

# The Enterprise Income Verification (EIV) System

North Tampa Housing Development Corporation

**November 16, 2010**

**Owner/Agent Workshop**

**Orlando, FL**



# Session Instructor

**Rebecca Carter**

Local Contract Specialist

Contact Information:

NTHDC

4300 W. Cypress Street, Suite 970

Tampa, FL 33607

Phone: (813) 554-1271

Email: [rebecca.carter@cgifederal.com](mailto:rebecca.carter@cgifederal.com)



# Session Agenda

- Review of EIV System Reports
  - Purpose
  - Usage
  - Discrepancy Resolution



# EIV Reports

North Tampa Housing Development Corporation



# Reports Available in EIV

## EIV Reports

### Income Reports

- Summary
- Income
- Discrepancy
- No Income
- New Hires

### Verification Reports

- Existing Tenant Search
- Identity Verification
  - Failed EIV Prescreening
  - Failed Verification
- Multiple Subsidy
- Deceased Tenant

# Individual Household Reports

North Tampa Housing Development Corporation



# Existing Tenant Search Report

North Tampa Housing Development Corporation



# Existing Tenant Search

## Existing Tenant Search

- **MUST generate this report prior to move-in**
- System searches for a match based on SSN in both Public Housing and Multifamily Properties
- Identifies applicant members that are currently receiving subsidy to help avoid Double Subsidy problems
- Use of the report must be included in the Tenant Selection Plan

# Existing Tenant Search

The screenshot shows the 'Enterprise Income Verification' website. At the top, there are navigation links: 'HUD Home', 'MF Housing', and 'EIV Home'. Below the navigation is a breadcrumb trail: 'Verification Reports >> Existing Tenant Search'. A red-bordered box highlights the 'Existing Tenant Search' section, which contains the instruction: 'Existing Tenant Search - Enter the Individual's SSN and Click Get Report button'. Below this instruction is a form with the label 'Enter Social Security Number:' followed by three input boxes separated by hyphens, and a 'Get Report' button.

- Must be run for all household members including dependents – one at a time
- Print the result for each member and place them in the tenant file or with application
- Retain report for 3 years after move-out or with application if they do not move-in for 3 years

# Existing Tenant Search

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

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

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

[income.discrepancy.print.version](#)

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

No match found in PIH programs for SSN: \*\*\*-\*\*-3654

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

No match found in MF programs for SSN: \*\*\*-\*\*-3654

**No Issues for this applicant!**

# Existing Tenant Search

## Enterprise Income Verification

HUD Home MF Housing EIV Home

Verification Reports >> Existing Tenant Search

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

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

**No match found in PIH programs for SSN: \*\*\*-\*\*-4818**

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

SSN:	<b>Full SSN is printed</b>
HOH SSN:	***-**-4818
HOH First Name	SUSAN
HOH Last Name	SMITH
Contract Number	FL29T999999
Project Number	
Subsidy Type	Section 8
Owner/Management Agent name	NTHDC
50059 Type Of Action	Move-In Certification
50059 Effective Date	09/15/2009
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.**

# Existing Tenant Search

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

1. Discuss the result with applicant
2. Contact the manager at the other property to verify the applicant is an existing tenant
3. Coordinate the move-out / move-in dates to avoid double subsidy problems
4. Maintain documentation of all follow up actions taken including contact with applicant and the other property

# Summary, Income, and Discrepancy Reports

North Tampa Housing Development Corporation



# Summary, Income, and Discrepancy Reports

## Summary, Income, & Discrepancy Reports

- All 3 reports are automatically generated each time the Income Report is ran 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 50059 submission to TRACS**
- Must generate these reports at each AR & IR (and other times if so outlined in O/A procedures)

# Summary, Income, and Discrepancy Reports

There are 2 possible ways to generate these reports in EIV

1. By SSN for Head of Household
  - Will only generate these reports for that individual's household
2. By Contract Number and specified recertification month
  - Will generate these reports for all households with an anniversary date for the specified month



Welcome DOROTHY SWAYZE

- Back to Secure Systems
- Back to EIV Main Page

#### Income Information

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

#### Verification Reports

- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Reports
- Deceased Tenants Report

#### Audit Reports

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

#### User Access Request

- Authorization Form

#### External Links

- USCIS - SAVE System

#### Security Exam

- Security Exam Report

User Manual

# Summary, Income, and Discrepancy Reports

The screenshot shows the 'Enterprise Income Verification' web application. The main heading is 'Enterprise Income Verification'. Below it, the navigation path is 'Income Information >> By Head of Household'. The page title is 'Monthly Reports By Household'. On the left sidebar, there is a welcome message 'Welcome DOROTHY SWAYZE' and a list of navigation links: 'Back to Secure Systems', 'Back to EIV Main Page', 'Income Information', 'By Contract Number', 'By Project Number', and 'By Head of Household'. The main content area contains a form with two input fields: 'Head of Household SSN:' with three separate input boxes for the digits, and 'Select a Contract:' with a dropdown menu showing 'Please Select...'. Below the form are 'Go' and 'Reset' buttons.

## By SSN for Head of Household

1. Click on “By Head of Household” on the left side of the EIV screen under Income Information
2. Enter Head’s SSN
3. Select Contract
4. Click Go

# Summary, Income, and Discrepancy Reports

The screenshot shows the Enterprise Income Verification (EIV) web application interface. The top navigation bar includes "HUD Home", "MF Housing", and "EIV Home". The main content area displays "Income Information >> [By Head of Household](#) >> Summary Report". A sidebar on the left contains a "Welcome DOROTHY SWAYZE" message and navigation links: "Back to Secure Systems", "Back to EIV Main Page", and "Income Information". The main content area features three tabs: "Summary Report" (selected), "Income Report", and "Income Discrepancy Report". Below the tabs is a section titled "Head of Household Identifiers". In the top right corner, there are links for "Printer-Friendly Version" and "Print-All".

- Summary, Income, and Discrepancy Reports will appear for that household
- When you generate the reports in this way there is a “Print-All” feature in the top right of the EIV screen that will allow you to view and print all 3 reports at once for that household

# Summary, Income, and Discrepancy Reports

**Enterprise Income Verification**

Income Information >> By Contract Number

Welcome **DOROTHY SWAYZE**

- Back to Secure Systems
- Back to EIV Main Page
- Income Information
  - By Contract Number
  - By Project Number
  - By Head of Household
- Verification Reports

Select One or More Contracts:

- FL29M000041 -- SEMINOLE GARDEN APARTMENTS
- FL29M000042 -- NORMANDY APARTMENTS
- FL29M000043 -- EASTSIDE GARDEN APARTMENTS
- FL29M000044 -- EASTSIDE TERRACE APARTMENTS
- FL29M000045 -- BROWARD GARDENS
- FL29M000046 -- L.A. LEE TERRACE
- FL29M000047 -- CARVER GARDENS
- FL29M000048 -- HASTINGS APARTMENTS
- FL29M000049 -- RIVERSIDE PRESBYTERIAN HOUSE
- FL29M000050 -- LEON ARMS APTS

Select Re-certification Month: September

## By Contract Number and specified recertification month

1. Click on “By Contract Number”
2. Select Contract
3. Select Re-Certification Month
4. Click Go

# Summary, Income, and Discrepancy Reports

- Multiple Subsidy Report
- Identity Verification Reports
- Deceased Tenants Report
- Audit Reports**
- O/A Cert Report
- User Session & Activity Report
- User Access Request**
- Authorization Form
- External Links**
- USCIS - SAVE System

Monthly Report Summary		
Contract(s)	FL29M000047	
Re-certification Month	September	
Report Type	Number of Households	Number of Members
<a href="#">Income Report</a>	6	9
<a href="#">Income Discrepancy Report</a>	3	
No Income Report	0	0
<a href="#">New Hires Report</a>	3	3

- A Monthly Report Summary will appear
- Click on Income Report and a list of the households up for recertification in the specified month will appear, listed alphabetically by HOH
- Click on each name individually on the list to get to the reports for that household

# Summary, Income, and Discrepancy Reports



Print

Summary Report

Income Report

Income Discrepancy Report

- Summary, Income, and Discrepancy Reports will appear for that household
- When you generate the reports in this way there is **NOT** a “Print-All” feature in the top right of the EIV screen; therefore you will have to click on each report tab and print each report separately for each household on the list

# Summary Report

## Summary Report

- Lists all members of the household with their personal identifiers and Identity Verification Status
- Their 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

**NOTE:** EIV will only have income info for tenants whose status is Verified.

# Summary Report

## 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

## Example 4: Individual(s) 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
***-**-0001	JOHN	S	XX/XX/1932	77	Head of	Deceased <sup>22</sup>

# Summary Report

- Must review the Summary Report each time the Income Report is generated
- Reminder: If all members have a status of “Verified” the Summary 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

- Must resolve the status of any member with a Failed or Deceased status
  - 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
- Must maintain file notes and documentation of all follow up action taken to resolve the status
  - Includes maintaining documentation of verified exemption for any member of the household that is exempt from providing a SSN

# Income Report

## Income Report

- Income Report includes information for each household member for:
  - Wages
  - Unemployment benefits
  - Social Security benefits
    - SS
    - SSI
    - Dual Entitlements
    - 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
- The Income Report is 3<sup>rd</sup> party verification that tenant is employed; If the information on report matches tenant reported information no other 3<sup>rd</sup> party verification is necessary
- Wage information in EIV can not be used to calculate income; 4 - 6 consecutive, recent paystubs must be obtained from the tenant to calculate income

# Income Report - Wages

## Employment Information

Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by EIV
Not Available	VA	03-0394176	HOLIDAY CVS L L C 500 S 11TH ST, LAKE WALES FL 33853-4901	01/18/2008

## Wages

Pay Period	Amount	FEIN	Employer Name and Address	Date Received by EIV
Q4 of 2009	\$4,067.00	03-0394176	HOLIDAY CVS LLC 1 CVS DR, WOONSOCKET RI 02895-6146	03/23/2010
Q3 of 2009	\$3,953.00	03-0394176	HOLIDAY CVS LLC 1 CVS DR, WOONSOCKET RI 02895-6146	11/19/2009
Q2 of 2009	\$3,625.00	03-0394176	HOLIDAY CVS LLC 1 CVS DR, WOONSOCKET RI 02895-6146	08/19/2009
Q1 of 2009	\$3,656.00	03-0394176	HOLIDAY CVS LLC 1 CVS DR, WOONSOCKET RI 02895-6146	05/26/2009
Q4 of 2008	\$3,446.00	03-0394176	HOLIDAY CVS LLC 1 CVS DR, WOONSOCKET RI 02895-6146	02/25/2009

# Income Report - Wages

## Obtain traditional 3<sup>rd</sup> 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

# Income Report – Unemployment Benefits

## Unemployment Benefits

- Information is updated quarterly - approximately 1 - 2 months after the end of the calendar quarter
- EIV serves as 3<sup>rd</sup> party verification that tenant is receiving unemployment benefits
  - If information on report matches tenant reported information no other 3<sup>rd</sup> party verification is necessary
- Must obtain 4 - 6 consecutive benefit “paystubs” or benefit letter from tenant to calculate income
  - Information in EIV can not be used to calculate income

# Income Report – Unemployment Benefits

Example of how Unemployment Benefits are reported in EIV:

<b>Unemployment Benefits</b>		
<b>Pay Period</b>	<b>Amount</b>	<b>Date Received by EIV</b>
<b>Q4 of 2009</b>	<b>\$710.00</b>	<b>03/23/2010</b>
<b>Q3 of 2009</b>	<b>\$213.00</b>	<b>11/19/2009</b>

# Income Report – Unemployment Benefits

## Obtain traditional 3<sup>rd</sup> 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

# Income Report – Social Security Benefits

## Social Security Benefits

- 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
  - For AR's effective 1/1 – 4/1, O/A must use 1 of 3 methods for determining the tenant's income (all AR's after 4/1 must reflect SSA COLA)

# Income Report – Social Security Benefits

1. Use the undisputed gross income reported by EIV if tenant agrees that is the amount being received
2. Use an SSA letter inclusive of the COLA adjustment that is dated within 120 days
3. Apply the COLA increase to the verified current amount of income or obtain third party verification from SSA if EIV information is disputed

**NOTE:** Policies and Procedures should be updated to outline what the implemented procedure is to ensure all tenants are treated uniformly

# Income Report — Social Security Benefits

## Obtain traditional 3<sup>rd</sup> 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 Part A or Part B payments
- Tenant reports they are paying for Medicare Part D (prescription drug coverage)

# Income Report – Social Security Benefits

## Medicare Data in EIV

- Tenant may be paying for Medicare or may have Medicare premiums paid for by the state
- EIV will not have information on Medicare Part D (prescription drug plan)
- If tenant reports paying for Part D, additional verification (SS award letter) is required

# Income Report – Social Security Benefits

Social Security Benefits											
Verification Data	Benefit History										
<b>Payment Status</b> C - Current <b>Code:</b> payment status (except railroad payment) <b>Date of Current Entitlement:</b> 8/2007 <b>Net Monthly Benefit if Payable:</b> \$702.00 <b>Payee Name and Address:</b>	<table border="1"> <thead> <tr> <th>Date</th> <th>Gross Benefit</th> </tr> </thead> <tbody> <tr> <td>12/2009</td> <td>\$702.00 Benefits paid</td> </tr> <tr> <td>12/2008</td> <td>\$702.00 Benefits paid</td> </tr> <tr> <td>12/2007</td> <td>\$664.00 Benefits paid</td> </tr> <tr> <td>8/2007</td> <td>\$649.00 Benefits paid</td> </tr> </tbody> </table>	Date	Gross Benefit	12/2009	\$702.00 Benefits paid	12/2008	\$702.00 Benefits paid	12/2007	\$664.00 Benefits paid	8/2007	\$649.00 Benefits paid
Date	Gross Benefit										
12/2009	\$702.00 Benefits paid										
12/2008	\$702.00 Benefits paid										
12/2007	\$664.00 Benefits paid										
8/2007	\$649.00 Benefits paid										
<b>Dual Entitlement</b> EIV received no benefit data.											
<b>Medicare Data</b> EIV received no benefit data.											

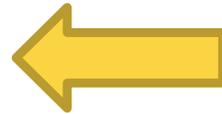


- Gross benefit and net benefit are the same (\$702) – tenant is not paying for Medicare



# Income Report – Social Security Benefits

Social Security Benefits		Benefit History	
Verification Data		Date	Gross Benefit
Payment Status Code:	C - Current payment status (except railroad payment)	12/2009	\$1,148.50 Benefits paid
Date of Current Entitlement:	3/1989	12/2008	\$1,148.40 Benefits paid
		12/2007	\$1,085.40 Benefits paid
Net Monthly Benefit if Payable:	\$1,052.00	12/2006	\$1,061.50 Benefits paid



Medicare Data					
Verification Data		Premium	Buy-in	Buy-in Start	Buy-in Stop
Payee Name and Address:	Hospital Insurance:	\$0.00	N	Not Available	Not Available
	Supp. Insurance:	\$96.50	N	Not Available	Not Available



- Difference between Gross benefit and net benefit is \$96.50 – tenant is paying for 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:	9/1986	5/2009	\$1,505.40	Benefits paid
Net Monthly Benefit if Payable:	\$1,373.90	1/2009	\$1,505.00	Benefits paid
Payee Name and Address:		12/2008	\$1,505.40	Benefits paid
		12/2007	\$1,422.40	Benefits paid

Verification Data		Premium	Buy-in	Buy-in Start	Buy-in Stop
Payee Name and Address:	Hospital Insurance:	\$0.00	N	Not Available	Not Available
	Supp. Med. Insurance:	\$96.40	Y	02/01/2009	05/01/2009

Date Received by EIV: 03/02/2010

- Difference between Gross and Net is \$131.50; Medicare is \$96.40; further verification is needed

# Income Report

- Must review the Income Report at each AR, IR, and **90 days after MI 50059 submission** as well as at other times as specified in Owner/Agent's policies and procedures
- Must print and retain the Income Report in tenant file for term of tenancy and 3 years after move-out
- Must resolve possible instances of unreported or underreported income
- Must maintain Income Report in file with all required supporting documentation

# Income Report

## Income Report Results Scenarios:

- Tenant agrees with EIV: Obtain and use current acceptable tenant-provided documentation and if necessary third party verification
- Tenant Disputes EIV: Obtain and use third party verification of the disputed information
- Income unable to be verified through the EIV System: Obtain and use third party verification
- Possible unreported/underreported income: Notate the file: notification and contact with tenant, verifications, corrected/ additional 50059s, repayment agreement etc...

# Income Discrepancy Report

## Income Discrepancy Report

- EIV compares the income from the 50059 with income reported from NDNH and SSA
- Income from sources such as child support, family contributions, and income from assets is not included in the comparison
- 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 (POI) listed on the report

# Income Discrepancy Report

- 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 50059 income is compared to:
    1. The actual EIV reported income for the POI
    2. The annualized amount from the last quarter of the POI
- All discrepancies identified on the report must be investigated by the O/A to determine whether or not the discrepancy is valid

# Income Discrepancy Report

## Income Discrepancy Report

No Income Discrepancy Report is available for the household.

- Must print the Income Discrepancy Report every time the Income Report is printed even if there are no listed discrepancies

# Income Discrepancy Report

## Head of Household Information

<b>Name:</b>	CHARLES SMITH
<b>Social Security Number:</b>	***-**-9999
<b>Contract Number</b>	FL290099999
<b>Project Number</b>	
<b>Project:</b>	
<b>Effective Date of Action:</b>	08/07/2009
<b>Next Re-certification Date:</b>	08/01/2010
<b>Projected Annual Wages and Benefits from Form HUD-50059:</b>	\$5,860.00
<b>Period Of Income for Discrepancy Analysis</b>	05/07/2008 - 05/06/2009

<b>Discrepancy Analysis</b>	<b>Actuals</b>	<b>Annualized Last Quarter</b>
<b>Reported Annual Wages and Benefits from EIV Data:</b>	\$8,182.18	\$8,275.77
<b>Amount of Annual Income Discrepancy:</b>	(\$2,322.18)	<b>(\$2,415.77)</b>
<b>Amount of Monthly Income Discrepancy:</b>	(\$193.52)	(\$201.31)
<b>Percentage of Income Discrepancy:</b>	(28.38%)	(29.19%)

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.



# Income Discrepancy Report

## **An Income Discrepancy may be caused by:**

- Tenant did not report income
- Tenant did not report a change in income of more than \$200 per month (increase or decrease)
- Owner/Agent made an error in calculation of annual income or in data entry on the 50059
- A false alarm – there really is no discrepancy

# Income Discrepancy Report

## Examples of Owner/Agent errors that may cause a discrepancy:

- Tenant's wages are paid every 2 weeks, but Owner/Agent multiplied wages by 52 instead of by 26
- Tenant has income from child support, but on the 50059 it is recorded as income from wages

# Income Discrepancy Report

## Examples of a false alarm:

- Tenant had their hours worked reduced shortly before certification
- Tenant lost job or became employed shortly before certification

Effective Date of Action:	08/07/2009	
Next Re-certification Date:	08/01/2010	
Projected Annual Wages and Benefits from Form HUD-50059:	\$5,860.00	
Period Of Income for Discrepancy Analysis	05/07/2008 - 05/06/2009	
<b>Discrepancy Analysis</b>	<b>Actuals</b>	<b>Annualized Last Quarter</b>
Reported Annual Wages and Benefits from EIV Data:	\$8,182.18	\$8,275.77



# 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, 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 3<sup>rd</sup> party verification - required if unreported/underreported income

# Income Discrepancy Report

- If Owner/Agent error:
  - i. Process a corrected 50059 retroactive for all 50059s affected by the error (MI, IR, GR, etc...)
  - ii. Make the necessary voucher adjustments
  - iii. For decreases due to O/A error, refund the tenant for over-payment in rent for the entire affected period
  - iv. For increases due solely to O/A error (there was no unreported or underreported income by the tenant), the tenant can not be charged back rent

# Income Discrepancy Report

- If tenant error (unreported/underreported):
  - i. Process a corrected 50059 retroactive for all 50059s affected by the error (MI, IR, GR, etc...)
    - Must go back to point unreported/underreported income began up to 5 years from the date of the 9887/9887A
  - ii. Send notice to the tenant
  - iii. Require repayment of total overpayment in assistance for the affected period
    - Must allow tenant to enter into a repayment agreement if unable to pay in full

# Income Discrepancy Report

iv. If warranted, terminate tenancy, file civil action and notify HUD OIG Office of suspected fraud

- If false alarm:

- i. Make clear and complete file notations fully describing why it is a false alarm and maintain all supporting documentation collected

# Income Discrepancy Report

2. Must maintain Income Discrepancy Report in the tenant file with documentation of all follow up action taken to resolve possible unreported or underreported income including file notes, contact with tenant, verifications, corrected/additional 50059s, repayment agreement etc...

# Property-Wide Reports

North Tampa Housing Development Corporation



# Identity Verification Reports

North Tampa Housing Development Corporation



# Identity Verification Report

## Identity Verification Report

Identifies members that have discrepancies with personal identifiers (name, DOB, SSN)

- Consists of 2 parts:
  - Failed EIV Prescreening Report
  - Failed Verification Report
- MUST generate both reports monthly
- Generate these reports by Contract Number and Recertification Month = All

# Identity Verification Report

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

Verification Reports >> Identity Verification Report Selection

---

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

Enter a Contract Number:  ▼

Select Re-Certification Month:  ▼

- **MUST** select “**All**” when running this report for monthly requirements

# Identity Verification Report

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

Identity Verification Reports	
Contract Number	FL290099999
Re-Certification Month	All

[Printer Friendly Version](#)

Identity Verification Reports	
• <a href="#">Failed EIV Pre-Screening</a>	2
• <a href="#">Failed Verification Report (Failed the SSA Identity Test)</a>	13

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

# Failed EIV Prescreening Report

## Failed EIV Prescreening Report

- Identifies household members with invalid or missing SSN, Last Name, or Date of Birth in TRACS (information will not be sent to SSA from EIV)
- EIV will not have any income data for any tenant listed on the Failed EIV Prescreening Report
  - *Income report will state Income information cannot be displayed as the tenant identity has not been verified.*
- Most common error – SSN on 50059 is a temporary number

# Failed EIV Prescreening Report

Failed EIV Pre-Screening Report for Contract: FL29009999

HOH SSN: XXx-xx-xxxx | HOH Name: FREDRICKA SMITH | Project Number: -

Member SSN	Member Name	Error Description
T74-93-9999	CODRIANA SMITH	Failed SSN check.

- Report will indicate what personal identifier did not pass the prescreening

# Failed EIV Prescreening Report

## If a tenant is listed on Failed EIV Prescreening:

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

# Failed EIV Prescreening Report

2. Notate on the report or in the Master Report file:
  - if corrections for a listed member has already been made and EIV data has not yet been updated
  - if a SSN is missing and the member is a verified exempt member (not required to provide SSN)
3. Maintain documentation of all follow up actions taken including file notes, contact with tenant, corrected 50059

# Failed EIV Prescreening Report

- **Must print** and retain the report even if 0 results are found
  - Failed EIV Prescreening Report with notations of follow up action taken in the **Master file** for Failed EIV Prescreening Reports 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

## Failed Verification Report

- Identifies household members with SSN, Last Name, or Date of Birth that does not match the info reported by SSA for that member
- EIV will not have any income data for any tenant listed on the Failed Verification Report
  - *Income report will state Verification failed – and provide the reason why the verification failed.*

# Failed Verification Report

## Failed Verification Report

**HOH SSN: XXX-XX-XXXX | HOH Name: DORTHY SMITH | Project Number: - |**

Member SSN	Member Name	Error Description
XXX-XX-XXXX	MITCHELL SMITH	Verification failed - Date of birth matched, but surname did not match with SSA records

- The report will indicate what personal identifier did not pass the verification with SSA records.

# 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 the info on the 50059
  - If necessary follow up with the tenant to confirm the personal identifier listed on the report and obtain additional info/documentation of the correct info
  - Correct all 50059 data that was incorrect and submit the corrected 50059
  - Require tenant to contact SSA to correct incorrect data from SSA

# Failed Verification Report

2. Notate on the report or in the Master Report file if corrections for a listed member have already been made and EIV data has not yet been updated
3. Maintain documentation of all follow up actions taken including file notes, contact with tenant, corrected 50059

# Failed Verification Report

- **Must print** and retain the report even if 0 results are found
  - Failed Verification Report with notations of follow up action taken in the **Master file** for Failed EIV Verification Reports 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

# New Hires Report

North Tampa Housing Development Corporation



# 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)
- There is not an individual tab on the left side of the EIV screen for the New Hires Report
  - Generate this report by generating the Income report by Contract Number and recertification month = All

# New Hires Report

**Enterprise Income Verification**

Income Information >> By Contract Number

Welcome **DOROTHY SWAYZE**

- Back to Secure Systems
- Back to EIV Main Page
- Income Information
  - By Contract Number
  - By Project Number
  - By Head of Household
- Verification Reports

Select One or More Contracts:

- FL290009001 -- REBECCA TOWERS NORTH
- FL290012003 -- GOULDS APARTMENTS
- FL290012004 -- PERRINE GARDENS
- FL290012013 -- CARROLL MANOR
- FL290012018 -- LUMMUS PARK MANOR
- FL290012021 -- COLLEGE PARK TOWERS
- FL290015001 -- EASTWIND APARTMENTS
- FL290016001 -- LULAV SQUARE
- FL290019002 -- WEDGEWOOD APARTMENTS - PHASE I
- FL290021005 -- TAMPA HEIGHTS APARTMENTS PHASE I

Select Re-certification Month: **All**

## Income Information “By Contract Number”

- **MUST** select “**All**” when running this report for quarterly requirements

# New Hires Report

- O/A Cert Report
- User Session & Activity Report
- User Access Request
- Authorization Form
- External Links
- USCIS - SAVE System

Report Type	Number of Households	Number of Members
<a href="#">Income Report</a>	6	9
<a href="#">Income Discrepancy Report</a>	3	
No Income Report	0	0
<a href="#">New Hires Report</a>	3	3

- A summary of what was generated will appear
- Click on New Hires Report and a list of the households on this report will appear
- If 0 households listed for the New Hires Report, print this screen as your quarterly report

# New Hires Report

HOH SSN	HOH Last Name	HOH First Name	HOH DOB	Member First Name	Member Last Name
<a href="#">***-**-0382</a>	BELL	AMBER	XX/XX/1984	AMBER	BELL
<a href="#">***-**-3385</a>	BALL	DAVID	XX/XX/1952	KIMBERLY	BALL
<a href="#">***-**-2205</a>	BOWE	TRACIE	XX/XX/1972	BRITTANI	BOWE

- There is a Summary Report tab(shown)
- Click on each name individually on the list on the Summary Report tab to get to the Summary, Income, and Income Discrepancy Report for that household

# New Hires Report

**Enterprise Income Verification**

Income Information >> **By Contract Number** >> Report Summary >> New Hires Detail Report

**New Hires Report Detail**

Contracts: 30000000000  
 Re-certification Month: All  
 Period Reviewed: 02/02/2009 - 03/01/2009  
 Households With New Hires: 4  
 Members With New Hires: 4

1 - 4 of 4 Households

Summary Reports | **Detail Reports** | Filter by Household Member

**New Hires Report for Household of AMJD G DMABDH**

Contract Number	30000000000	Subsidy Type	Section 8
Project Number	3000000	Project	Project Name
Next Re-certification Date	04/01/2009	Form 50059 as of:	07/09/2008
Address	1111 ABC Drive, City, TX 99999	Effective Date:	05/01/2008
Most Recent Type of Action	AR-Annual Recertification		
Head of Household: AMJD G DMABDH			
Social Security Number:	***-**-9999	Date of Birth:	30/00/0000
Family Member:	AMJD G DMABDH	Date of Birth:	30/00/0000
<b>Employment Information</b>			
<b>Hire Date</b>	<b>Hire State</b>	<b>FEIN</b>	<b>Employer Name and Address</b>
02/20/09	TX	000000000	JOHN CLAY WAREPSL, INC 2310 BOKACCHOPY, CHEVENS, TX 75745
			<b>Date Received by EV</b>
			02/21/09

**New Hires Report for Household of YKNDDEULO E GWFIH**

Contract Number	30000000000	Subsidy Type	Section 8
Project Number	3000000	Project	Project Name
Next Re-certification Date	04/01/2009	Form 50059 as of:	05/03/2008
Address	1111 ABC Drive, City, TX 99999	Effective Date:	04/01/2008
Most Recent Type of Action	AR-Annual Recertification		
Head of Household: YKNDDEULO E GWFIH			
Social Security Number:	***-**-9999	Date of Birth:	30/00/0000
Family Member:	YKNDDEULO E GWFIH	Date of Birth:	30/00/0000

- Click on the Detail Report tab to receive the details of the new employment for each listed person (hire date, name of employer)



# New Hires Report

## **If any tenants are listed on the New Hires Report:**

1. Determine if tenant has reported the change
2. Contact the tenant and confirm the employment
  - If tenant confirms the info is correct:
    - Obtain check stubs, employer letter, or 3<sup>rd</sup> party verification to calculate income
    - Process an IR 50059 if income is more than \$200 per month
      - Retroactive effective date for unreported income
    - Require tenant to payback any overpayment
      - Allow repayment agreement if needed

# New Hires Report

- If tenant disputes the info:
  - Obtain 3<sup>rd</sup> party verification from the employer
  - If 3<sup>rd</sup> party confirms there is in fact unreported income over \$200 per month:
    - Process an IR 50059
      - Retroactive effective date
      - Require tenant to payback any overpayment
    - Allow repayment agreement if needed

# New Hires Report

3. Maintain documentation of all follow up actions taken including file notes, contact with tenant, verifications, IR 50059, repayment agreement...
  - **Must print** and retain report generated even if 0 results are found
  - Summary Report tab for New Hires Report with notations of follow up action taken in the **Master file** for New Hires Reports for 3 years from date of report
  - **Detail Report tab** for New Hires Report in the tenant file with the follow up documentation for term of tenancy plus 3 years

# Multiple Subsidy Report

North Tampa Housing Development Corporation



# 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)
- Generate this report by Contract Number
  - Must be run twice each time report is generated
    - Once to search Multi Family (MF) properties
    - Once to search Public and Indian Housing (PIH) properties

# Multiple Subsidy Report

**Multiple Subsidy Report**

Select the contract(s) or projects to search tenants receiving multiple subsidies.

**Contracts**     

---

**Both searches MUST be performed to determine if possible Multiple Subsidies exist.**

**Search within MF**

**Search within PIH**

---

**All household members**

**Only adult household members**

**Only household members under the age of 18**

---

- Select all household members when running this report for quarterly requirements

# Multiple Subsidy Report

Multiple Subsidy Report Summary	
Contract Number:	FL290099999
Members Receiving Multiple Subsidies:	0
Search Criteria:	Within MF Programs Only
Search Criteria:	All household members

**There are no records for the selection criteria.**

Multiple Subsidy Report Summary	
Contract Number:	FL290021005
Members Receiving Multiple Subsidies:	0
Search Criteria:	Within PIH and MF Programs
Search Criteria:	All household members

**There are no records for the selection criteria.**

# Multiple Subsidy Report

The screenshot displays the 'Enterprise Income Verification' interface. The breadcrumb trail is: Verification Reports >> Multiple Subsidy Report >> Report Selection >> Multiple Subsidy Report Summary. The main content area shows a 'Multiple Subsidy Report Summary' with the following details:

Contract Number:	2X300030000
Members Receiving Multiple Subsidies:	1
Search Criteria:	Within MF Programs Only
Search Criteria:	All household members

Below the summary, it indicates '1 - 1 of 1 Members'. There are two tabs: 'Summary Reports' (selected) and 'Detail Reports'. The 'Summary Reports' tab shows a table with the following data:

Member SSN	Member Name	Member DOB
###-##-####	DANN-VRS SMC	##/##/####

The left sidebar contains navigation links for 'Back to Secure Systems', 'Back to EV Main Page', 'Program Office Selection', 'Income Information', and 'Verification Reports'.

- When there are members receiving multiple subsidy, a summary report and detail report will also generate

# Multiple Subsidy Report

## Detail Reports

### Member Information

Member SSN	***-**-9999
Member Name	AUDRA SMITH
Member DOB	XX/XX/1973
Count of Subsidies	2

### Household Information of Households Where AUDRA SMITH Receives Subsidy

HOH SSN	***-**-9999
HOH Name	SALLY BELL
Relationship to HOH	Other family Member
Subsidy Type	Section 8
Contract Number	FL290099999
Project Number	
Owner/Management Agent name	NTHDC
50059 Effective Date	03/01/2009
Certification Type	Interim Recertification
Unit Address	, , ,

HOH SSN	***-**-9999
HOH Name	AUDRA SMITH
Relationship to HOH	Head of Household
Subsidy Type	Section 8
Contract Number	FL29M790235
Project Number	
Owner/Management Agent name	NTHDC
50059 Effective Date	02/01/2010
Certification Type	Annual Recertification
Unit Address	, , ,



# Multiple Subsidy Report

## If any tenants are listed on the Multiple Subsidy Report:

1. Discuss the result with the tenant
2. Contact the manager at the other property to verify tenant is receiving assistance there
3. Owner/Agents at both properties must determine at which property subsidy should be terminated
4. Maintain documentation of all follow up actions taken including file notes, contact with tenant and other property, and termination of assistance (if applicable)

# Multiple Subsidy Report

- **Must print** and retain both of the reports generated even if 0 results are found
  - Summary Report tab for Multiple Subsidy Report with notations of follow up action taken in the **Master file** for Multiple Subsidy Reports for 3 years from date of report
  - **Detail Report tab** for Multiple Subsidy Report in the tenant file with the follow up documentation for term of tenancy plus 3 years

# Deceased Tenant Report

North Tampa Housing Development Corporation



# 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)
- Generate this report by Contract Number and recertification month = All

# Deceased Tenant Report

- **MUST** select "**All**" when running this report for quarterly requirements

# Deceased Tenant Report

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

<b>Contract(s)</b>	FL290099999
--------------------	-------------

Total number of households evaluated	Total number of household members evaluated	Households with deceased members	% of households with deceased members	# of single member deceased households	% of single member deceased households	Deceased Members
241	254	0	00.00%	0	00.00%	0

[Printer Friendly Version](#)

**There are no records for the selection criteria.**

# Deceased Tenant Report

## Deceased Tenants Report By Contract FL290099999

HOH SSN: \*\*\*-\*\*-9999 | HOH Name: JEFF ADAMS | HOH DOB: XX/XX/1944 |

Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV
***-**-9999	JEFF ADAMS	XX/XX/1944	11/26/2009	03/04/2010

- When there are members listed on the report as deceased, an additional list will appear listing personal identifiers of the member and the date they are reported as becoming deceased

# Deceased Tenant Report

## If any tenants are listed on the Deceased Tenant Report:

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

# 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
  - **Must print** and retain the report even if 0 results are found
  - Deceased Tenant Report with notations of follow up action taken in the **Master file** for Deceased Tenant Reports for 3 years from date of report
  - 50059s other documentation of follow up in the tenant file for term of tenancy plus 3 years

# No Income Report

North Tampa Housing Development Corporation



# No Income Report

## No Income Report

- HUD Recommends Owner/Agents have a policy to re-verify the status of tenants reporting zero income at least quarterly
- This report will identify tenants with no reported income in EIV
- Owner/Agents must use this report only as identified and described in their policies and procedures

# No Income Report

**Enterprise Income Verification**

Income Information >> By Contract Number

Welcome **DOROTHY SWAYZE**

- Back to Secure Systems
- Back to EIV Main Page
- Income Information
  - By Contract Number
  - By Project Number
  - By Head of Household
- Verification Reports

Select One or More Contracts:

- FL290009001 -- REBECCA TOWERS NORTH
- FL290012003 -- GOULDS APARTMENTS
- FL290012004 -- PERRINE GARDENS
- FL290012013 -- CARROLL MANOR
- FL290012018 -- LUMMUS PARK MANOR
- FL290012021 -- COLLEGE PARK TOWERS
- FL290015001 -- EASTWIND APARTMENTS
- FL290016001 -- LULAV SQUARE
- FL290019002 -- WEDGEWOOD APARTMENTS - PHASE I
- FL290021005 -- TAMPA HEIGHTS APARTMENTS PHASE I

Select Re-certification Month: All

- There is not an individual tab on the left side of the EIV screen for the No Income Report
  - Generate this report by generating the Income Information by Contract Number and specified recertification month of “All”

# No Income Report

- O/A Cert Report
- User Session & Activity Report
- User Access Request
- Authorization Form
- External Links
- USCIS - SAVE System

Report Type	Number of Households	Number of Members
<u>Income Report</u>	6	9
<u>Income Discrepancy Report</u>	3	
No Income Report	0	0
<u>New Hires Report</u>	3	3

- If there are households listed for this report, the report will be in red and underlined
- Click on No Income Report and a list of the households on this report will appear

# Questions???

