

The Enterprise Income Verification (EIV) System

North Tampa Housing Development Corporation

State Conference

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Session Instructor

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Reports Available in EIV

Existing Tenant Search

Identity Verification Report

Income Report

Multiple Subsidy Report

Deceased Tenant Report



Existing Tenant Search

Run before Move In to help avoid Double Subsidy problems.

Use of the report must be included in the Tenant Selection Plan.

System searches for a match based on SSN in both Public Housing and Multifamily Properties.



Existing Tenant Search

Enterprise Income Verification HUD Home MF Housing EIV Hom

Verification Reports >> Existing Tenant Search

Existing Tenant Search - Enter the Individual's SSN and Click Get Report button

Enter Social Security Number: - -

Must be run for all household members – one at a time.

Print and include in tenant file or with application.

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:	Full SSN is printed
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 an applicant's household member is reported in EIV as being an existing tenant:

- Discuss with applicant.
- OA must contact the manager at the other property to verify applicant is a tenant there.
- OAs at both properties must coordinate the move out / move in dates to avoid double subsidy problems.



Identity Verification Reports

Consists of 2 parts:

Failed EIV Prescreening

Failed Verification Report

Run the report monthly for the whole property.

- Select All for the recertification month.



Identity Verification Reports

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:



Identity Verification Reports

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	
• Failed EIV Pre-Screening	2
• Failed Verification Report (Failed the SSA Identity Test)	13



Identity Verification Reports

Failed EIV Prescreening – Name, Date of Birth or SSN listed on 50059 is missing or invalid.

Most common error – SSN on 50059 is a temporary number.



Identity Verification Reports

Failed EIV Prescreening – Example 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.



Identity Verification Reports

If a tenant is listed on Failed EIV Prescreening:

- OA should check information in tenant file against the info on the 50059.
- OA may have to obtain information from tenant (SSN).
- Once corrections are made to the 50059, it must be submitted to TRACS to clear the error.



Identity Verification Reports

Failed Verification Report – Name, DOB or SSN on 50059 does not match Social Security Administration records.

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



Identity Verification Reports

If a tenant is listed on Failed Verification Report:

- OA should check information in tenant file against the info on the 50059.
- OA may have to obtain information from tenant (SSN, date of birth).
- Tenant may have to contact Social Security if it looks like there is an error in SS records.
- Once corrections are made to the 50059, it must be submitted to TRACS to clear the error.



Identity Verification Reports

EIV will not have any income data for any tenant listed on the Failed Prescreening or Failed Verification Report.

Income Report will state:

For Failed Prescreening - ***Income information cannot be displayed as the tenant identity has not been verified.***

For Failed Verification - ***Verification failed - Date of birth matched, but surname did not match with SSA records.***



Income Report

In EIV – choose Income Information By Head of Household.

The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** EIV - Monthly Reports by Household - Microsoft Internet Explorer provided by CGI Government Sol...
- Address Bar:** https://hudapps.hud.gov/eiv/thirdpartyincome/monthlyreportshousehold.jsp
- Navigation:** File, Edit, View, Favorites, Tools, Help
- Page Header:** Enterprise Income Verification. Navigation links: HUD Home, MF Housing, EIV Home, Search, Email.
- Left Sidebar:**
 - Welcome ROBERT VANDERGRIFT
 - Back to Secure Systems
 - Back to EIV Main Page
 - Income Information
 - By Contract Number
 - By Project Number
 - By Head of Household
- Main Content Area:**
 - Income Information >> By Head of Household
 - Monthly Reports By Household
 - Form fields:
 - Head of Household SSN: [] - [] - []
 - Select a Contract: Please Select... (dropdown menu)
 - Buttons: Go, Reset



Income Report

Must run (and print) all 3 sections at AR and IR.

Cannot be run at time of Move In (because tenant is not in the system for the property).

HUD now requires report to be run within 90 days after MI 50059 is sent to TRACS.

Income Report has 3 sections:

- Summary Report
- Income Report
- Income Discrepancy Report



Income Report – Summary Report

Summary Report lists all people in the household and their Identity Verification Status.

Status will be:

- Verified – info on 50059 matches SSA.
- Not Verified – tenant Failed Prescreening.
- Failed – tenant Failed Verification.
- Deceased.

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



Income Report – Summary Report

Example Summary Report – Household Member Failed Pre-screening



Income Report – Summary Report

Example Summary Report – Household Member
Failed Identity Verification



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

EIV serves as 3rd party verification that tenant is employed.

Information is updated quarterly - approximately 1 to 2 months after the end of the calendar quarter.

Must obtain 4 – 6 consecutive, recent paystubs from tenant to calculate income.

Do not use wage information in EIV 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 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

EIV serves as 3rd party verification that tenant is receiving unemployment benefits.

Information is updated quarterly - approximately 1 - 2 months after the end of the calendar quarter.

Must obtain 4 to 6 consecutive benefit “paystubs” from tenant to calculate income.

Do not use the quarterly amount listed in EIV.



Income Report – Unemployment Benefits

Example of how Unemployment Benefits are reported in EIV:

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



Income Report – Social Security Benefits

EIV is good verification of Social Security benefits as long as the tenant agrees with the information.

Additional verification will be required if:

- Tenant disagrees with 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:

Buy-In Indicator = Y, Buy-In Start Date has a date and Buy-In Stop date is Not Available.

Tenant is **not** paying for Medicare Part B.

Medicare Data

	Premium	Buy-in	Buy-in Start	Buy-in Stop
Hospital Insurance:	\$0.00	N	Not Available	Not Available
Supp. Med. Insurance:	\$110.50	Y	03/01/2009	Not Available



Income Report – Social Security Benefits

Medicare Data in EIV:

Buy-In Indicator = Y, but Buy-In Stop date was 11/1/2009. Tenant may be paying for Medicare Part B.

Medicare Data

	Premium	Buy-in	Buy-in Start	Buy-in Stop
Hospital Insurance:	\$0.00	N	Not Available	Not Available
Supp. Med. Insurance:	\$110.50	Y	02/01/2008	11/1/2009



Income Report – Social Security Benefits

Medicare Data in EIV:

Buy-In Indicator = N.

Tenant **may** be paying for Medicare Part B.

Medicare Data

	Premium	Buy-in	Buy-in Start	Buy-in Stop
Hospital Insurance:	\$0.00	N	Not Available	Not Available
Supp. Med. Insurance:	\$96.50	N	Not Available	Not Available



Income Report – Social Security Benefits

Medicare Data in EIV:

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

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

Social Security Benefits																
Verification Data	Benefit History															
Payment Status Code: C - Current payment status (except railroad payment)	<table border="1"> <thead> <tr> <th>Date</th> <th>Gross Benefit</th> <th></th> </tr> </thead> <tbody> <tr> <td>12/2009</td> <td>\$702.00</td> <td>Benefits paid</td> </tr> <tr> <td>12/2008</td> <td>\$702.00</td> <td>Benefits paid</td> </tr> <tr> <td>12/2007</td> <td>\$664.00</td> <td>Benefits paid</td> </tr> <tr> <td>8/2007</td> <td>\$649.00</td> <td>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														
Date of Current Entitlement: 8/2007																
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.



Income Report – Social Security Benefits

Difference between Gross benefit and net benefit is \$96.50 – tenant is paying for Medicare

Social Security Benefits

Verification Data		Benefit History	
Payment Status Code:	C - Current payment status (except railroad payment)	Date	Gross Benefit
Date of Current Entitlement:	3/1989	12/2009	\$1,148.50 Benefits paid
Net Monthly Benefit if Payable:	\$1,052.00	12/2008	\$1,148.40 Benefits paid
		12/2007	\$1,085.40 Benefits paid
		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
	Supp. Med. Insurance:	\$96.50	N	Not Available



Income Report – Social Security Benefits

Difference between Gross and Net is \$131.50.
 Medicare is \$96.40. Further verification is needed.

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

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. Med. Insurance:	\$96.40	Y	02/01/2009	05/01/2009

Date Received by EIV: 03/02/2010



Income Report – Income Discrepancy

The Income Discrepancy section of the Head Of Household's Income Report must be printed and included in the file for each AR and IR and at other times covered in OAs policies.

Must print at same time as Income Report.

Income Discrepancy Report

No Income Discrepancy Report is available for the household.



Income Report – Income Discrepancy

EIV takes income information from the 50059 and compares it with income reported from National Directory of New Hires (wage and unemployment benefits) and Social Security Administration (SS, SSI).

Income from sources such as child support, family contributions, and income from assets is not included in the comparison.



Income Report – Income Discrepancy

An Income Discrepancy will be reported if the annual income in TRACS is different from the actual income in EIV by more than \$2400 per year – higher or lower.

O/As are required to review and resolve any discrepancies in income reported on the Income Discrepancy Report at the time of recertification or within 30 days of the EIV Income Report date.



Income Report – Income Discrepancy

Head of Household Information

Name:	CHARLES SMITH
Social Security Number:	***-**-9999
Contract Number	FL290099999
Project Number	
Project:	
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	Actuals	Annualized Last Quarter
Reported Annual Wages and Benefits from EIV Data:	\$8,182.18	\$8,275.77
Amount of Annual Income Discrepancy:	(\$2,322.18)	(\$2,415.77)
Amount of Monthly Income Discrepancy:	(\$193.52)	(\$201.31)
Percentage of Income Discrepancy:	(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 Report – Income Discrepancy

An Income Discrepancy may be caused by:

- Tenant did not report income.
- Tenant had a change of income (increase or decrease) of more than \$2400 / year (\$200 per month) that was not reported.
- OA made an error in calculation or data entry on the 50059.
- A false alarm – there really is no discrepancy.



Income Report – Income Discrepancy

Examples of OA errors that may cause a discrepancy:

Tenant's wages are paid every 2 weeks, but OA 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 Report – Income Discrepancy

Example of a “false alarm” – there really is no income discrepancy.

Tenant had their hours worked reduced 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	Actuals	Annualized Last Quarter
Reported Annual Wages and Benefits from EIV Data:	\$8,182.18	\$8,275.77



Income Report – Income Discrepancy

Resolving Income Discrepancies:

Check the file to determine if good 3rd party verification was obtained. Recalculate income – check for miscalculations or data entry errors.

Discuss with tenant.

Obtain 3rd party verification from the sources of income reported in EIV or reported by tenant.

Document the file with efforts taken to resolve.



Income Report – Income Discrepancy

If the discrepancy was caused by tenant under reporting income:

- Calculate the tenant rent and HUD subsidy.
- Issue a corrected 50059 retroactive to the date of when the under reported income began.
- Enter into a repayment agreement with the tenant.



Income Report – Income Discrepancy

If the discrepancy was caused by OA error:

- Issue a corrected 50059 retroactive to the date of the error.
- Refund overpayments to tenant or to HUD.
- Tenant cannot be charged for back payments of rent.



Income Information – By Contract Number

Select Re-Certification Month All to obtain information for all tenants.

Enterprise Income Verification

Income Information >> By Contract Number

Select One or More Contracts:

- FL290032001 -- WHISPERING PINES
- FL290040001 -- ST. ANDREWS TOWERS
- FL290041001 -- MCCOWN TOWERS ANNEX
- FL290042001 -- AZALEA GARDENS APARTMENTS
- FL290043001 -- ALAN APARTMENTS
- FL290045001 -- HUDSON HILLS MANOR
- FL290045007 -- CHOCTAW VILLAGE
- FL290045015 -- OCALA PLACE
- FL290045028 -- CAROLINE COURT APARTMENTS
- FL290045033 -- ORMOND SHORES APARTMENTS

Select Re-certification Month:

Go



Income Information – By Contract Number

Monthly Report Summary

Contract(s) FL290099999

Re-certification Month All

Report Type	Number of Households	Number of Members
Income Report	54	78
Income Discrepancy Report	5	
No Income Report	7	24
New Hires Report	7	8



Income Information – By Contract Number

Link for Income Report leads to a list of all HOH. Clicking on a tenant from the list takes you to the Income Report for the Household.

Link for Income Discrepancy leads to a list of HOH that have an Income Discrepancy.

- If Income Discrepancy by Contract Number is used, it must be covered in OA Policies.
- Running this report is a good way to identify discrepancies early.



Income Information – By Contract Number

Link for No Income Report leads to a list of HOH that have no EIV income reported for any member.

Link for New Hires Report leads to a list of HOH who have a member who has started a new job in last 6 months.

HUD now requires this report be run quarterly.



Income Information – By Contract Number

Example New Hires Report

Clicking on the link for HOH SSN takes you to the Income Report for that household.

HOH SSN	HOH Last Name	HOH First Name	HOH DOB	Member First Name	Member Last Name
***-**-0382	BELL	AMBER	XX/XX/1984	AMBER	BELL
***-**-3385	BALL	DAVID	XX/XX/1952	KIMBERLY	BALL
***-**-2205	BOWE	TRACIE	XX/XX/1972	BRITTANI	BOWE



Multiple Subsidy Report

Identifies tenants who may be receiving subsidy at another property or through the voucher program.

Run at least quarterly.

Must be run twice each time – Once to search Multi Family properties and then to search Public and Indian Housing properties.

Select all household members.

Print the reports and maintain the documentation in a file for review.



Multiple Subsidy Report

Multiple Subsidy Report

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

Contracts

Select a Contract



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

Search



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

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:

- OA must contact the manager at the other property to determine if the tenant is also a tenant there.
- OAs at both properties must determine at which property subsidy should be terminated.



Deceased Tenant Report

Identifies tenants who may be deceased at your property.

Run at least quarterly.

Select Recertification Month = All.

Print the report and maintain documentation of actions taken to resolve discrepancies in a file for review.



Deceased Tenant Report

Enterprise Income Verification

[HUD Home](#)
[MF Housing](#)
[EIV Home](#)

Verification Reports >> Deceased Tenants Report >> Report Selection

Select the contract(s) or project(s) and re-certification month to view the Deceased Tenants Report.

Select One or More Contracts:

- FL14L000003 -- CAMBRIDGE SQUARE LAUDERDALE LAKES I
- FL14L000005 -- CAMBRIDGE SQ OF LAUDERDALE LAKES II
- FL14L000007 -- CARAVEL ARMS APARTMENTS
- FL14L000008 -- GOODLETTE ARMS
- FL14L000010 -- STOCK ISLAND APARTMENTS
- FL14L000014 -- 22ND AVENUE APARTMENTS
- FL14L000015 -- BCC APARTMENTS
- FL14L000016 -- CAMBRIDGE SQUARE OF HOLLYWOOD
- FL14L000018 -- PINE WOODS VILLAS
- FL14L000021 -- ST. ELIZABETH GARDENS 3%

Select Re-Certification Month:



Deceased Tenant Report

Deceased Tenants Report by Contract for Reexamination Month - All

Contract(s)	FL290099999
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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

Maintain documentation that the issue has been addressed:

- Move out 50059 if a single person household.
- IR 50059 to remove the deceased from a multiple member household.



Questions???

