Address:				
Most Recent Type of Action:	AR-Annual Recertification	Effective Date:	06/01/2016	
Head of Household: Katniss Everdeen				
Social Security Number:	***-**-9988	Date of Birth:	XX/XX/1972	
Print Member Information				
Household Member:	Katniss Everdeen	SSN:	***-**-9988	
Date of Birth:	XX/XX/1972	Relationship:	Head of Household	
Employment Information				
EIV received no Employment (W4) data.				
Wages				
Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q3 of 2016	\$1,219.00	04-444444	MARSHALLS OF MA, INC, 770 COCHITUATE RD, FRAMINGHAM MA 01701-4666	02/15/2017
Q2 of 2016	\$920.00	04-444444	MARSHALLS OF MA, INC, 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	08/18/2016
Q1 of 2016	\$881.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	06/03/2016
Q4 of 2015	\$1,176.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	06/03/2016
Q3 of 2015	\$793.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	02/19/2016
Q2 of 2015	\$664.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	11/15/2015
Q1 of 2015	\$977.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	05/22/2015
Q4 of 2014	\$1,175.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	02/20/2015

- Review the report
- Compare report wage information to what was reported by the tenant
- Compare past wage information to wage information on 50059s



INCOME REPORT

Wage and Benefit Report for Household of Katniss Everdeen				
Contract Number	FL29L999999	Subsidy Type	Section 8	
Project:	District 12 APARTMENTS	Project Number		
Next Re-certification Date	06/01/2017	Form 50059 as of:	03/03/2017	
Address:				
Most Recent Type of Action:	AR-Annual Recertification	Effective Date:	06/01/2016	
Head of Household: Katniss Everdeen				
Social Security Number:	***-**-9988	Date of Birth:	XX/XX/1972	
Print Member Information				
Household Member:	Katniss Everdeen	SSN:	***-**-9988	
Date of Birth:	XX/XX/1972	Relationship:	Head of Household	
Employment Information				
EIV received no Employment (W4) data.				
Wages				
Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q3 of 2016	\$1,219.00	04-444444	MARSHALLS OF MA, INC, 770 COCHITUATE RD, FRAMINGHAM MA 01701-4666	02/15/2017
Q2 of 2016	\$920.00	04-444444	MARSHALLS OF MA, INC, 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	08/18/2016
Q1 of 2016	\$881.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	06/03/2016
Q4 of 2015	\$1,176.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	06/03/2016
Q3 of 2015	\$793.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	02/19/2016
Q2 of 2015	\$664.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	11/15/2015
Q1 of 2015	\$977.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	05/22/2015
Q4 of 2014	\$1,175.00	04-444444	MARSHALLS INC 12801 W SUNRISE BLVD, SUNRISE FL 33323-4020	02/20/2015

Important Information:

- Last certification type and effective date listed in TRACS
- Member with wages and relationship to the HOH
- New Hire Information
- Wages paid for the last 8 quarters



INCOME REPORT

Employment Information

Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by EIV
12/08/2016	FL	26-262626	Happytowne 8100 SMILES WAY, Laughville FL 32233-2233	01/24/2017

What is this income report telling you?

Wages

Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q3 of 2016	\$1,122.00	27-2083508	FASTTRACK INC 10000 STATION RD, GAS FL 33355-3355	11/18/2016
Q4 of 2015	\$139.00	27-2083508	FASTTRACK INC 10000 STATION RD, GAS FL 33355-3355	06/03/2016
Q4 of 2014	\$408.00	27-2083508	FASTTRACK INC 10000 STATION RD, GAS FL 33355-3355	11/15/2015
Q3 of 2014	\$897.00	27-2083508	FASTTRACK INC 10000 STATION RD, GAS FL 33355-3355	12/03/2014



INCOME REPORT

Summary Report	Income Report	Income Discrepancy Report	Certification Page	
Head of Household: Peter Parker				
Social Security Number: ***-**-5555		Date of Birth: XX/XX/1982		
Print Member Information				
Household Member: Mary Jane Watson		SSN: ***-**-4444		
Date of Birth: XX/XX/1982		Relationship: Co-Head		
Employment Information				
EIV received no Employment (W4) data.				
Wages				
Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q3 of 2017	\$829.00	20-0594333	ROSS DRESS FOR LESS, INC. New York	02/19/2018
Q3 of 2017	\$4,132.00	59-6000530	QUEENS SCHOOL BOARD New York	12/29/2017
Q2 of 2017	\$388.00	20-0594333	ROSS DRESS FOR LESS, INC. New York	12/29/2017
Q2 of 2017	\$5,355.00	59-6000530	QUEENS SCHOOL BOARD New York	12/29/2017
Q1 of 2017	\$5,940.00	59-6000530	QUEENS SCHOOL BOARD New York	05/16/2017
Q4 of 2016	\$1,149.00	59-6000530	QUEENS SCHOOL BOARD New York	05/16/2017
Q3 of 2016	\$927.00	94-3286700	ADECCO USA, INC. New York	02/15/2017
Q3 of 2015	\$447.00	54-1387365	DOLLAR TREE STORES INC New York	02/19/2016
Q3 of 2014	\$1,322.00	71-0794409	WALMART BENEFITS DEPT New York	12/03/2014
Q2 of 2014	\$1,724.00	71-0794409	WALMART BENEFITS DEPT New York	08/26/2014

What is this income report telling you?



INCOME REPORT

Summary Report	Income Report	Income Discrepancy Report	Certification Page	
Head of Household: Peter Parker				
Social Security Number: ***-**-5555		Date of Birth: XX/XX/1982		
Print Member Information				
Household Member: Mary Jane Watson		SSN: ***-**-4444		
Date of Birth: XX/XX/1982		Relationship: Co-Head		
Employment Information				
EIV received no Employment (W4) data.				
Wages				
Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q3 of 2017	\$829.00	20-0594333	ROSS DRESS FOR LESS, INC. New York	02/19/2018
Q3 of 2017	\$4,132.00	59-6000530	QUEENS SCHOOL BOARD New York	12/29/2017
Q2 of 2017	\$388.00	20-0594333	ROSS DRESS FOR LESS, INC. New York	12/29/2017
Q2 of 2017	\$5,355.00	59-6000530	QUEENS SCHOOL BOARD New York	12/29/2017
Q1 of 2017	\$5,940.00	59-6000530	QUEENS SCHOOL BOARD New York	05/16/2017
Q4 of 2016	\$1,149.00	59-6000530	QUEENS SCHOOL BOARD New York	05/16/2017
Q3 of 2016	\$927.00	94-3286700	ADECCO USA, INC. New York	02/15/2017
Q3 of 2015	\$447.00	54-1387365	DOLLAR TREE STORES INC New York	02/19/2016
Q3 of 2014	\$1,322.00	71-0794409	WALMART BENEFITS DEPT New York	12/03/2014
Q2 of 2014	\$1,724.00	71-0794409	WALMART BENEFITS DEPT New York	08/26/2014

Will this Ross income result in a income discrepancy report when EIV is run for a 3/1/2018 AR and no IR's have been done since last AR?

Why or why not?



INCOME REPORT

Household Member: Peter Cottontail SSN: ***
 Date of Birth: XX/XX/1995 Relationship: He

Employment Information

EIV received no Employment (W4) data.

Wages

Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q2 of 2019	\$1,998.00	47-4417389	HPS LLC PO BOX 758, PICAYUNE MS 39466-0758	11/15/2019
Q1 of 2019	\$450.00	47-4417389	HPS LLC PO BOX 758, PICAYUNE MS 39466-0758	08/17/2019
Q4 of 2018	\$978.00	47-4417389	HPS LLC PO BOX 758, PICAYUNE MS 39466-0758	05/16/2019
Q3 of 2018	\$2,008.00	81-2116185	DYNAMIC VENTURE INVESTMENTS LLC 7830 LEM TURNER RD, JACKSONVILLE FL 32208-2754	01/18/2019
Q2 of 2018	\$68.00	04-3564875	C&S WHOLESALE SERVICES INC 7 CORPORATE DR, KEENE NH 03431-5042	01/18/2019
Q2 of 2018	\$383.00	33-0880963	REMEDY INTELLIGENT STAFFING INC 31473 RANCHO VIEJO RD STE 103, SAN JUAN CAPO CA 92675-1894	01/18/2019
Q2 of 2018	\$990.00	76-0199626	G.C. SERVICES LIMITED, PARTNERSHIP 2050 ART MUSEUM DR STE 200, JACKSONVILLE FL 32207-2579	01/18/2019
Q1 of 2018	\$943.00	52-2282035	SODEXHO MARRIOTT SERVICES 9801 WASHINGTONIAN BLVD, GAITHERSBURG MD 20878-5355	01/18/2019
Q4 of 2017	\$5,870.00	26-3789483	FANATICS RETAIL GROUP FULFILLMENT INC 5245 COMMONWEALTH AVE, JACKSONVILLE FL 32254-1629	01/18/2019
Q3 of 2017	\$3,252.00	33-0880963	REMEDY INTELLIGENT STAFFING INC 31473 RANCHO VIEJO RD STE 103, SAN JUAN CAPO CA 92675-1894	01/18/2019

Income Report run for 2/1/2020 AR:

- Last Certification was an AR on 2/1/2019 with no wage income
 - Certification before that was an IR 6/1/2018 to remove wage income
 - MI was 02/25/2018 with wage income
- Are there any issues?



INCOME REPORT

Obtain traditional 3rd party verification of employment if:

- Tenant insists they are not employed, but wage information is listed in EIV
- Tenant reports recently gaining or losing a job
- Tenant reports they are working but no wage information is in EIV
- Tenant is unable to provide the required paystubs
 - Do not wait for the tenant to accumulate 4 check stubs before processing the IR

INCOME REPORT

Unemployment Benefits

- Information is updated quarterly - approximately 1 - 2 months after the end of the calendar quarter
- EIV serves as 3rd party verification that tenant is receiving unemployment benefits
- Must obtain 4 consecutive benefit “paystubs” or benefit letter from tenant to calculate income
 - Information in EIV cannot be used to calculate income

INCOME REPORT

Unemployment Benefits

Pay Period	Amount	Date Received by EIV
Q4 of 2016	\$1,644.00	02/17/2017
Q3 of 2016	\$1,780.00	11/17/2016
Q2 of 2016	\$1,561.00	08/20/2016
Q1 of 2016	\$1,831.00	05/28/2016
Q4 of 2015	\$1,639.00	04/01/2016
Q3 of 2015	\$1,918.00	11/18/2015
Q2 of 2015	\$1,096.00	11/18/2015



INCOME REPORT

Obtain traditional 3rd party verification of Unemployment Benefits if:

- Tenant insists they are not receiving unemployment, but benefit information is listed in EIV
- Tenant reports they are receiving unemployment, but no benefit information is in EIV
- Tenant is unable to provide documentation

INCOME REPORT

Social Security Benefits

- Information is updated quarterly - approximately 1 to 2 months after the end of the calendar quarter
- EIV serves as third party verification and can be used to calculate annual income from SSA benefits as long as the tenant agrees with the information
- SSA COLA is not available in EIV until the end of the calendar year

INCOME REPORT

Social Security Benefits		Verification Data		Benefit History	
Payment Status Code:	C - Current payment status (except railroad payment)	Date	Gross Benefit		
Date of Current Entitlement:	07/1996	12/2016	\$1,388.00	Benefits paid	
Net Monthly Benefit if Payable:	\$1,279.00	12/2014	\$1,382.00	Benefits paid	
Payee Name and Address:	Road Runner APT 1 400 Death Valley HWY Anvil FL	12/2013	\$1,360.00	Benefits paid	
		12/2012	\$1,340.00	Benefits paid	
		03/2012	\$1,317.00	Benefits paid	
		12/2011	\$1,317.00	Benefits paid	
		12/2009	\$1,271.00	Benefits paid	
		02/2009	\$1,271.00	Benefits paid	
		Lump Sum			
		Date	Amount		
Date Received by EIV:	09-FEB-17	12/01/2016	\$2,556.00		

Dual Entitlement		Verification Data		Benefit History	
Claim Number:	263104319-D	Date	Gross Benefit		
Payment Status Code:	AD - Adjusted for dual entitlement	12/2016	\$723.00	Benefits not paid	
Date of Current Entitlement:	09/1996	12/2015	\$720.00	Benefits not paid	
Net Monthly Benefit if Payable:	\$723.00	12/2014	\$720.00	Benefits not paid	
Payee Name and Address:	Road Runner APT 1 400 Death Valley HWY Anvil FL	12/2013	\$708.00	Benefits not paid	
		12/2012	\$698.00	Benefits not paid	
		12/2011	\$686.00	Benefits not paid	
		12/2010	\$662.00	Benefits not paid	
		02/2009	\$662.00	Benefits not paid	
Date Received by EIV:	02/09/2017				

Medicare Data		Verification Data		Premium Buy-in Buy-in Start Buy-in Stop	
Payee Name and Address:	Road Runner APT 1 400 Death Valley HWY Anvil FL	Hospital Insurance:	\$0.00	N	
		Supp. Med. Insurance: <td>\$99.00 <td>N <th></th> </td></td>	\$99.00 <td>N <th></th> </td>	N <th></th>	

Important Information:

- Gross and net amounts currently being received
- Benefit type
- Medicare Information

Based on the available information in EIV, is there enough information to calculate income and deductions from Medicare?



INCOME REPORT

Social Security Benefits				
Verification Data		Benefit History		
Payment Status Code:	C - Current payment status (except railroad payment)	Date	Gross Benefit	
Date of Current Entitlement:	07/1996	12/2016	\$1,388.00	Benefits paid
Net Monthly Benefit if Payable:	\$1,279.00	12/2014	\$1,382.00	Benefits paid
Payee Name and Address:	Road Runner APT 1 400 Death Valley HWY Anvil FL	12/2013	\$1,360.00	Benefits paid
		12/2012	\$1,340.00	Benefits paid
		03/2012	\$1,317.00	Benefits paid
		12/2011	\$1,317.00	Benefits paid
		12/2009	\$1,271.00	Benefits paid
		02/2009	\$1,271.00	Benefits paid
		Lump Sum		
		Date	Amount	
Date Received by EIV: 09-FEB-17		12/01/2016	\$2,556.00	

Dual Entitlement				
Verification Data		Benefit History		
Claim Number:	263104319-D	Date	Gross Benefit	
Payment Status Code:	AD - Adjusted for dual entitlement	12/2016	\$723.00	Benefits not paid
Date of Current Entitlement:	09/1996	12/2015	\$720.00	Benefits not paid
Net Monthly Benefit if Payable:	\$723.00	12/2014	\$720.00	Benefits not paid
Payee Name and Address:	Road Runner APT 1 400 Death Valley HWY Anvil FL	12/2013	\$708.00	Benefits not paid
		12/2012	\$698.00	Benefits not paid
		12/2011	\$686.00	Benefits not paid
		12/2010	\$662.00	Benefits not paid
		02/2009	\$662.00	Benefits not paid
		Date Received by EIV: 02/09/2017		

Medicare Data				
Verification Data		Premium Buy-in Buy-in Start Buy-in Stop		
Payee Name and Address:	Road Runner APT 1 400 Death Valley HWY Anvil FL	Hospital Insurance:	\$0.00	N
		Supp. Med. Insurance:	\$99.00	N

Gross Benefit \$1388

Net Benefit \$1279

$\$1388 - \$1279 = \$109$

Medicare \$99

Unaccounted
difference of \$10



Obtain traditional 3rd party verification of SSA Benefits if:

- Tenant disagrees with information in EIV
- The difference between the gross benefit and the net benefit cannot be explained by Medicare amount that is listed in EIV
 - EIV will not have information on Medicare Part D (prescription drug plan)
 - If tenant reports paying for Part D, additional verification is required
 - Tenant may have garnishments or amounts for an overpayment being withheld

INCOME REPORT

Common Issues found during the MOR regarding the Income Report Include:

1. Not run within 90 days after MI or IC 50059 submission
2. Not run at IR
3. Not following up on possible unreported or underreported income (report run and placed in the file but not reviewed)
4. Not maintaining documentation of all follow up actions

INCOME DISCREPANCY REPORT

Income Discrepancy Report

- Must be printed and maintained each time the Income Report is printed and maintained even if no discrepancies are listed
- EIV compares the income from the 50059 with income reported from NDNH and SSA
- An Income Discrepancy will be reported if the annual income in TRACS is different from the actual or annualized income in EIV by more than \$2400 per year (higher or lower) for the period of income listed on the report



INCOME DISCREPANCY REPORT

You have run the reports, what now?

Summary Report	Income Report	Income Discrepancy Report	Certification Page
Head of Household Information			
Name:	Willow D Mater		
Social Security Number:	***-**-2222		
Contract Number	FL29L999999		
Project Number			
Project:	ABC Apartments		
Effective Date of Action:	11/01/2015		
Next Re-certification Date:	10/01/2016		
Projected Annual Wages and Benefits from Form HUD-50059:	\$0.00 Note		
Period Of Income for Discrepancy Analysis	08/01/2014 - 07/31/2015		
Discrepancy Analysis		Actuals	Annualized Last Quarter
Reported Annual Wages and Benefits from EIV Data:	\$23,111.71	\$18,026.02	
Amount of Annual Income Discrepancy:	(\$23,111.71)	(\$18,026.02)	
Amount of Monthly Income Discrepancy:	(\$1,925.98)	(\$1,502.17)	
Percentage of Income Discrepancy:	(100%)	(100%)	
<small>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.</small>			
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.			
Report Generated By - MP4XXX SUZIE QUE			

Important information:

- 50059 being analyzed
- Income from 50059
- Period of Income (POI)
- Reported actual annual income
- Reported annualized income from last quarter
- Annual and monthly discrepancy



INCOME DISCREPANCY REPORT

What is the Period of Income (POI)?

- The period of income (POI) will be a 12 month period beginning 15 months prior to the effective date of the last 50059 in TRACS
- The Income Discrepancy Report is analyzing the income that was listed on the last 50059 which may be almost a year old when this report is run
- This report is not analyzing the income for the recertification you are currently processing and running the Income Reports for



INCOME DISCREPANCY REPORT

What is this report saying?

Summary Report		Income Report		Income Discrepancy Report		Certification Page	
Head of Household Information							
Name:		Willow D Mater					
Social Security Number:		***-**-2222					
Contract Number		FL29L999999					
Project Number							
Project:		ABC Apartments					
Effective Date of Action:		11/01/2015					
Next Re-certification Date:		10/01/2016					
Projected Annual Wages and Benefits from Form HUD-50059:		\$0.00 Note					
Period Of Income for Discrepancy Analysis		08/01/2014 - 07/31/2015					
Discrepancy Analysis		Actuals		Annualized Last Quarter			
Reported Annual Wages and Benefits from EIV Data:		\$23,111.71		\$18,026.02			
Amount of Annual Income Discrepancy:		(\$23,111.71)		(\$18,026.02)			
Amount of Monthly Income Discrepancy:		(\$1,925.98)		(\$1,502.17)			
Percentage of Income Discrepancy:		(100%)		(100%)			

- From 8/1/14-7/31/15 reported income was \$23,111.71
- The last quarter of income from 8/1/14-7/31/2015 annualized was \$18.026.02
- Last 50059 effective 11/1/2015 \$0 was reported as income



INCOME DISCREPANCY REPORT

How do you interpret this information?

- There is possible unreported income that needs to be investigated to determine if there is a valid discrepancy because:
 - In the 15 months prior to the last certification the tenant was receiving income
 - At the time of the certification the tenant reported \$0 income

Is this enough information to determine if this is a valid discrepancy?



INCOME DISCREPANCY REPORT

What is this report saying?

Summary Report	Income Report	Income Discrepancy Report	Certification Page
Head of Household Information			
Name:	Mona T Lopez		
Social Security Number:	***-**-9999		
Contract Number	FL29M444444		
Project Number			
Project:	XYZ APARTMENTS		
Effective Date of Action:	05/01/2015		
Next Re-certification Date:	05/01/2016		
Projected Annual Wages and Benefits from Form HUD-50059:	\$9,496.00	Note	
Period Of Income for Discrepancy Analysis	02/01/2014 - 01/31/2015		
Discrepancy Analysis	Actuals	Annualized Last Quarter	
Reported Annual Wages and Benefits from EIV Data:	\$20,350.43	\$21,320.80	
Amount of Annual Income Discrepancy:	(\$10,854.43)	(\$11,824.80)	
Amount of Monthly Income Discrepancy:	(\$904.54)	(\$985.40)	
Percentage of Income Discrepancy:	(53.34%)	(55.46%)	
<small>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.</small>			
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.			
Report Generated By - MP4XXX SUZIE QUE			



INCOME DISCREPANCY REPORT

What is this report saying?

Summary Report	Income Report	Income Discrepancy Report	Certification Page
Head of Household Information			
Name:	WANDA A HARRIS		
Social Security Number:	***-**-1234		
Contract Number	FL29R111111		
Project Number			
Project:	COUNTRY APARTMENTS		
Effective Date of Action:	06/01/2015		
Next Re-certification Date:	04/01/2016		
Projected Annual Wages and Benefits from Form HUD-50059:	\$16,090.00 Note		
Period Of Income for Discrepancy Analysis	03/01/2014 - 02/28/2015		
Discrepancy Analysis	Actuals	Annualized Last Quarter	
Reported Annual Wages and Benefits from EIV Data:	\$2,155.64	\$4,814.40	
Amount of Annual Income Discrepancy:	\$13,934.36	\$11,275.60	
Amount of Monthly Income Discrepancy:	\$1,161.20	\$939.63	
Percentage of Income Discrepancy:	100%	100%	
<small>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.</small>			
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.			
Report Generated By - MP4XXX SUZIE QUE			



INCOME DISCREPANCY REPORT

What is this report saying?

Summary Report	Income Report	Income Discrepancy Report	Certification Page
Head of Household Information			
Name:	AVERY GREY		
Social Security Number:	***-**-9876		
Contract Number	FL29M111111		
Project Number			
Project:	HAPPY HOMES		
Effective Date of Action:	05/01/2015		
Next Re-certification Date:	05/01/2016		
Projected Annual Wages and Benefits from Form HUD-50059:	\$11,310.00	Note	
Period Of Income for Discrepancy Analysis	02/01/2014 - 01/31/2015		
Discrepancy Analysis	Actuals	Annualized Last Quarter	
Reported Annual Wages and Benefits from EIV Data:	\$10,476.14	\$14,442.71	
Amount of Annual Income Discrepancy:	\$833.86	(\$3,132.71)	
Amount of Monthly Income Discrepancy:	\$69.49	(\$261.06)	
Percentage of Income Discrepancy:	7.96%	(21.69%)	
<small>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.</small>			
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.			
Report Generated By - <u>MP4XXX</u> SUZIE QUE			



INCOME DISCREPANCY REPORT

Head of Household Information		
Name:	Clark Kent	
Social Security Number:	***-**-1111	
Contract Number	FL29M0000000	
Project Number		
Project:	METROPOLIS APARTMENTS	
Effective Date of Action:	06/01/2017	
Next Re-certification Date:	06/01/2018	
Projected Annual Wages and Benefits from Form HUD-50059:	\$20,147.00	Note
Period Of Income for Discrepancy Analysis	03/01/2016 - 02/28/2017	
Discrepancy Analysis	Actuals	Annualized Last Quarter
Reported Annual Wages and Benefits from EIV Data:	\$33,558.54	\$33,137.87
Amount of Annual Income Discrepancy:	(\$13,411.54)	(\$12,990.87)
Amount of Monthly Income Discrepancy:	(\$1,117.63)	(\$1,082.57)
Percentage of Income Discrepancy:	(39.96%)	(39.2%)

*N/A period reviewed
was prior to MI*

Are these
notations
acceptable?

Why or
Why Not?

INCOME DISCREPANCY REPORT

If a tenant has a discrepancy listed on the Income Discrepancy Report:

1. **Within 30 days** from the date of the report review and resolve the discrepancy
 - Determine if O/A error (calculation), tenant error (unreported/underreported), or false alarm
 - Review the file, verifications, and 50059(s)
 - Check for verification, miscalculation, or data entry errors
 - If necessary, send notice to tenant and discuss the possible discrepancy with them
 - If necessary, obtain 3rd party verification - required if unreported/underreported income



INCOME DISCREPANCY REPORT

2. **Notate** the report with actions taken including explanation why a discrepancy may be a false positive
3. **Maintain** Income Discrepancy Report with notations in the **tenant file** along with documentation of all follow up action taken to resolve possible unreported or underreported income including contact with tenant, verifications, corrected/additional 50059s, repayment agreement, additional file notes etc.



INCOME DISCREPANCY REPORT

How do you investigate?

- You must determine if the discrepancy is valid or invalid and what additional information may be needed
 - Review the Income Discrepancy Report
 - Read and interpret the listed information
 - Review the Income Report to determine what income EIV indicates the tenant was receiving

INCOME DISCREPANCY REPORT

- Review the tenant file documentation
 - The 50059 for which the Income Discrepancy Report was generated
 - Tenant reported information for that certification
 - Income verifications for that certification
 - If necessary, 50059s and income verifications for prior certifications as well (up to 5 years)
 - Look at the 50059 and compare it to the information reported by the tenant, verifications in the file, and the information on the Income Discrepancy Report and Income Report



INCOME DISCREPANCY REPORT

- Make sure there were no errors in calculation of the income or other incorrect data on the 50059 that is causing EIV to generate the discrepancy
 - What are examples of errors on the 50059 that could cause EIV to generate an income discrepancy?
 - Income amount incorrect
 - Income type miscoded
- Make sure all tenant reported information was verified
- Make sure all verified information was included on the 50059



INCOME DISCREPANCY REPORT

- If after this review you find that you can determine the Income Discrepancy Report lists an **invalid discrepancy** without further follow up:
 - Notate on the report why the discrepancy is invalid in detail including how you determined this and maintain any backup documentation in the file
 - What are some examples of when this would occur?
 - Tenant lost job, became employed, or had a change in hours shortly before the certification
 - Tenants social security benefits changed, started, or stopped shortly before the certification



INCOME DISCREPANCY REPORT

- If after review you **find an error that can be corrected without further follow up** and resolves the discrepancy (i.e. owner/agent error):
 1. Process a corrected 50059 for all affected 50059's (MI, AR, GR, IR) and submit the corrected certification(s) to TRACS
 - Maintain the corrected 50059(s) in the tenant file
 2. Notify the tenant, giving them a 30 day notice if the rent increases for their portion of the rent
 3. Make the necessary voucher adjustments
 - Tenants are not responsible to repay overpayments in assistance caused solely by Owner/Agent error
 - Tenants are entitled to reimbursement for underpayments in assistance caused solely by Owner/Agent error. If necessary make the necessary reimbursements to the tenant
 4. Notate the Discrepancy Report what was done to correct the discrepancies

INCOME DISCREPANCY REPORT

- If after review you find an **error that is not the fault of the tenant, but requires additional follow up/verification** before it can be corrected; for example:
 - Tenant reported the information, but it was not verified
 - There is an error on the verification not followed up on
- Take necessary follow up steps:
 1. Send notice to the tenant and obtain any additional information/documentation from the tenant
 2. Obtain missing or additional verifications
 3. Determine if the discrepancy is valid or not and proceed accordingly



INCOME DISCREPANCY REPORT

- Invalid Discrepancy
 1. Notate on the report why the discrepancy is invalid
 2. Maintain backup documentation
- Valid Discrepancy
 1. Process a corrected 50059 for all affected 50059's (MI, AR, GR, IR), and submit the corrected certification(s) to TRACS
 - Maintain the corrected 50059(s) in the tenant file
 2. Notify the tenant, giving them a 30 day notice if the rent increases for their portion of the rent



INCOME DISCREPANCY REPORT

- If after review you find no owner/agent errors that would have caused the discrepancy, and no reason to determine it to be an invalid discrepancy, you must investigate further by:
 1. Notifying the tenant of the error in writing and identify what information is believed to be incorrect
 - Refer to the lease clause that requires interim recertification
 - Give tenants 10 days to meet/discuss the discrepancy, and state failure to do so may result in termination of assistance
 - See Exhibit 7-7 For a sample notice



INCOME DISCREPANCY REPORT

2. Obtaining third party verification of the income identified as the cause of the discrepancy
 3. Obtaining additional information and verifications as necessary
- After meeting with tenant and all additional information and verifications are obtained:
 - Determine if the discrepancy is valid or not and proceed accordingly



INCOME DISCREPANCY REPORT

- Invalid Discrepancy
 1. Notate on the report why the discrepancy is invalid and all follow up actions taken to determine this
 2. Maintain all backup documentation (notices, verifications, additional documentation etc.) obtained and/or used
- Valid Discrepancy
 1. Determine if the unreported information was an unintentional or intentional program violation on the part of the tenant and proceed accordingly

INCOME DISCREPANCY REPORT

- Unintentional program violation:
 - Occurs when the tenant misunderstands or forgets the rules
 - In these situations owner/agent must correct the rent for all affected certifications going back up to 5 years and the tenant is obligated to repay the difference in the rent



INCOME DISCREPANCY REPORT

- Intentional program violation:
 - Occurs when the tenant knowingly provided inaccurate or incomplete information and this can be substantiated through documentation
 - In these situations owner/agent must pursue the incident as fraud following the guidance in HUD Handbook 4350.3 Chapter 8, 8-19 (which includes termination of tenancy and filing a civil action to recover subsidy overpayments)



INCOME DISCREPANCY REPORT

- Because the burden of proof required for fraud, most are determined to be unintentional program violations
 1. Notify the tenant in writing of the violation and provide them with the opportunity within 10 days to discuss.
 - Refer HUD Handbook 4350.3 Chapter 8 8-18 D. for specific notice requirements when a program violation is determined
 2. Process a corrected 50059 for all affected 50059's (MI, AR, GR, IR), and submit the corrected certification(s) to TRACS
 3. Notify the tenant in writing of final decision, the change in rent, their obligation to repay all past overpayments in subsidy and the amount due



INCOME DISCREPANCY REPORT

- If the tenant cannot pay in full, the owner/agent must all allow the tenant to enter into a repayment agreement
 - If the tenant error was over-reporting of income and/or failure to report decreases in income, the tenant is not entitled to reimbursement of over-payments rent
4. Notate the Discrepancy Report in detail what was done to correct the discrepancies
 5. Maintain all backup documentation (notices, verifications, additional documentation etc.) obtained and/or used



INCOME DISCREPANCY REPORT

Common Issues found during the MOR regarding the Income Discrepancy Report Include:

1. Not printed when the Income Report was printed
2. Not run within 90 days after MI/IC submission or a recertification
3. Not following up on possible unreported or underreported income (report run and placed in the file but not reviewed)
4. Not maintaining documentation of all follow up actions

REPAYMENT AGREEMENTS

Repayment Agreement Tips

- Make sure repayment agreements include all required information and language (refer to HUD Handbook 4350.3 Chapter 8, 8-23 B.)
- All affected 50059s must be submitted to TRACS
- Owner/Agents are not required to repay the full amount of the payback up front - only required to repay HUD as the payments are received from the tenant; so an offsetting adjustment to the voucher the corrections appear on must be made



REPAYMENT AGREEMENTS

- Owner/Agent must enforce the repayment agreement by both collecting the payments as agreed from the tenant and returning the funds to HUD as agreed on the voucher
 - Failure to pay repayment payments is the same as not paying rent
- Up to 20% of each payment collected/returned to HUD may be retained by owner/agent for cost of managing the payments
- Repayment agreements may be renegotiated if income increases or decreases
- More than 1 repayment agreement can be entered into with the tenant



REPAYMENT AGREEMENTS

Common Issues found during the MOR regarding Repayment Agreements Include:

1. Payments not being collected
2. Payments collected have not been returned to HUD on the voucher

