

**Enterprise Income Verification (EIV 6.1)
System User Manual
For
Multifamily Housing Program Users**

U.S. Department of Housing and Urban Development

December 2006

Revision Sheet

Release No.	Date	Revision Description
Version 1.0	7/27/2006	Initial Draft - EIV Build 6.0 Release
Version 2.0	10/30/2006	Updated with new screen shots
Version 3.0	11/02/2006	Removed the User Administration Sections into a different document.
Version 4.0	12/11/2006	Updated with new screen shots implemented in Release 6.1



**User Manual
For
Multifamily Housing Program Users
Authorization Memorandum**

I have carefully assessed the EIV User Manual 6.1 for Multifamily Housing program Users. This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

David Sandler
IT Project Manager

Date

Lanier Hylton
Director, Office of Housing Assistance and
Contract Administration Oversight

Date

Gail Williamson
Director, Housing Assistance Policy Division

Date

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WHAT'S NEW IN THE EIV SYSTEM 6.1 RELEASE FOR MF USERS?

No new functionality has been introduced for EIV Release 6.1. Below is the list of changes included in the EIV 6.1 release.

#	Function	Change Description
1.	EIV - MF Income Information	By Head of Household - For PIH, the indicator for members with multiple subsidies is at the member level, but for MF, it is at the household level. With this release, for better accuracy, the MF Housing report also shows the indicator at the member level.
2.	EIV - MF User Administration	User Certification Report – MF Housing - Removed extra blank column from the report
3.	EIV - MF Income Information - By Project Number	If no project is assigned to the user, on clicking the link "By Project Number" a null pointer exception is thrown. This issue is fixed with this release.
4.	EIV - MF User Certification	Currently Users Last Name appears as the literal "last_name" (currently seen in HQ users). With this current release, the user's last name is displayed
5.	EIV - MF User Certification	Select All and De-select all button is provided for users to certify multiple user/project/contract at one time.
6.	MF - Income discrepancy Report	- On the Detail Reports tab, the Effective Date of Action and Next Re-certification Date fields are in YYYY-MM-DD format. This is changed to MM/DD/YYYY to be consistent with the other screens. - Removed the quotes for the Project List value or Contract List values
7.	MF - Failed Verification Report	On the Download Data tab, the Re-certification Month is displayed in number (e.g. 4 for April) instead of the full month description. With this release, the recertification month will be displayed as a word.
8.	MF - By HOH	When the Income Report tab is clicked, the top navigation still shows Summary Report. This is changed to display Income Report. When the Income Discrepancy Report tab is clicked, the top navigation currently shows Summary Report. This is changed to display Income Discrepancy Report.

1.0 INTRODUCTION

1 INTRODUCTION

1.1 PURPOSE OF THIS MANUAL

The purpose of this document is to provide instructions on the use of the Enterprise Income Verification (EIV) system for Multifamily (MF) Housing Program users. This document focuses on end-user functionality used for viewing tenant benefits information in making rental subsidy determinations under multifamily housing programs.

1.2 BACKGROUND

In 2001, the Department initiated the Rental Housing Integrity Improvement Project (RHIIP) to address causes of errors and improper payments and to ensure that *the right benefits go to the right persons*. At that time, a goal was established to reduce the estimated dollar amount of improper rent subsidies by 50 percent from fiscal year 2000, when the baseline was established to FY 2005. HUD surpassed this goal with a 67 percent reduction in *net* subsidy overpayments as reported for the period FY 2000 through FY 2004. To accomplish this goal, HUD initiated three program-level efforts designed to:

1. Increase monitoring of program administrators,
2. Establish an income verification system that allows PHAs and property owners to compare income information reported by tenants with income information from government agencies, and
3. Provide additional training and guidance for program administrators.

In 2004, to meet initiative 2 above, HUD developed and began implementation of the Upfront Income Verification System (now known as the EIV system) to display state wage matching data with PHAs for use in verifying tenant income. The Department also received statutory authority in 2004 to enter into negotiations with the Department of Health and Human Services (HHS) to conduct computer matching with the National Directory of New Hires (NDNH). The NDNH is a central source of wage, unemployment insurance benefit, and new hires (Federal form W-4) information for most employed individuals in the United States. Throughout FY 2005, HUD completed the necessary system developments to prepare for the implementation of NDNH data into the EIV system. This new capability allowed Public Housing Authorities (PHAs) to conduct more effective and timely income verification of tenants.

In FY 2006, HUD consolidated all available income matching data sources into the EIV system so that HUD subsidized housing program administrators can access the data in a central location. The Tenant Assessment Subsystem (TASS) that provided benefit data from the Social Security Administration (SSA) was integrated into the EIV system in March 2006 and TASS was eliminated at the end of September 2006.

At the present time, MF business partners (owners, management agents, services bureaus and contract administrators) can request and receive access to the EIV system to obtain the Social Security and Supplemental Security Income (SS/SSI) benefit information for their tenants that was in TASS. EIV updates that information on a quarterly basis whereas TASS did so annually. While TASS was static, EIV is dynamic. EIV updates tenant information daily with extracts from the Tenant Rental Assistance Certification System (TRACS). In FY 2007, HUD hopes to obtain permission to provide access to the NDNH data to MF business partners administering multifamily housing programs.

1.3 WHO SHOULD USE THIS MANUAL

- EIV WASS Coordinators with MF – EIV - Housing Coordinator (HSC)
- MF Housing Program users with MF – EIV - HQ User (HQU) role defined in WASS
- MF Housing Program users with MF – EIV - HUD Field Office User (HFU) role defined in WASS
- MF Housing Program users with MF – EIV - HUD Helpdesk Personnel (HDK) role defined in WASS
- MF Housing Program users with MF – EIV - Non-HUD User (HSU) role defined in WASS

1.4 ADVANTAGES OF USING THE EIV ONLINE SS/SSI BENEFIT INFORMATION

Owners and management agents are strongly encouraged to use the SS and SSI benefit information provided via the EIV system because it offers the following advantages:

- Quick and easy verification of SS and SSI benefits;
- Help in identifying cases of unreported or underreported tenant benefits;
- Assistance in identifying tenants receiving HUD subsidy under multiple rental housing assistance programs;
- Information concerning tenants with invalid IDs.
- Information needed to help determine whether administrative or legal action should be taken against tenants who underreported their income.

Owners and management agents should use the guidance in Chapter 8 of HUD Handbook 4350.3 REV-1, *Occupancy Requirements of Subsidized Multifamily Programs*, for the procedures on addressing discrepancies, errors, and fraud.

1.5 SYSTEM OVERVIEW

The EIV system provides a portal for MF Housing Program users to obtain benefits information from the SSA. EIV is a web-based system that is accessible via the Web Access Secure System (WASS) single-sign-on portal, which has a secure Internet connection to the HUD application server. Use of Microsoft Internet Explorer Version 6.0 or higher is recommended.

1.6 PROJECT REFERENCES

The following documents were used in preparation of this document:

References
EIV Multifamily Program User Manual, EIV Version 5.0, March, 2006
Operation Manual, EIV Version 5.0, March, 2006

Maintenance Manual, EIV Version 5.0, March, 2006
TASS User Manual
Functional Requirements Document, EIV Version 6.0, dated June 6, 2006
EIV 6.1 – Requirements Traceability Matrix, dated September 2006

1.7 POINT OF CONTACT

1.7.1 Information

Name	Organization	Telephone	Email
Gail Williamson	HUD/HSNG	202-708-3000 x 2473	Gail_Williamson@hud.gov
Lanier Hylton	HUD/HSNG	202-708-2677 x 2510	Lanier_m._hylton@hud.gov
David Sandler	HUD/PIH	202-475-8941	David_sandler@hud.gov
Vasanth Kutty	HUD/PIH	202-475-8847	Vasanth_K._Kutty@hud.gov

1.7.2 Coordination

Coordination is required with the following organizations in order to successfully implement EIV releases:

Office of Public and Indian Housing (PIH)
Office of Housing (Housing)
The Office of the Chief Information Officer (OCIO)
EIV Integrated Project Team (IPT)
PIH-REAC Development Control Group (DCG)
Web Access Security Subsystem (WASS) team
Tenant Rental Assistance Certification System (TRACS) team

1.7.3 Help Desk

The HUD Help Desk should be contacted for questions regarding standard HUD PC applications, IT problems and password resets. Users are encouraged to refer any non-standard requests for access to HUD management and to report any unauthorized disclosure of EIV data to the manager of the HUD Privacy Act Officer or to the Office of Inspector General. The HUD Help Desk call line is open to receive calls from HUD users 24 hours a day, 365 days a year (1-888-297-8689).

All questions related to the MF Housing portion of the EIV application should be referred to the MF Helpdesk at 1-800-767-7588 or by email at: mf_eiv@hud.gov.

1.8 ORGANIZATION OF THE MANUAL

Listed below are the chapters contained in this manual, along with a brief description of their content:

- **Chapter 1, Introduction** – Provides an introduction to the EIV system and the purpose of the User Manual.
- **Chapter 2, System Summary** – Provides a brief overview of the EIV system and the available capabilities for MF Housing program users.
- **Chapter 3, Getting Access to EIV** - Details how users can obtain access to the EIV system.
- **Chapter 4, EIV Security** – Discusses the importance for security of the EIV data.
- **Chapter 5, Getting Started** – Details how to access the EIV system, the basic system interfaces, and the basic navigation techniques.
- **Chapter 6, Using the System (Online)** – Provides a detailed description of functions available via EIV Online.
- **Chapter 7, Using the System (Batch)** – Provides high-level overview of the EIV MF Housing program batch processing.
- **Chapter 8, Querying** – Provides a detailed description of the EIV MF Housing program querying capabilities.
- **Chapter 9, Reporting** – Provides a detailed description of the EIV MF Housing program reporting capabilities.

2.0 SYSTEM SUMMARY

2 SYSTEM SUMMARY

EIV for MF Housing Programs is responsible for handling:

- Collection and processing of SS and SSI benefits from SSA
- User Maintenance
- User Certification and User Certification Report
- Security Administration, which includes logging and reporting of user activities and access to tenant information.

The table below lists the major functions of EIV available to MF Housing Program users and the high-level description of each function.

Function	Description
Income Information	
<ul style="list-style-type: none"> • By Subsidy Contract • By Project Number • By Head of Household (HOH) 	<p>This function provides EIV MF Housing Program users with an online view of a household’s SS/SSI benefit information collected from SSA. This function provides the capability to search benefit information by:</p> <ul style="list-style-type: none"> • Subsidy Contract, • Project Number, or • Head of Household’s SSN
Verification Reports	
<ul style="list-style-type: none"> • Multi-Subsidy Tenant Report 	<p>This report provides a list of tenants who receive assistance either in multiple PHAs or MF projects/contracts or in both PIH (i.e., public housing and Section 8 voucher programs) and MF programs for selected PHAs or projects/contracts. The report considers only tenants whose identification information has been verified by SSA.</p>
User Administration	
<ul style="list-style-type: none"> • User Maintenance 	<p>Allows User Administrator to set a date for the expiration of a user’s access rights. This is limited to within the time left until the user’s next certification (which is every 12 months for Coordinators and every 3 months for users). This is because failure to recertify has the same effect.</p>
<ul style="list-style-type: none"> • User Certification 	<p>Certify the continuing needs of user rights every three months for EIV Users and every year for EIV Coordinators. Any user not certified during a specified 30-day period will lose his or her access rights to EIV data.</p>
<ul style="list-style-type: none"> • User Certification Report 	<p>Generate online report of the user certification status (i.e., Certified, Pending Certification, Expired)</p>
Audit Reports	
<ul style="list-style-type: none"> • User Session and 	<p>This function includes logging of:</p>

<ul style="list-style-type: none"> Activity Report Tenant Data Access Report 	<ul style="list-style-type: none"> EIV MF Housing Program user session and activity Access to EIV MF Housing Program tenant data
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Note: This manual does not cover the User Administration and Audit Reports functions.

2.1 SYSTEM CONFIGURATION

Not applicable.

2.2 DATA FLOWS

The MF Housing Program tenant benefits data in the EIV system come from a variety of sources:

1. **TRACS** – The EIV database has been baselined with tenant data from TRACS. That data is updated each day.
2. **SSA** – provides SS/SSI benefit information including dual-entitlement data. SSA also provides a listing of households for which it was unable to provide benefits information due to discrepancies between tenant information (i.e., SSN, Last Name, and Date of Birth (DOB)) from TRACS and that maintained in SSA databases. If a tenant's information fails SSA validation, that tenant's data will not be used in EIV and the fact that it has failed is reported on the Failed Verification Report, which may be downloaded.

2.3 USER ACCESS LEVELS

The table below lists the user access levels defined for MF Housing program users.

Role Code	Role Description	User Type*	EIV User Functions (Description)
HQA	MF – EIV - HQ User Administrator	I	<p>User Maintenance Allows the User Administrator to set a date for the expiration of a user's access rights. This is limited to within the time left until the user's next certification (which is every 12 months for Coordinators and every 3 months for users).</p> <p>User Certification Allows the User Administrator to certify the user's project and contract assignments made in WASS. If the project and contract assignments are no longer valid, they should be modified in WASS before being certified in EIV. If a user no longer has a need for the data contained in EIV, his/her access should not be re-certified.</p> <p>User Certification Report Allows the User Administrator to view the list of users by certification status. The options are pending certification, certified, expired or all users.</p>

Role Code	Role Description	User Type*	EIV User Functions (Description)
			<p>View Audit Reports Allows the User Administrator to:</p> <ul style="list-style-type: none"> View audit data related to tenant income data accessed by any user in EIV. View audit trail of any user's access to EIV.
HQS	MF – EIV - HQ Security Administrator	I	<p>View Audit Reports Allows the Security Administrator to:</p> <ul style="list-style-type: none"> View audit data related to tenant income data accessed by any user in EIV. View audit trail of any user's access to EIV.
HQU	MF – EIV - HQ User	I	<p>View Income Reports Allows the user to view and related reports for any active tenant in MF Housing programs whose ID information has been validated by SSA.</p>
HDK	MF – EIV - HUD Helpdesk Personnel	I	<p>User Maintenance Allows the User Administrator to set a date for the expiration of a user's access rights. This is limited to within the time left until the user's next certification (which is every 12 months for Coordinators and every 3 months for users).</p>
			<p>User Certification Allows Helpdesk personnel to certify a Coordinator's individual contract and project assignments. Helpdesk personnel may re-certify EIV Coordinators such as owners, management agents, service bureaus, and Contract Administrators for one year.</p>
			<p>User Certification Report Allows Helpdesk personnel to view the list of Coordinators by certification status. The options are pending certification, certified, expired or all users.</p>
			<p>View Income Information, Income Reports Allows Helpdesk personnel to view tenant SS/SSI benefit reports for any active tenant in MF Housing Programs whose SSN, Last Name, and DOB have been validated by SSA.</p>
			<p>View Audit Reports Allows Helpdesk personnel to:</p> <ul style="list-style-type: none"> View audit data related to tenant income data access by any user in EIV. View audit trail of any user's access to EIV.
HFU	MF – EIV - HUD Field Office User	I	<p>View Income Information, Income Reports Allows FO users to view tenant SS/SSI benefits data and related reports for active tenants in MF projects and contracts in their portfolio whose ID information has been validated by SSA.</p>

Role Code	Role Description	User Type*	EIV User Functions (Description)
HSC	MF – EIV - Housing Coordinator	E	User Administration The EIV Housing Coordinator will be able to assign or remove role assignments for users who have WASS IDs for contracts/projects in their portfolio.
			User Maintenance Coordinators are able to expire a user's access to EIV as of an entered date that is not more than the remainder of the three-month period since the last certification or recertification. EIV Housing Coordinators are able to perform this function for the users of contracts/projects in their assigned portfolio.
			User Certification Allows the Coordinator to certify the user's individual contract and project assignment
			User Certification Report Allows the Coordinator to view the list of users by certification status. The options are pending certification, certified, expired or all users.
			View Income Information, Income Reports Coordinators will be able to view tenant SS/SSI benefits data and related reports for active tenants in MF projects and contracts in their portfolio whose ID information has been validated by SSA.
HSU	MF – EIV - Non-HUD User	E	View Income Information, Income Reports Non-HUD user will be able to view tenant SS/SSI benefits data and related reports for active tenants in MF projects and contracts in their portfolio whose ID information has been validated by SSA.

2.4 CONTINGENCIES AND ALTERNATE MODES OF OPERATION

EIV operates 24 hours a day, 7 days per week. However, best conditions for use are during weekdays as batch processing is run overnight and during weekends, which may impact system responsiveness. Weekend runs update reports including the **Income Discrepancy Report**. Notices of planned outages for system maintenance (as well as other guidance) will be posted on the message area at the bottom of the EIV welcome page. This information plus manuals and announcements also will be posted on the MF EIV website.

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>

2.5 ACCESSIBILITY AND 508 COMPLIANCE

EIV is compliant with a 1998 amendment to the Rehabilitation Act of 1973, requiring Federal agencies to provide disabled employees access to information that is comparable to the access available to others. Modifications to the EIV interface allow users to access fields using control keys in accordance with applicable standards in Section 508 (29 U.S.C. 794d) of the legislation.

“§ 1194.21 Software applications and operating systems.

(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.

(b) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.”

Additional information about Section 508 standards is available from the Section 508 Web site.

<http://www.section508.gov>

This site is maintained by the Center for IT Accommodation (CITA).

3.0 GETTING ACCESS TO EIV

3 GETTING ACCESS TO EIV

3.1 WASS USER ID

To apply for access to the EIV system, the applicant must have a WASS User ID:

- H-ID - HUD employee
- C-ID – HUD Contractor
- M-ID – External (non-HUD)

If applying for access as an EIV Coordinator, the applicant must also have been assigned the WASS Coordinator Role.

Individuals who do not meet these requirements should go to Section 3.2 *Obtaining a WASS User ID and/or Upgrading to a WASS Coordinator Role*.

NOTE: Individuals, who have a WASS ID that was used to access the Tenant Assessment Subsystem (TASS) or any other HUD system accessed through WASS, do not need to apply for a new WASS ID.

3.2 EIV ACCESS AUTHORIZATION REQUIREMENTS

3.2.1 EIV Coordinator Applicants

To apply for EIV Coordinator access authorization rights, a completed Coordinator Access Authorization Form (CAAF) must be submitted to the MF Helpdesk.

The form should be sent to: **Multifamily Helpdesk by fax at: 202-401-7984 or by email at Mf_eiv@hud.gov**.

The following table indicates who must sign and submit the CAAF to the MF Helpdesk.

Coordinator Type	Authorization Requirements
Property Owner	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights.
Management Agents and Service Bureaus	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights, AFTER receiving written approval from the owner.
Contract Administrators	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights. CAs requesting Coordinator access authorization rights must have prior written approval from the authorized CA official.

When processing the EIV CAAF, the WASS ID, WASS assigned user name, and WASS Coordinator status will be validated against the WASS system. Site location, property information, and the signature line are also reviewed for completeness. If the WASS ID is

invalid, if the WASS ID is valid, but the name assigned in WASS is different from the name of the applicant on the EIV CAAF, or if the applicant is not a WASS Coordinator, the Helpdesk will send an email to the applicant stating the results of their review and access to EIV will be denied until an acceptable application is received. This will also be true if the result of the review determines the wrong EIV Access Authorization form was used or the form was incomplete (e.g., WASS user ID, site location, property information, and/or the Coordinator’s signature on the signature line is missing).

If the applicant passes the WASS validation process, the application will be approved and the applicant will be notified via email confirming they have been assigned authorization rights to the EIV system, that the EIV role “HSC” has been assigned, and that the EIV Coordinator will now need to assign the EIV role “HSC” to the property (ies) or contract(s) to which they need EIV access and for which they have received prior approval from the owner. See Section 3.4 *Assigning EIV User Role and the EIV User Role to Property (ies) or Contract(s)* for making such assignments. The approved CAAF will be signed and returned to the EIV Coordinator. The EIV Coordinator must keep the approved CAAF, along with owner approval letters on file and make them available for review by HUD or the Contract Administrator during an annual Management and Occupancy Review (MOR) or audit.

The CAAF, which includes the Rules of Behavior and a User Agreement signature page, can be obtained from Appendix D of this manual or downloaded from the MF Housing’s EIV website:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>

3.2.2 EIV User Applicants

To apply for EIV User access authorization rights, a completed *User Access Authorization Form (UAAF)* must be completed and submitted to the organization’s assigned EIV Coordinator (this may be the owner, management agent or the Contract Administrator).

The following table indicates who must sign and submit the UAAF to the EIV Coordinator:

User Type	Authorization Requirements
Owner support staff; management agent support staff; contract administrator support staff; and service bureau support staff	Complete and sign the UAAF and submit it to the EIV Coordinator who will assign the EIV User access authorization rights.

The EIV Coordinator will review and approve EIV User access based on the applicant’s need for access to the system. For EIV security purposes, the EIV Coordinator should follow the same process for validating the WASS ID and the name assigned to the WASS ID as the MF Helpdesk uses when validating the EIV Coordinator before giving EIV access to the applicant. Once the EIV Coordinator has approved the applicant, they will assign access rights to EIV and the projects/contracts to the EIV user. The EIV Coordinator will sign the UAAF and return it to the EIV User who must keep the approved form on file and made available for review by HUD or the Contract Administrator during an annual Management and Occupancy Review (MOR) or audit.

The UAAF which includes the Rules of Behavior and a User Agreement signature page can be obtained from Appendix E of this manual or downloaded from the MF Housing’s EIV website:

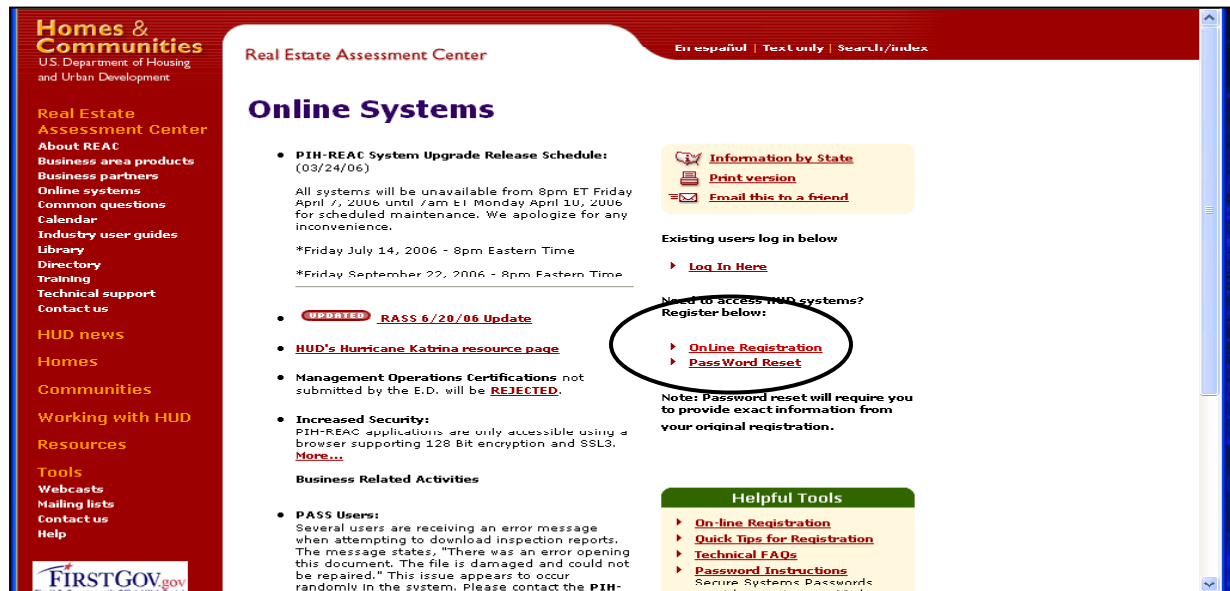
<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>

3.3 OBTAINING A WASS USER ID AND/OR UPGRADING TO A WASS COORDINATOR ROLE

3.3.1 Obtaining a WASS ID

Step 1: Go to: <http://www.hud.gov/offices/react/online/reasyst.cfm>

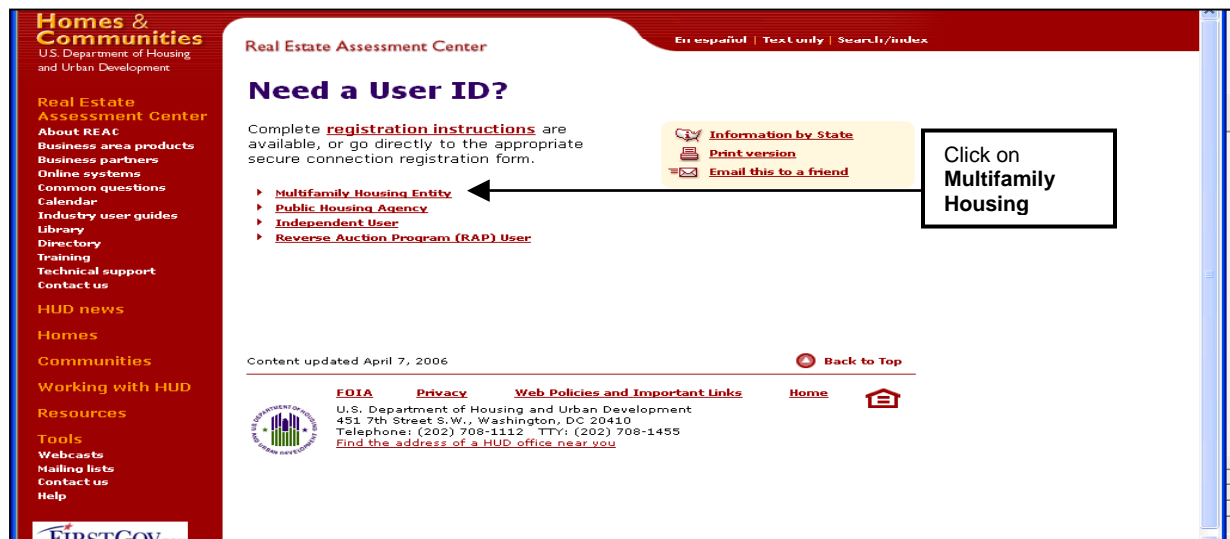
Step 2: Under “Need access to HUD systems? Register below:”, click on “Online Registration.”



Step 3: The results will bring you to the “Need a User ID?” page.

http://www.hud.gov/offices/react/online/online_registration.cfm

Step 4: Click on “Multifamily Housing Entity”:



Step 5: This will bring you to the “Secure System Registration” page:

https://www11.hud.gov/public/wass/public/participant/partreg_page.jsp

Step 6: Complete the **Secure Systems Registration** application.

Step 7: After filling in the application, click on the “**Send Application**” button. The request for WASS User ID will be processed in WASS and will be sent to the HUD-registered entity specified in the application.

Secure Systems

Secure Systems Registration

MULTIFAMILY Coordinator and User Registration

To apply for a **System Coordinator ID**, check the "Coordinator" radio button, fill out the form below, and click Send Application when you are through. Upon verification of the information below, an ID will be assigned and mailed to the CEO of the HUD-registered entity specified below. The password will not be disclosed, so make sure you remember it!!!

To apply for a regular **User ID**, check the "User" radio button, fill out the form below and click Send Application when you are through. Upon verification of the information below, a user ID will be assigned, and the System Coordinator of the HUD-registered entity specified below will retrieve the user ID. The password will not be disclosed, so make sure you remember it!!!

And remember:

Warning! Misuse of Federal Information at this Web site falls under the provisions of Title 18, United States Code, section 1070. This law specifies penalties for exceeding authorized access, alteration, damage or destruction of information residing on Federal Computers.

Application Type: Coordinator User

First Name:

Middle Initial:

Last Name:

Social Security Number:

Organization Information:

- Provide the name of the HUD-registered Organization or Individual you represent
- Provide the Tax Identification Number or Social Security Number of the HUD-registered
- Specify whether the HUD-registered entity you represent is an Organization or an Individual

Organization/Individual Name:

TIN/SSN:

Organization Individual

Provide your e-mail address.

- Include your e-mail user name, the @ sign and [servicename.com/edu/org/net/etc.]. For example: **jsmith@aol.com, johndoe@adv.org, hfdb84a@prodigy.com.**

E-mail Address:

Choose a Password.

- You will enter your password each time you use this service. Your password should be 6 characters in length and should be comprised of letters and numbers (for example, brad83). Do not use punctuation or special characters. **Important: Your password will be recorded EXACTLY as you type it, so make a note if you enter in upper and lower case.**

Password:

Re-enter Password for Verification:

Mother's Maiden Name.

- Please provide this information for future verification when processing password reset requests.

Mother's Maiden Name:

Content updated April 7, 2006

U.S. Department of Housing and Urban Development [Home | Privacy Statement](#)

3.3.2 Upgrading to a WASS Coordinator Role

If the EIV Coordinator applicant has a WASS ID, but is not a WASS Coordinator, they must fax a letter to the attention of WASS at 202-485-0280 providing the applicants M-ID, the owner entity tax ID and ask to be upgraded to a WASS Coordinator. The letter must be on company letterhead and signed by the owner.

For further guidance and information about applying for a WASS ID or WASS Coordinator Role, contact the Real Estate Assessment Center (REAC) Technical Assistance Center (TAC) team at 1-888-245-4860.

Once confirmation of the WASS ID, or WASS Coordinator role for Coordinator applicants only, is received, application may be made for either EIV Coordinator or EIV User access authorization rights.

4.0 SECURITY

4 SECURITY

4.1 AUTHORIZED USE PERMISSION

4.1.1 Security

EIV contains personal information concerning tenants that is covered by the Privacy Act such as Social Security benefit information for private individuals, as well as identifying information such as Social Security Number, name, date of birth, and address. This information may only be used for limited official purposes such as tenant recertification and oversight of the tenant recertification process (including use by OIG and GAO). Official use does not include sharing with governmental entities not involved in the recertification process. Users are encouraged to refer any non-standard requests for access to HUD management and to report any unauthorized disclosure of EIV data to the manager of the HUD Privacy Act Officer or to the Office of Inspector General. If it appears that the system has been “hacked”, this should be reported to the HUD Help Desk at 1-888-297-8689.

All EIV users must adhere to the EIV Rules of Behavior they sign as part of the Access Authorization Form. A copy of the EIV Coordinator and EIV User access authorization forms that include the EIV Rules of Behavior are available on MF EIV web page.

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>

The EIV Rules of Behavior clearly delineate responsibilities of, and expectations for, all individuals with access to the EIV system. Any EIV user found in non-compliance with these rules will be disciplined through sanctions commensurate with the level of infraction.

- Sanctions against HUD staff may range from a verbal or written warning, removal of system access for a specific period of time, reassignment to other duties, or termination depending on the severity of the violation.
- Sanctions against HUD contractors may range from removal of system access for a specific period of time or indefinitely.
- Sanctions against HUD business partners may range from removal of system access for a specific period of time or indefinitely or if the violation is significant or persistent, the HUD business partner itself may lose access.
- Privacy Act violations may result in civil or criminal prosecution.

Access to tenant data is logged as part of the effort to protect the data and provide traceability should a questionable event occur.

4.1.2 User Accounts

User accounts for EIV are to be provided on a need-to-know basis, with appropriate approval and authorization.

MF Housing Program user accounts are implemented using a role-based and action code authorization scheme through WASS. See Section 2.3 of this document for a list of role codes and action codes defined for MF Housing Program users as they are defined in WASS. EIV MF

Housing Program users are assigned to a specific role depending on the nature of work the user performs and in what organization she/he belongs. In addition to a role, MF Housing users are also assigned an action code that determines the EIV functions the user can access. Access controls follow the principle of least privilege and separation of duties, and also require that every user employ a unique identifier for accessing the system.

- **Security level** – EIV user access to data is limited to their security level (HUD Headquarters, Helpdesk Personnel, HUD Field Office, Contract Administrator, Owner or Management Agent) and their specific organization. For example, EIV Users at one Management Agent can only see tenant information for a property (ies) or contract(s) assigned to them in WASS. Contract Administrators and HUD Field Office EIV users may only access tenant records that are within their assigned jurisdiction. HUD Headquarters EIV users are the only ones who can see nationwide data.
- **Role** – A user's access to functionality is determined by the role to which they are assigned. Each role provides access to a set of functions appropriate to that user type. For example, a MF Housing EIV user can access income data features, but does not have access to user administration, security administration, or system administration features.

EIV Coordinators are required to be certified annually. EIV Coordinators are required to certify the Users that they manage each quarter to ensure they have appropriate rights in EIV. If this is not done, at the end of thirty days, uncertified users will lose their EIV access. At that point, the EIV Coordinator will need to reassign roles to the user and then certify him or her.

4.1.3 Security Awareness

New EIV users are to receive as part of their training, a familiarization with the requirements of the Privacy Act. Users are required to have annual security awareness training to refresh and update their initial security awareness training. Potential EIV Users must sign the EIV User Access Authorization Form to signify that they understand and accept the EIV Rules of Behavior guidance concerning security posted on the MF EIV website.

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>

The complete text of the Privacy Act is available at:

<http://www.usdoj.gov/foia/privstat.htm>

4.1.4 Security Procedures

The WASS system, through which all users will access EIV, provides a timeout that disables access to the system after a 30-minute pause in use. That, in and of itself, is not enough protection. Users should not leave their PCs unattended when access to WASS or any system accessible through WASS is possible. Users should be aware that logging out from EIV to WASS is not sufficient, in that clicking on the link to EIV will allow reentry to the EIV system. The activation of a screen saver is one way to protect access through an unattended PC. Another way is to close the browser window by going through the WASS closing routine, which includes saying **Yes** to the question of whether to close the window. It is easier and quicker to close the browser window by clicking the X in the upper-right-hand corner of the page.

Other security considerations relate to the physical security of the area where the EIV system is used, and policies and procedures that are enforced by management.

4.1.5 Logging Off/Exiting EIV

Because information contained in EIV is sensitive and subject to Federal security regulations, it is extremely important that the user log off/exit the system when he or she is not going to be at his or her desk, or when he or she has finished using the system for the day. See Section 5.4 for instructions on logging off/exiting of the system.

4.1.6 Safeguarding EIV Data

As a condition of receiving the EIV data, owners, management agents, service bureaus and contract administrators must establish policies and procedures that will maintain safeguards designed to prevent unauthorized use of the EIV information and to protect the confidentiality of that information. See *EIV System Security Measures* posted on the MF EIV website:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/security.cfm>

4.1.7 Security Awareness Training

Security awareness training is a crucial aspect of ensuring the security of the EIV system and the data contained in the system. Users and potential users should be made aware of the importance of respecting the privacy of data, following established procedures to maintain privacy and security, and notifying management in the event of a security or privacy violation.

In addition to providing a formal training session, security can be communicated in other methods such as discussions at group and managerial meetings and security bulletins posted throughout the work areas.

4.1.8 Audits and User Activity Logging

Users of EIV should be aware that successful login/logoff, login failure and tenant data access activities within the system are logged for security audit and reporting purposes. These audits may include records of attempts to access data to which the user is not authorized, as well as successful access of sensitive data to which the user is authorized.

5.0 GETTING STARTED

5 GETTING STARTED

The EIV system content and functionality are displayed via a web page. The layout and design of the page provide users with all of the tools needed to quickly and easily take advantage of EIV features and functionality.

5.1 LOGGING ON

5.1.1 Single Sign On (WASS)

There are two alternative URL links that are used to access WASS – one for external users and the other for internal users. The link for external users is:

https://www11.hud.gov/HUD_Systems/

The link for internal (intranet) users is:

<https://www11.hud.gov/ssmaster/>

The following figure is the WASS system logon page:

User Login housing | mail | help | search | home

Secure Systems
Single Sign On

User ID

Password

Login Cancel

ATTENTION: This computer system, and all the systems associated with this system for User Authorization and Authentication, are protected by a computer security system; unauthorized access to these systems is not permitted; and usage may be monitored.

NOTE: There is an inactivity timeout of 30 minutes. Please save your work periodically to avoid being logged out

Content updated August 26, 2005

U.S. Department of Housing and Urban Development
491 7th Street S.W., Washington, DC 20410
Telephone: (202) 708-1412 TTY: (202) 708-1455

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EIV is secure, and requires the user to log in through their Internet browser using their User ID and password to gain access. When the user logs into WASS, the features that they access and data that they see are based on the roles assigned to them by their WASS Coordinator.

The user should enter their User ID in the User ID field and their Password in the Password field.

Click the **Login** button for system access.

The WASS Login Option

The WASS Login Option, on successful log in, will lead to the User Login page. Users, who are not familiar with the warnings, should read them before proceeding. They should also look at the message of the day, as it may be of interest to them. To proceed, click the **Accept button** shown on the screen below.

The screenshot shows the 'User Login' page for 'Secure Systems'. The page has a blue header with the 'Secure Systems' logo and navigation links: 'housing | mail | help | search | home | logout'. The main content area contains three sections: 'Legal Warning', 'Warning Notice', and 'Message of the Day'. At the bottom, there are 'Accept' and 'Logout' buttons. Two callout boxes are present: one on the left pointing to the 'Legal Warning' section, and another on the left pointing to the 'Accept' button. The 'Accept' button is circled in the screenshot.

WASS Legal Warning Page

Legal Warning

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

Warning Notice

The Secure Systems security access software supports Internet Explorer 6.0 browser. Internet Explorer 5.0 browser is supported for all processing systems except ARAMS. Other browsers may not be compatible with this software.

Message of the Day

Welcome to the Message of the Day!

Accept Logout

Click **Accept** to enter WASS or **Logout** to exit WASS.

The **Main Menu** page will be displayed. The menu will display all of the systems that the user is authorized to access in WASS. The EIV option may be selected from either the Main Menu or the left panel on the same page. Click on the **Enterprise Income Verification (EIV)** link.



All the questions related to the MF Housing Program portion of the EIV application should be deferred to the MF Helpdesk at 1-800-767-7588 or by email at mf_eiv@hud.gov.

WASS authenticates the user account and displays the Enterprise Income Verification link to access the EIV application.

Legal Warning Page for MF Housing Program Users

For EIV MF Housing Internal Program users, this Acknowledgement Page appears. Before EIV will allow users to enter the system, they must “acknowledge” that they will be viewing and safeguarding Privacy Act materials (form HUD-9887, *Notice and Consent for the Release of Information*). Once the box is checked, EIV will allow them to navigate to the system. David, please add the correct screen shot for external users.

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

• Back to Secure Systems

Legal Warning

Misuse of Federal Information through the HUD Secure Connection web site falls under the provisions of Title 18, United States Code, Section 1030. This law specifies penalties for exceeding authorized access, alterations, damage, or destruction of information residing on Federal Computers.

Notice of Your Responsibility for Security

Information contained in this system is subject to the Privacy Act of 1974 (5 U.S.C. 552a, as amended). Only authorized persons in the conduct of official business may use private information contained in this system. Any individual responsible for unauthorized disclosure or misuse of private, personal information may be subject to fine of up to \$5,000 for each violation.

Authorization for the Release of Information

The data in the EIV system includes private and confidential information. Staff at public housing agencies, management agencies, service bureaus, and multifamily properties may not view private information without verifying that there is a signed Authorization for the Release of Information and Privacy Act Notice (Form HUD-9887) in the household's file for the head of household and the spouse of the head of household, or co-head, regardless of age, and for each adult member in the household.

I acknowledge that I understand that this system contains personal information covered by the Privacy Act of 1974 (5 U.S.C. 552a, as amended). Access to this data is solely for governmental purposes. Any individual responsible for unauthorized disclosure or misuse of the private, personal information contained in this information system may be subject to civil or criminal penalties under the Privacy Act.

Continue

Click the box to Acknowledge the Privacy Act

For EIV MF Housing external Program users, this Acknowledgement Page appears as shown below. Before EIV will allow users to enter the system, they must “acknowledge” that they will be viewing and safeguarding Privacy Act materials (form HUD-9887, *Notice and Consent for the Release of Information*). Once these boxes are checked, EIV will allow you to navigate to the system.

The screenshot shows the EIV web application interface. At the top, there is a navigation bar with links for HUD Home, MF Housing, EIV Home, Search, and Email. The main content area is titled "Enterprise Income Verification" and contains a "Legal Warning" section. Below the warning, there are two checkboxes for acknowledgment and affirmation. A "Continue" button is located at the bottom of the form. On the left side of the page, there is a sidebar with a "Back to Secure Systems" link. Two callout boxes on the left side of the image point to the checkboxes: "Acknowledgement Checkbox" points to the first checkbox, and "Affirm Checkbox" points to the second checkbox.

If the user has access to both **Office of Housing (Multi-Family)** and **Office of Public and Indian Housing (PIH)** programs, the user will see a **Select Program Office** page as shown below.

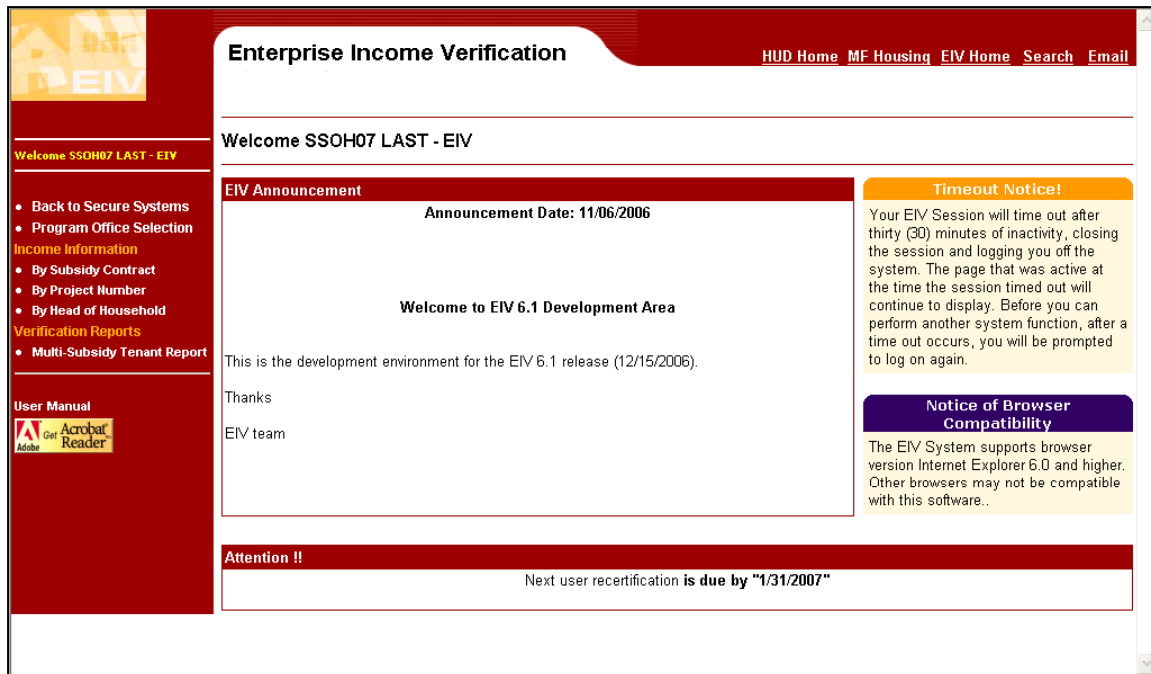
Select **Office of Housing (Multi-Family) – Access to Income Data by Subsidy Contract or Project Number** option from the selection and click on **Continue**.

The screenshot shows the EIV web application interface. At the top, there is a navigation bar with links for HUD Home, EIV Home, Search, and Email. The main content area is titled "Enterprise Income Verification" and contains a "Select Program Office" section. Below the title, there are two radio button options. The second option, "Office of Housing (Multi-Family) - Access to Income Data by Subsidy Contract or Project Number", is selected. A "Continue" button is located at the bottom of the form. On the left side of the page, there is a sidebar with a "Back to Secure Systems" link and a "Program Office Selection" link.

Welcome Page

The EIV Welcome Page displays after successful acknowledgement. This page shows the User's Name, Timeout Notice, Legal Warning and Notice of Browser Compatibility.

The EIV Announcement block at the bottom of the page is used to post timely announcements and other messages. If an outage is planned, that fact will be posted in the Announcement block.



5.2 SYSTEM MENU

It will be useful for new users as well as some existing users to understand the common design elements in how EIV tools are placed on a page.

Each page in EIV includes a work area in the middle of the screen as well as one or more tools to help the user access functions and move between screens.

5.2.1 Navigation Tools

Each EIV screen provides access to one or more of the following navigation tools:

- HUD Navigation Bar (located across the top of the screen)
- Navigation Panel (located on the left-hand side of the screen).

5.2.2 HUD Navigation Bar

The HUD Navigation bar appears at the top of the page. It includes a series of hypertext links to help users quickly and easily navigate to information appearing on the HUD Web site. Click on a link to launch the associated web page. The following link options are available:

- **HUD Home** – This link opens the main HUD web site.
- **MF Housing** – This link opens the Office of MF Housing Program’s web page.
- **EIV Home** – This link opens the Enterprise Income Verification (EIV) System for MF Housing Program Users’ web page.
- **Search** – This link opens the Search and Index page on the HUD website.
- **Email**– This link refers users to the MF Helpdesk at mf_eiv@hud.gov for questions.

5.2.3 Navigation Panel

The EIV Navigation Panel (also referred to as the Left-side Navigation Panel) appears on the left side of each web page. It provides the user with access to system functions. Each function has its own hypertext link and is grouped within a category. The category heading is **Income Information** and **Verification Reports**.

Because EIV is role and action based, the options appearing on the left-side navigation panel will vary, based on the user’s assigned role and associated action code. Table A provides a listing of all of the links that a Headquarters user (HQU), Field Office user (HFU), and a MF – EIV - Non-HUD user (HSU) role code will find on the navigation panel. Table B provides the same type listing, however, for a user with a MF – EIV HUD Helpdesk Personnel (HDK) and a MF – EIV – Housing Coordinator (HSC) role code. These listings also include documentation reference information.

Table A – Users with HQU, HFU, and HSU role codes

Link Functions	Description
Back to Secure Systems	Terminates the current EIV session, logs the user out of the EIV application, and returns the user back to the WASS Main page. Because the user has signed on through WASS, the user is still connected to WASS.

Link Functions	Description
Program Type Selection	Available to user with both PIH and Office of Housing roles. Enables the user to choose Program Type.
Income Information	<p>Search and view the SSA benefits Information for MF Housing Program tenants. EIV provides three options, as follows:</p> <p>By Subsidy Contract - Option to search and view the tenant's SSA benefits information by Subsidy Contract and Recertification Month.</p> <p>By Project Number - Option to search and view the tenant's SSA benefits information by Project Number and Recertification Month.</p> <p>By Head of Household - Option to search to view the SSA benefit's information for a specific Household through the Social Security Number of the Head of Household in combination with the Subsidy Contract Number or Project Number,</p>
Verification Reports	<p>Multi-Subsidy Tenant Report - Option to search for tenants who receive assistance in more than one PHA, project, or contract</p> <ul style="list-style-type: none"> - Within MF only - Within MF and PIH
User Manual	Opens the EIV System User Manual for MF Housing program Users. From here the manual can be printed.
Get Adobe Acrobat Reader	This icon links to the Web page from which Adobe Acrobat can be downloaded. A copy of the reader must reside on the user's PC in order to view the User Manual.

HUD business partners will have similar options, but access will be limited to the contracts and properties that they have been assigned.

The figure below illustrates an example of EIV common design.

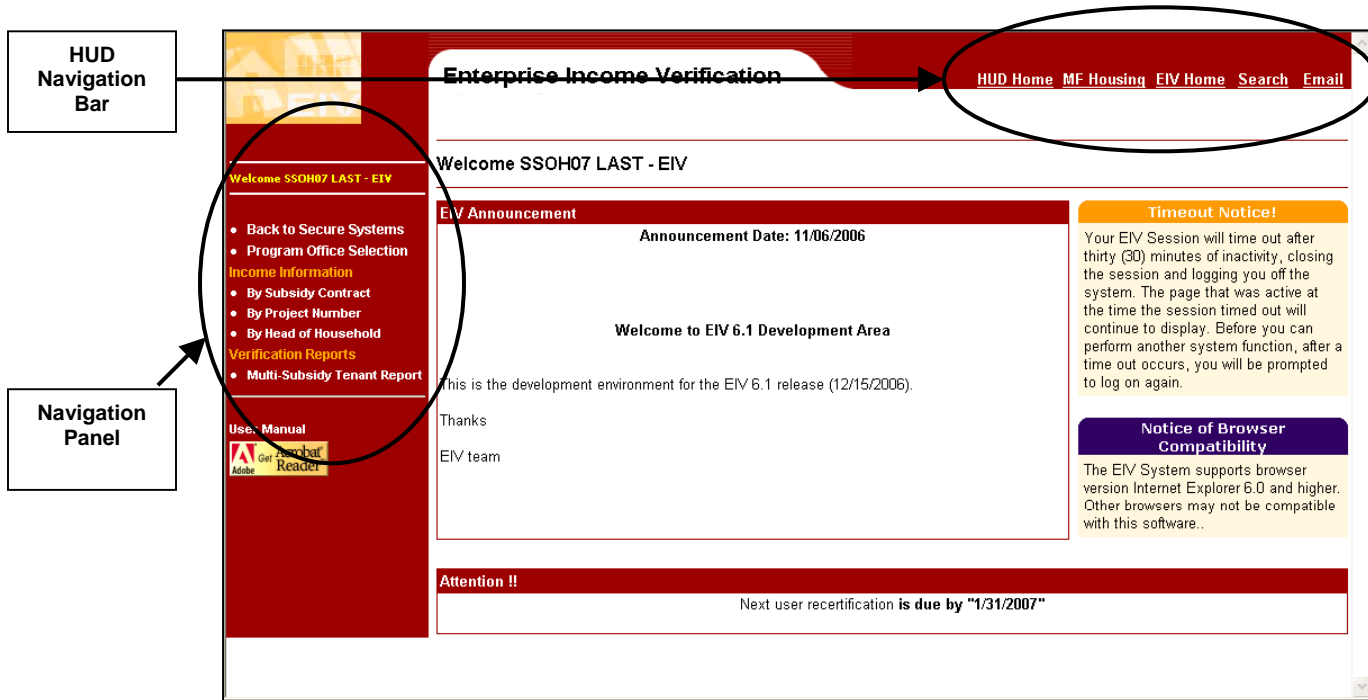


Table B– Users with HDK and HSC role codes

Link Functions	Description
Back to Secure Systems	Terminates the current EIV session, logs the user out of the EIV application, and returns the user back to the WASS main page. Because the user has signed on through WASS, the user is still connected to WASS.

Link Functions	Description
Program Type Selection	Available to user with both PIH and MF Housing Programs roles. Enables the user to choose Program Type.
Income Information	<p>Search and view the SSA benefits Information for MF Housing Program tenants. EIV provides three options, as follows:</p> <p>By Subsidy Contract - Option to search and view the tenant's SSA benefits information by Subsidy Contract and Recertification Month.</p> <p>By Project Number - Option to search and view the tenant's SSA benefits information by Project Number and Recertification Month.</p> <p>By Head of Household - Option to search to view the SSA benefits information for a specific Household through the Social Security Number of the Head of Household in combination with the Subsidy Contract Number or Project Number.</p>
Verification Reports	<p>Multi-Subsidy Tenant Report - Option to search for tenants who receive assistance in more than one PHA, project, or contract</p> <ul style="list-style-type: none"> - Within MF only - Within MF and PIH
User Administration	<p>User Certification - Option enables the certification of users with HQU, HDK, HSC, HSU, and HFU roles.</p> <p>User Certification Report – Option provides a listing of EIV users by Security Level and Certification Status (All, Certified Only, Pending Certification).</p> <p>User Maintenance – Option enables the changing of expiration date of the user rights/roles. The expiration will be defaulted to one month after the end of the next quarter date (e.g., If today's date is April 22, the default access expiration date is July 30). When the expiration date is changed, it should not be earlier than today's date or not later than the default date.</p>

Link Functions	Description
<p>Audit Reports</p>	<p>User Session & Activity – Option enables recording of user session information and generates the online User Session and Activity report, which details the pages accessed during the session.</p> <p>Tenant Data Access – Option enables recording of user’s access to tenants data and generates the online Tenant Data Access Report, which provides a list of all EIV system users who have accessed tenant benefit data, including the Income Discrepancy Report within a specified period of time.</p>
<p>User Manual</p>	<p>Opens the EIV System User Manual for MF Housing Program Users. From here the manual can be printed.</p>
<p>Get Adobe Acrobat Reader</p>	<p>This icon links to the web page from which Adobe Acrobat can be downloaded. A copy of the reader must reside on the user’s PC in order to view the User Manual.</p>

5.2.4 User Name

With EIV Release 6.1, the user name of the user who is logged on to EIV, will be displayed on top of the navigation panel as illustrated below.

The screenshot displays the EIV web application interface. On the left, a navigation panel contains a 'User Name' callout box pointing to the text 'Welcome SSOH07 LAST - EIV'. The main content area includes a header for 'Enterprise Income Verification', a welcome message, an 'EIV Announcement' dated 11/06/2006, a 'Welcome to EIV 6.1 Development Area' message, a 'Timeout Notice!' about 30-minute inactivity, and a 'Notice of Browser Compatibility' for Internet Explorer 6.0 and higher. A red banner at the bottom states 'Attention !! Next user recertification is due by 1/31/2007'.

5.2.5 Standard Features

EIV has the following standard features:

- Masking of Date of Birth
- Masking of Social Security Number
- Sort capability
- Pagination Capability

Masking of Date of Birth

To maintain tenant privacy, the date of birth information is masked. The masking replaces the month and day values with an (X), displaying only the year value for verification purposes. For example, if a tenant's date of birth is 06/06/1949, EIV will display the date of birth as, XX/XX/1949.

Masking of Social Security Number

To maintain tenant privacy, the tenant's SSN is masked except at the household level of the Income Discrepancy Report. The masking replaces the first five digits of the SSN with an asterisk (*), displaying only the last four numbers for verification purposes. For example, if a tenant's SSN is 123-45-6789, EIV displays the number as ***-**-6789. Only groups judged to need access to income information along with personal identifiers are given access to the household level of the Income Discrepancy Report. Reasons for access are that the groups either need the information for further research of the tenant's actual income or investigation to validate a large apparent discrepancy. All others have access only to the summary level, which is required for income discrepancy analysis.

Sort Capability

The user interface equips most tables with sort icons that give the user control over the way the information on the table is displayed. For example, on the Income Discrepancy Report, the values displayed on the columns can be sorted. Adjacent to the column title is a pair of triangular icons used for this sorting functionality. Clicking the top triangle will rearrange the column in an ascending order (A-Z), while clicking the bottom triangle will rearrange the column in a descending order (Z-A). The sort action will sort the whole population of the records in the search result and will be displayed in groups of 50 households per page.

Pagination Capability

Search results are displayed in groups of 50 households per page. Where there are more than 50 records (e.g., households) in the search results, the EIV have links to the other groups of 50 records through page number, which is in a set of 10 pages. Navigation to the next group of 10 pages, previous group of 10 pages, first page and last page of the search results are also provided to allow the user to access different sets of search results.

Privacy Act Statement

The Privacy Act Statement “**Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.**” is displayed on the screen and printed on each page of the report containing household basic information and wages information.

5.3 SYSTEM MODULES

5.3.1 Income Information

The EIV online system allows EIV MF Housing Program users to access benefit Information collected from SSA. The system also allows users to access the Income Discrepancy Report, Failed Verification Report, and No Income Report.

The **Income Report** shows the list of households who currently receive or previously received SS/SSI as collected from SSA. The Income Report is for all family members with verified personal identifiers in households due for re-certification in the indicated month.

The **Income Discrepancy Report** shows the list of households whose reported projected income on the Form HUD-50059 has a discrepancy with the actual benefits collected by EIV, as provided by SSA.

The **Failed Verification Report** provides information on family members in a household due for re-certification for whom SSA was unable to verify the SSN, Last Name, and DOB combination that was derived from TRACS. Under such circumstances, SSA will not provide benefit information, but will give information about how the verification failed. In some cases, as in when SSA suspects that two digits were transposed, the message will be specific. In other cases when there is a significant miss, the message will be more general. EIV does not display data for tenants whose IDs could not be verified. They only will be found in the Failed Verification Report. Please refer to Appendix A for a list of the types of SSA failed verification messages.

The **No Income Report** provides a list of tenants whose identity was verified by SSA based on the SSN/Last Name/Date of Birth combination. However, such tenants did not receive or have never received SS/SSI benefits. Note: At this time, only SS/SSI data is available, so this amounts to a no benefits report. However, once data is obtained from the National Directory of New Hires, the report will not only show individuals who lack SSA benefits, but also lack wages and unemployment insurance benefits.

A MF Housing Program user may search for and view reports by three options:

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

Section 6.1 of this manual describes the search and access for SSA benefit Information for MF Housing Program tenants by Subsidy Contract, by Project Number and by Head of Household, respectively. The sections also describe how to access the detailed Income Report, Income Discrepancy Report, Failed Verification Report, and No Income Report generated in the search results.

5.3.2 Verification Reports

The EIV online system allows EIV MF Housing Program users to view the list of tenants, which provides a list of the tenants who receive multi-subsidy assistance within MF Housing Programs or in both PIH and MF Housing Programs.

Section 6-2 of this manual describes the search and access to the Multi-Subsidy Tenant Report.

5.4 EXIT SYSTEM

Because tenant ID and income information is personal information covered by the Privacy Act, it is extremely important that the user log off/exit the system when they are not going to be at their desk, or when they have finished using the system for the day.

One way to exit is to use the **Back to Secure Systems** link to log out of EIV as shown below. However, once the user does this, they also must exit from WASS. Otherwise, WASS remains active and it is possible to access EIV or other systems again without entering a password. A simpler way to exit is to click the "X" in the upper-right-hand corner of the browser screen.

Users should not leave their PC unattended with EIV WASS active. Users should either activate a screen saver or close the browser by clicking on the "X" in the upper-right-hand corner of the browser screen. If they do not protect access to their ID, they run the risk of being held accountable for what someone else does.

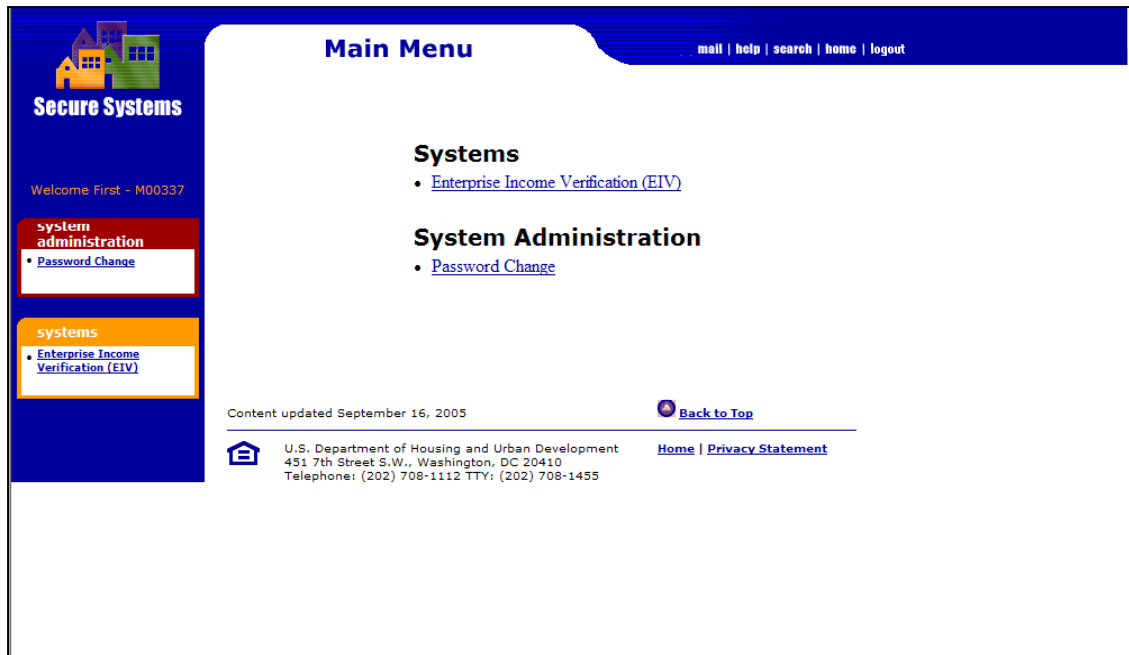
Simply click on the **Back to Secure Systems** link to log out of EIV as shown below.

The screenshot shows the EIV system interface. On the left, a navigation menu includes 'Back to Secure Systems', 'Program Office Selection', 'Income Information', 'Verification Reports', and 'User Manual'. A callout box labeled 'Back to Secure System link' points to the 'Back to Secure Systems' menu item. The main content area displays a welcome message for 'SSOH07 LAST - EIV', an 'EIV Announcement' dated 11/06/2006, and a 'Welcome to EIV 6.1 Development Area' message. A 'Timeout Notice!' section states that the session will time out after 30 minutes of inactivity. At the bottom, an 'Attention !!' banner indicates that the next user recertification is due by 1/31/2007.

Once the **Back to Secure Systems** is clicked, this will bring the user to the WASS Main Menu.

To go back to EIV, click on the **Enterprise Income Verification (EIV)** link and a new session of EIV is opened.

To completely log off/exit, on the Secure Systems page, click on the Logout button and click on “OK” to agree to close the browser window or click on the “X” in the upper-right-hand of the browser window.



Remember that if the user does not exit from WASS, WASS remains active and it is possible to access EIV or other systems again without entering a password. A simpler way to exit is to click the “X” in the upper-right-hand corner of the browser screen. This may be done from EIV.

6.0 USING THE SYSTEM (ONLINE)

6 USING THE SYSTEM (ONLINE)

This section provides a detailed description of functions available via EIV Online.

6.1 INCOME INFORMATION

EIV MF Housing Program function provides online access to MF Housing Program household's income information. The Income Information module provides three search options:

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

6.1.1 Searching Income Information

6.1.1.1 By Subsidy Contract

A search by Subsidy Contract and Recertification Month will yield records for all of the households under the user's jurisdiction that are due for re-certification in the specified month. Use the following steps to search by Subsidy Contract and Re-certification Month:

Step 1: Under the **Income Information** section of the system menu, click the By Subsidy Contract link.

Step 2: The **Income Information - By Subsidy Contract** page is displayed as shown below.

- Enter a valid **Contract Number**.

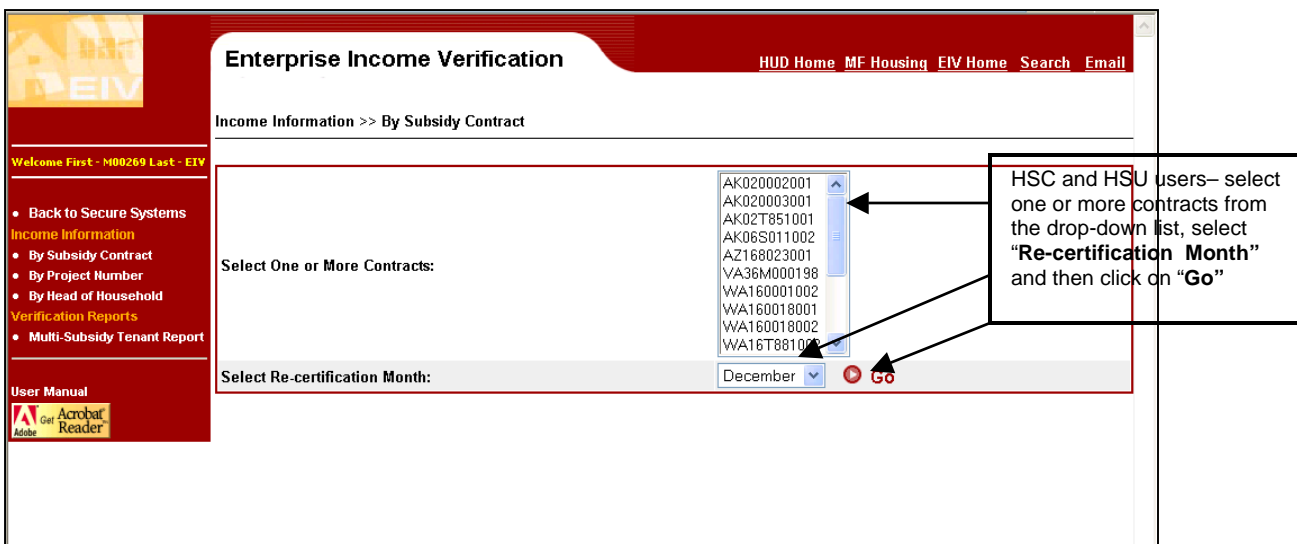
HQ User

The screenshot displays the 'Enterprise Income Verification' web application interface. The page title is 'Enterprise Income Verification' and the breadcrumb trail is 'HUD Home MF Housing EIV Home Search Email'. The main content area shows 'Income Information >> By Subsidy Contract'. There are two input fields: 'Enter a Contract Number:' with a text box and 'Select Re-certification Month:' with a dropdown menu set to 'December' and a 'Go' button. A callout box points to these fields with the text: 'HQ User – Enter a valid contract number and select a certification month and then click on Go'. The left sidebar contains a navigation menu with links for 'Welcome SSOH07 LAST - EIV', 'Back to Secure Systems', 'Program Office Selection', 'Income Information' (with sub-links for 'By Subsidy Contract', 'By Project Number', and 'By Head of Household'), 'Verification Reports' (with sub-link for 'Multi-Subsidy Tenant Report'), and 'User Manual'. An Adobe Acrobat Reader logo is visible at the bottom of the sidebar.

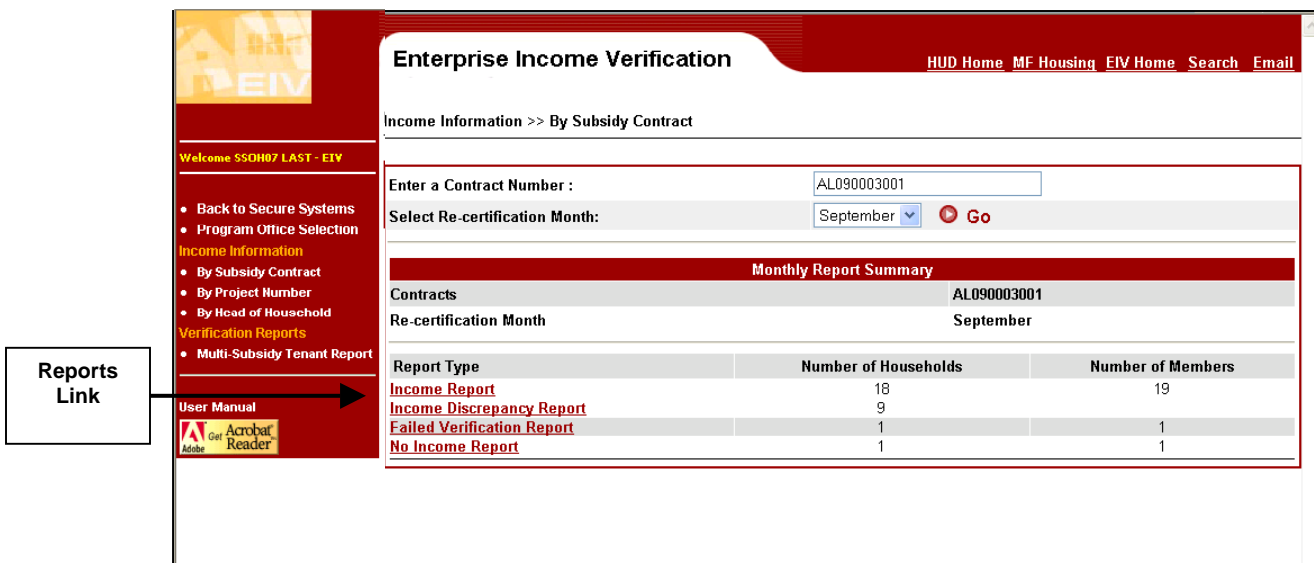
HSC and HSU users

- Select one or more **Contracts** from the list of authorized contracts
- Select the desired **Re-certification Month** (households due for re-certification in the current month or in one of the four ensuing months)
- Click the **Go** link

Note: HSC and HSU users may choose multiple, consecutive contract numbers in the list by holding down the **Shift** key on their keyboard and selecting the required contract numbers by dragging the mouse through the list or using the **Up** or **Down arrows**. Users may select multiple, nonconsecutive contract numbers by holding down the **Ctrl** key as they make the selections.



The search results are displayed in the lower half of the page—the **Monthly Reports Summary** as shown below. Active links to available reports are shown in red on the screen.



6.1.1.2 By Project Number

A search by Project Number and Re-certification Month will yield records for all of the households under the user's jurisdiction that are due for re-certification in the specified month. Use the following steps to search by **Project Number** and **Re-certification Month**:

1. Under the **Income Information** section of the system menu, click on the **By Project Number** link.
2. The **Income Information - By Project Number** page is displayed as shown below.

HQU, HDK, and HFU users

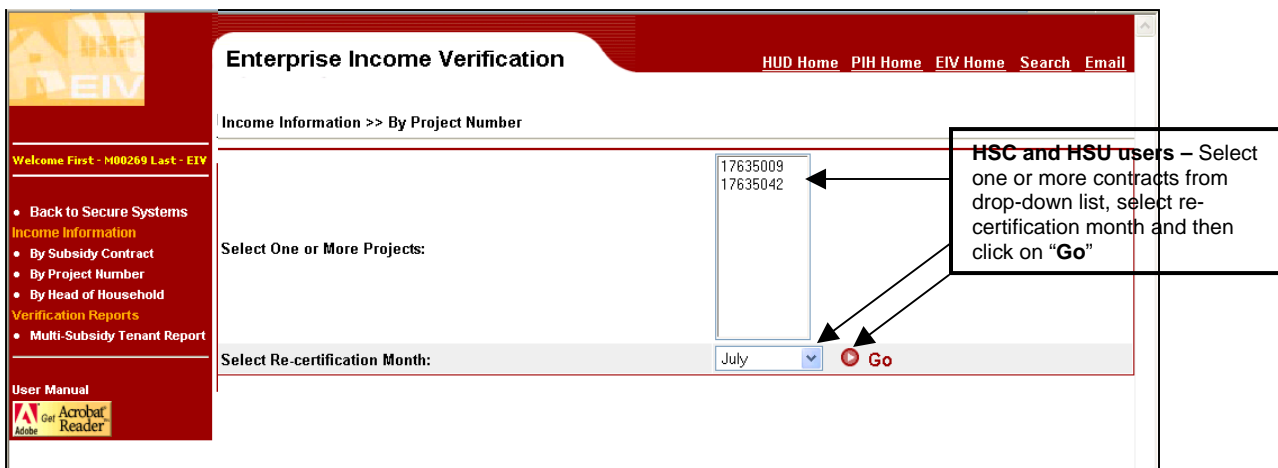
- Enter a valid **Project Number**.

The screenshot displays the 'Enterprise Income Verification' web application. The top navigation bar includes links for 'HUD Home', 'MF Housing', 'EIV Home', 'Search', and 'Email'. The main content area is titled 'Income Information >> By Project Number'. Below this, there are two input fields: 'Enter a Project Number:' followed by a text box, and 'Select Re-certification Month:' followed by a dropdown menu currently showing 'July'. A red 'Go' button is positioned to the right of the month dropdown. A callout box with a black border and white background points to both the project number field and the month dropdown, containing the text: 'HQU, HDK, and HFU users – Enter a valid Project Number, select a certification month and then click on "Go"'. The left sidebar contains a 'Welcome' message and a list of navigation links under 'Income Information' and 'Verification Reports'.

HSC and HSU users

- Select one or more **Project Numbers** from the list of authorized projects
- Select the desired **Re-certification Month**
- Click the **Go** link

Note: HSC and HSU users may choose multiple, consecutive project numbers in the list by holding down the **Shift key** on their computer keyboard and selecting the required project numbers by dragging the mouse through the list or using the **Up** or **Down** arrows. Users may select multiple, nonconsecutive project numbers by holding down the **Ctrl key** as they make the selections.



4. The search results are displayed in the lower half of the page—the Monthly Reports Summary as shown below.

The screenshot shows the 'Enterprise Income Verification' web application. The main content area displays search results for project number 01244150 for the month of May. A table titled 'Monthly Report Summary' provides the following data:

Report Type	Number of Households	Number of Members
Income Report	81	81
Income Discrepancy Report	3	--
Failed Verification Report	13	13
No Income Report	76	76

The summary shows the number of households and family members for whom Income Reports, Income Discrepancy Reports, Failed Verification Reports, and No Income Reports are available for the specified project number(s) and re-certification month. If there are no households included in the search results for a report type, the page will display the message **“No record has been found for the selection criteria”**. If at least one household is included in the search results for a report type, the report name becomes an active link that allows the user to view the summary information for all the included households.

6.1.2 By Head of Household

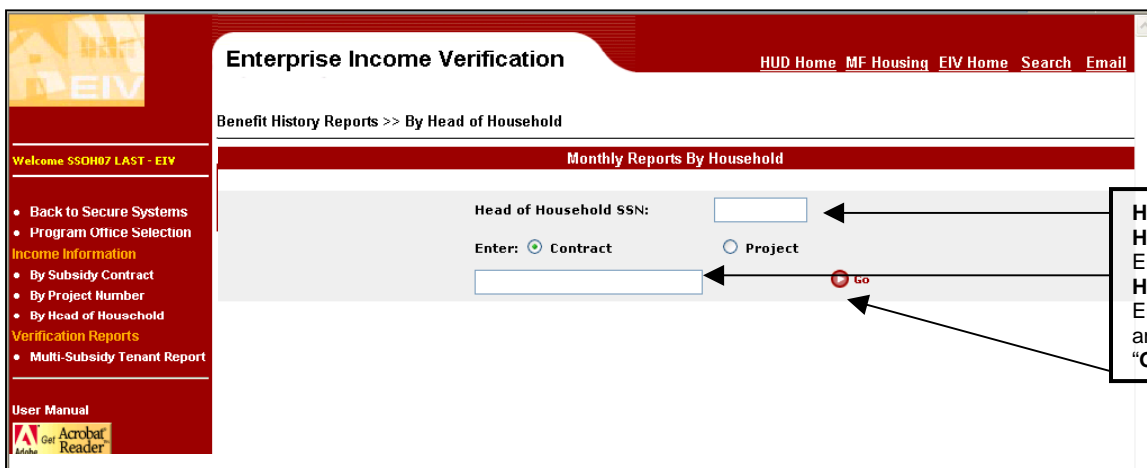
EIV allows the user to request tenant’s income and benefits information for a specific household using the Head of Household’s SSN. Use the following steps to search by head of household:

1. Under the **Income Information** section of the system menu, click the **By Head of Household** link.

2. The Income Information - By Head of Household page is displayed as shown below.

HQU, HDK, and HFU users

- Enter the **Head of Household SSN** in the text box. (**Do not include dashes in the SSN.**)
- Enter a **Contract** or a **Project**
- **Click the Go link**

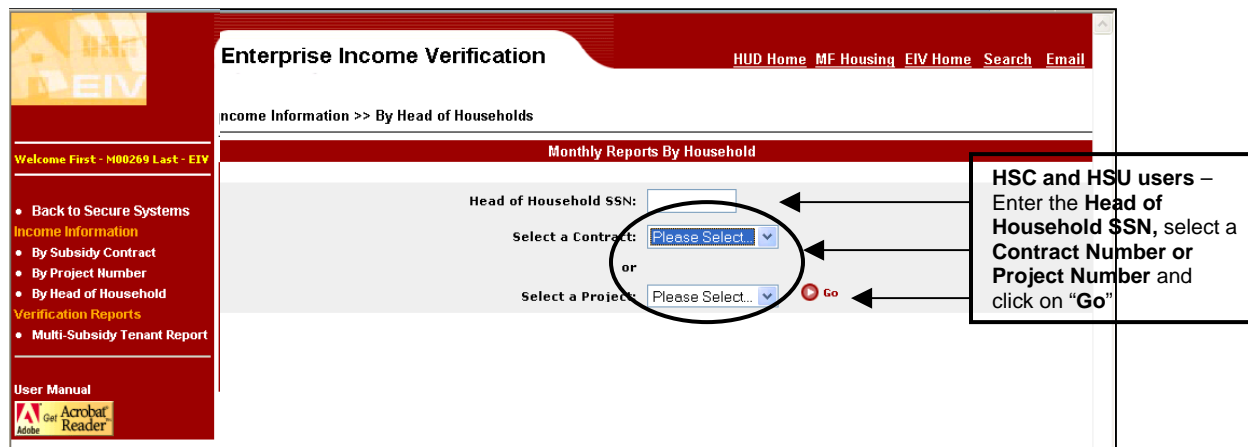


HSC and HSU users

- Enter the **Head of Household SSN** in the text box. (**Do not include dashes in the SSN.**)
- Select a **Contract Number** or a **Project Number** from the drop down list (Note: If the user does not have any contracts assigned, the Contract Number textbox is not available. Similarly, If the user does not have any projects/contracts assigned, the Project Number textbox is not available)
- Click the **Go** link

3. The Household Income Summary for the household is displayed with 3 tabs:

- Summary Report
- Income Report
- Income Discrepancy Report



6.1.2.1 Household Summary Report

The Household Summary Report as shown below is displayed under the **Summary Report** tab and shows information on the Head of Household (Name, Social Security Number, Date of Birth, Contract Number, Project Number, Project, Unit Address, Annual Re-certification Date, Tenant Data from Form 50059, Most Recent Type of Action, Effective Date) and family members' information (Member SSN, Member First Name, Member Last Name, Date of Birth, Age, Identification Verification Status). The Family Members table, the Identity Verification Status shows one of the following messages:

Message	Description
Verified	Tenant SSN, Last name, and DOB combinations have been verified by SSA
Not Verified	Tenant record has not been sent to SSA for verification yet.
Failed	Tenant SSN, Last name and DOB combination verification failed by SSA.
Deceased	According to SSA records, the tenant with SSN, Last name and DOB combination is deceased.

Figure 1 – Identity Verification Status Messaging

The screenshot shows a web application interface. On the left is a dark red sidebar with navigation links: 'Income Information' (with sub-links for Subsidy Contract, Project Number, Head of Household, and Multi-Subsidy Tenant Report), 'Verification Reports', and 'User Manual' (with an Adobe Acrobat Reader icon). The main content area has three tabs: 'Summary Report' (selected), 'Income Report', and 'Income Discrepancy Report'. A 'Printer-Friendly Version' link is in the top right. Below the tabs is the 'Head of Household Identifiers' section with fields for Name, Social Security Number, Date of Birth, Contract Number, Project Number, Project, Unit Address, Annual Reexamination Date, Tenant Data from Form 50059 as of, Most Recent Type of Action, and Effective Date. Below this is the 'Family Members' table with columns for Member ID, Member First Name, Member Last Name, Date of Birth, Age, and Identity Verification Status. A note at the bottom states: 'The month and day values in the Date of Birth field have been masked for security reasons.'

6.1.2.2 Income Report

The Income Report is displayed under the Income Report tab and shows the following information for all members of the household, where available:

- Social Security Benefits Table

- Dual Entitlement Table
- Medicare Data Table
- Supplemental Security Benefits Table
- Blank Lung Entitlement Table
- Disability Table

The last 8 changes for social security benefits and dual entitlement/pending dual entitlement data are displayed by the system.

These components are described below.

The **Wages and Benefit Report for Household of <Name>** table displays as shown below the features associated with the Head of Household: Contract Number, Project Number, Annual Reexamination Date, Form HUD-50059 as of date, Address, Most Recent Type of Action, Effective Date, Head of Household (Name), Social Security Number (masked) and Date of Birth (masked).

**Wages and
Benefit Report
Section**

Income Information

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

Verification Reports

- Multi-Subsidy Tenant Report

User Administration

- User Certification

User Administration

- User Maintenance

User Manual

[Printer-Friendly Version](#)

Summary Report **Income Report** Income Discrepancy Report

Wage and Benefit Report for Household of LORENCINE R PONCHO			
Contract Number	AK020002001	Project Number	17635009
Project:	CHENANA APARTMENTS		
Annual Reexamination Date:	01/01/2007	Form 50059 as of:	04/10/2006
Address:	5190 AMHERST DR APT 04 04 FAIRBANKS AK 99709		
Most Recent Type of Action:	IR-Unknown	Effective Date:	03/01/2006
Head of Household: LORENCINE R PONCHO			
Social Security Number:	***-**-1111	Date of Birth:	XXX/XX/1974

NOTE: WAGES WILL NOT BE INCLUDED ON THIS REPORT UNTIL HUD HAS BEEN AUTHORIZED TO OBTAIN NDNH DATA FOR MF HOUSING.

The **Social Security Benefits** table below includes a Verification Data column, providing information about the current status of this entitlement, including Payment Status Code, Date of Current Entitlement, Net Monthly Benefit If Payable, and Payee Name and Address. Directly to the right of the Verification Data is the Benefit History column, providing a gross account of disbursement history.

Social Security records are aggregated by quarters. The Lump Sum table provides the accumulated payment for all months through the month preceding the current operating month, including those that precede the eight changes displayed by EIV.

If the tenant does not receive Social Security benefits, the text “EIV received no benefit data.” appears.

The **Dual Entitlement** table is located directly beneath the Social Security Benefits Table. Despite the name “Dual Entitlement”, a household member can have as many as 6 entitlements.

If the tenant does not receive any Dual Entitlements, the text “EIV received no benefit data.” appears.

If the response for the dual entitlement has been received, the table includes a Verification Data column, providing the Claim Number, Payment Status Code, Date of Current Entitlement, Net Monthly Benefit if Payable, and the Payee Name and Address. Directly to the right of the Verification Data column is the Benefit History column, providing a gross account of disbursement history.

The amount in the Gross Benefit column refers to the total entitlement before applicable deductions. If deductions apply, this figure will be different from the Net Monthly Benefit displayed in the Verification Data column. The date of the Dual Entitlement benefit records is from the data provided by SSA, with each row indicating a change in entitlement amount or reflecting that benefits were not due.

If the dual entitlement response is still pending, the table includes a Dual Entitlement Response Pending column and the list of Claim Numbers pending receipt of response.

Social Security Benefits	Social Security Benefits			
	Verification Data		Benefit History	
	Payment Status Code:	T8 - Child beneficiary is no longer attending school on full-time basis and is between ages 18 and 19, or a disabled child is no longer under a disability	Date	Gross Benefit
	Date of Current Entitlement:	2/1994		
	Net Monthly Benefit if Payable:	\$0.00		
	Payee Name and Address:	John Doe 10 Test St. Jacksonville FL 11111-1111		
			Lump Sum	
			Date	Amount
			12/01/2005	\$0.00
Dual Entitlement	Dual Entitlement			
	Verification Data		Benefit History	
	Claim Number:	421701986-C3	Date	Gross Benefit
	Payment Status Code:	T8 - Child beneficiary is no longer attending school on full-time basis and is between ages 18 and 19, or a disabled child is no longer under a disability		
	Date of Current Entitlement:	2/1994		
	Net Monthly Benefit if Payable:	\$0.00		
	Payee Name and Address:	John Doe 10 Test St. Jacksonville FL 11111-1111		

The **Medicare Data** table includes a Verification Data column and the Payee Name and Address. To the right of the Verification Data column are the Insurance Premium, Buy-In Start, and Buy-In Stop details.

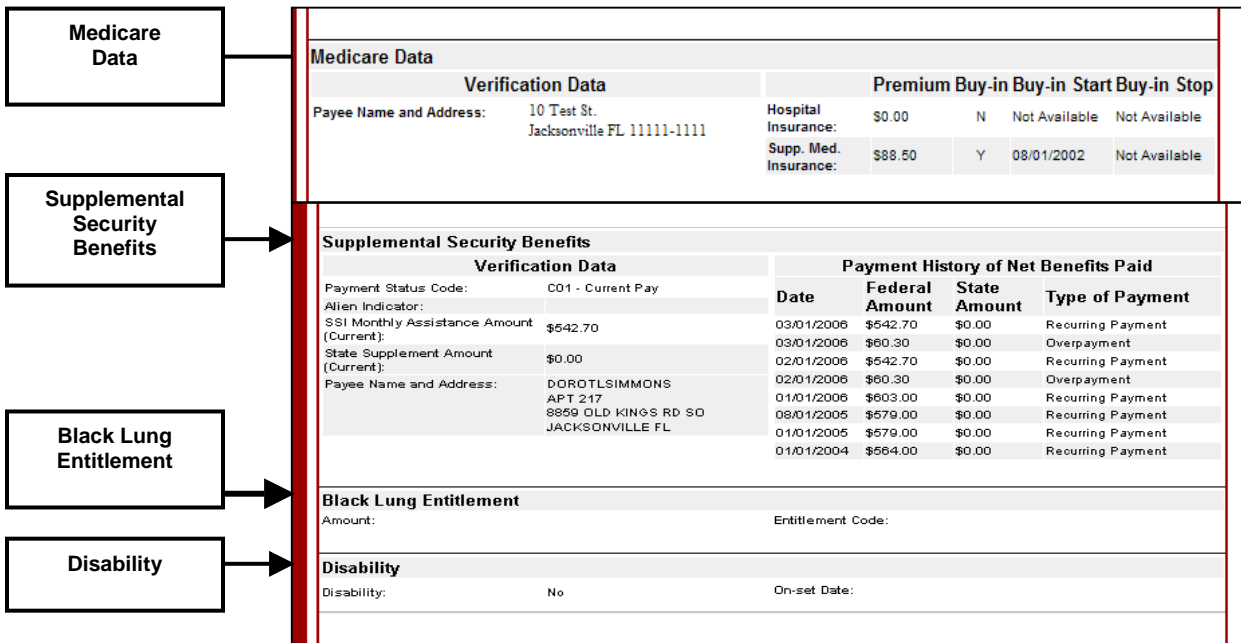
If the tenant does not receive Medicare Data, the text “EIV received no benefit data.” appears.

The **Supplemental Security Benefits** table includes a Verification Data column, providing information about the current status of this entitlement: Payment Status Code, Alien Indicator, SSI Monthly Assistance Amount (Current), State Supplemental Amount (Current), and the Payee Name and Address. To the right is the Payment History of Net Benefits Paid column, identifying the date and type of monthly supplemental security benefit payments from both Federal and State sources: Date, Federal Amount, State Amount, and Type of Payment.

If the tenant does not receive Supplemental Security Benefits, the text “EIV received no benefit data” appears.

The **Black Lung Entitlement** table displays amount and entitlement code.

The **Disability Table** displays the status “Yes” or “No” and the Onset Date.



6.1.3.1 Income Discrepancy Report

The Income Discrepancy Report is displayed under the **Income Discrepancy Report** tab and shows the Head of Household Information (Name, SSN, Type of Housing, Project, Effective Date of Action, Annual Reexamination Date, Projected Annual Wages and Benefits from Form HUD-50059, Period Of Income for Discrepancy Analysis) and Discrepancy Analysis Information (Reported Annual Wages and Benefits from EIV Data, Amount of Annual Income Discrepancy, Amount of Monthly Income Discrepancy, Percentage of Income Discrepancy) .

Head of Household Information		
Name:	LORENCINE R PONCHO	
Social Security Number:	525-19-7854	
Contract Number	AK020002001	
Project Number	17635009	
Project:	CHENANA APARTMENTS	
Effective Date of Action:	03/01/2006	
Annual Reexamination Date:	01/01/2007	
Projected Annual Wages and Benefits from Form HUD-50059	\$31,740.00	
Period Of Income for Discrepancy Analysis	12/01/2004 - 11/28/2005	
Discrepancy Analysis	Actuals	Annualized Last Quarter
Reported Annual Wages and Benefits from EIV Data:	\$39,202.79	\$41,028.44
Amount of Annual Income Discrepancy:	(\$7,462.79)	(\$9,288.44)
Amount of Monthly Income Discrepancy:	(\$621.90)	(\$774.04)
Percentage of Income Discrepancy:	(19.04%)	(22.64%)

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.

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

NOTE: WAGES WILL NOT BE INCLUDED ON THIS REPORT UNTIL HUD HAS BEEN AUTHORIZED TO OBTAIN NDNH DATA FOR MF HOUSING.

6.1.4 Accessing Summary Reports

6.1.4.1 Income Reports

1. To view the summary benefit information, under the **Income Information**, click the **By Subsidy Contract**, **By Project Number**, or the **By Head of Household** link.
2. HQU, HDK, and HFU users must enter a subsidy contract number, project number, or the Head of Household's SSN and contract or project number; select the recertification month; and click on **"Go."** HSC and HSU users must select a contract number or a project number, or enter the Head of Household's SSN and contract or project number; select the recertification month, and click **"Go"**.
3. Under the **Report Type** column, click on the **Income Reports** link.

- Once the user clicks on the **Income Reports** link, the Summary Reports by Subsidy Contract (if Income Information – By Subsidy Contract is selected) or the Summary Report by Project page is displayed as shown below.

By Subsidy Contract

The screenshot displays the 'Enterprise Income Verification' web application. The main content area shows the 'Income Report Summary' for a specific contract. The summary includes the following information:

- Contracts :** AL090003001
- Re-certification Month:** September
- Households With Income:** 18

Below the summary, there is a 'Download in Excel' link. A callout box with an arrow points to this link, containing the text 'Download in Excel link'.

The page also features a table of household details. The table has the following columns: HOH SSN, HOH Name, HOH DOB, Contract Number, Project Number, and Unit Address. The table lists 18 households, with the first few rows visible as follows:

HOH SSN	HOH Name	HOH DOB	Contract Number	Project Number	Unit Address
111-11-1111	ALLEN BOBBIE	11/15/1945	AL090003001		2300 5TH AVE N APT 1505, BIRMINGHAM AL 35203-3449
222-22-2222	ANTONIO SAMUEL	12/23/1957	AL090003001		2300 5TH AVE N APT 1109, BIRMINGHAM AL 35203-3442
333-33-3333	COOPER GARY	10/24/1964	AL090003001		2300 5TH AVE N APT 503, BIRMINGHAM AL 35203-3437
444-44-4444	FULTON CARL	06/16/1948	AL090003001		2300 5TH AVE N APT 108, BIRMINGHAM AL 35203-3434
555-55-5555	GOAD GLENDA	04/19/1950	AL090003001		2300 5TH AVE N APT 1212, BIRMINGHAM AL 35203-3446
666-66-6666	HOWARD ROBERT	12/15/1934	AL090003001		2300 5TH AVE N APT 1403, BIRMINGHAM AL 35203-3449
777-77-7777	MEALING LILLIE	11/18/1950	AL090003001		2300 5TH AVE N APT 302, BIRMINGHAM AL 35203-3435
888-88-8888	MOORE DAVID	03/18/1935	AL090003001		2300 5TH AVE N APT 907, BIRMINGHAM AL 35203-3439
999-99-9999	PEACOCK MARY	07/15/1934	AL090003001		2300 5TH AVE N APT 1112, BIRMINGHAM AL 35203-3442

By Project Number

The screenshot shows the 'Enterprise Income Verification' web application. The page title is 'Enterprise Income Verification' with navigation links for 'HUD Home', 'MF Housing', 'EIV Home', 'Search', and 'Email'. The breadcrumb trail is 'Income Information >> By Project Number >> Report Summary >> Income Report Summary'. A sidebar on the left contains a 'Welcome First - M00269 Last - EIV' message and a menu with options like 'Back to Secure Systems', 'Income Information', 'Verification Reports', and 'User Manual'. The main content area features an 'Income Report Summary' table with the following data:

Income Report Summary	
Projects :	01244150
Re-certification Month:	May
Households With Income:	81

Below the summary table, there is a pagination control showing '1 2' and '1 - 50 of 81 Households'. A 'Download in Excel' link is present. A 'Summary Reports' tab is active, displaying a table with the following columns: HOH SSN, HOH Name, HOH DOB, Contract Number, Project Number, and Unit Address. The table lists 8 households:

HOH SSN	HOH Name	HOH DOB	Contract Number	Project Number	Unit Address
101-11-1010	ABREAU REINA	05/15/1954	NY36L000076	01244150	755 SOUTHERN BLVD APT 6E, BRONX NY 10455-2111
202-22-2020	AGRAMONTE WILLIAM	04/30/1935	NY36L000076	01244150	755 SOUTHERN BLVD APT 5E, BRONX NY 10455-2111
303-33-3030	ALLEN JUDITH	09/30/1949	NY36L000076	01244150	755 SOUTHERN BLVD APT 4A, BRONX NY 10455-2111
404-44-4040	APONTE AIDA	02/24/1945	NY36L000076	01244150	783 SOUTHERN BLVD APT 5C, BRONX NY 10455-2140
505-55-5050	ARROYO MARIBEL	05/30/1967	NY36L000076	01244150	775 SOUTHERN BLVD APT 1A, BRONX NY 10455-2139
606-66-6060	ARROYO URBANO	05/24/1936	NY36L000076	01244150	755 SOUTHERN BLVD APT 3B, BRONX NY 10455-2137
707-77-7070	AYALA MAGDALENA	05/26/1935	NY36L000076	01244150	765 SOUTHERN BLVD APT 1G, BRONX NY 10455-2121
808-88-8080	BARRANCO GLADYS	11/10/1922	NY36L000076	01244150	775 SOUTHERN BLVD APT 2B, BRONX NY 10455-2113

The search results are displayed as summaries of the Income Information for the family member(s) in each household. The page shows the following household information for each family member:

This report has pagination capability as described in Section 5.2.4.

4. You may download the Summary Reports data in Microsoft excel by clicking the Download in Excel link as illustrated above. Refer to **Appendix B** on how to download Microsoft excel files.

5. Click on the Details Reports tab and it will display the detailed income information for each household and the members in each household as shown below.

- Back to Secure Systems
- Income Information
 - By Subsidy Contract
 - By Project Number
 - By Head of Household
- Verification Reports
 - Multi-Subsidy Tenant Report
- User Administration
 - User Certification
 - User Certification Report
- User Administration
 - User Maintenance
- Audit Reports
 - User Session & Activity
 - Tenant Data Access
- User Manual

Income Report Detail			
Contracts:	CA160008003		
Re-certification Month:	December		
Households With Income:	145		
1 2 3 1 - 50 of 145 Households			
Printer-Friendly Version			
Wage and Benefit Report for Household of MARIA ACOSTA			
Contract Number	CA160008003	Subsidy Type:	Section 8
Project Number		Project:	Project XXX
Next Re-certification Date:	12/01/2006	Form 50059 as of:	11/09/2005
Address:	12601 PIERCE ST PACOIMA CA 91331-1758		
Most Recent Type of Action:	AR-Annual Recertification	Effective Date:	12/01/2005
Head of Household: MARIA ACOSTA			
Social Security Number:	***-**-1111	Date of Birth:	XXXX/1900
Family Member:	MARIA ACOSTA	SSN:	***-**-4313
		Date of Birth:	XX/XX/1914
Employment Information			
EIV received no Employment (W4) data.			
Wages			
EIV received no income data.			
Unemployment Benefits			
EIV received no benefit data.			
Social Security Benefits			
Verification Data		Benefit History	
Payment Status Code:	C - Current payment status (except railroad payment)	Date	Gross Benefit
Date of Current Entitlement:	04/01/1996	12/2005	\$367.00 Benefits paid
Net Monthly Benefit if Payable:	\$367.00	12/2004	\$352.00 Benefits paid
Payee Name and Address:	BETTY MYLOTT FOR CHARLOTTE M MCMAHON PO BOX 345 NORTH CLARENDON VT	12/2003	\$343.00 Benefits paid
		12/2002	\$336.00 Benefits paid
		12/2001	\$331.00 Benefits paid
		7/2001	\$323.00 Benefits paid
		12/2000	\$323.00 Benefits paid
		12/1999	\$312.00 Benefits paid
		Lump Sum	
		Date	Amount
		12/01/2005	\$0.00
Dual Entitlement			
EIV received no benefit data.			
Medicare Data			
Verification Data		Premium	Buy-in
Payee Name and Address:	BETTY MYLOTT FOR CHARLOTTE M MCMAHON PO BOX 345 NORTH CLARENDON VT	Hospital Insurance: \$0.00	N Not Available Not Available
		Supp. Med. Insurance: \$88.50	Y 04/01/1996 Not Available
Supplemental Security Benefits			
Verification Data		Payment History of Net Benefits Paid	
Payment Status Code:	C01 - Current Pay	Date	Federal Amount
Alien Indicator:	N		State Amount
SSI Monthly Assistance Amount (Current):	\$256.00	01/01/2006	\$256.00 \$52.04 Recurring Payment
State Supplement Amount (Current):	\$52.04	01/01/2005	\$247.00 \$52.04 Recurring Payment
		01/01/2004	\$241.00 \$52.04 Recurring Payment
Payee Name and Address:	BETTY MYLOTT PO BOX 345 NORTH CLARENDON VT	02/01/2003	\$236.00 \$52.04 Recurring Payment
Black Lung Entitlement			
Amount:		Entitlement Code:	
Disability			
Disability:	Yes	On-set Date:	01/01/1961

NOTE: THE EMPLOYMENT INFORMATION, WAGES AND UNEMPLOYMENT BENEFITS WILL SHOW NO DATA ON THIS REPORT UNTIL HUD IS AUTHORIZED TO OBTAIN NDNH DATA FOR MF HOUSING.

6.1.4.2 Income Discrepancy Report

1. To view the list of households with income discrepancy, under the **Report Type** column, click the **Income Discrepancy Report** link.
2. Once you click the link, the **By Reexamination Month – Reports Summary - Income Discrepancy Report** page is displayed with 2 sections:
 - Income Discrepancy Report Summary
 - Detail List (with tabs for Summary Reports and Detail Reports)

The Income Discrepancy Report Summary section has the following information:

- **Contract Number or Project Number**
- **Re-certification Month:** (with Month)
- **Households Exceeding Threshold:** (Number of Households)

The second section contains the Summary Reports and Detailed Reports as two different tabs.

The **Summary Reports** (default selected tab) shows the following fields:

- HOH SSN
- HOH Last Name
- Contract Number
- Project Number
- Annual Income Discrepancy (Actual)
- Annual Income Discrepancy (Annualized Last Quarter)

Threshold Percentage: Threshold percentage is measured as the percentage of variance between the projected income reported by the tenant in form 50059 vs. the actual income computed by EIV system beyond which a tenant record is included in a report summary calculations. Note: the total annual variance must be more than \$2400 per year in order to be included in the report.

Below is an example of Income Discrepancy Reports Summary screen.

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Income Information >> [By Subsidy Contract](#) >> Income Discrepancy Reports Summary

Welcome First - M00269 Last - E

Income Discrepancy Reports by Contract

Contract Number	AK020002001 , AK020003001 , AK02T851001 , AK06S011002
Re-certification Month	April
Total Number of Households Evaluated	24
Households that Exceed Threshold	3
Percentage of households exceeding threshold	12.50%
Net Annual Income Discrepancy (Actual)	\$10,862.32
Net Annual Income Discrepancy (Annualized Last Quarter)	(\$33,599.84)

1 - 3 of 3 Users

Summary Reports Detail Reports

Income Discrepancy Reports by Contract

HOH SSN	HOH Last Name	Project Number	Net Annual Income Discrepancy		Subsidy Type	Threshold Percentage
			Actual	Annualized Last Quarter		
111-11-1111	BREEDEN	17635015	\$43.32	(\$11,936.32)	H1	(0.42%)
222-22-2222	GARTNER	17635015	\$16,322.00	(\$15,195.52)	H1	(146.05%)
333-33-3333	THOMAS	176EH003	(\$5,508.00)	(\$6,468.00)	H1	44.13%

1 - 3 of 3 Users

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

The Income Discrepancy Summary has the sort capability on HOH Last Name, Annual Income Discrepancy – Actual and Annual Income Discrepancy – Annualized Last Quarter Data fields. The pagination capability and Privacy Act statement are also available and described in Section 5.2.4.

- Information on the individual's Income Discrepancy Report can be viewed by clicking on the link on the SSN as illustrated below. When the SSN is clicked, a pop-window with the Household's information is displayed as shown below.

Printer-Friendly Version

Summary Report Income Report **Income Discrepancy Report**

Head of Household Information

Name: LORENCINE R PONCHO

Social Security Number: 525-19-7854

Contract Number: AK020002001

Project Number: 17635009

Project: CHENANA APARTMENTS

Effective Date of Action: 03/01/2006

Annual Reexamination Date: 01/01/2007

Projected Annual Wages and Benefits from Form HUD-50059: \$31,740.00

Period Of Income for Discrepancy Analysis: 12/01/2004 - 11/28/2005

Discrepancy Analysis	Actuals	Annualized Last Quarter
Reported Annual Wages and Benefits from EIV Data:	\$39,202.79	\$41,028.44
Amount of Annual Income Discrepancy:	(\$7,462.79)	(\$9,288.44)
Amount of Monthly Income Discrepancy:	(\$621.90)	(\$774.04)
Percentage of Income Discrepancy:	(19.04%)	(22.64%)

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.

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

4. When back to EIV online application, click the **Detail Reports** tab.

The **Detail Reports** tab as shown on the screen below displays the following information:
For each household:

- Name
- Social Security Number
- Subsidy Type
- Project Number
- Effective Date of Action
- Annual Reexamination Month
- Project Annual Wages and Benefits from Form 50059
- Period of Income for Discrepancy Analysis
- Discrepancy Analysis (Actual, Annualized Last Quarter)
 - Reported Annual Wages and Benefits from EIV Data
 - Amount of Annual Income Discrepancy
 - Amount of Monthly Income Discrepancy
 - Percentage of Income Discrepancy

Income Information >> [By Subsidy Contract](#) >> Income Discrepancy Reports Detail

Income Discrepancy Report Detail

Contract Number	'AK020002001', 'AK020003001', 'AK02T851001', 'AK06S011002'
Re-certification Month	April
Households Exceed Threshold	3

1 - 3 of 3 Households

Summary Reports **Detail Reports**

Head of Household Information

Name:	BREEDEN
Social Security Number:	111-11-1111
Subsidy Type	H1
Project Number	17635015
Contract Number	AK020003001
Effective Date of Action:	2006-04-08
Annual Reexamination Date:	2006-07-23
Project Annual Wages and Benefits from Form HUD-50059	\$11,544.00
Period of Income for Discrepancy Analysis	

Discrepancy Analysis	Actuals	Annualized Last Quarter
Reported Annual Wages and Benefits from EIV Data:	\$11,495.68	\$23,480.32
Amount of Annual Income Discrepancy:	\$10,862.32	(\$33,599.84)
Amount of Monthly Income Discrepancy:	\$4.03	(\$994.69)
Percentage of Income Discrepancy:	(0.42%)	50.840000%

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

The Income Discrepancy Detail Report has the pagination capability and Privacy Act statement as described in Section 5.2.4.

6.1.4.3 Failed Verification Reports

1. To view the list of tenants for whom SSA was unable to provide benefit information and the reason for the missing information, click the **Failed Verification Reports** link.

2. Once you click the link, the **By Reexamination Month – Reports Summary - Failed Verification Reports** page is displayed with 2 sections:

- Failed Verification Report by Contract
- Detail List (with tabs for Summary Reports and Download Data)

By Subsidy Contract

The screenshot displays the 'Enterprise Income Verification' interface. The main content area shows the 'Failed Verification Report by Contract' section for contract CA160008003. The summary table indicates 104 households with errors in December. Below this, there are two tabs: 'Failed Verification Report' (selected) and 'Download Data'. The detailed list shows three households with failed verifications, each with their HOH SSN, HOH Name, Member SSN, Member Name, and Error Description.

Failed Verification Report by Contract		
Contracts	CA160008003	
Re-certification Month	December	
Households with Errors	104	

1 2 3
1 - 50 of 104 Households

Failed Verification Report for Contract: CA160008003			
HOH SSN: 111-11-1111 HOH Name: ANITANUNEZ Project Number:	Member SSN	Member Name	Error Description
	222-22-2222	ANITA NUNEZ	Verification failed - SSN not found in SSA records
	333-33-3333	JOSE NUNEZ	Verification failed - SSN not found in SSA records
	444-44-4444	GUADALUPE NUNEZ	Verification failed - SSN not found in SSA records 608522996
HOH SSN: 666-66-6666 HOH Name: ROBERTOMARTINEZ Project Number:	Member SSN	Member Name	Error Description
	777-77-7777	ROBERTO MARTINEZ	Verification failed - SS and SSI benefits cannot be disclosed due to discrepancy in date of birth 06/06/1921
	888-88-8888	DELFINA MARTINEZ	Verification failed - SS and SSI benefits cannot be disclosed due to discrepancy in date of birth 10/07/1923
HOH SSN: 999-99-9999 HOH Name: TORIBIOMARTINEZ Project Number:	Member SSN	Member Name	Error Description
	101-11-1010	TORIBIO MARTINEZ	Verification failed - SS and SSI benefits cannot be disclosed due to discrepancy in name

The Income Discrepancy Report Summary section has the following information:

- **Contract Number or Project Number**
- **Re-certification Month:** (with Month and Year)
- **Households with Error:** (Number of Households)

The second section contains the Summary Reports and Detailed Reports as two different tabs.

The **Summary Reports** (default selected tab) tab shows the following fields:

- HOH SSN
- HOH Last Name
- Member SSN
- Member Name
- Error Description

The pagination capability and Privacy Act statement are also available and described in Section 5.2.4.

The screenshot shows the 'Enterprise Income Verification' web application interface. The main content area is titled 'Failed Verification Data Download by Project'. It displays summary statistics for failed verification reports and a detailed table of data fields available for download.

Failed Verification Data Download by Project

Projects	"17635009 , 17635042 , 176EE019 , 176EH003"
Re-certification Month	4
Households with Errors	3

Below the summary, there are two tabs: 'Failed Verification Reports' and 'Download Data'. Under the 'Download Data' tab, there are two links: 'Download zipped data file' and 'Download text data file'.

The 'Download Data' section contains a table with the following columns: Name, Data Type (Length), and Description.

Name	Data Type (Length)	Description
project_number	varchar(8)	TRACS project number
reExamMonth	varchar(7)	(Re)certification date in YYYY/MM format
hh_ssn	varchar(9)	Head of Household Social Security Number
hh_fname	varchar(30)	First name of Head of Household
hh_lname	varchar(30)	Last name of Head of Household
member_ssn	varchar(9)	Family member Social Security Number
mbr_fname	varchar(30)	Family member first name
mbr_lname	varchar(30)	Family member last name
error description	varchar(100)	Error description

At the bottom right of the table, there is a 'Back to Top' link.

The **Download Data** tab displays the following information:

- Name (for the field)
- Data Type (Length)
- Description

It provides the capability to download in zipped format by clicking on the **Download zipped data file** link or in text format by clicking the **Download text data file** link.

By Project Number

The screenshot displays the 'Enterprise Income Verification' web interface. The top navigation bar includes links for 'HUD Home', 'MF Housing', 'EIV Home', 'Search', and 'Email'. The main content area is titled 'Income Information >> By Project Number >> Failed Verification Reports'. A summary table shows 'Failed Verification Reports by Project' with columns for 'Projects' (17635009, 17635042, 176EE019, 176EH003), 'Re-certification Month' (April), and 'Households with Errors' (3). Below this, a section for '1 - 3 of 3 Households' lists three failed reports:

Failed Verification Report for Contract: 176EH003			
HOH SSN	Member SSN	Member Name	Error Description
111-11-1111	453-06-0668	CYNTHIA BRADFORD	SSN is verified; individual is deceased 01/24/2006
Failed Verification Report for Contract: 176EE019			
HOH SSN	Member SSN	Member Name	Error Description
222-22-2222	473-30-4441	LOLA NORRIS	Verification failed - SSN not found in SSA records 278961239
Failed Verification Report for Contract: 176EH003			
HOH SSN	Member SSN	Member Name	Error Description
333-33-3333	555-82-2468	DANIEL THROCKMORTON	Verification failed - Date of birth matched, but surname did not match with SSA records

The interface also features a left sidebar with navigation options like 'Back to Secure Systems', 'Income Information', and 'Verification Reports'. A 'User Manual' section with an Acrobat Reader icon is also visible.

Appendix A provides a complete listing of the error messages that may be generated and displayed by the system.

6.1.4.4 No Income Reports

1. To view the list of tenants whose identities were verified by the SSA but did not have or never received SS/SSI benefits, click the **No Income Reports** link.

2. Once you click the link, the **No Income Report** is displayed as shown below.

By Subsidy Contract

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Income Information >> [By Subsidy Contract](#) >> [Report Summary](#) >> No Income Report

Welcome First - M00269 Last - EIV

- Back to Secure Systems
- Income Information
 - By Subsidy Contract
 - By Project Number
 - By Head of Household
- Verification Reports
 - Multi-Subsidy Tenant Report
- User Manual

No Income Report by Contract

Contracts	AL090003001
Re-certification Month	September
Households With No Income	1

1 - 1 of 1 Households

No Income Reports for Contract: AL090003001

HOH SSN	HOH Name	Project Number
909-99-9090	TWANNAJONES	

1 - 1 of 1 Households

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

By Project Number

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Income Information >> [By Project Number](#) >> [Report Summary](#) >> No Income Report

Welcome First - M00269 Last - EIV

- Back to Secure Systems
- Income Information
 - By Subsidy Contract
 - By Project Number
 - By Head of Household
- Verification Reports
 - Multi-Subsidy Tenant Report
- User Manual

No Income Report by Project

Projects	01244150
Re-certification Month	May
Households With No Income	76

1 2
1 - 50 of 76 Households

No Income Reports for Project: 01244150

HOH SSN	HOH Name	Contract Number
121-11-1212	JOSEPHINETRAVIESO	NY36L000076
131-11-1313	CARMENRODRIGUEZ	NY36L000076
141-11-1414	GILBERTORIVERA	NY36L000076
151-11-1515	JENYSENA	NY36L000076
161-11-1616	ESTERVINAROMAN	NY36L000076
171-11-1717	MARSHARICHARDS	NY36L000076
181-11-1818	SARAHFERNANDEZ	NY36L000076
191-11-1919	BASILIAROSARIO	NY36L000076
212-22-2121	GILBERTOTAVERAS	NY36L000076
313-33-3131	LUZFREYRE	NY36L000076
414-44-4141	LIDIAGUZMAN	NY36L000076
515-55-5151	RAMONITAESTRELLA	NY36L000076
616-66-6161	VIOLETTARIVERA	NY36L000076
717-77-7171	LISSETTEVELAZQUEZ	NY36L000076
	ESPERANZAZAPATA	NY36L000076

This report has pagination capability as described in Section 3.2.5.

6.2 VERIFICATION REPORTS

6.2.1 Multi-Subsidy Tenant Report

1. Access the **Multi-Subsidy Tenant Report** page by clicking the Multi-Subsidy Tenant Report link (under the Verification Reports module) on the EIV Navigation panel. The **Multi-Subsidy Tenant Report – Report Selection** page displays as illustrated below.

HQU, HDK, and HFU users

The screenshot shows the 'Enterprise Income Verification' web application. The breadcrumb trail is 'Verification Reports >> Multi-Subsidy Tenant Report >> Report Selection'. The main heading is 'Search for Multi Subsidy Users'. There are two input fields: 'Enter a Contract Number:' and 'Enter a Project Number:'. Below these are two radio button options: 'Search within MF only' and 'Search within MF and PIH'. A 'Search' button is located at the bottom of the search area. The left sidebar contains navigation links for 'Back to Secure Systems', 'Income Information', 'Verification Reports', and 'User Manual'.

HSC and HSU users

The screenshot shows the 'Enterprise Income Verification' web application. The breadcrumb trail is 'Verification Reports >> Multi-Subsidy Tenant Report >> Report Selection'. The main heading is 'Search for Multi Subsidy Users'. There is a section 'Select Contracts or Projects:' with two radio button options: 'Contracts' and 'Projects'. The 'Contracts' option has a dropdown menu labeled 'Select a Contract', and the 'Projects' option has a dropdown menu labeled 'Select a Project'. Below these are two radio button options: 'Search by within Multifamily Housing Programs only' and 'Search by users within Multifamily and public Housing Programs'. A 'Search' button is located at the bottom of the search area. The left sidebar contains navigation links for 'Back to Secure Systems', 'Income Information', 'Verification Reports', and 'User Manual'.

The **Multi-Subsidy Tenant Report – Report Selection** page provides the following filtering options:

- **Contract Number or Project Number**

Search Option:

- **Search within MF only:** to provide a list of tenants/members that receive assistance from more than one MF Housing Program (may be of different contract or project).
- **Search within MF and PIH:** Filters the data to list the tenants who receive assistance under both MF and PIH programs.

This page can be used to filter the scope of the data appearing on the Multi-Subsidy Tenant Report. Once the filter option has been selected, click the **Search** button to generate the Multi-Subsidy Tenant Report for the selected region and option.

2. After entering the search criteria, Multi-Subsidy Tenant Detail Report is displayed with 2 sections:

- Multisubsidy Report Summary
- Detail Section (with **Summary Reports** tab and **Details Reports** tab)

The **Multi-subsidy Report Summary** displays the following information:

- Contract Number or Project Number
- Members Receiving Multiple Subsidies

The Detail Section has the **Summary Reports** tab and the **Details Reports** tab.

The **Summary Reports** tab displays the following fields:

- Member SSN
- Member Last Name
- Member DOB
- Contract Number
- Project Number

Below is an example of a screen showing the Summary Reports.

The screenshot shows the 'Enterprise Income Verification' interface. The breadcrumb trail is: Verification Reports >> Multi-Subsidy Tenant Report >> Report Selection >> Multi-Subsidy Report Summary. The 'Multisubsidy Report Summary' section displays: Contract Number: AK02M000012, Members Receiving Multi-Subsidies: 3. Below this is a 'Printer-Friendly Version' link circled in red. The 'Summary Reports' tab is active, showing a table with 5 columns: Member SSN, Member Last Name (with a sort icon), Member DOB, Contract Number, and Project Number. The table contains 3 rows of data. A 'Sort Icon' callout points to the sort icon in the 'Member Last Name' header. The footer includes a confidentiality notice: 'Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.'

Member SSN	Member Last Name	Member DOB	Contract Number	Project Number
574-19-1753	BARTH	06/21/1995	AK02M000012	
574-33-8855	BARTH	10/15/2001	AK02M000012	
574-37-9271	BARTH	06/09/2003	AK02M000012	

3. The screen can be print the by clicking on the **Printer-friendly version** link as illustrated on the previous page. When clicked, a pop-up window will appear and the **Print** button can be clicked to send the information to the printer.
4. The Summary Report page has the sort capability on Member Last Name and pagination capability as described in Section 5.2.4.
5. Click on the **Detail Reports** tab. The **Detail Reports** tab displays the information of each individual who received assistance in multiple programs with following sections.

Member Information:

- Member SSN
- Member Last Name
- Member DOB
- Contract Number
- Project Number
- Effective Date
- Certification Type

Household Information of Households where <Member> Receives Subsidy for each Member receiving multiple subsidies:

In MF

- HOH SSN
- HOH Last Name
- Subsidy Type
- Relationship for the Member
- Contract Number
- Project Number
- Unit Address

In PIH

- HOH SSN
- HOH Last Name
- Program Type
- Relationship for the Member
- PHA Code
- Development Code
- Unit Address

Below is an example of screen with the above-mentioned information.

Enterprise Income Verification HUD Home MF Housing EIV Home Search Email

Verification Reports >> Multi-Subsidy Tenant Report >> Report Selection >> Multi-Subsidy Report Detail

Multi-Subsidy Report Detail

Contract Number: AK02M000012
 Members Receiving Multiple Subsidies: 14

[Printer-Friendly Version](#)
[Download in Excel](#)

1 - 14 of 14 Members

Summary Reports **Detail Reports**

Member Information

Member SSN	111-11-1111
Member Last Name	APONTE
Member DOB	01/30/1993
Contract Number	AK02M000012
Project Number	17644018
Effective Date	
Certification Type	

Household Information of Households Where APONTE Receives Subsidy

HOH SSN	222-22-2222
HOH Last Name	MALDONADO
Subsidy Type	
Relationship for the Member	
Contract Number	AK02M000012
Project Number	17644018
Unit Address	
HOH SSN	**-**-3333
HOH Last Name	MALDONADO
Program Type	Voucher
Relationship for the Member	Other youth under 18
PHA Code	RQ058
Development Code	
Unit Address	

The user has the capability to print the report by accessing the **Printer Friendly Version** link. When clicked, the system opens a pop-up window displaying the printable view of the New Hires Report. The report can be printed by clicking the **Print** button provided in the pop-up window. When finished requesting the paper version of the page, click the Close (X) button or File → Close to return to the Multi-Subsidy Report Detail page.

NOTE: NO NEW HIRES DATA WILL SHOW ON THIS REPORT UNTIL HUD IS AUTHORIZED TO OBTAIN NDNH DATA FOR MF HOUSING.

The user may also download the Multi-Subsidy Report Detail data in Microsoft excel by clicking on the **Download in Excel** link. The Microsoft excel spreadsheet will contain the same information (in columnar form) as shown on the EIV online application screen.

Refer to **Appendix B** on how to download data into the Microsoft excel file.

6.3 SPECIAL INSTRUCTIONS FOR ERROR CORRECTION

For issues or problems on the EIV Online, contact the MF Help Desk at 1-800-767-7588 or by email at MF_eiv@hud.gov

7.0 USING THE SYSTEM (BATCH)

7 USING THE SYSTEM (BATCH)

This section provides a brief description of EIV MF batch processing.

7.1 MF BATCH PROCESSING

The MF Batch Processing covers the following:

- SSA Request File creation and transmission – covers the creation of SSA monthly request file and transfer of files from the Batch server to the TASS server
- SSA Response Processing – covers the loading of SSA response data into EIV database
- MF Summarization – covers the computation of tenant's projected annual income, computation tenant's actual annual income, computation of tenant's income discrepancy, analysis of the discrepancy and aggregation the tenant's income discrepancy at the Contract and Project level, and Reexamination Month level.
- Weekly Usage Report – generation of statistics on the number of times the online pages were accessed during the reporting week, the total number of MF users that logged in to EIV per day during the reporting week and the number of users that logged in to EIV per hour from 8:00am to 8:00pm during the reporting week.

EIV online users are not given access to batch processing. However, a notice will be placed in the EIV Announcement Block of when the monthly loading of SSA data has been completed and the summarization reports successfully run.

7.2 SPECIAL INSTRUCTIONS FOR ERROR CORRECTION

Not applicable.

7.3 CAVEATS AND EXCEPTIONS

Not applicable.

7.4 INPUT PROCEDURES AND EXPECTED OUTPUT

Not applicable.

8.0 QUERYING

8 QUERYING

8.1 QUERY CAPABILITIES

EIV receives SS and SSI data on a monthly basis from SSA via a batch-processing mode. Tenant's SSA benefit details can be accessed through the EIV online pages.

8.2 QUERY PROCEDURES

Not Applicable.

9.0 REPORTING

9 REPORTING

This section provides a description of the reports available to EIV MF Housing Program users.

9.1 REPORT CAPABILITIES

EIV provides the following online reports for MF Housing Program users:

1. By Subsidy Contract or Project Number and Recertification Month Summary Reports:

- **Income Report Summary** shows income information for the list of household due for reexamination in the indicated month and who currently receive or previously received SS/SSI benefits or income.
- **Income Discrepancy Report Summary** shows the list of households with income discrepancy between the tenant-provided SSA benefits information contained on Form HUD-50059 and the SSA benefits amount collected by EIV from SSA.
- **Failed Verification Report Summary** shows the list of household and family members in a household due for reexamination for which SSA was unable to provide benefit information and the issues encountered by SSA in resolving the tenant information.
- **No Income Report** provides a list of the tenants whose identity was verified by SSA based on the SSN/Last Name/Date of Birth combination, but did not or has never received SS/SSI benefits.

9.2 REPORT PROCEDURES

Refer to Section 4.0 on instructions on how to generate the reports enumerated above.

APPENDIX A – LIST OF ERROR MESSAGES ON THE FAILED VERIFICATION REPORT

Error Description	Explanation
Member SSN not sent to SSA – Invalid SSN	The tenant's record was not sent to the SSA because the SSN failed the preliminary validation checks conducted by TASS.
Member SSN not sent to SSA – Live-in aide or foster child	The tenant's record was not sent to the SSA because the relationship code indicated that the individual was a live-in aide or foster child. The income of these two categories of family members may not be included in eligibility and rent calculations.
Verification failed – SSN not found in SSA records	The tenant's SSN is not a valid number issued by the SSA. Note: The message also includes the SSN reported in SSA.
Verification failed – SSN was not verified by SSA	The tenant's SSN is not a valid number issued by the SSA
Verification failed – Surname matched, but date of birth did not match with SSA records	The tenant's identity was not verified because while the Surname matched with SSA records, the Date of Birth did not match. However, based on the SSN/Last Name combination, SSA has indicated that the tenant <u>does not receive</u> SS/SSI benefits.
Verification failed – Date of birth matched, but surname did not match with SSA records	The tenant's identity was not verified because while the Date of Birth matched with SSA records, the Surname did not match. However, based on the SSN/Date of Birth combination, SSA has indicated that the tenant <u>does not receive</u> SS/SSI benefits.
Verification failed – SS benefits cannot be disclosed due to discrepancy in date of birth	The tenant's identity was verified by SSA based on the SSN/Last Name combination and the tenant <u>is receiving SS benefits</u> . However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.
Verification failed – SS benefits cannot be disclosed due to discrepancy in name	The tenant's identity was verified by SSA based on the SSN/Date of Birth combination and the tenant <u>is receiving SS benefits</u> . However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.

Error Description	Explanation
Verification failed – SSI benefits cannot be disclosed due to discrepancy in date of birth	The tenant’s identity was verified by SSA based on the SSN/Last Name combination and the tenant <u>is receiving SSI benefits</u> . However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.
Verification failed – SSI benefits cannot be disclosed due to discrepancy in name	The tenant’s identity was verified by SSA based on the SSN/Date of Birth combination and the tenant <u>is receiving SSI benefits</u> . However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.
Verification failed – SS and SSI benefits cannot be disclosed due to discrepancy in date of birth	The tenant’s identity was verified by SSA based on the SSN/Last Name combination and the tenant <u>is receiving both SS and SSI benefits</u> . However, due to the discrepancy in the Date of Birth, the benefit information cannot be disclosed.
Verification failed – SS and SSI benefits cannot be disclosed due to discrepancy in name	The tenant’s identity was verified by SSA based on the SSN/Date of Birth combination and the tenant <u>is receiving both SS and SSI benefits</u> . However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.

APPENDIX B – INSTRUCTIONS ON DOWNLOADING MICROSOFT EXCEL FILES

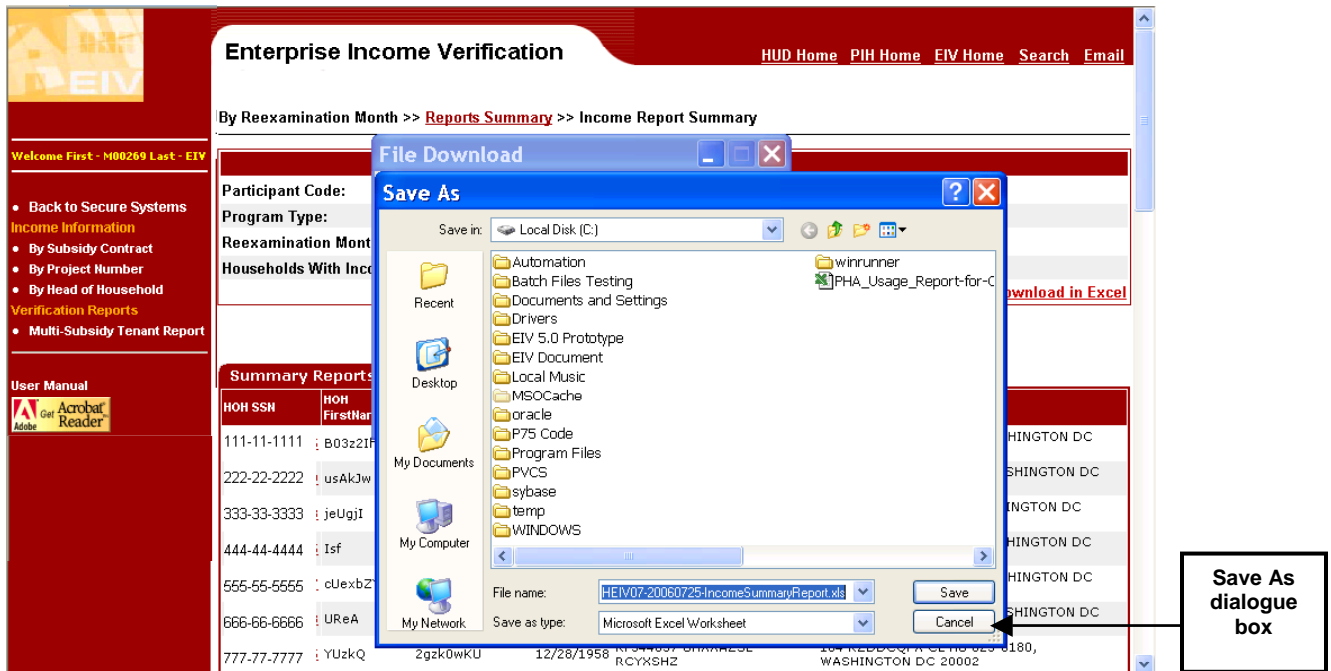
When the **Download In Excel** link is clicked, the File Download pop-up window is displayed. You can choose either the **Open** or **Save** button.

The following steps describe how to download the reports that match the search criteria specified by the user.

1. From the Income Summary or Income Discrepancy Summary or Failed Verification or No Income Report, click the **Download in Excel** hyperlink.
2. The File Download dialogue box is displayed. Click the **Save** button.

The screenshot shows the 'Enterprise Income Verification' web application. The main content area displays an 'Income Report Summary' for a participant with code DC001 D.C Housing Authority, program type Public Housing, and reexamination month July. A 'Download in Excel' link is visible. A 'File Download' dialog box is overlaid on the page, showing file details: 'File name: ...25-IncomeSummaryReport.xls', 'File type: Microsoft Excel Worksheet', and 'From: iplapssd1.hud.gov'. The dialog asks 'Would you like to open the file or save it to your computer?' and has buttons for 'Open', 'Save', 'Cancel', and 'More Info'. The 'Save' button is circled. A callout box on the right points to the dialog box with the text 'File Download dialogue box'.

2. The **Save As** dialogue box is displayed as shown below.
3. Once the file is saved, open it using Microsoft excel for viewing the report.



APPENDIX C - ACRONYMS AND ABBREVIATIONS

The following terms, abbreviations and acronyms may or may not appear in this document. They are provided for reference and clarity.

Acronym	Definition
CAAF	Coordinator Access Authorization Form
EIV	Enterprise Income Verification
FEIN	Federal Employer Identification Number
Form HUD-50059	Owner's Certification of Compliance with HUD's Tenant Eligibility and Rent Procedures. Resident characteristics and tenant income data from this form is submitted to TRACS.
GAO	General Accounting Office
HHS	Department of Health and Human Services
HOH	Head of Household
HOUSING	Office of Housing
HUD	US Department of Housing and Urban Development
MF Housing	Multifamily Housing
NDNH	National Directory of New Hires database
OIG	Office of Inspector General
PIH	HUD's Office of Public & Indian Housing
REAC	Real Estate Assessment Center
RHIIP	Rental Housing Integrity Improvement Project
SS	Social Security
SSA	Social Security Administration
SSI	Supplemental Security Income
TAC	Technical Assistance Center
TASS	Tenant Assessment Subsystem
TRACS	Tenant Rental Assistance Certification System
UAAF	User Access Authorization Form
W-4	New Hires data
WASS	Web Access Security Subsystem

APPENDIX D - EIV USER ACCESS AUTHORIZATION FORM

