The Enterprise Income Verification (EIV) System

North Tampa Housing Development Corporation

November 16, 2010
Owner/Agent Workshop
Orlando, FL
Session Instructor

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Local Contract Specialist

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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

- 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

- 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

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: ***-*--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

### PIH Tenant Match Results: No match found.

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

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

<table>
<thead>
<tr>
<th>SSN:</th>
<th>Full SSN is printed</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOH SSN:</td>
<td>*<strong>-</strong>-4818</td>
</tr>
<tr>
<td>HOH First Name</td>
<td>SUSAN</td>
</tr>
<tr>
<td>HOH Last Name</td>
<td>SMITH</td>
</tr>
<tr>
<td>Contract Number</td>
<td>FL29T999999</td>
</tr>
<tr>
<td>Project Number</td>
<td></td>
</tr>
<tr>
<td>Subsidy Type</td>
<td>Section 8</td>
</tr>
<tr>
<td>Owner/Management Agent name</td>
<td>NTHDC</td>
</tr>
<tr>
<td>50059 Type Of Action</td>
<td>Move-In Certification</td>
</tr>
<tr>
<td>50059 Effective Date</td>
<td>09/15/2009</td>
</tr>
<tr>
<td>Unit Address</td>
<td>-</td>
</tr>
</tbody>
</table>

**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, & 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
Summary, Income, and Discrepancy Reports

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 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.
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

**Monthly Report Summary**

<table>
<thead>
<tr>
<th>Contract(s)</th>
<th>FL29M0000047</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-certification Month</td>
<td>September</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Number of Households</th>
<th>Number of Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income Report</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td>Income Discrepancy Report</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>No Income Report</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>New Hires Report</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

- 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

• 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

• 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

<table>
<thead>
<tr>
<th>Household Members</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Member SSN</strong></td>
</tr>
<tr>
<td>*<strong>-</strong>-0000</td>
</tr>
<tr>
<td>*<strong>-</strong>-0001</td>
</tr>
</tbody>
</table>

**Example 2:** Individual(s) with an EIV Identity Verification Status of Failed

<table>
<thead>
<tr>
<th>Household Members</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Member SSN</strong></td>
</tr>
<tr>
<td>*<strong>-</strong>-0080</td>
</tr>
</tbody>
</table>

**Example 3:** Individual(s) with an EIV Identity Verification Status of Not Verified

<table>
<thead>
<tr>
<th>Household Members</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Member SSN</strong></td>
</tr>
<tr>
<td>*<strong>-</strong>-0001</td>
</tr>
</tbody>
</table>

**Example 4:** Individual(s) with an EIV Identity Verification Status of Deceased.

<table>
<thead>
<tr>
<th>Household Members</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Member SSN</strong></td>
</tr>
<tr>
<td>*<strong>-</strong>-0001</td>
</tr>
</tbody>
</table>
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 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 3rd party verification that tenant is employed; If the information on report matches tenant reported information no other 3rd party verification is necessary.

• Wage information in EIV cannot be used to calculate income; 4 - 6 consecutive, recent paystubs must be obtained from the tenant to calculate income.
### Employment Information

<table>
<thead>
<tr>
<th>Hire Date</th>
<th>Hire State</th>
<th>FEIN</th>
<th>Employer Name and Address</th>
<th>Date Received by EIV</th>
</tr>
</thead>
</table>
| Not Available | VA       | 03-0394176 | HOLIDAY CVS LLC  
500 S 11TH ST, LAKE WALES FL 33853-4901 | 01/18/2008           |

### Wages

<table>
<thead>
<tr>
<th>Pay Period</th>
<th>Amount</th>
<th>FEIN</th>
<th>Employer Name and Address</th>
<th>Date Received by EIV</th>
</tr>
</thead>
</table>
| 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 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
Income Report – Unemployment Benefits

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
  • If information on report matches tenant reported information no other 3rd party verification is necessary

• Must obtain 4 - 6 consecutive benefit “paystubs” or benefit letter from tenant to calculate income
  • Information in EIV cannot be used to calculate income
Example of how Unemployment Benefits are reported in EIV:

<table>
<thead>
<tr>
<th>Pay Period</th>
<th>Amount</th>
<th>Date Received by EIV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4 of 2009</td>
<td>$710.00</td>
<td>03/23/2010</td>
</tr>
<tr>
<td>Q3 of 2009</td>
<td>$213.00</td>
<td>11/19/2009</td>
</tr>
</tbody>
</table>
Income Report – Unemployment Benefits

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
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).
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\textsuperscript{rd} 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

<table>
<thead>
<tr>
<th>Social Security Benefits</th>
<th>Verification Data</th>
<th>Benefit History</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Payment Status</strong></td>
<td><strong>Date</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Code:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>C - Current</td>
<td>12/2009</td>
</tr>
<tr>
<td></td>
<td>payment status</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(except railroad</td>
<td>12/2008</td>
</tr>
<tr>
<td></td>
<td>payment)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8/2007</td>
<td>12/2007</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Net Monthly Benefit if Payable:** $702.00

**Payee Name and Address:**

**Dual Entitlement**

EIV received no benefit data.

**Medicare Data**

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

<table>
<thead>
<tr>
<th>Verification Data</th>
<th>Benefit History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Status Code:</td>
<td>Date</td>
</tr>
<tr>
<td>C - Current payment status (except railroad payment)</td>
<td>12/2009</td>
</tr>
<tr>
<td>Date of Current Entitlement:</td>
<td>12/2008</td>
</tr>
<tr>
<td>3/1989</td>
<td>12/2007</td>
</tr>
<tr>
<td>Net Monthly Benefit if Payable:</td>
<td>12/2006</td>
</tr>
</tbody>
</table>

#### Medicare Data

<table>
<thead>
<tr>
<th>Verification Data</th>
<th>Premium</th>
<th>Buy-in</th>
<th>Buy-in Start</th>
<th>Buy-in Stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payee Name and Address:</td>
<td>Hospital Insurance:</td>
<td>$0.00</td>
<td>N</td>
<td>Not Available</td>
</tr>
<tr>
<td>Supp. Insurance:</td>
<td>$96.50</td>
<td>N</td>
<td>Not Available</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

- Difference between Gross benefit and net benefit is $96.50 – tenant is paying for Medicare
### Income Report – Social Security Benefits

#### Social Security Benefits

<table>
<thead>
<tr>
<th>Verification Data</th>
<th>Benefit History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Status Code: C - Current payment status (except railroad payment)</td>
<td><strong>Date</strong></td>
</tr>
<tr>
<td>Date of Current Entitlement: 9/1986</td>
<td><strong>5/2009</strong></td>
</tr>
<tr>
<td>Net Monthly Benefit if Payable: $1,373.90</td>
<td><strong>1/2009</strong></td>
</tr>
<tr>
<td>Payee Name and Address:</td>
<td><strong>12/2008</strong></td>
</tr>
<tr>
<td></td>
<td><strong>12/2007</strong></td>
</tr>
</tbody>
</table>

#### Medicare Data

<table>
<thead>
<tr>
<th>Verification Data</th>
<th>Premium Buy-in</th>
<th>Buy-in Start</th>
<th>Buy-in Stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payee Name and Address:</td>
<td><strong>Hospital Insurance:</strong></td>
<td>$0.00</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td><strong>Supp. Med. Insurance:</strong></td>
<td>$96.40</td>
<td>Y</td>
</tr>
</tbody>
</table>

**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

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

- 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

<table>
<thead>
<tr>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>CHARLES SMITH</td>
</tr>
<tr>
<td>Social Security Number</td>
<td>*<strong>-</strong>-9999</td>
</tr>
<tr>
<td>Contract Number</td>
<td>FL290099999</td>
</tr>
<tr>
<td>Project Number</td>
<td></td>
</tr>
<tr>
<td>Project</td>
<td></td>
</tr>
<tr>
<td>Effective Date of Action</td>
<td>08/07/2009</td>
</tr>
<tr>
<td>Next Re-certification Date</td>
<td>08/01/2010</td>
</tr>
<tr>
<td>Projected Annual Wages and Benefits from Form HUD-50059:</td>
<td>$5,860.00</td>
</tr>
</tbody>
</table>

## Period Of Income for Discrepancy Analysis

- **Date Range:** 05/07/2008 - 05/06/2009

## Discrepancy Analysis

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

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
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

Discrepancy Analysis

<table>
<thead>
<tr>
<th>Reported Annual Wages and Benefits from EIV Data:</th>
<th>Actuals</th>
<th>Annualized Last Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>$8,182.18</td>
<td>$8,275.77</td>
<td></td>
</tr>
</tbody>
</table>

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 3rd 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
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.
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
Identity Verification Reports

North Tampa Housing Development Corporation
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

- **MUST** select “All” when running this report for monthly requirements.
Identity Verification Report

Verification Reports >> Identity Verification Report Selection >> Identity Verification Reports

<table>
<thead>
<tr>
<th>Identity Verification Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Number</td>
</tr>
<tr>
<td>Re-Certification Month</td>
</tr>
<tr>
<td>FL2900999999</td>
</tr>
<tr>
<td>All</td>
</tr>
</tbody>
</table>

Printer Friendly Version

<table>
<thead>
<tr>
<th>Identity Verification Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failed EIV Pre-Screening</td>
</tr>
<tr>
<td>Failed Verification Report (Failed the SSA Identity Test)</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>13</td>
</tr>
</tbody>
</table>

- 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

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

<table>
<thead>
<tr>
<th>HOH SSN: XXx-xx-xxxx</th>
<th>HOH Name: FREDRICKA SMITH</th>
<th>Project Number: -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member SSN</td>
<td>Member Name</td>
<td>Error Description</td>
</tr>
<tr>
<td>T74-93-9999</td>
<td>CODRIANA SMITH</td>
<td>Failed SSN check.</td>
</tr>
</tbody>
</table>

- 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

- 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

<table>
<thead>
<tr>
<th>HOH SSN: XXX-XX-XXXX</th>
<th>HOH Name: DORTHY SMITH</th>
<th>Project Number: -</th>
<th>Member SSN</th>
<th>Member Name</th>
<th>Error Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>XXX-XX-XXXXX</td>
<td>MITCHELL SMITH</td>
<td></td>
<td></td>
<td></td>
<td>Verification failed - Date of birth matched, but surname did not match with SSA records</td>
</tr>
</tbody>
</table>

- 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

• 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

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 -- WEDGWOOD 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

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Number of Households</th>
<th>Number of Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income Report</td>
<td>6</td>
<td>9</td>
</tr>
<tr>
<td>Income Discrepancy Report</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>No Income Report</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>New Hires Report</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

- 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

<table>
<thead>
<tr>
<th>HOH SSN</th>
<th>HOH Last Name</th>
<th>HOH First Name</th>
<th>HOH DOB</th>
<th>Member First Name</th>
<th>Member Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>*<strong>-</strong>-0382</td>
<td>BELL</td>
<td>AMBER</td>
<td>XX/XX/1984</td>
<td>AMBER</td>
<td>BELL</td>
</tr>
<tr>
<td>*<strong>-</strong>-3385</td>
<td>BALL</td>
<td>DAVID</td>
<td>XX/XX/1952</td>
<td>KIMBERLY</td>
<td>BALL</td>
</tr>
<tr>
<td>*<strong>-</strong>-2205</td>
<td>BOWE</td>
<td>TRACIE</td>
<td>XX/XX/1972</td>
<td>BRITTANI</td>
<td>BOWE</td>
</tr>
</tbody>
</table>

- 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

• 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 3rd 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 3rd party verification from the employer
  - If 3rd 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

- 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
Select all household members when running this report for quarterly requirements.
### Multiple Subsidy Report

<table>
<thead>
<tr>
<th>Multiple Subsidy Report Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Number:</td>
</tr>
<tr>
<td>Members Receiving Multiple Subsidies:</td>
</tr>
<tr>
<td>Search Criteria:</td>
</tr>
<tr>
<td>Search Criteria:</td>
</tr>
</tbody>
</table>

There are no records for the selection criteria.

<table>
<thead>
<tr>
<th>Multiple Subsidy Report Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Number:</td>
</tr>
<tr>
<td>Members Receiving Multiple Subsidies:</td>
</tr>
<tr>
<td>Search Criteria:</td>
</tr>
<tr>
<td>Search Criteria:</td>
</tr>
</tbody>
</table>

There are no records for the selection criteria.
Multiple Subsidy Report

When there are members receiving multiple subsidy, a summary report and detail report will also generate.
## Multiple Subsidy Report

### 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**: 50059
- **Owner/Management Agent name**: NTHDC
- **50059 Effective Date**: 03/01/2009
- **Certification Type**: Interim Recertification
- **Unit Address**: ...

### Continued
- **HOH SSN**: ***.**-9999
- **HOH Name**: AUDRA SMITH
- **Relationship to HOH**: Head of Household
- **Subsidy Type**: Section 8
- **Contract Number**: FL29M790235
- **Project Number**: 50059
- **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

- 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

<table>
<thead>
<tr>
<th>Contract(s)</th>
<th>FL290099999</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total number of households evaluated</th>
<th>Total number of household members evaluated</th>
<th>Households with deceased members</th>
<th>% of households with deceased members</th>
<th># of single member deceased households</th>
<th>% of single member deceased households</th>
<th>Deceased Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>241</td>
<td>254</td>
<td>0</td>
<td>00.00%</td>
<td>0</td>
<td>00.00%</td>
<td>0</td>
</tr>
</tbody>
</table>

There are no records for the selection criteria.
Deceased Tenant Report

- 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
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
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

- 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

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Number of Households</th>
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<tbody>
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</tr>
<tr>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>New Hires Report</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

- 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???