Enterprise Income Verification (EIV 14.5.0)

System User Manual

For

Multifamily Housing Program Users

Note: In some cases, screen shots have been carried over from the previous version of this manual. Such screen shots will display a different color scheme than is used in EIV 12.1.0. Those screen shots only have been used where no other changes have been made to the screen.

U.S. Department of Housing and Urban Development

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Revision Sheet

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Version 16.1	05/03/2013	Updated based on comments from MF Program area review
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Version 18	05/13/2014	Updated- EIV Build 9.7 Release
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Version 20	04/27/2015	Updated for EIV 9.9 Release
Version 21	06/15/2016	Conversion to MicroStrategy by Cloud 9
Version 22	07/08/2016	Updated for EIV 12.1.0 Release
Version 23	12/10/2018	Updated for EIV 14.5.0 Release

User Manual
For
Multifamily Housing Program Users
Authorization Memorandum

I have carefully assessed the EIV User Manual 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.

_____ _____
Kevin M. Portanova Date
Supervisory IT Specialist, REAC

_____ _____
Katherine A. Nzive Date
Director, Assisted Housing Oversight Devision

_____ _____
Jeffrey L. Avery Date
Director, Office of Program Systems Management,
Information Technology

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1.0 INTRODUCTION

1 INTRODUCTION

1.1 PURPOSE OF THIS MANUAL

The purpose of this manual is to provide instructions to Multifamily Housing Program users on how to use and maneuver within the Housing portion of the Enterprise Income Verification (EIV) system. This document focuses on end-user functionality 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 the fiscal year (FY) 2000 level by the end of FY 2005. HUD surpassed this goal with a 67 percent reduction in *net* subsidy overpayments. 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 public housing agencies (PHAs), property owners, and management agents 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 (UIV) System (now known as the EIV system) to display wage and unemployment compensation insurance benefit data obtained through matching tenant IDs (Social Security Number (SSN), Last Name, and Date of Birth (DOB)) against individual state databases. That data along with data obtained from matching against SSA databases was made available to PHAs for use in verifying tenant income, but only in the states where there was a matching agreement. In 2004, the Department received statutory authority 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) database. The NDNH is a national resource for wage, unemployment compensation insurance, and new hires (Federal form W-4) information originally designed to support child support actions. During FY 2005, HUD negotiated with HHS concerning the terms of access to NDNH data. After technical details of the match were worked out with the HHS staff, HUD entered an interagency agreement with HHS for access to NDNH data in the EIV system for PIH. The scope of the interagency agreement that was reached with HHS in 2005 was that HUD would implement NDNH data for PIH first and then negotiate access on behalf of the MF Housing Programs once HUD had a track record as to how it used and protected NDNH data. The existence of national NDNH data along with national data from SSA allowed HUD to fully implement EIV for PIH nationwide in late FY 2005/early FY 2006. The availability of EIV in states where it previously could not be deployed plus the broader coverage of NDNH data enabled PHAs to conduct more effective and timely income verification of tenants. In FY 2006, HUD consolidated the functionality of the Tenant Assessment Subsystem (TASS) into EIV and EIV began serving HUD's business partners who administer or oversee the administration of HUD's Multifamily Housing Programs. TASS discontinued operation at the end of FY 2006 following a period of operation in parallel with EIV that was intended to ease user transition. EIV adopted much of the look and feel of TASS to further ease the

transition. MF business partners (owners, management agents, services bureaus, and contract administrators) could request and receive access to the EIV system, as described in chapter 3, Getting Access to EIV of this manual, to obtain the same types of data as were available from TASS, i.e. Social Security and Supplemental Security Income (SS/SSI) benefit information about their tenants. Unlike TASS, however, EIV updates SS/SSI information on a quarterly basis whereas TASS did so annually. In addition, EIV updates tenant information daily with extracts from the Tenant Rental Assistance Certification System (TRACS).

On November 1, 2007, HUD reached an interagency agreement with HHS providing for EIV matching against NDNH on behalf of the MF Housing program; and, in January 2008, began displaying NDNH data, including wage, unemployment compensation insurance, and new hires (Federal W-4) information in EIV.

On November 20, 2009, Executive Order (EO) 13520 – Reducing Improper Payments was issued. The EO further aims to reduce improper payments in high-priority programs by boosting transparency, holding agencies accountable for reducing improper payments, examining and creating incentives for states and other entities to reduce improper payments, and increasing penalties for contractors who fail to timely disclose improper payments. The Final Rule, which was published on January 31, 2010, made the EIV system mandatory for O/As to use in its entirety

The Improper Payments Elimination and Recovery Act (IPERA), Public Law 111-204, signed into law by the President on July 22, 2010, amends the Improper Payments Information Act (IPIA) of 2002 (Public Law 107-300), and repeals the Recovery Auditing Act (Section 831 of the FY 2002 Defense Authorization Act, Public Law 107-107).

1.3 WHO SHOULD USE THIS MANUAL

MF Housing Program users assigned the following EIV roles, as defined in WASS

- ✓ HSU – MF EIV Non-HUD User
- ✓ CAU – EIV MF Contract Administrator User
- ✓ HFU – MF EIV HUD Field Office
- ✓ HQU – MF EIV HUD HQ User
- ✓ HSC – MF EIV Housing Coordinator
- ✓ CAC – EIV MF Contract Administrator Coordinator
- ✓ HDK – MF EIV Helpdesk Personnel
- ✓ HQA – MF EIV HQ User Administrator
- ✓ OIG – EIV MF OIG

1.4 ADVANTAGES OF USING THE EIV SYSTEM

- MF business partners are strongly encouraged to use EIV system search options and the online income reports available in EIV because they offer the following advantages:

- Quick and easy verification of SS/SSI benefits, wage, new hires (W-4), and unemployment compensation insurance information for use in setting assistance levels;
- Help in identifying cases of unreported or underreported tenant income;

- Assistance in identifying tenants receiving HUD subsidy under multiple rental housing assistance programs;
- A way of checking whether an applicant already is receiving rental housing assistance from either MF Housing or Public Housing/Housing Choice Voucher programs.
- Information concerning tenants with invalid IDs.
- Information needed to help determine whether administrative or legal action should be taken against tenants who did not report or 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 resource for MF Housing Program users to obtain benefits and income information compiled from SSA and HHS databases. EIV is a Web-based system that is accessible via the 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
Work Request forms
EIV 9. 6 – Requirements Traceability Matrix

1.7 POINT OF CONTACT

1.7.1 Information

Name	Organization	Telephone	Email
Danielle D. Garcia	HUD/HSNG	202-402-2768	Danielle.D.Garcia@hud.gov
Durga Anakala	HUD/PIH	202-475-8899	Durga.p.anakala@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
Housing's 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 HUD Privacy Act Officer or to the Office of Inspector General. The HUD Help Desk also is the recommended channel to be used if there is a suspected breach of security. 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.

NOTE: This manual does not cover the User Administration functions for HSC, CAC, HDK, and HQA roles <OR> Audit Reports for the OIG, HQS, or HQA roles. Those may be found in the EIV MF Housing User Administration and Security Administration Manuals, respectively.

2.0 SYSTEM SUMMARY

2 SYSTEM SUMMARY

EIV for MF Housing Program users has the following functionality:

- View Income Information
- View Verification Reports
- User Access Requests (EIV users with the HSC, CAC, HSU and CAU roles only)
- User Administration (EIV users with the HSC, CAC, and HDK roles only)
- Audit Reports – Internal (EIV users with the Headquarters Security Administrator (HQS), HQA, HFU and OIG roles only)
- Audit Reports – External (EIV users with CAC and CAU roles only)

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	
• By Contract Number • By Project Number • By Head of Household (HOH)	This function provides EIV MF Housing Program users with an online view of a household's SS/SSI benefit, wage, unemployment compensation, and new hires (W4) information collected from SSA and HHS, respectively. This function provides the capability to search benefit information by: • Contract Number, • Project Number, or • Head of Household's SSN
Verification Reports	
• Multiple Subsidy Report	This report provides a list of tenants who receive assistance in multiple MF housing projects/contracts/properties or in both PIH (i.e., public housing and Section 8 voucher programs) and MF Housing Programs for selected projects/contracts. The report considers only tenants whose identification information has been verified by SSA.
• Existing Tenant Search	This report provides the capability to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing Program. It does not display income information for individuals (applicants or tenants) receiving housing subsidies in any PIH or MF Housing Program.
• Identity Verification Report	This report provides the capability to search by a project number or contract number or property id for a particular recertification month; shows statistical data (only for HQ Users) on the number and percent of households and household members with verified and failed IDs; and shows the number of deceased members on contracts and properties.

	▪ **Failed Pre-screening Report** (*under link*). This report provides a list of tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because their ID failed the EIV pre-screening test. The screen displays the same information that is displayed on the Failed Verification Report for Contract and project. ▪ **Failed Verification Report** provides the list of MF tenants for whom SSA was unable to provide income or benefit information and the reason the ID information (SSN, last name and date of birth) failed verification by SSA. ▪ **Number of Households Not Verified (verification in process) Report** provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month.
• Deceased Tenant Report	The **Deceased Tenant Report** provides the capability to view all active tenants in TRACS who are deceased as per the SSA database.
• New Hires Report	This function provides EIV MF Housing Program users with an online view of a household's new hires (W4) information collected from SSA and HHS, respectively. This function provides the capability to search benefit information by: • Contract Number, • Project Number, or • Property ID
• Income Discrepancy Report	This report provides capability to search by HQ, HUB, Field Office or Contract or Project and show discrepancy in reported (Form 50059) and actual income (as reported by NDNH, SSA, HHS) by $2400.00 or more (Not available for HSC or HSU users)..

2.1 DATA FLOWS

EIV MF Housing Program tenant benefits and income data come from three sources:

1. **TRACS** – The EIV database has been baselined with tenant characteristics data from TRACS. That data is updated daily. Records are not retained in EIV concerning former program participants.
2. **SSA** – provides SS/SSI benefit information including Dual-Entitlement benefit data. SSA also provides a listing of households for which it was unable to provide benefits information due to discrepancies between tenant IDs (i.e., SSN, Last Name, and Date of Birth (DOB)) and information 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 also may be downloaded. **Note:** If there is reason to dispute the results of SSA identity verification (i.e., the data in the SSA databases concerning a tenant's ID is thought to be incorrect), the recommended course of action is to consult with the local SSA office. In addition, SSA data may be corrected through the submission of a form SS-5 to the Social Security Administration. That form may be found at http://www.socialsecurity.gov/online/ss-5.html
3. **HHS** – provides new hires (W-4), wages, and unemployment compensation insurance benefits information from NDNH, which is a family of databases maintained by the HHS/Office of Child

Support Enforcement (OCSE). These databases contain information concerning wages reported by State and Federal Agencies, unemployment insurance benefits reported by State agencies, and W-4 data reported by State and Federal agencies.

2.2 USER ACCESS LEVELS

The table below lists the User access levels defined for MF Housing Program users.

NOTE: User Administration and **Audit Report** access levels are defined for HSC, CAC, HFU, HDK, OIG, HQA, and HQS in the *External* and/or *Internal* EIV System *User Administration manuals* for Multifamily Housing programs.

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
HQU HFU OIG HDK HQA	HUD/MF HQ EIV User HUD/MF Field EIV User HUD/OIG EIV User MF Help Desk EIV User HUD/MF EIV User Admin.	I	**View Income Reports** Allows HQU, HFU, OIG, HDK, HQA users to view tenant SS/SSI benefit, new hires (W-4), unemployment compensation benefit, and wage reports for any active tenant in MF Housing Program whose SSN, Last Name, and DOB have been validated by SSA.

OIG HFC HDK HQA	HUD/OIG EIV User HUD/MF Field EIV Coordinator MF Help Desk EIV User HUD/MF EIV User Admin.	I	**View Verification Reports** Verification Reports module contains six reports: 1) Existing Tenant Search, 2) Multiple Subsidy Report, 3) Identity Verification Report , 4) Deceased Tenants Report,5)New Hires report and 6)Income Discrepancy Report. The **Existing Tenant Search** provides the capability to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing Program. The **Multiple Subsidy Report** provides a listing of the households/household members who receive assistance on multiple properties in Multifamily Housing Programs or who receive assistance in both PIH and Multifamily Housing Programs. The **Identity Verification Report** provides ID verification statistics based on the number of IDs that were not sent to SSA for matching because their SSN failed pre-screening tests, as well as information received from SSA concerning the ID verification results. The categories on the reports displayed are for the number of households and members SSA Verified, Deceased, Not Verified or Failed Verification. ▪ **Failed Pre-screening Report** provides a list of MF Housing tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test. The screen displays the same information that is included in the Failed Verification Report for Contract [Project] ▪ **Failed Verification Report** provides the list of MF tenants for whom SSA was unable to provide income or benefit information and the reason the ID information (SSN, last name and date of birth) failed verification. ▪ **Number of Households Not Verified (verification in process) Report** provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month. The **Deceased Tenants Report** provides the capability to search by a project number or contract number for a particular recertification month; shows the basic information of the households/ household members for households with deceased household members. The **New Hires Report** provides the capability to search by a Project/Contract/Property number, shows the new hires information for tenants who have been hired in the past 6 months. The **Income Discrepancy Report** provides the capability to information who se income has been discrepant by more than $2400.00

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
			search by a Project/Contract, shows the households information whose income reported income and actual income vary more than $2400.00
HSU CAU	MF EIV Non-HUD User MF EIV Contract Administrator User	E	**View Income Information** Allows HSU and CAU users to view tenant SS/SSI benefit, new hires (W-4), unemployment compensation benefit, and wage data for any active tenant in MF Housing Program whose SSN, Last Name, and DOB have been validated by SSA.
HSU HSC	MF EIV Non-HUD User MF EIV Non-HUD Coordinator		**View Verification Reports** Verification Reports module contains four reports: 1) Existing Tenant Search, 2) Multiple Subsidy Report 3) Identity Verification Report and 4) Deceased Tenants Report. The **Existing Tenant Search** provides the capability to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing Program. The **Multiple Subsidy Report** provides a listing of the households/household members who receive assistance on multiple properties in Multifamily Housing Programs or who receive assistance in both PIH and Multifamily Housing Programs. The **Identity Verification Report** provides ID verification statistics based on the number of IDs that were not sent to SSA for matching because they failed pre-screening tests, as well as information received from SSA concerning the ID verification results. The categories on the reports displayed are for the number of households and members SSA Verified, Deceased, Not Verified or Failed Verification. ▪ **Failed Pre-screening Report** provides a list of tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test. The screen displays the same information that is included in the Failed Verification Report for Contract [Project] ▪ **Failed Verification Report** provides the list of MF tenants for whom SSA was unable to provide income or benefit information and the reason the ID information (SSN, last name and date of birth) failed verification. ▪ **Number of Households Not Verified (verification in process) Report** provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month.

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
			The **Deceased Tenants Report** provides the capability to search by a project number or contract number for a particular recertification month; shows the basic information of the households/ household members for households with deceased household members. The **New Hires Report** provides the capability to search by a Project/Contract/Property number, shows the new hires information for tenants who have been hired in the past 6 months. The **Income Discrepancy Report** provides the capability to search by a Project/Contract, shows the households information whose income reported income and actual income vary more than $2400.00 (Not available for HSU users).
			User Requests Allows users to submit UAAF requests for certification, re-certification, and expiration of EIV access, on-line to their EIV Coordinators for approval.
HSC; CAC	MF EIV Housing Coordinator MF EIV Contract Administrator Coordinator		**View Income Information** Allows HSC and CAC users to view tenant SS/SSI benefit, new hires (W-4), unemployment compensation, and wage reports for any active tenant in MF Housing Program whose SSN, Last Name, and DOB have been validated by SSA.
			View Verification Reports Verification Reports module contains four reports: 1) Existing Tenant Search, 2) Multiple Subsidy Report, 3) Identity Verification Reports and 4) Deceased Tenants Report. The **Existing Tenant Search** provides the capability to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing Program. The **Multiple Subsidy Report** provides a listing of the households/household members who receive assistance on multiple properties in Multifamily Housing Programs or who receive assistance in both PIH and Multifamily Housing Programs. The **Identity Verification Report** provides ID verification statistics based on the number of IDs that were not sent to SSA for matching because they failed pre-screening tests, as well as information received from SSA concerning the ID verification results. The categories on the reports displayed are for the number of households and members SSA Verified, Deceased, Not Verified or Failed Verification. ▪ **Failed Pre-screening Report** provides a list of tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test. The screen displays

Role Code	Role Description	I= Internal E= External User	EIV User Functions (Description)
			the same information that is included in the Failed Verification Report for Contract [Project] ▪ **Failed Verification Report** provides the list of MF tenants for whom SSA was unable to provide income or benefit information and the reason the ID information (SSN, last name and date of birth) failed verification. ▪ **Number of Households Not Verified (verification in process) Report** provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month. The **Deceased Tenants Report** provides the capability to search by a project number or contract number for a particular recertification month; shows the basic information of the households/ household members for households with deceased household members. The **New Hires Report** provides the capability to search by a Project/Contract/Property number, shows the new hires information for tenants who have been hired in the past 6 months. The **Income Discrepancy Report** provides the capability to search by a Project/Contract, shows the households information whose income reported income and actual income vary more than $2400.00 (Not available for HSC users).
			Coordinator Access Requests Allows Coordinators to submit CAAF requests for certification, re-certification, and expiration of EIV access on-line to the HUD MF Helpdesk for approval.

2.3 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 of the EIV welcome page. This information plus manuals and announcements also will be posted on the EIV- MF website. http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh/rhiip/eiv/eivapps

2.4 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

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

3.0 GETTING ACCESS TO EIV

3 GETTING ACCESS TO EIV

3.1 HUD AND OIG STAFF (ONLY)

For instructions on getting access to EIV, HUD and OIG staff should refer to HUD's "Multifamily – Tenant Rental Assistance Certification System (TRACS)/Enterprise Income Verification (EIV) User Access Guide for Multifamily Internal Users" located at: http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm

HUD and OIG staff should direct any questions not answered in the guidance concerning how to get access to EIV to MF Helpdesk at 1-800-767-7588 or by email at mf_eiv@hud.gov.

3.2 EXTERNAL USER EIV APPLICANTS (ONLY) – HSC, HSU, CAC, AND CAU

See below instructions for getting access to EIV. External users should direct all questions concerning how to get EIV access, as well as EIV functionality to the MF Helpdesk at 1-800-767-7588 or by email at mf_eiv@hud.gov.

3.3 WASS USER ID

To apply for access to the EIV system, external EIV applicants must have 'Active' WASS User IDs (M IDs) that were issued to them by HUD, based on owner authorization.

If applying for access as an EIV Coordinator, external applicants must also have been assigned the WASS Coordinator role.

Individuals who do not meet these requirements should see Section 3.5 *Obtaining a WASS User ID and/or Upgrading to a WASS Coordinator Role* for complete guidance.

NOTE: Individuals, who have a current WASS ID used to access any other HUD system accessed through WASS, do not need to apply for a new WASS ID.

3.4 EIV ACCESS AUTHORIZATION REQUIREMENTS

3.4.1 EIV Coordinator Applicants

Individuals who are external WASS Coordinators requesting initial EIV access to a contract(s) and/or property(ies), meaning the applicant is requesting EIV access for the first time and does not have access to EIV for any contract(s) and/or property(ies) in his or her portfolio in WASS, must complete and submit a hardcopy CAAF to: **HUD's Multifamily Helpdesk by fax at: 202-401-7984 or by email at Mf_eiv@hud.gov.**

The CAAF, which includes the Rules of Behavior and User Agreement and Certification signature page, can be downloaded from the MF Housing's EIV website:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh/rhiip/eiv/eivapps
The following table describes who must complete, sign, and submit a CAAF to the MF Helpdesk.

Coordinator Type	Authorization Requirements	Role to be assigned in WASS for EIV access
Property Owner	Complete, sign, and submit the CAAF to the MF Helpdesk for assignment of EIV Coordinator access authorization rights.	HSC
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.	HSC
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 an authorized official from the Contract Administration firm.	CAC

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 for the User Agreement and Certification also will be reviewed for completeness. The applicant must be the person to whom the WASS ID was assigned and must have obtained the owner's authorization to operate in EIV on behalf of the owner. A management agent's or service bureau's authorization to represent the owner as a WASS Coordinator for another program is not sufficient. An EIV-specific authorization is required. 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 also will be true if the result of the review determines the wrong EIV Access Authorization form was used or the form was incomplete (i.e., the 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, of the following:

1) The applicant's application for Coordinator access to EIV has been approved;
2) The EIV "HSC" or "CAC" EIV role has been assigned to the approved Coordinator's User ID in WASS;
3) The approved Coordinator needs to assign the "HSC" or "CAC" EIV role to the property(ies) or contract(s) listed on his or her approved CAAF and for which he or she has received prior approval from the owner;
4) The approved Coordinator must complete and submit an electronic CAAF request, within EIV, to the HUD MF Helpdesk for certification of such contract(s) and/or property(ies) in EIV in order to complete the process for gaining access.

For instructions on making Coordinator role assignments to a contract(s) and/or property(ies), see Section IV of the "Instructions for Applying for EIV Access for Multifamily Housing Programs"**, *Assigning the EIV Housing Coordinator (HSC) or Contract Administrator Coordinator (CAC) Role to Contract(s) or Property(ies)*** at: http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/applyforeivaccess.pdf.

For instructions on completing and submitting electronic CAAF requests to HUD's MF Helpdesk for certification, or for re-certification or expiration of EIV access, see section **6.4 Coordinator Authorization Form** of this manual.

The Helpdesk will notify EIV Coordinators, via email, when their contract(s) and/or property(ies) have been certified in EIV. Upon receiving such notification, Coordinators may begin granting EIV access rights to their Users, as provided in the "Enterprise Income Verification (EIV 9.2) System External User Administration Manual for Multifamily Housing Programs," located at:

http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/useradminmanual.pdf

The approved CAAF will be signed and returned to the EIV Coordinator, who must keep the approved CAAF, along with written owner and authorizing CA official approval letters on file and make them available for review by HUD or the CA during an annual Management and Occupancy Review (MOR) or audit.

3.4.2 EIV User Applicants

To apply for initial (or new) EIV User access authorization rights, a completed *User Access Authorization Form (UAAF)* in hardcopy must be completed and submitted to the organization's assigned EIV Coordinator (this may be the O/A or CA). The UAAF, which includes the Rules of Behavior and User Agreement and Certification signature page, can be downloaded from the MF Housing's EIV website:

http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/useraccess.pdf

The following table indicates what individuals (who already have WASS IDs) must sign and submit the UAAF to the EIV Coordinator:

User Type	Authorization Requirements
Owner and Management Agent (O/A), Contract Administrator (CA), and Service Bureau (SB) support staff	Complete and sign the UAAF and submit it to the EIV Coordinator who will assign the EIV User access authorization rights.

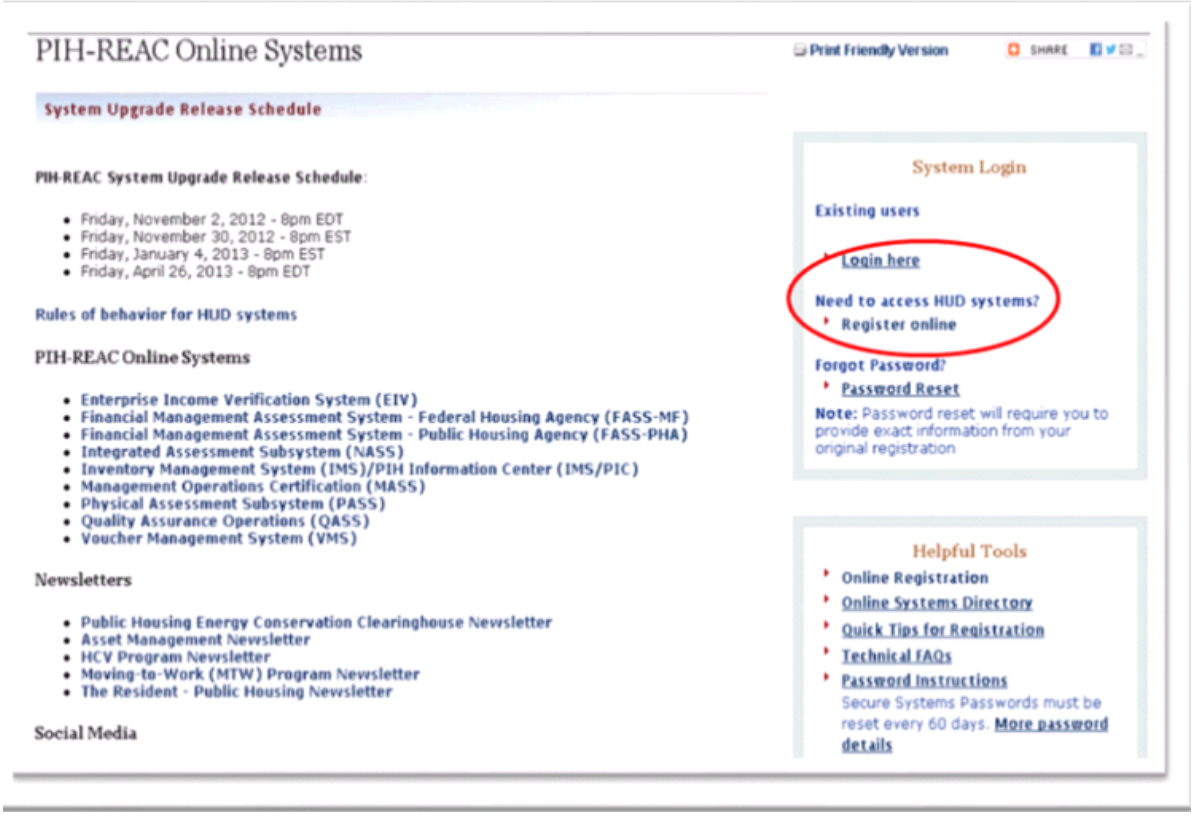
The EIV Coordinator will review and approve EIV User access based on the applicant's need for access to the system. For EIV security purposes, the EIV Coordinator must follow the same process for validating the WASS ID and the name assigned to the WASS ID as the MF Helpdesk uses when validating the EIV Coordinator before giving EIV access to the applicant. (See section 3.2.1 of this manual.) 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 and retain the original UAAF and return a copy of the signed UAAF to the EIV User who must keep the approved form on file and make available for review by HUD or the CA during an annual MOR or audit.

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

3.5.1 Obtaining a WASS ID

Step 1: Go to: http://www.hud.gov/offices/reac/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.

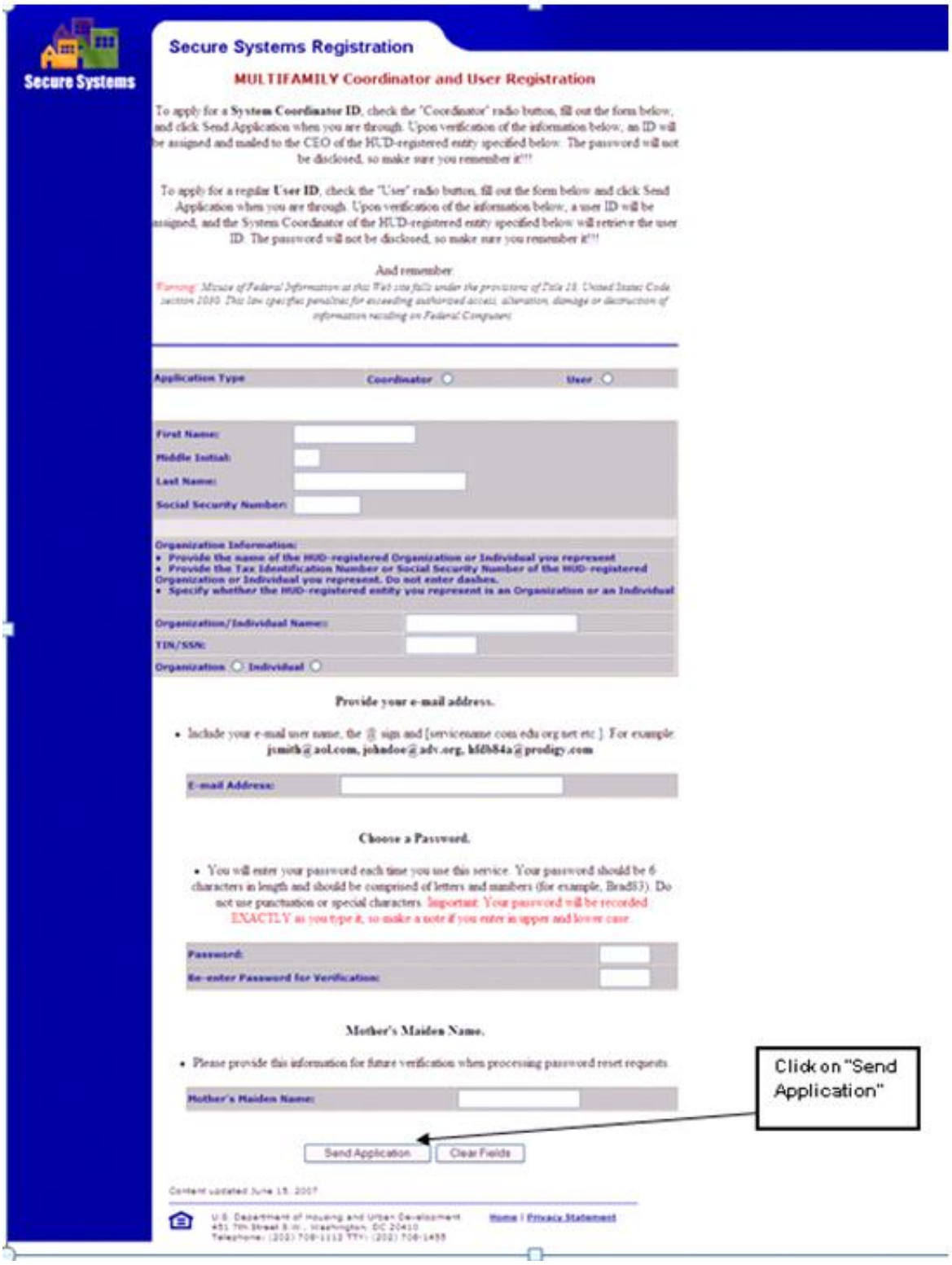
http://www.hud.gov/offices/reac/online/online_registration.cfm

Step 4: Click on "**Multifamily Housing Entity"**:

Step 5: This will bring you to the "**Secure System Registration**" page:

https://hudapps.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.

3.5.2 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 applicant's M-ID, the owner entity tax ID and ask that their WASS ID be upgraded as a WASS Coordinator. The letter must be on company letterhead and dated, and in the case of owners, agents, and service bureaus, signed by the owner or authorized official of an owner firm; and in the case of CAs, signed by the authorized CA official.

For further guidance and information on 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**.

It is only after the applicant has been issued a WASS ID or WASS Coordinator role may application be made for either EIV Coordinator or EIV User access authorization rights.

4.0 SECURITY

4 SECURITY

4.1 AUTHORIZED USES

4.1.1 Security

EIV contains personal information concerning tenants that is covered by the Privacy Act, such as SSNs, names, and DOBs, as well as SS/SSI benefit, wage, unemployment compensation benefit, and new hire (W-4) information concerning private individuals. This information may only be used for limited official purposes such as tenant recertification and monitoring and oversight of the tenant recertification process (including use by CAs, OIG, and GAO). Official use does not include sharing with other governmental entities. Users are encouraged to refer any non-standard requests for EIV information to HUD management and to report any unauthorized access to the EIV system or disclosure of EIV data to the HUD Privacy Act Officer or to the Office of Inspector General. If it appears that the system may have been "hacked", this should be reported to the HUD Help Desk at 1-888-297-8689. The HUD Help Desk is responsible for alerting the Emergency Response Team.

All EIV users must adhere to the EIV Rules of Behavior, which they should read and understand before they indicate that they will follow those rules by signing the access authorization form and signing the Rules of Behavior for individuals without access to the EIV system. Copies of the EIV Coordinator and EIV User access authorization forms (that include the EIV Rules of Behavior) and Rules of Behavior for individuals without access to the EIV system are available on MF EIV web page.

http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm

The EIV Rules of Behavior clearly delineate responsibilities of, and expectations for, all individuals with access to EIV data. 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 to termination of access.
- Sanctions against HUD business partners may range from removal of system access for a specific period of time to termination of access.
- In addition, violations of the Privacy Act 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 when a questionable event occurs.

4.1.2 User Access

User access to EIV is to be provided on a need-to-know basis, with appropriate approval and authorization. MF Housing Program user permissions or rights are implemented using a role-based authorization scheme through WASS. See Section 2.3 of this document for a list of role codes defined for MF Housing Program users in WASS. EIV MF Housing Program users are assigned a specific role depending on the nature of work the user performs and in what organization she/he belongs. 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, or Service Bureau) 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 he or she is assigned. Each role provides access to a set of functions appropriate to that user type. For example, MF Housing EIV user may be authorized to access tenant income data features, but would not have access to user administration, security administration, or system administration features.

EIV Coordinators are required to certify the contract(s) and/or property (ies) for the users that they manage twice per year to ensure they have appropriate rights in EIV. If this is not done, by the end of the 30-day grace period, Users will lose their EIV access to uncertified contracts and/or properties. At that point, EIV Coordinators will need to certify "Expired" contracts and/or properties for their Users. The process for certifying EIV Users within EIV is discussed in the EIV System User Administration Manual for Multifamily Housing Program Users.

4.1.3 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. All EIV users are required to complete online security training annually. To meet this requirement, EIV users must complete the online Federal ISS Awareness training program. At the end of the training, EIV users must print and maintain the Certificate of Completion provided. The online training can be found at http://iatraining.disa.mil/eta/cyberchallenge/launchpage.htm

In addition to providing a formal training session, security can be communicated through other methods such as discussions at group and managerial meetings and security bulletins posted in work areas. Potential EIV Coordinators and Users must sign the CAAF and UAAF to signify that they understand and accept the EIV Rules of Behavior guidance and requirements concerning security. The forms are available on the MF EIV website.

http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm

O/A staff, service bureau staff, HUD staff and CA staff who do not have access to the EIV system but who view or use EIV data/reports provided by authorized EIV Coordinators or EIV Users in order to perform their job functions, must adhere to the EIV ROB posted on the Multifamily EIV website at:

http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/rulesofbehavior.pdf.

The ROB must be signed and kept on file. Upon request, the signed ROB must be made available to the entity monitoring EIV compliance.
NOTE: HUD staff will check the "CA" box at the bottom of the form.
The complete text of the Privacy Act is available at:

http://www.usdoj.gov/oip/

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, MF business partners 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

All HUD laptop users are required to have McAfee Disk Encryption installed that will encrypt the laptop hard drive and files saved to it. HUD plans to deploy the same type of software to HUD PC's.

EIV users should not put EIV reports with personal information or extracts of EIV reports containing personal information on laptops and other portable media unless that media is protected by software complying with the FIPS 140-2 encryption standard. A National Institute of Standards and Technologies list of vendors with validated FIPS 140-2 software may be found at http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/1401vend.htm. McCaffee Endpoint Encryption software meets that standard. PKZip 12, also used by HUD, has a file encryption option that meets the same standard. However, that encryption is one file at a time rather than the whole hard disk. Email is not secure. Personal information may never be placed in the body of an e-mail message. It may only be sent by attaching a file encrypted using compliant software.

4.1.7 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 audit reports 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 pages 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.

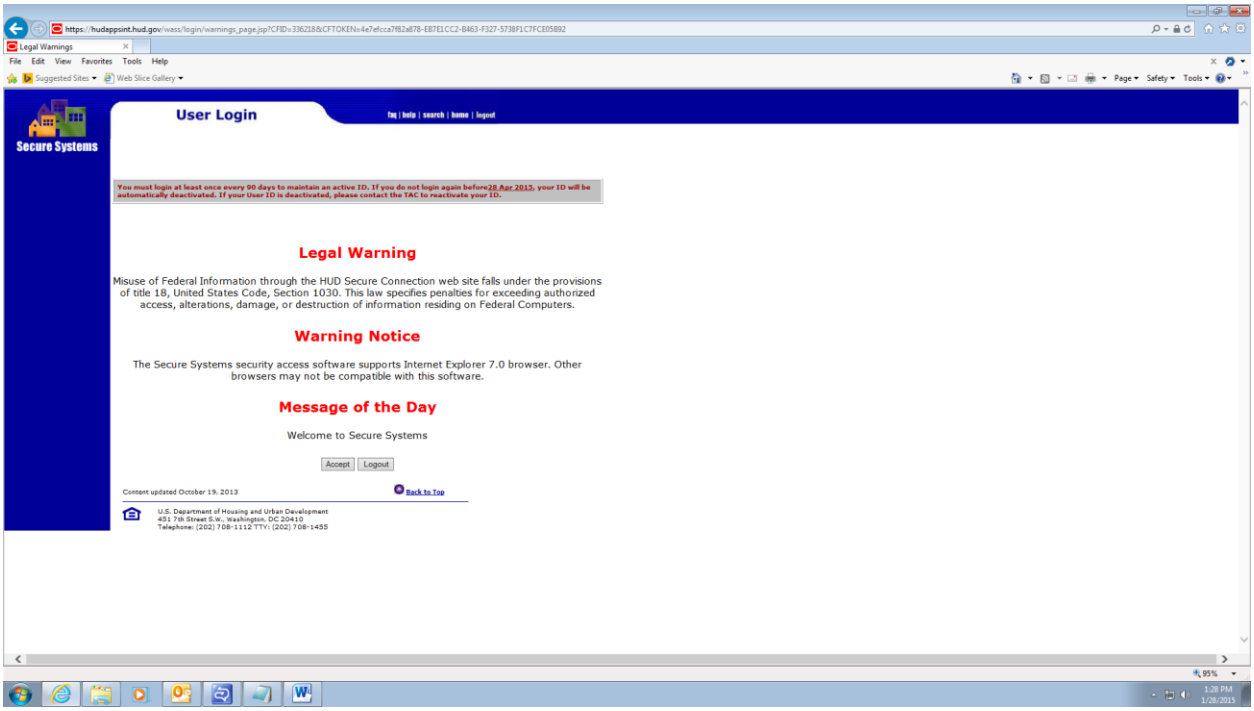
The link for External (Internet) users are:

https://hudapps.hud.gov/HUD_Systems

The link for Internal (Intranet) users is:

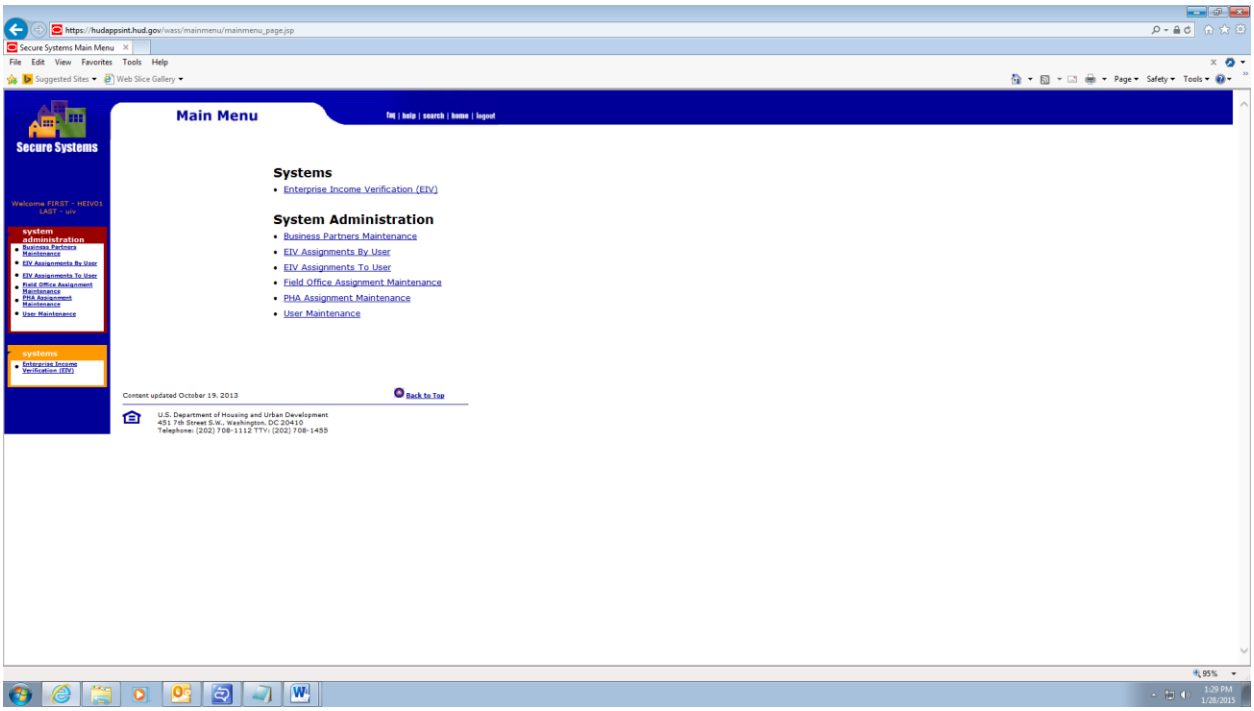
https://hudapps.hud.gov/ssmaster/

EIV is secure and the users are automatically logged into WASS due to Single Sign On Implementation (rolled out in Release 9.5) , when they access the above URL through their Internet browser using their LAN login information. If the users are using a public computer, they would be required to authenticate using their User ID and password. . 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 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 **Main Menu** page will be displayed. The menu will display all of the systems that the user is authorized to access in WASS. WASS authenticates the user account and displays the Enterprise Income Verification link to access the EIV application. 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.

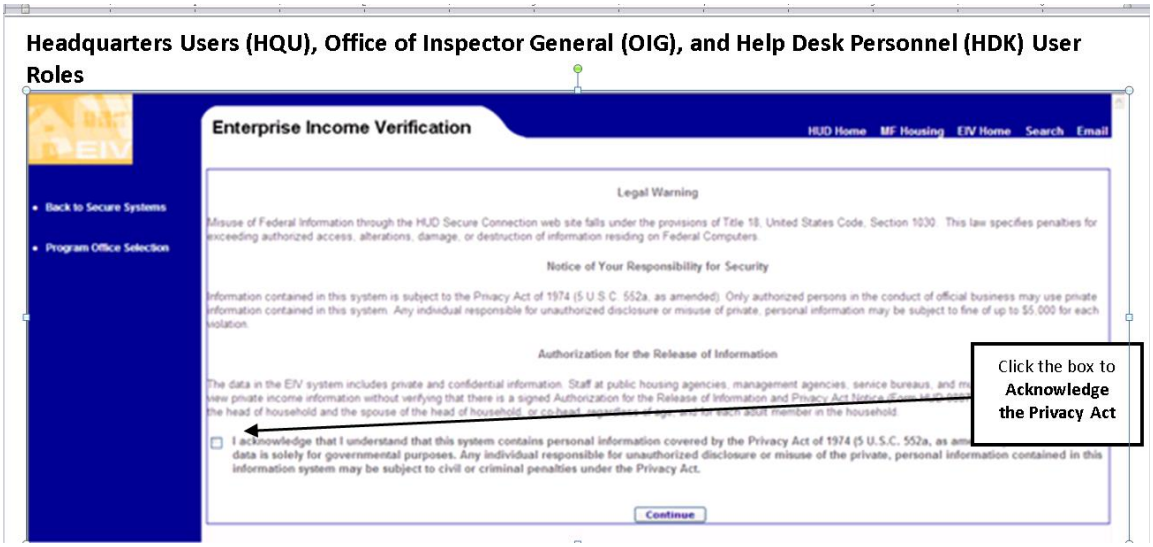


Questions related to the MF Housing Program portion of the EIV application should be directed to the MF Helpdesk at 1-800-767-7588 or by email at mf_eiv@hud.gov.

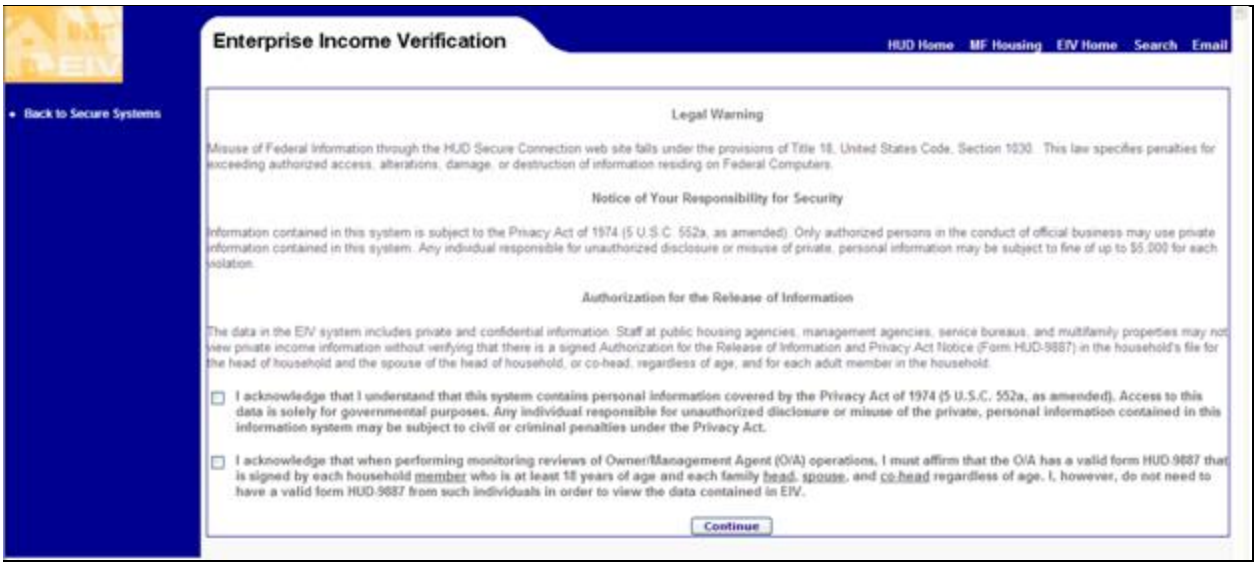
Legal Warning Page for MF Housing Program Users

For Internal EIV MF Housing Program users, the Acknowledgement Page below appears. Before EIV will allow users to enter the system, they must "acknowledge" that they understand that the system contains personal information covered by the Privacy Act and that such information must be used for official use only. Once the box is checked, EIV will allow them to navigate to the system.

Headquarters Users (HQU), Office of Inspector General (OIG), and Help Desk Personnel (HDK) User Roles



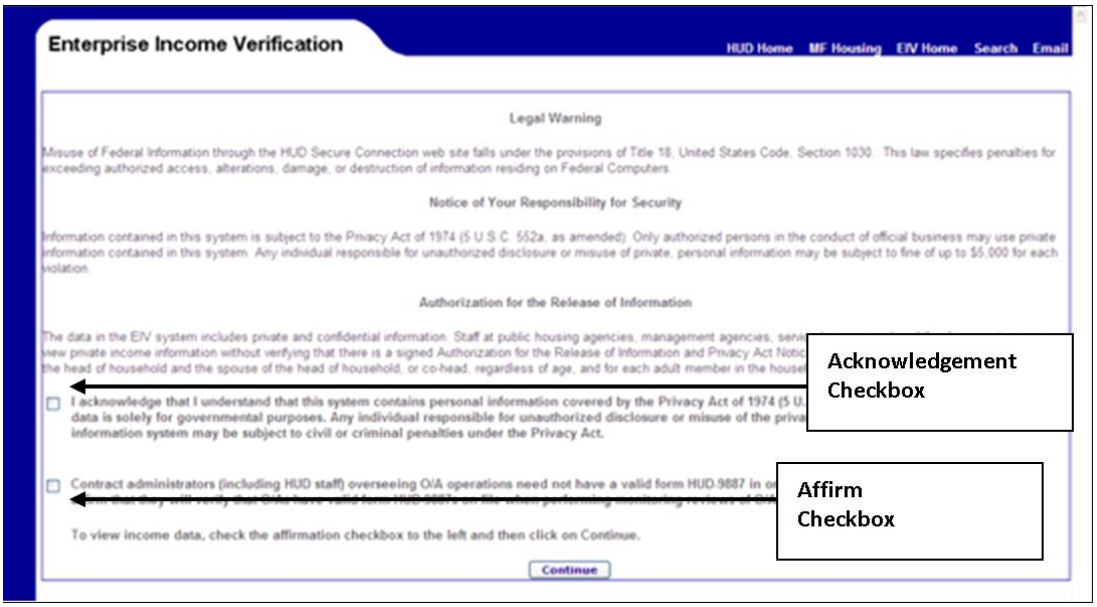
Housing Field Office Users (HFU)



For External EIV MF Housing Program users, the Acknowledgement Page below appears. Before EIV will allow users to enter the system, they must check the box to acknowledge that they will be viewing and safeguarding Privacy Act materials and the box to affirm that they have a valid form HUD-9887 on file for the family or will verify that users have valid form HUD-9887s on file, depending on whether the Coordinator is an O/A, service bureau, or CA.

Housing Coordinator (HSC) and Housing User (HSU) Roles

Contract Administrator Coordinators (CAC) and Contract Administrator Users (CAU) Roles



Welcome Page

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

The EIV Announcement block in 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 of 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)
- EIV 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 website. Click on a link to launch the associated web page. The following link options are available:

HUD Home – This link opens the main HUD website.
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. Category headings are **Income Information, Verification Reports, and User Access Request or Coordinator Access Request**.

NOTE: EIV **User Administration** and **Audit Report** (HSC, CAC, HDK, OIG, HQS and HQA roles) functionality is discussed in either the EIV System Internal or External User Administration Manual for Multifamily Housing Programs.

Because EIV is role-based, the options appearing on the left-side navigation panel will vary according to user.

Table A provides a listing of all of the links that a user with the Headquarters User Administrator (HQA), Headquarters User (HQU), Field Office User (HFU), Field Office Coordinator (HFC), Office of Inspector General (OIG), roles will find on the navigation panel.

Table B provides a listing of all of the links that a user with the Housing Coordinator (HSC), Non-HUD User (HSU), Contract Administrator Coordinator (CAC), and Contract Administrator User (CAU) roles will find on the navigation panel.

Table A – Users with HQU, HFU, HFC and, OIG 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. (The quickest way to terminate an ongoing WASS session is to close the browser by clicking the 'X' in the upper-right-hand corner of the browser screen.)
Program Type Selection	Available to users with both PIH and Housing roles. Enables users to choose Program Type.
Back to EIV Main page	A link back to EIV welcome page from anywhere in the application.
Income Information	Search and view the SSA benefits and wage, unemployment compensation benefits, and new hires (W-4) information for MF Housing Program tenants. EIV provides the following three search options: **By Contract Number -** Option to search and view a tenant's benefits and wage-related information by Subsidy Contract and Recertification Month. **By Project Number -** Option to search and view a tenant's benefits and wage-related information by Project Number and Recertification Month. **By Head of Household -** Option to search and view a tenant's benefits and wage-related information for a specific household through the SSN of the Head of Household in combination with the Subsidy Contract Number or Project Number.
Verification Reports	**Existing Tenant Search –** Option to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing program. **Multiple Subsidy Report -** Option to search for tenants who receive assistance in more than one subsidized program or multiple times within the same program. - Within MF only - Within MF and PIH **Identity Verification Report –** Option to show statistical information at the Project and Subsidy Contract level of the number of households and members

Link Functions	Description
	who were successfully verified by SSA, who failed SS verification, or who failed the EIV pre-screening process. - **Failed EIV Pre-Screening Report**. Option to identify those tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because their SSN failed the EIV pre-screening test. **- Failed Verification Report (Failed the SSA Identity Test**) - Option to identify the households with tenants whose IDs (SSN, last name and DOB) could not be verified by SSA **- Number of Households Not Verified (verification in process) Report** provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month. **Deceased Tenants Report** – Option to search and view household/ household member information for households with deceased household members. The **New Hires Report** provides the capability to search by a Project/Contract/Property number, shows the new hires information for tenants who have been hired in the past 6 months. The **Income Discrepancy Report** provides the capability to search by a Project/Contract, shows the households information whose reported income and actual income vary more than $2400.00 anually.
External Link - DHS - SAVE System	An external link to DHS – SAVE (System Alien Verification for Entitlements) system.
User Manual	Opens the EIV System User Manual for MF Housing program Users in Adobe Acrobat. The manual can be printed from within Adobe Acrobat.
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.

Table B - Users with HSC, HSU, CAC, and CAU 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. (The quickest way to terminate an ongoing WASS session is to close the browser by clicking the 'X' in the upper-right-hand corner of the browser screen.)
Program Type Selection	Available to users with both PIH and Housing roles. Enables users to choose Program Type.
Back to EIV Main page	A link back to EIV welcome page from anywhere in the application.

Link Functions	Description
Income Information	Search and view the SSA benefits and wage, unemployment compensation, and new hires (W-4) information for MF Housing Program tenants. EIV provides the following three search options: **By Contract Number-** Option to search and view a tenant's benefits and wage-related information by Subsidy Contract and Recertification Month. **By Project Number -** Option to search and view a tenant's benefits and wage-related information by Project Number and Recertification Month. **By Head of Household -** Option to search and view a tenant's benefits and wage-related information for a specific household through the SSN of the Head of Household in combination with the Subsidy Contract Number or Project Number.
Verification Reports	**Existing Tenant Search –** Option to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing program. **Multiple Subsidy Report -** Option to search for tenants who receive assistance in more than one subsidized program or multiple times within the same program. - Within MF only - Within MF and PIH **Identity Verification Report –** Option to show statistical information at the Project and Subsidy Contract level of the number of households and members who were successfully verified by SSA, who failed SS verification, or who failed the EIV pre-screening process. - **Failed Pre-screening Report**. Option to identify those tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test. - **Failed Verification Report (Failed the SSA Identity Test**) - Option to identify the households with tenants whose IDs could not be verified by SSA - **Number of Households Not Verified (verification in process) Report** provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process). These households will be updated once the SSA matching with EIV is completed usually by the middle of any given month. **Deceased Tenants Report** – Option to search and view household/ household member information for households with deceased household members. The **New Hires Report** provides the capability to search by a Project/Contract/Property number, shows the new hires information for tenants who have been hired in the past 6 months. The **Income Discrepancy Report** provides the capability to search by a Project/Contract, shows the households information whose reported income and actual income vary more than $2400.00 anually (Not available for HSC or HSU users).
User Access Request	**Authorization Form –** Option to submit certification, re-certification, and expiration UAAF requests electronically to EIV Coordinators.
Coordinator Request	**Authorization Form** – Option to submit certification, re-certification, and expiration CAA*F* requests electronically to HUD's MF Helpdesk.

Link Functions	Description
External Link - DHS - SAVE System	An external link to DHS – SAVE (System Alien Verification for Entitlements) system.
User Manual	Opens the EIV System User Manual for MF Housing program users. From here the manual may be printed.
Security Exam Report	Option to view the Security Exam Report of the logged-in user. This report provides the questions attempted by the user in the test along with the user chosen & correct options.
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.

5.2.4 Standard Features

EIV has the following standard features:

- Masking of Date of Birth
- Masking of Social Security Number
- Sort capability
- Pagination capability
- EIV User Identification

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, EIV has links to the other groups of records through the next page link. Navigation to the next group of pages, previous group of 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 wage information.

EIV User Identification
As a security measure, printer-friendly reports display, on each page, the name, and user ID (partial, with first 3 chars masked) of user who requested it.

5.3 SYSTEM MODULES

5.3.1 Income Information

The EIV online system allows EIV MF Housing Program users with the appropriate roles to access benefit Information collected from SSA and HHS NDNH databases. The system also allows users to access the Income Discrepancy Report, No Income Reported on 50059, No Income Reported by HHS or SSA and New Hires Report.

The **Income Report** displays benefit and wage-related information, including SS/SSI/Dual Entitlement benefit information from SSA, and wage, unemployment compensation and new hires (W-4) data from the HHS NDNH database for tenants participating in HUD multifamily housing programs. The Income Report provides information for all family members with verified personal identifiers in households due for re-certification in the indicated month.

The **Income Discrepancy Report** shows income discrepancy amounts for households whose reported projected income on the form HUD-50059 has a discrepancy with the actual income provided by SSA and HHS databases of $2,400 or more.

The **No Income Reported by HHS or SSA** 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 from SSA or wages or unemployment compensation insurance benefits , as provided by the HHS NDNH database.

The **New Hires Report** provides a list of households where at least one member has a new hire (Federal form W-4) record that was received by EIV in the last 180 days.

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

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

Section 6.1 of this manual describes the search and access for Income Information for MF Housing Program tenants by Subsidy Contract, by Project Number and by Head of Household, respectively. This section also describes how to access the detailed Income Report, Income Discrepancy Report, No Income Reported on 50059, No Income Reported by HHS or SSA, and New Hires Report generated in the search results.

5.3.2 Verification Reports

The EIV online system allows EIV MF Housing Program users to view the following reports under Verification Reports menu.

1. **Existing Tenant Search –** Option to search by SSN and show whether an individual (applicant or tenant) is receiving housing subsidies in any PIH or Multifamily Housing program.
2. **Multiple Subsidy Report -** Option to search for tenants who receive assistance in more than one subsidized program or multiple times within the same program.
    a. Within MF only
    b. Within MF and PIH
3. **Identity Verification Report –** Option to show statistical information at the Project and Subsidy Contract level of the number of households and members who were successfully verified by SSA, who failed SS verification, or who failed the EIV pre-screening process.
    a. **Failed EIV Pre-Screening Report** - Option to identify those tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test.
    b. **Failed Verification Report (Failed the SSA Identity Test**) - Option to identify the households with tenants whose IDs (SSN, last name and DOB) could not be verified by SSA
    c. **Number of Households Not Verified (verification in process) Report** provides the Number of MF households whose identity is currently not verified with SSA (SSA Verification in process).
4. **Deceased Tenants Report –** Option to show information at the Project and Subsidy Contract level of the number and household/household member information of households with deceased household Members.
5. **Income Discrepancy Report –** Option to show information at the Project and Subsidy Contract level of the number and household/household member information of households with deceased household Members.
6. **New Hires Report -** Option to show information for Project or Subsidy Contract or property level, for tenants who have new hire information (hired within the last 6 months)

Section 6-2 of this manual describes the search and access to the above mentioned Verification Reports.

5.3.3 User Access Request

The EIV online system allows External HUD Users (Users with HSU role code or CAU role code) to submit UAAF requests electronically. Section 6-3 of this manual describes the search and access to the above-mentioned module.

5.3.4 Coordinator Access Request

The EIV online system allows EIV Coordinators (users with HSC role code or CAC role) to submit CAAF requests electronically. Section 6-4 of this manual describes the search and access to the above-mentioned module.

5.4 PRACTICES TO BE FOLLOWED WHEN WORKING WITH EIV

5.4.1 Protecting Privacy Act Information

Because EIV contains sensitive Privacy Act information, it is extremely important that you avoid leaving the system, printouts or downloads containing personal information untended at your desk or where they may be seen if you have visitors. If you are done working using EIV for the day or if you will not need it for a while, the best practice is to close the browser window and either file or shred any printed output containing personal information. Disks or other electronic media containing downloaded personal information are to be stored away when not in use and destroyed when not needed. The easiest way to distinguish printed output containing Privacy Act information from summary reports is that the printouts containing Privacy Act information have the Privacy Act warning at the bottom of each page.

5.4.2 Shifting Between EIV and other WASS Systems

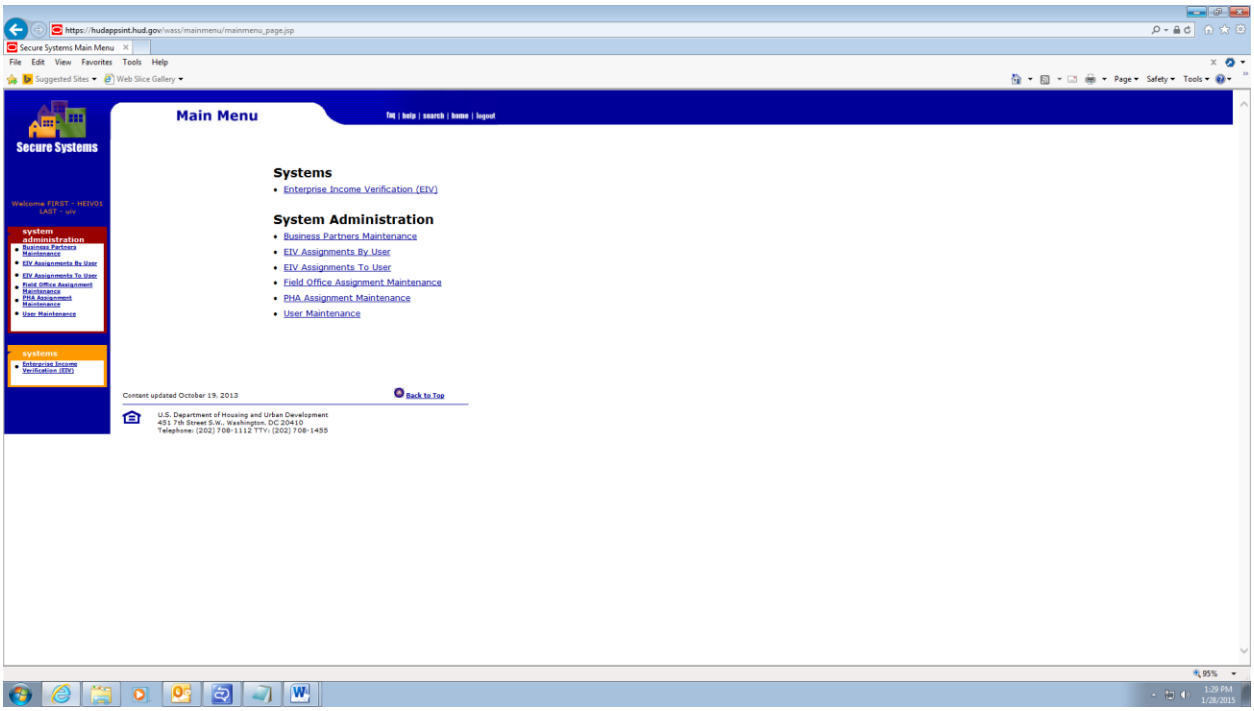
If you need to exit EIV to work in another WASS system, click on the **Back to Secure Systems** link to log out of EIV as shown below. This will bring you to the WASS Main Menu from which you may access other WASS systems to which you have been granted access. When you are done working in another system, from the WASS main menu, click on the **Enterprise Income Verification (EIV)** link and a new session of EIV will be opened.

5.4.3 If You Need to Leave Your Desk

Please do not leave your PC unattended with either EIV or WASS active. If WASS is active, someone can reenter EIV or access another WASS system to which you have access merely by clicking on the WASS link. If you intend to return to EIV or another system accessed through WASS, please activate a screen saver while you are away from your desk or if you have visitors. However, if you do not return within 30 minutes, your access to EIV and to WASS will have timed out.

5.4.4 When you are Done Working with EIV

When you are done working in EIV, and if you do not intend to work in another WASS system, it is important to exit both EIV and WASS by closing the browser. This may be accomplished by clicking on **Back to Secure Systems** from the top of the left-side menu and, once at the Secure Systems page, clicking on the **Logout** button and then clicking on **OK**. However, it is far simpler to close the browser window by clicking on the "X" in the upper-right-hand of the browser window. This may be done from within EIV.



5.4.5 It is Your Responsibility to Protect EIV

Please remember that if you do not close the browser window to exit from EIV and WASS, those systems remain active for 30 minutes and it is possible to access EIV or other systems again without entering a password.

If you do not protect the system access that you have been granted through your WASS ID, you run the risk of being held accountable for what someone else may do.

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

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

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

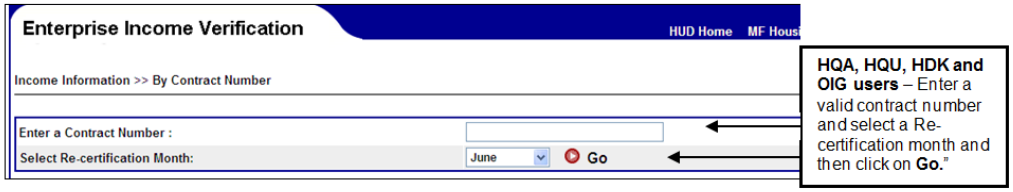
6.1.1 By Contract Number

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 Contract Number and Re-certification Month:

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

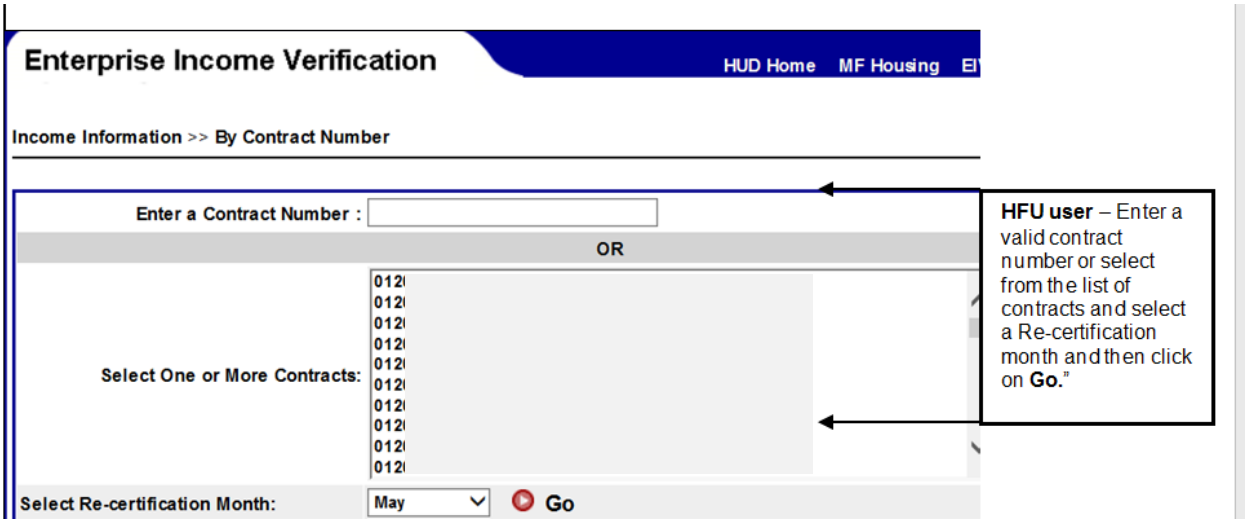
HQA, HQU, OIG and HDK roles:

- Enter a valid Contract Number
- Select the desired Re-certification Month
- Click the Go link



HFU role:

- Enter a valid **Contract Number** or select **multiple contracts** from the list box
- Select the desired **Re-certification Month or All**
- Click the **Go** link

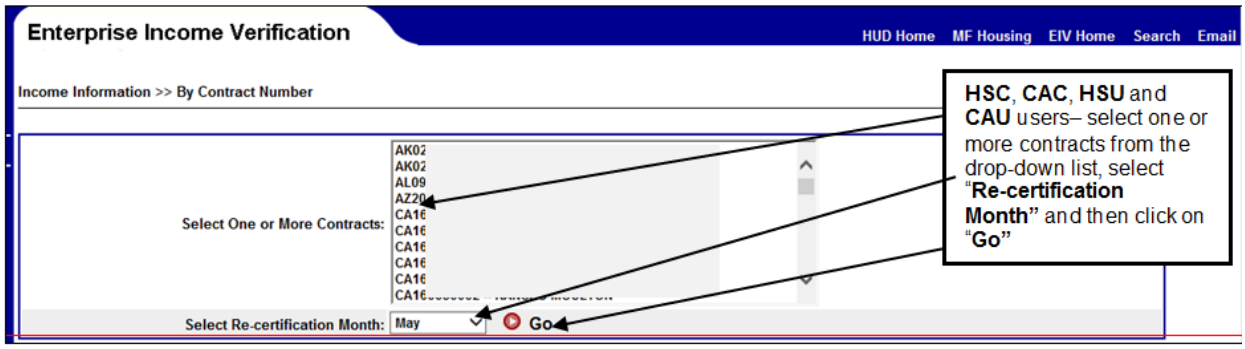


Note: HFU users will only be able to view the income information for contracts/projects under their jurisdiction or Field Office as assigned in WASS. HFU users can select a contract from the list of contracts like in the above screen.

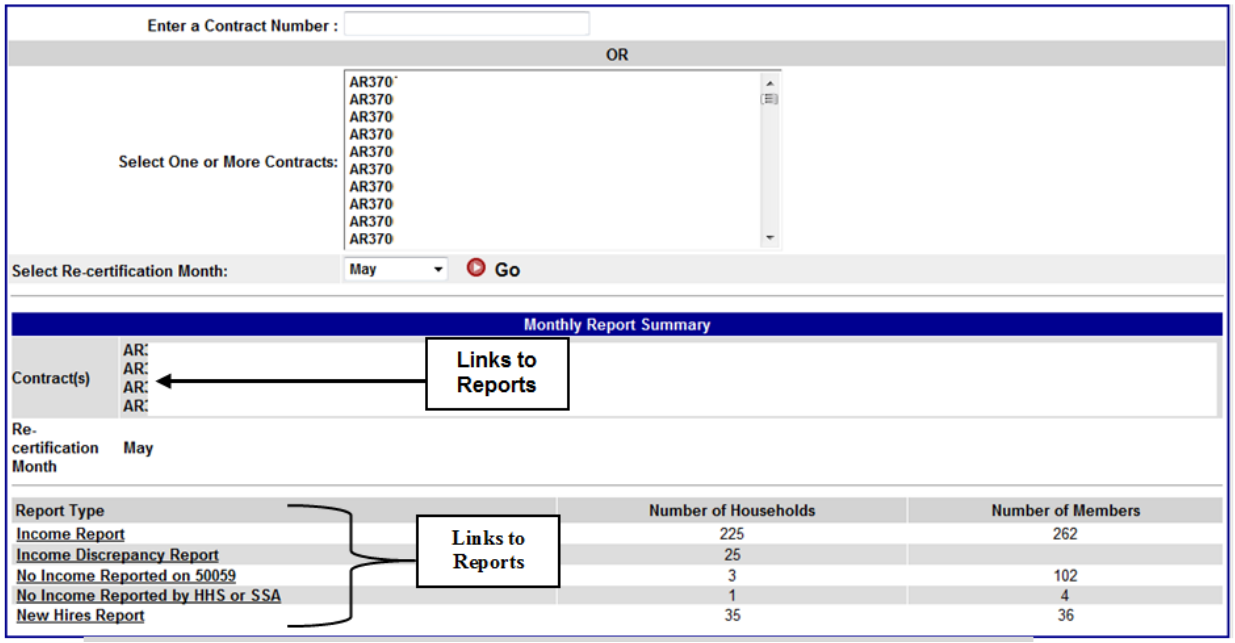
HSC, CAC, HSU and CAU users:

- 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 ensuing months) **or All**
- Click the **Go** link

Note: HSC, CAC, HSU and CAU 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 selections.



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



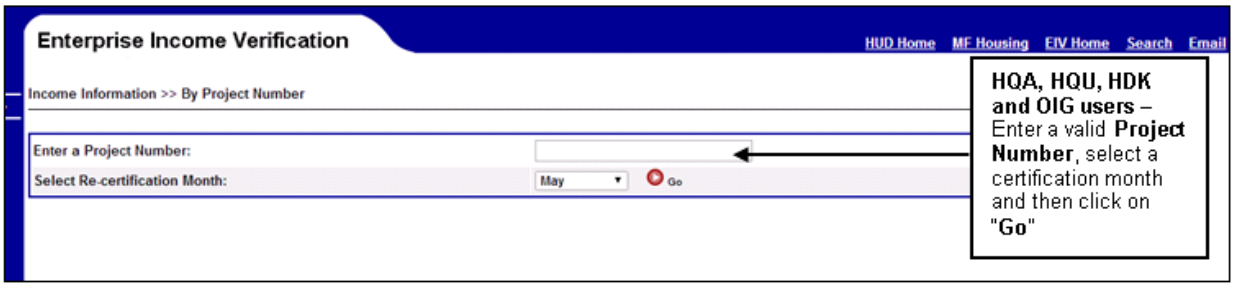
6.1.2 By Project Number

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**:

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

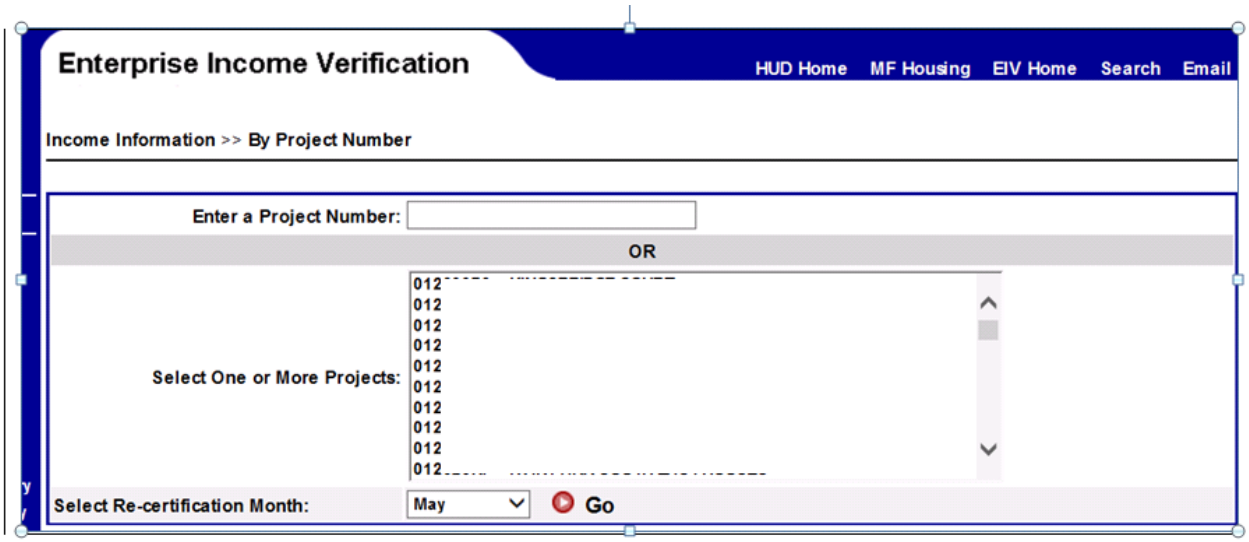
HQA, HQU, HDK and OIG roles:

- Enter a valid **Project Number**
- Select the desired **Re-certification Month**
- Click the **Go** link



HFU role:

- Enter a valid **Project Number** or select **multiple projects** from the list box
- Select the desired **Re-certification Month**
- Click the **Go** link

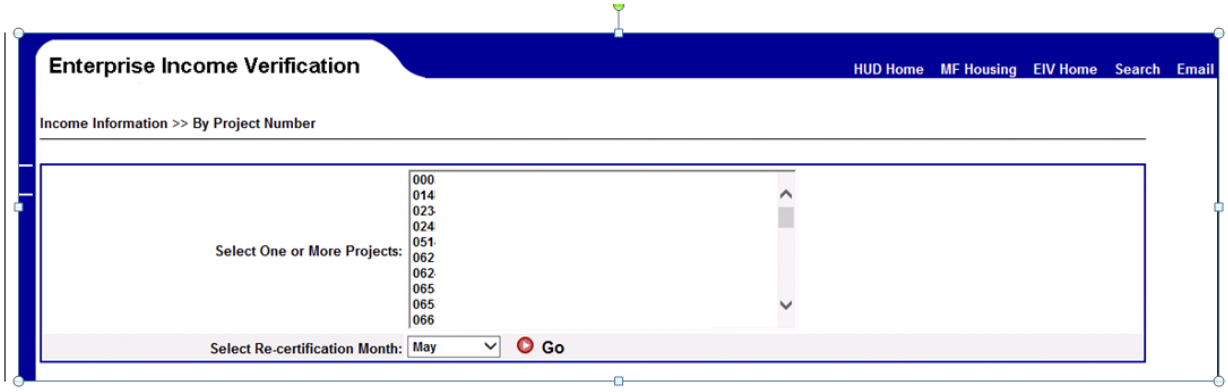


Note: HFU users will only be able to view the income information for contracts/projects under their jurisdiction or Field Office as assigned in WASS. HFU users can select a contract from the list of contracts as in the above screen.

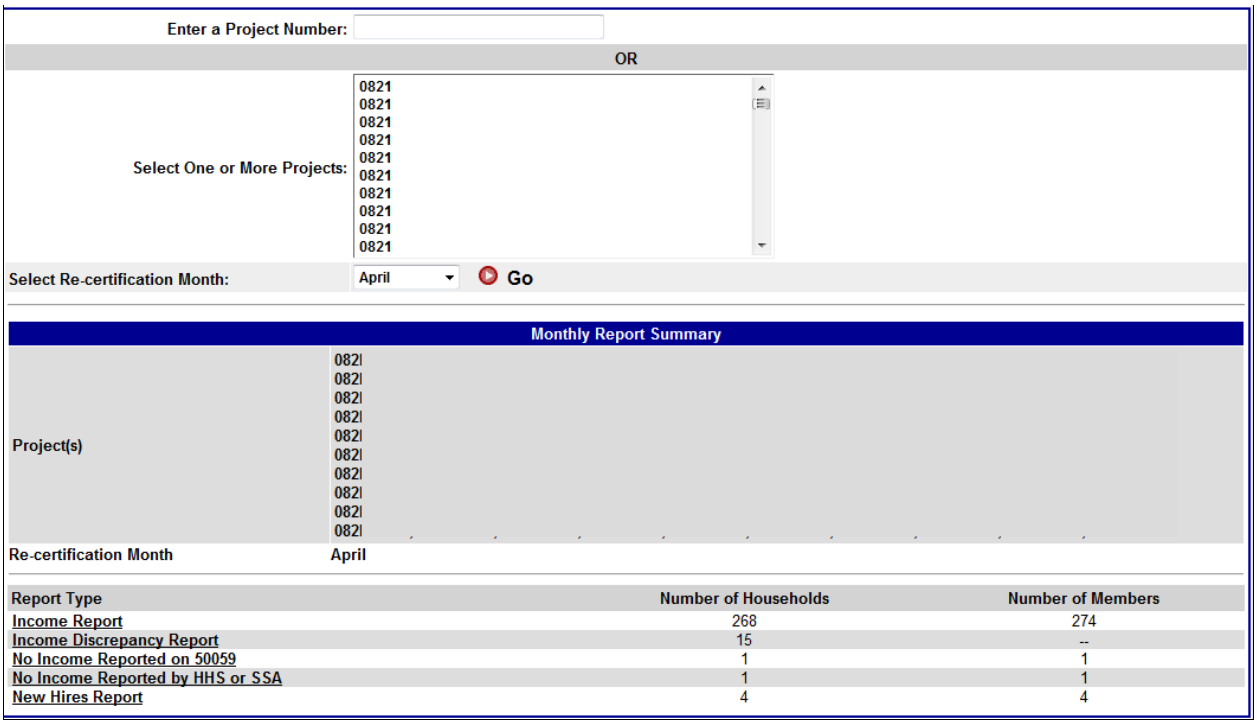
HSC, CAC, HSU and CAU roles:

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

Note: HSC, CAC, HSU and CAU 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 selections.



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



The summary shows the current number of households and household members for whom Income Reports, Income Discrepancy Reports, No Income Reported on 50059, No Income Reported by HHS or SSA, and New Hires Report are available for the specified project number(s) (or contract number(s) for searches by Contract Number) and re-certification month. If there are no households included in the search results for the selection made, 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 any of the reports, the report name becomes an active link that allows the user to view the summary information for all the included households.

6.1.3 By Head of Household

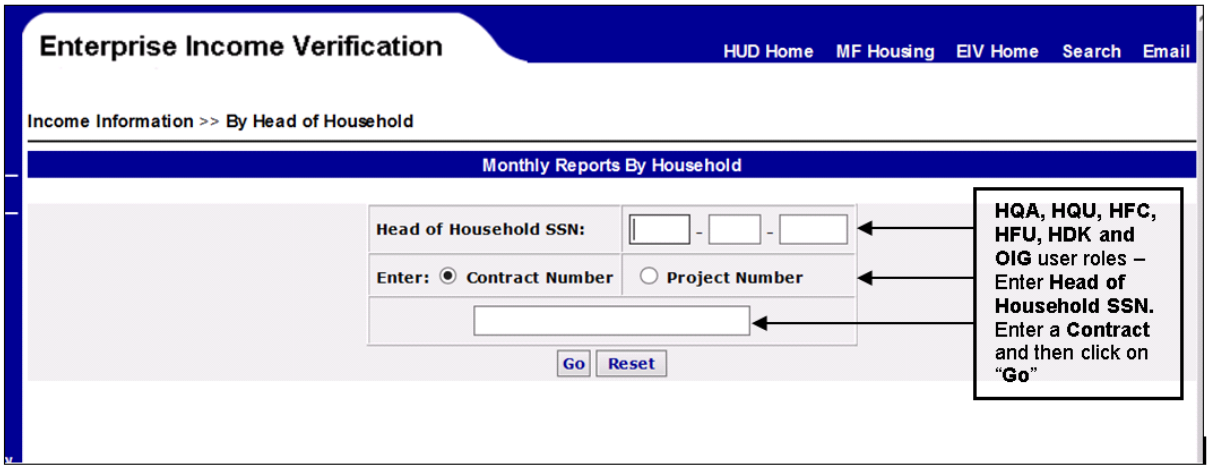
EIV allows the user to request tenant benefit and wage-related information for a specific household using the Head of Household's SSN. Use the following steps to search by head of household:

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

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

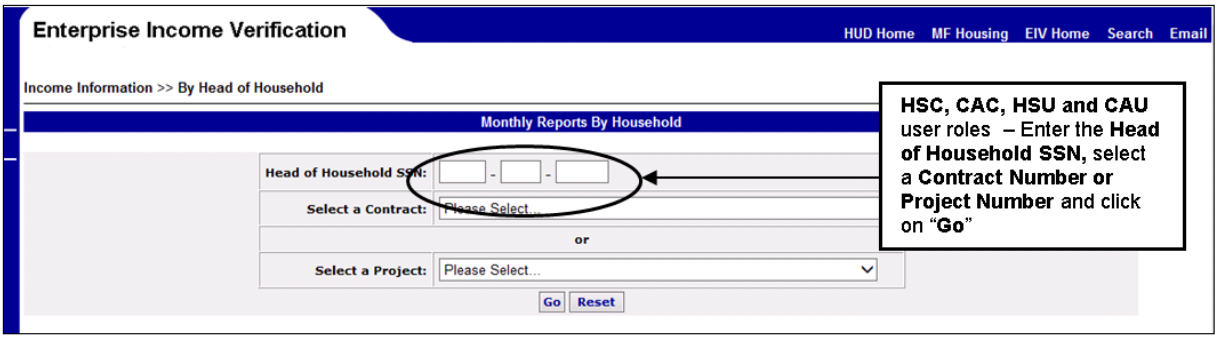
HQA, HQU, HFC, HDK and OIG roles:

- Enter the **Head of Household SSN** in the text boxes**.**
- Enter a **Contract** or a **Project**
- Click the **Go** link



HSC, CAC, HSU and CAU users:

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



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

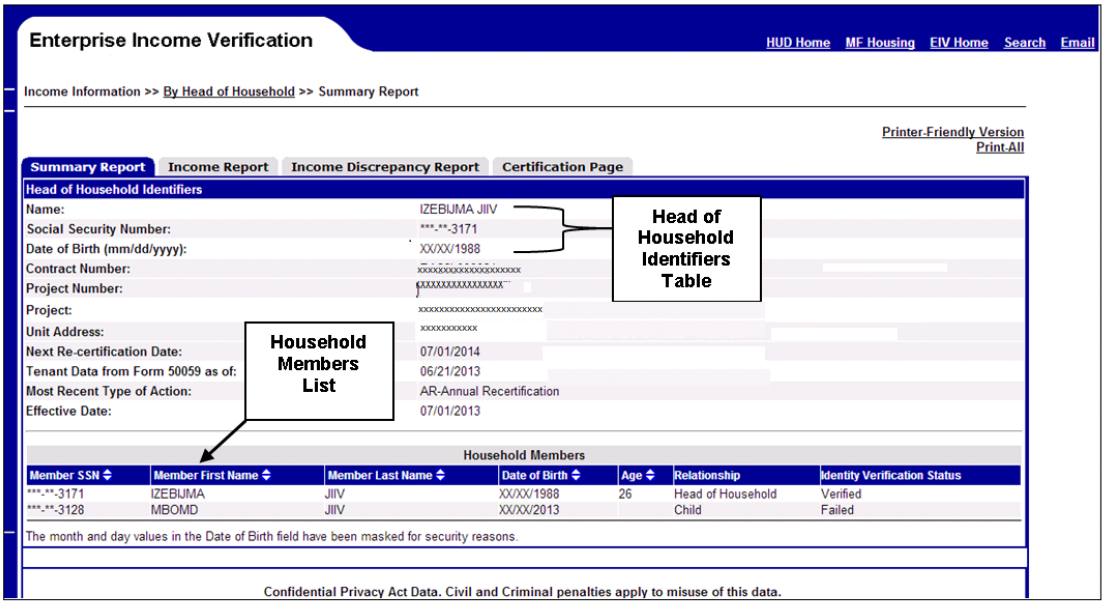
- Summary Report
- Income Report
- Income Discrepancy Report

Head of 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, SSN, DOB, Contract Number, Project Number, Project, Unit Address, Annual Re-certification Date, Tenant Data from Form 50059, Most Recent Type of Action, and Effective Date) and family members' information (Member SSN, Member First Name, Member Last Name, DOB, Age, and Identification Verification Status). In 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 or at least one member failed the SSA Identity Verification
Failed	Tenant SSN, Last name and DOB combination verification for at least one member was failed upon review by SSA. All other members passed the SSA Identity Verification
Deceased	According to SSA records, the tenant with the SSN, Last name and DOB combination is deceased.

Table – Identity Verification Status Messaging



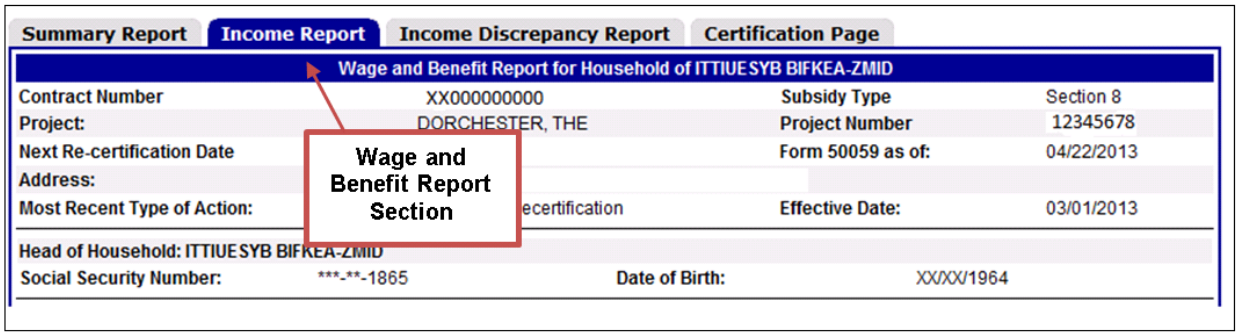
Head of Household Income Report

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

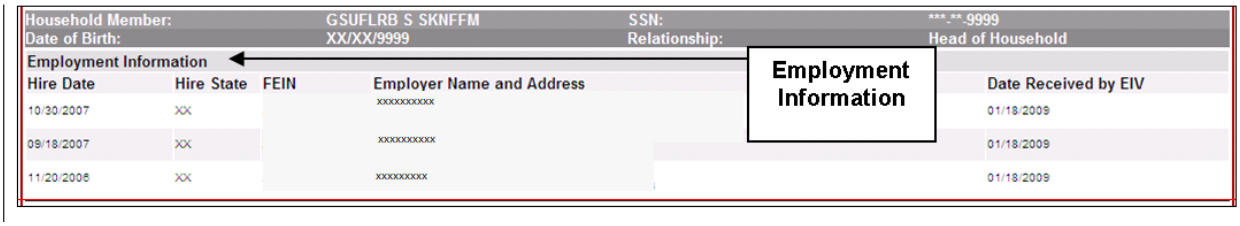
- Employment Information
- Wages
- Unemployment Benefits
- Social Security Benefits
- Dual Entitlement
- Medicare Data (excluding Medicare Part D prescription drugs)
- Supplemental Security Income Benefits
- Disability

The last 8 changes for Social Security benefits and dual entitlement/pending dual entitlement data are displayed by the system plus wage-related information from NDNH. These components are described below.

The **Wage-and Benefit Report for Household of <Name>** table displays 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 DOB (masked). See below.



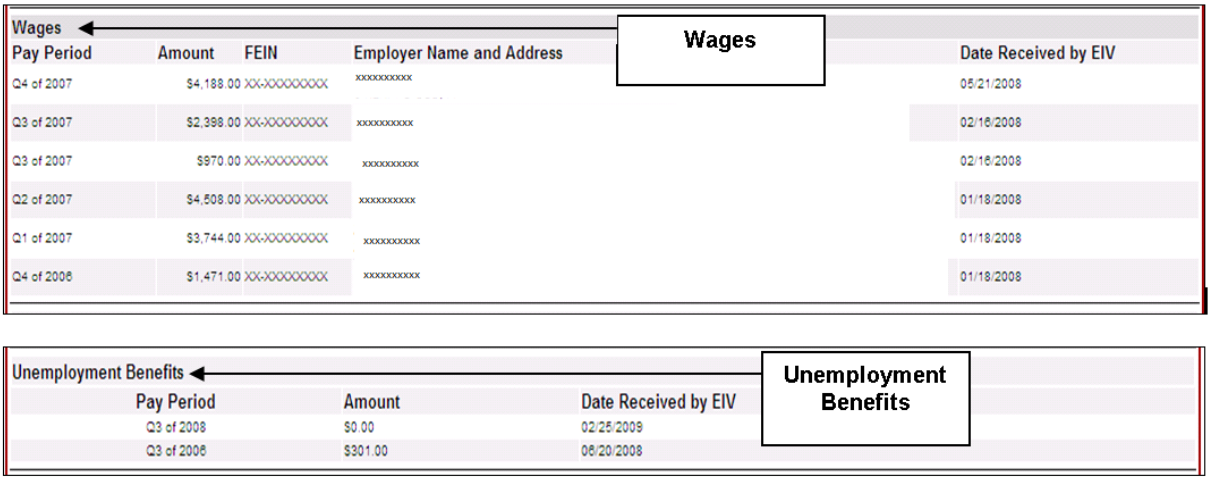
The **Employment Information** table includes the tenant's employment Information (W-4), if available. If no data is available, the text "EIV received no Employment (W4) data." appears. The table presents the Hire Date, Hire State, the employer's Federal Employer Identification Number (FEIN), Employer Name and Address, and the Date Received by EIV. It should be noted that for all types of EIV data (not just W-4 data), often employer information could be problematic in that the entity that reports may be a corporate headquarters, payroll office or accounting firm located far from the place of employment.



The **Wages** table includes all types of income. If the Tenant is not employed, the text "EIV received no income data" appears. Wage information is aggregated according to the quarter in which the wage was

received. The table includes a record for each reporting period. Wages are reported quarterly. The most recent quarter appears first in the table. The table displays the Pay Period, Amount, the employer's Federal Employer Identification Number (FEIN), Employer Name and Address, and the Date Received by EIV.

The **Unemployment Benefits** table provides benefit history information. If the Tenant is employed and does not receive unemployment benefits, the text "EIV received no benefit data." appears. There is a record in the table for each benefit period included in the quarterly results. The table displays the Pay Period, Amount, and the Date Received by EIV.



The **Social Security Benefits** table 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, Payee Name and Address, and Date Received by EIV. 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 proceeding 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.

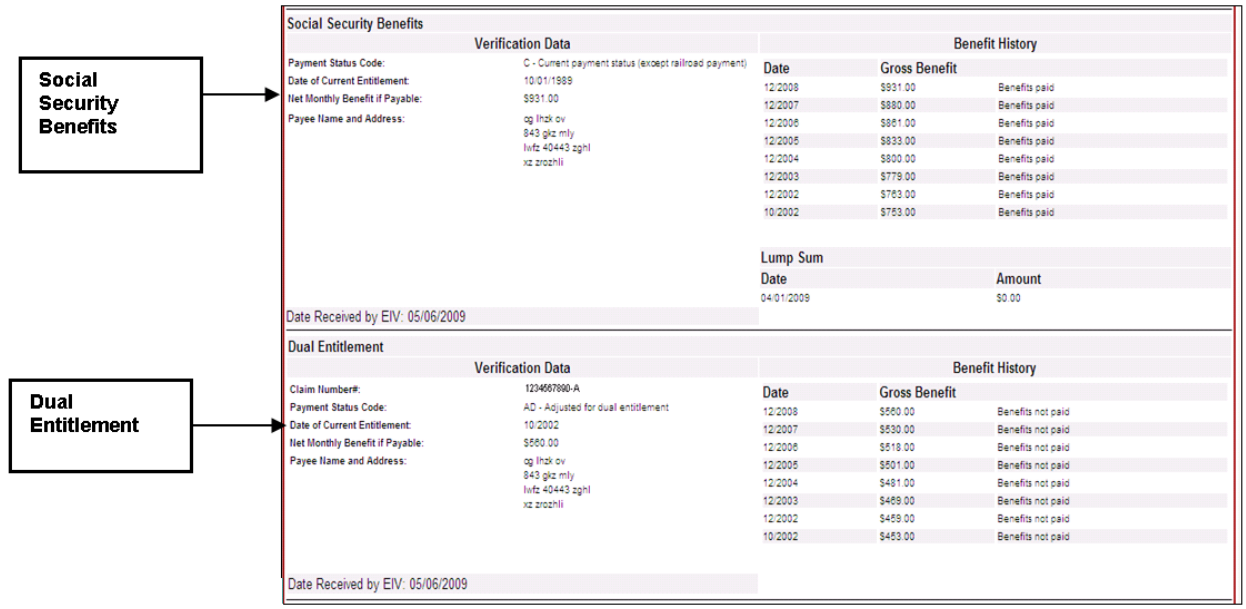
The **Dual Entitlement** table is located directly beneath the Social Security Benefits Table. Despite the name "Dual Entitlement", a household member may have as many as six entitlements.

If HUD does not receive dual entitlement benefits information from SSA for a tenant, the text "**EIV received no benefit data.**" appears.

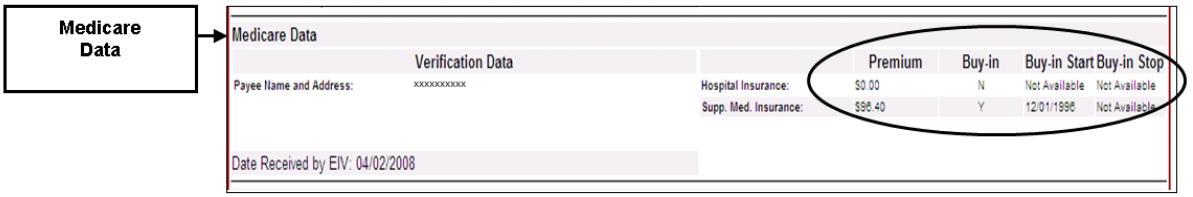
If the response for the dual entitlement has been received, the table includes a Verification Data column, providing the Claim Number, Payment Status Code, Date of Current Entitlement, Net Monthly Benefit if Payable, the Payee Name and Address and Date Receive by EIV. Directly to the right of the Verification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

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. The amount in the Gross Benefit is 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.

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.

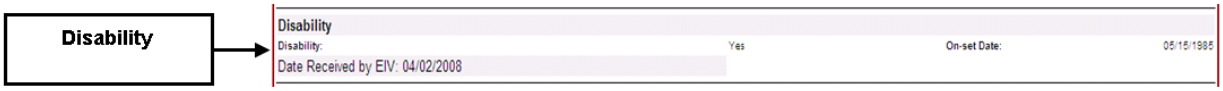


The **Medicare Data** table includes a Verification Data column and the Payee Name and Address. To the right of the Verification Data column are the Insurance Premium, Buy-In Start, and Buy-In Stop details.



If HUD does not receive Medicare data from SSA for tenant, the text “EIV received no benefit data.” appears. The **Supplemental Security Income 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 HUD does not receive Supplemental Security Income benefits information from SSA for a tenant, the text "**EIV received no benefit data**" appears. The **Disability Table** displays the status "Yes" or "No" and the Onset Date.



Head of Household 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, and 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, and Percentage of Income Discrepancy).

6.1.4 Accessing Summary Reports – Income Reports

To view the summary benefit information, under the **Income Information**, click the **By Contract Number**, **By Project Number**, or the **By Head of Household** link.

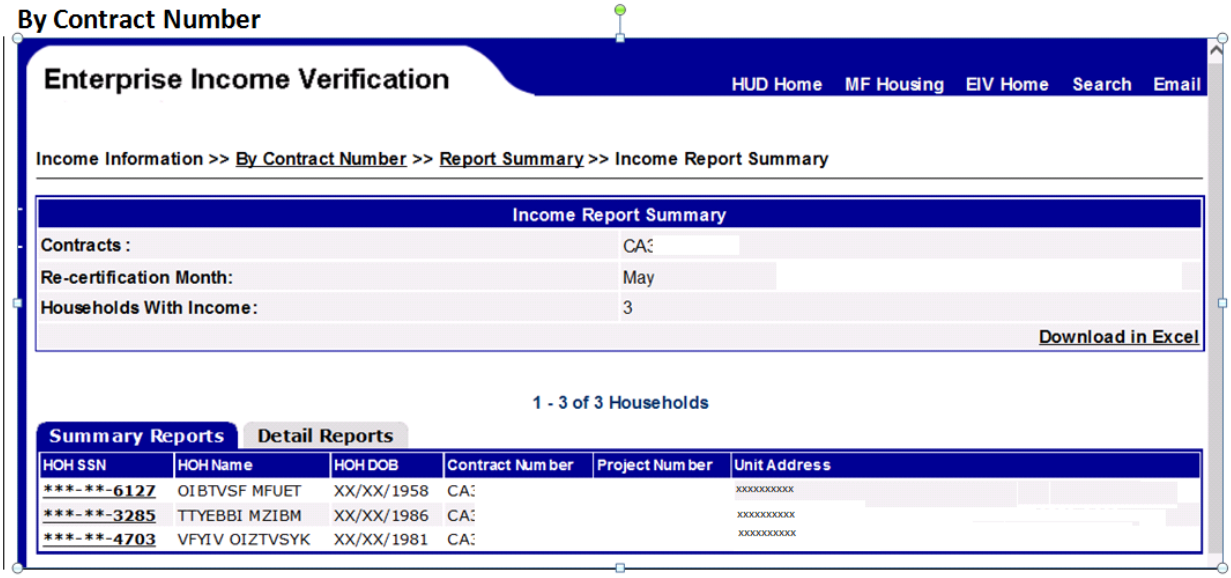
- HQA, HQU, HDK and OIG users must enter a subsidy contract number, project number, or the Head of Household's SSN and contract or project number; select the re-certification month; and click on "**Go.**"

- HFU users can enter a subsidy contract number, project number, or the Head of Household's SSN and contract or project number, or select a contract or project number; select the re-certification month; and click on "**Go**."
- HSC, CAC, HSU and CAU 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 re-certification month, and click "**Go**".

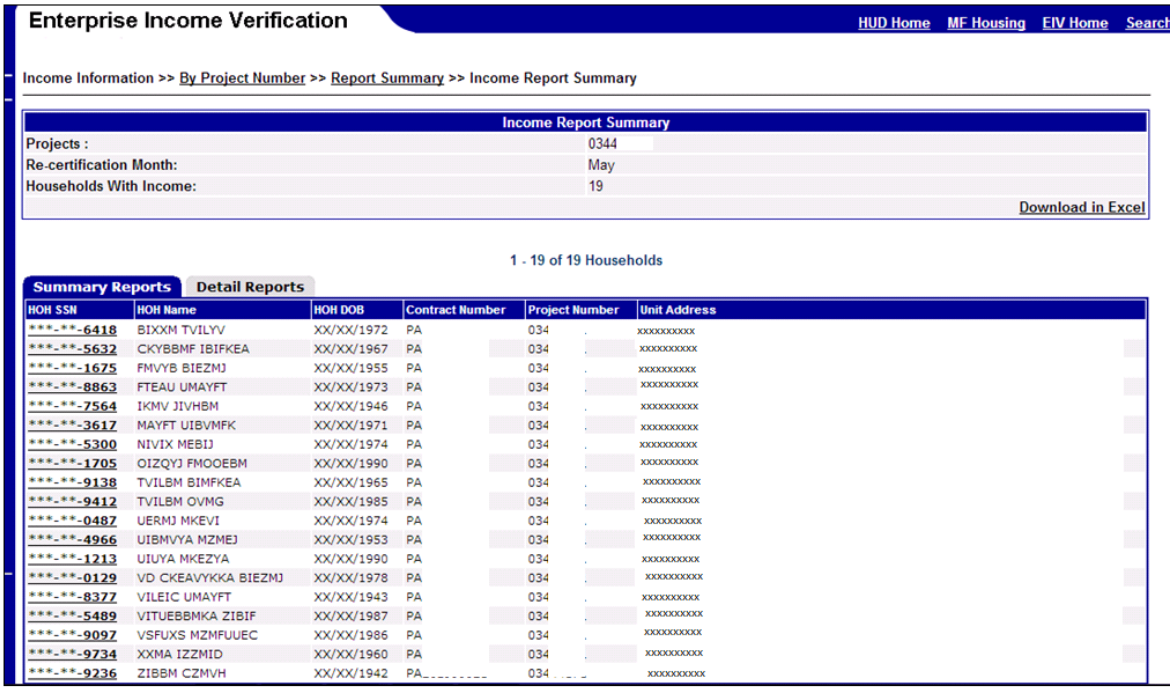
Under the **Report Type** column in the **Monthly Report Summary**, click on the **Income Reports** link.

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

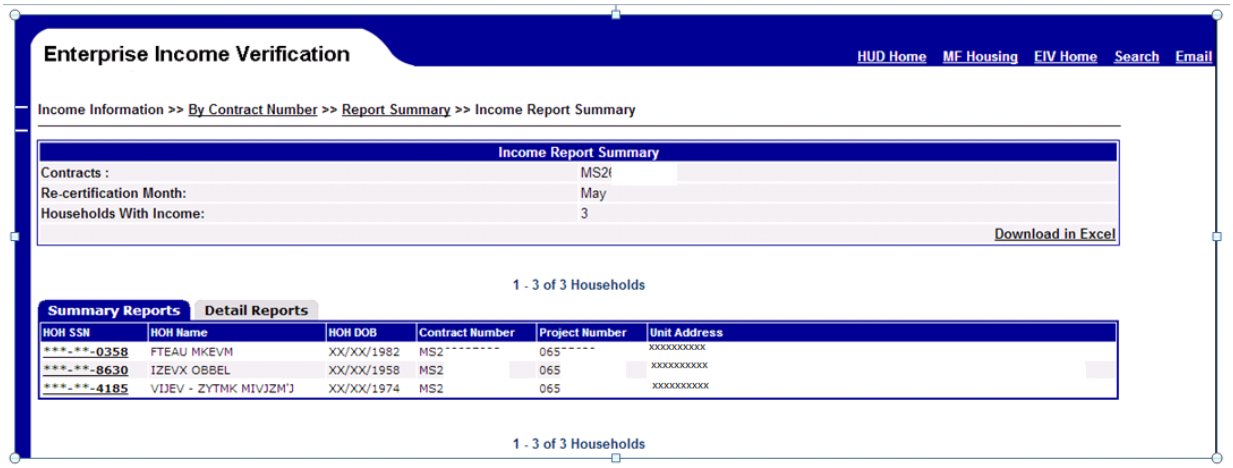
By Contract Number



By Project Number

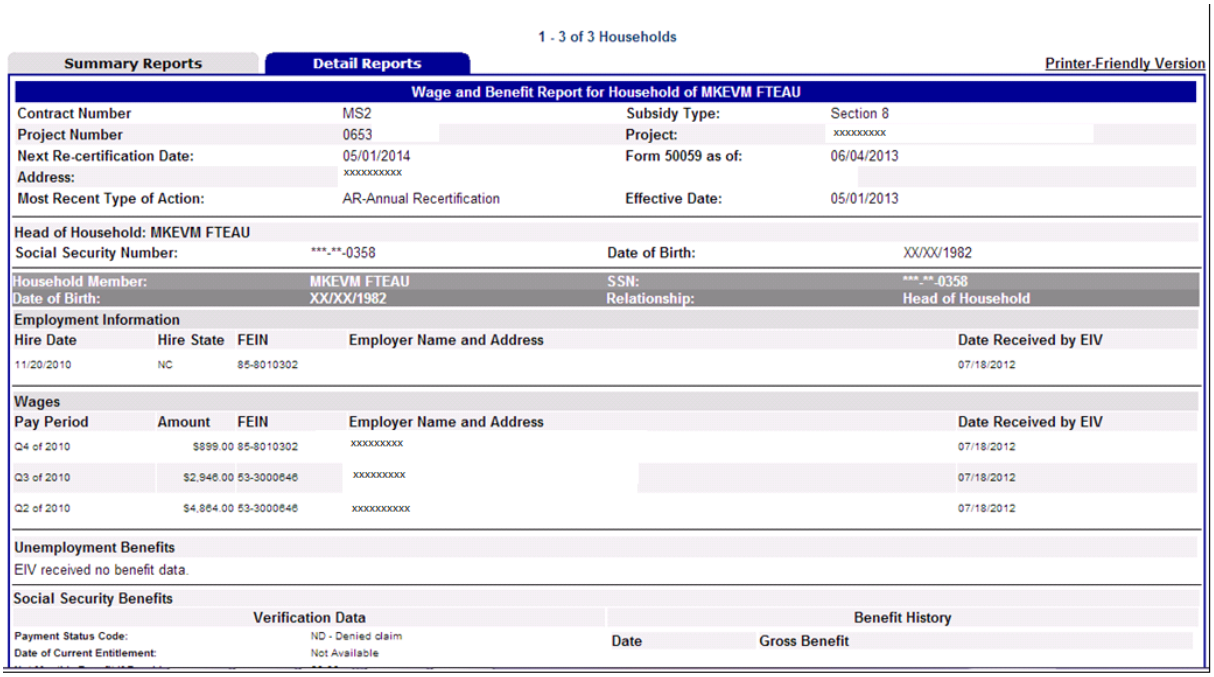


The search results display summaries of each Head of Household (HOH), showing the following, as illustrated above: Head of Household: HOH SSN (Masked SSN), HOH Name, HOH DOB (Masked), Contract Number, Project Number, and Unit Address. Row will be highlighted when clicked on a particular record on the summary reports tab.



This report has pagination capability as described in Section 5.2.4. 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.

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.



6.1.5 Accesing 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 or All Month option)
- **Households Exceeding Threshold:** (Number of Households)

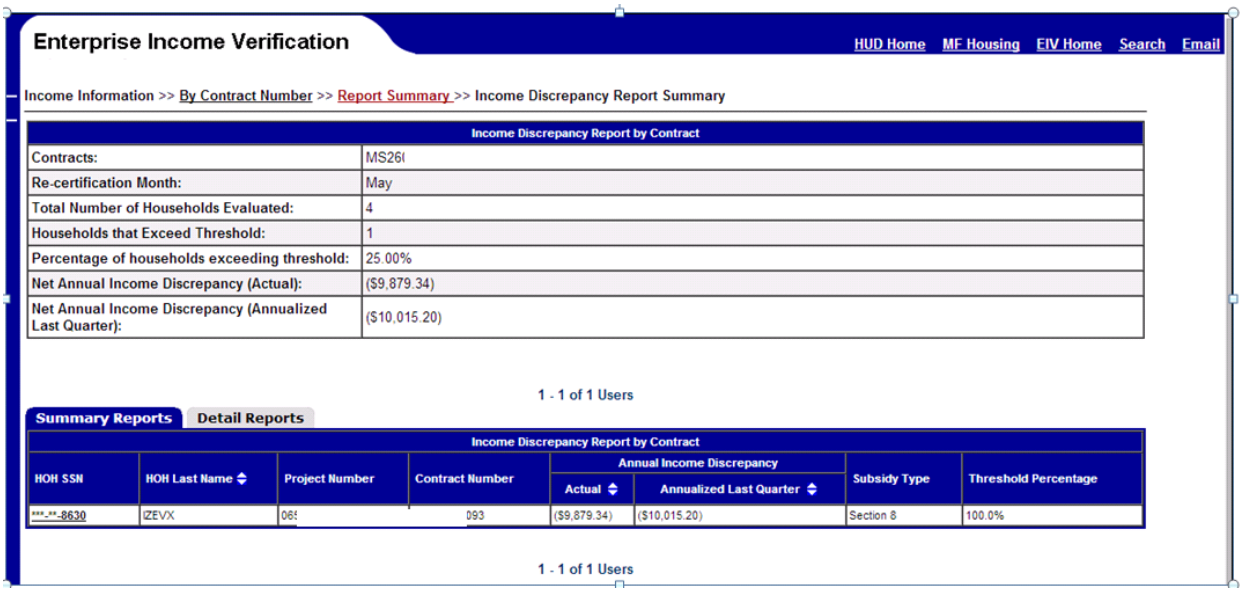
The second section contains the Summary Reports and Detailed Reports as two different tabs. The **Summary Reports** (default selected tab) shows the following fields:

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

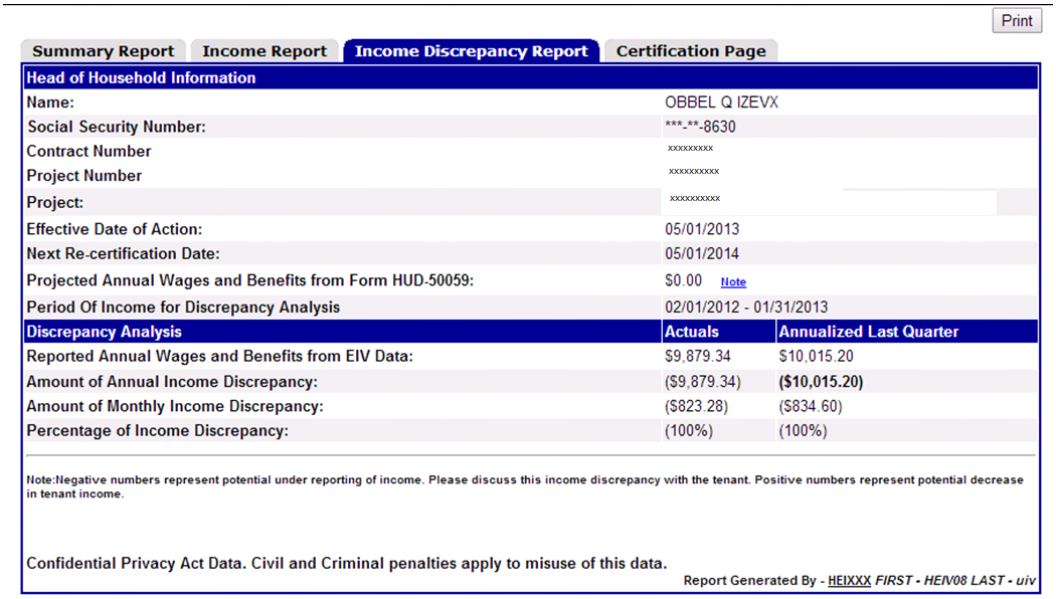
Threshold Percentage: The percentage of variance between the projected income reported on form 50059 vs. the actual income from SSA and HHS computed by EIV system, beyond which a tenant record is included in Discrepancy Report summary calculations.

Note: the total annual variance in order to be included in the report is now set at $2400 or more per year. An income discrepancy is only represented when EIV income is greater than the 50059 reported income by this amount.

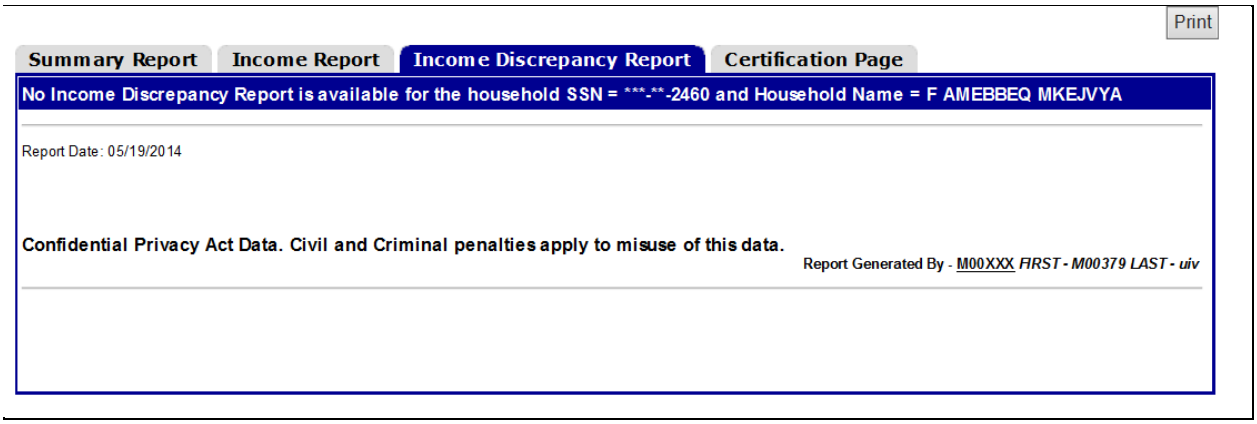
Below is an example of Income Discrepancy Reports Summary screen.



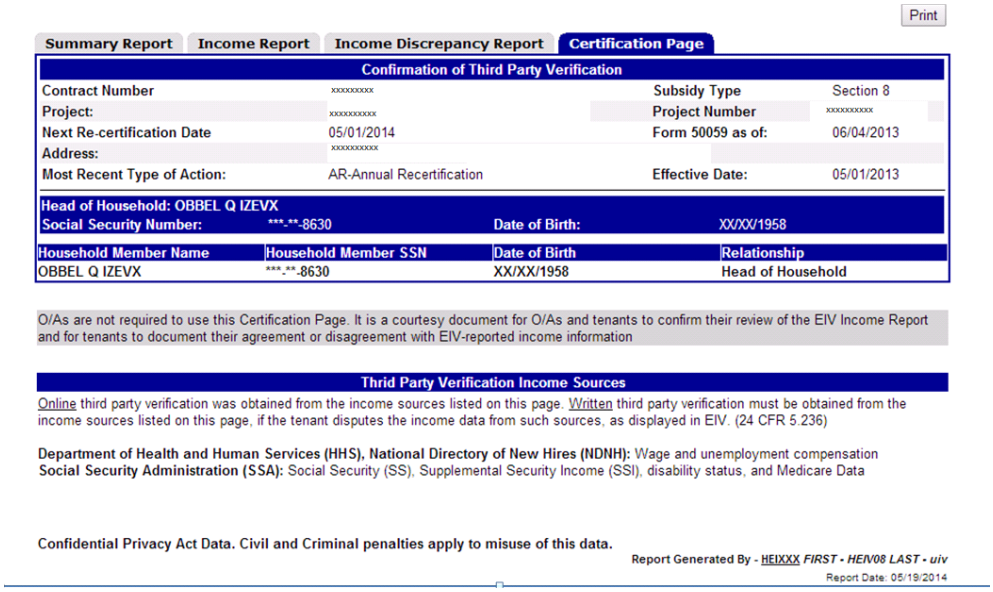
The Income Discrepancy Summary has the sort capability on HOH Last Name, Annual Income Discrepancy – Actual and Annual Income Discrepancy – Annualized Last Quarter Data fields. The pagination capability and Privacy Act statement are also available and described in Section 5.2.4. Information on the individual's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



In case of no income discrepancy data the masked SSN and last name will be displayed as depicted in below screen.



Certification page is added to the Income reports as another tab



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
- Contract Number
- Effective Date of Action
- Annual Reexamination Month
- Projected 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

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

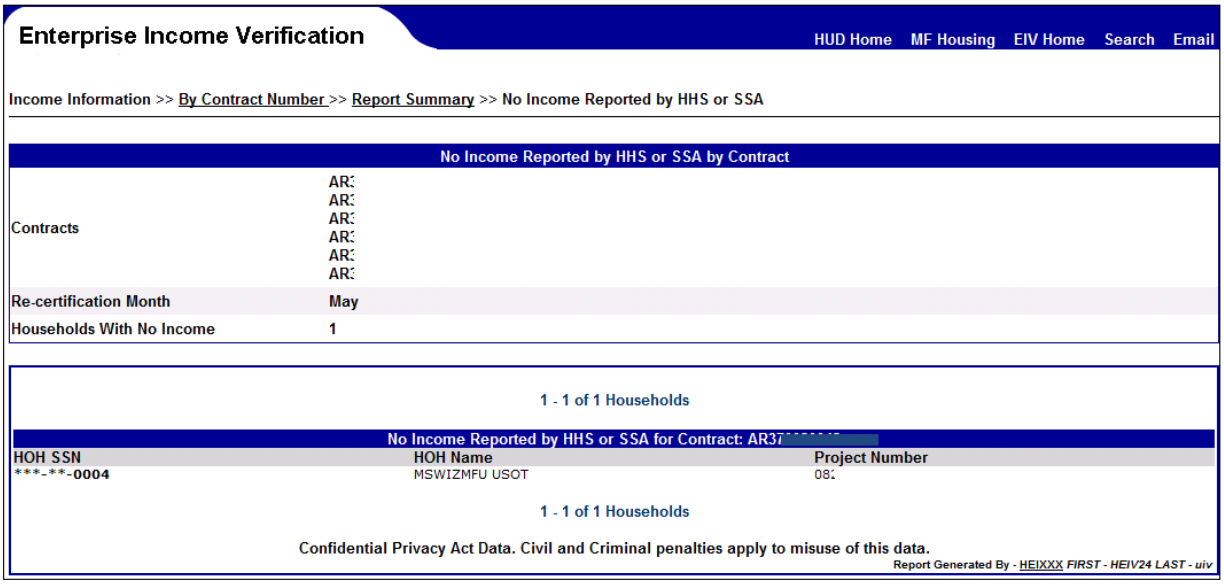
No Income Reported by HHS or SSA

To view the list of tenants whose identities were verified by the SSA, but did not have or never received SS/SSI benefits or wages, click the **No Income Reported by HHS or SSA** link. The Report displays the following field information:

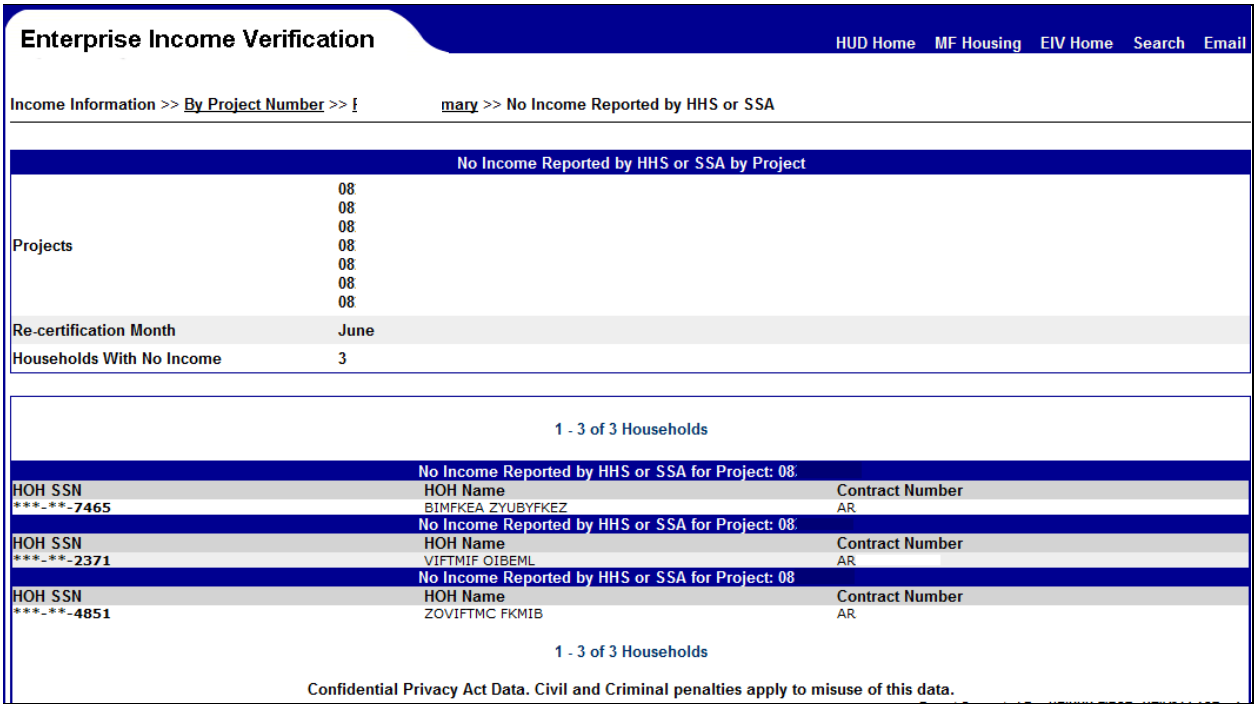
- HOH SSN
- HOH Name
- Project Number or Contract Number

Once you click the link, the **No Income Reported by HHS or SSA** is displayed as shown below.

By Contract Number



By Project Number



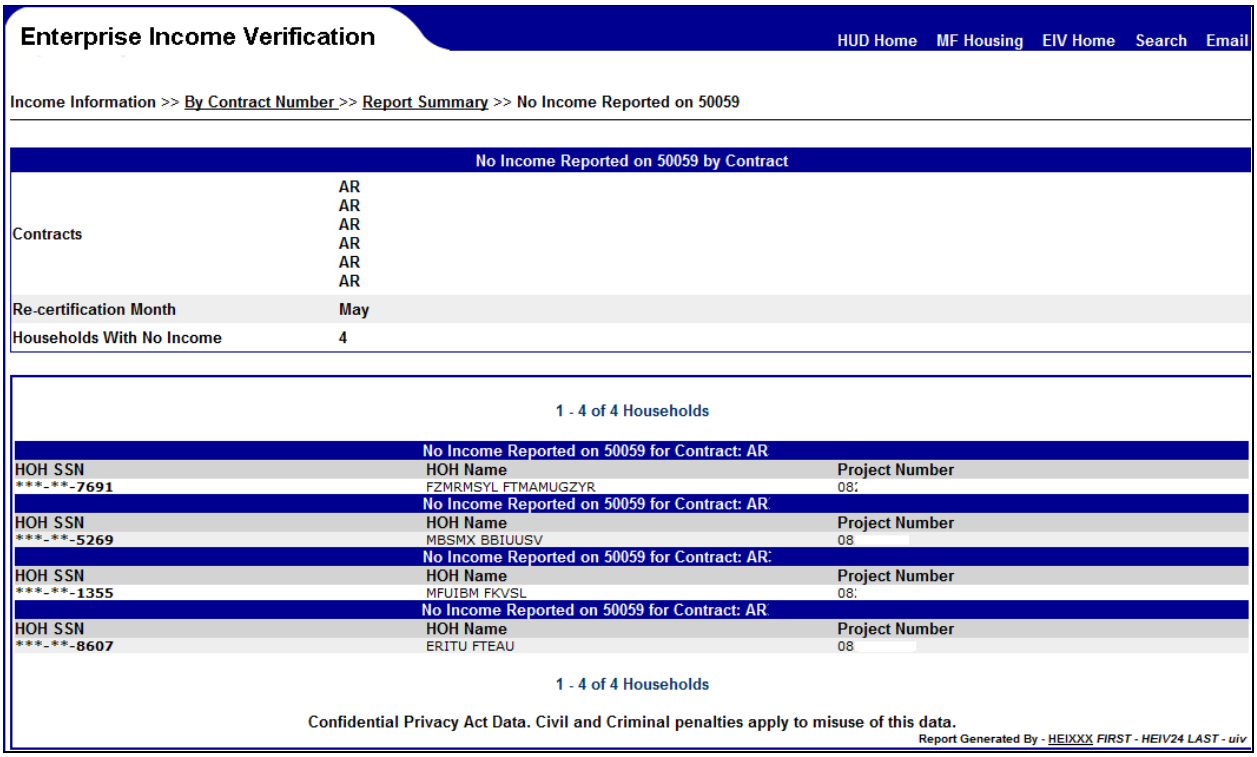
No Income Reported on 50059

To view the list of households with no income reported in their 50059, click the **No Income Reported on 50059** link. The Report displays the following field information:

- HOH SSN
- HOH Name
- Project Number or Contract Number

Once you click the link, the **No Income Reported on 50059** is displayed as shown below.

By Contract Number



Enterprise Income Verification

HUD Home MF Housing EIV Home Search Email

Income Information >> By Contract Number >> Report Summary >> No Income Reported on 50059

No Income Reported on 50059 by Contract

Contracts	AR AR AR AR AR AR
Re-certification Month	May
Households With No Income	4

1 - 4 of 4 Households

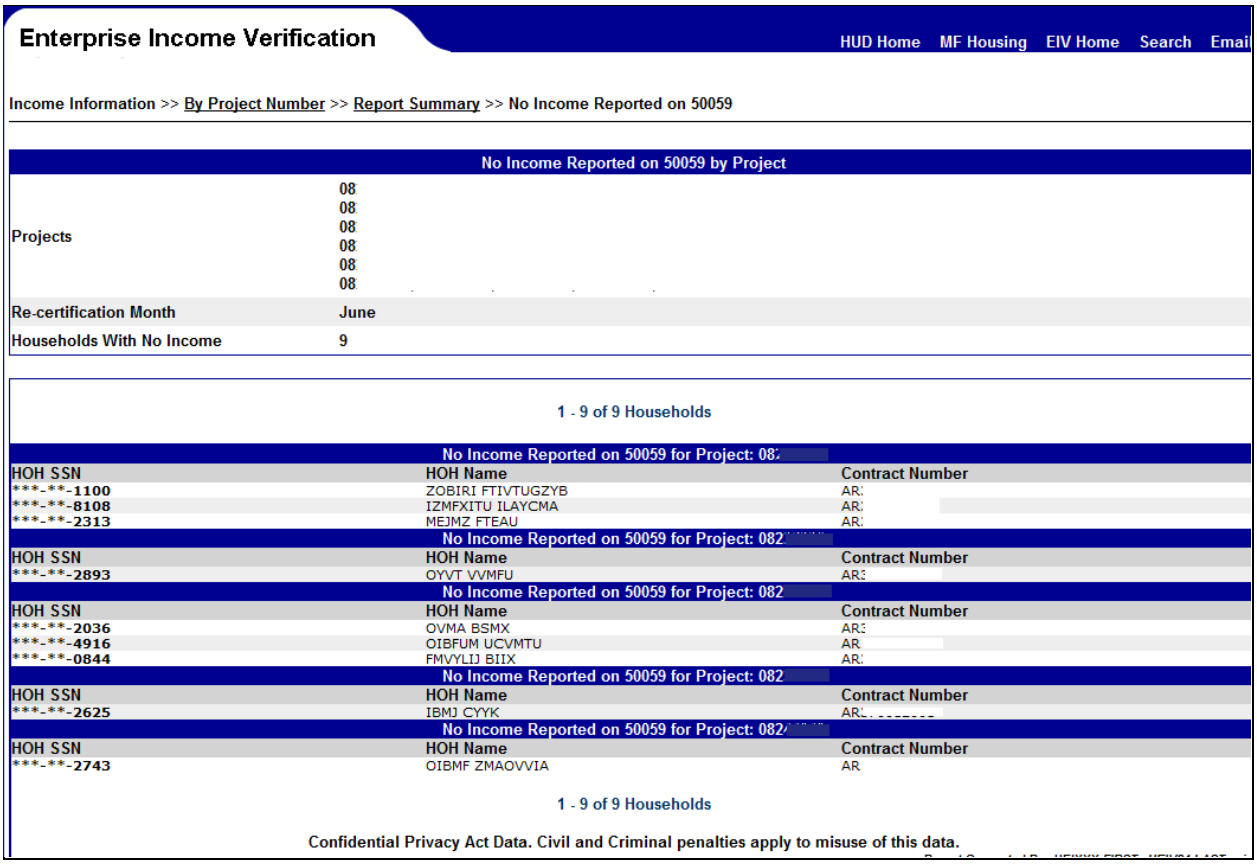
No Income Reported on 50059 for Contract: AR		
HOH SSN	HOH Name	Project Number
***-**-7691	FZMRMSYL FTMAMUGZYR	08
No Income Reported on 50059 for Contract: AR		
HOH SSN	HOH Name	Project Number
***-**-5269	MBSMX BBIUUSV	08
No Income Reported on 50059 for Contract: AR		
HOH SSN	HOH Name	Project Number
***-**-1355	MFUIBM FKVSL	08
No Income Reported on 50059 for Contract: AR		
HOH SSN	HOH Name	Project Number
***-**-8607	ERITU FTEAU	08

1 - 4 of 4 Households

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

Report Generated By - HEIXXX *FIRST - HEIV24 LAST - uiv*

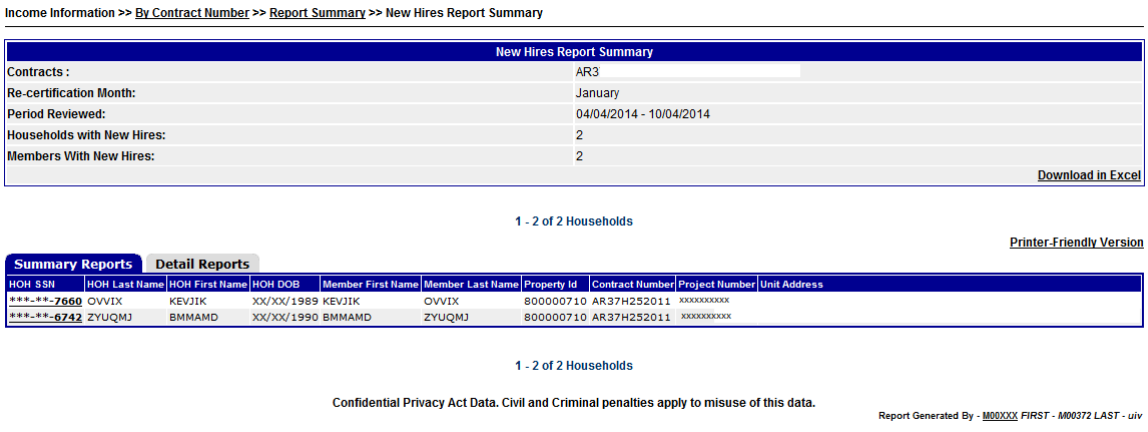
By Project Number



New Hires Reports

1. To view the list of households and members with new hires in the last 180 days based on EIV processing date, click the **New Hires Reports** link.
2. Once you click the link, the **New Hires Reports** summary page is displayed as shown below.

By Contract Number/ By Project Number

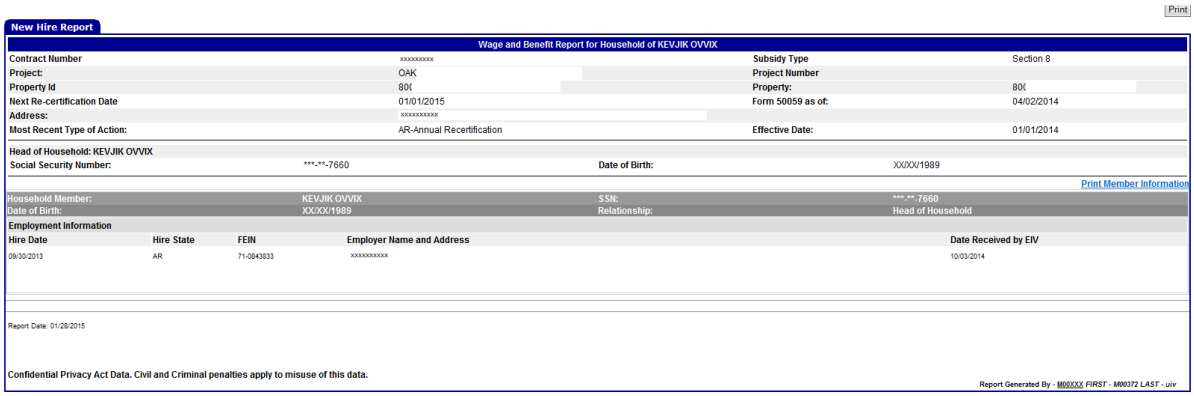


The new hires summary report (default selected tab) shows the following fields:

- HOH SSN
- HOH Last Name
- HOH First Name
- HOH DOB
- Member First Name
- Member Last Name
- Contract Number
- Project Number
- Unit Address

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.

Select a HOH SSN from the Summary Reports page to access the New Hires Report, for the selected household. The following screen is displayed with the New Hires Report for the selected household as default tab. Information on the individual's New Hires Report can be viewed by clicking on the tenant's SSN as illustrated below. When the SSN is clicked, a pop-up window with the Household's information is displayed as shown below.


Print

New Hire Report

Wage and Benefit Report for Household of KEVJIK OVVIX

Contract Number	xxxxxxxxx	Subsidy Type	Section 8
Project:	OAK	Project Number	
Property Id	80(	Property:	80(
Next Re-certification Date	01/01/2015	Form 50059 as of:	04/02/2014
Address:	xxxxxxxxxx		
Most Recent Type of Action:	AR-Annual Recertification	Effective Date:	01/01/2014

Head of Household: KEVJIK OVVIX

Social Security Number:	***-**-7660	Date of Birth:	XX/XX/1989

Print Member Information

Household Member:	KEVJIK OVVIX	SSN:	***-**-7660
Date of Birth:	XX/XX/1989	Relationship:	Head of Household

Employment Information

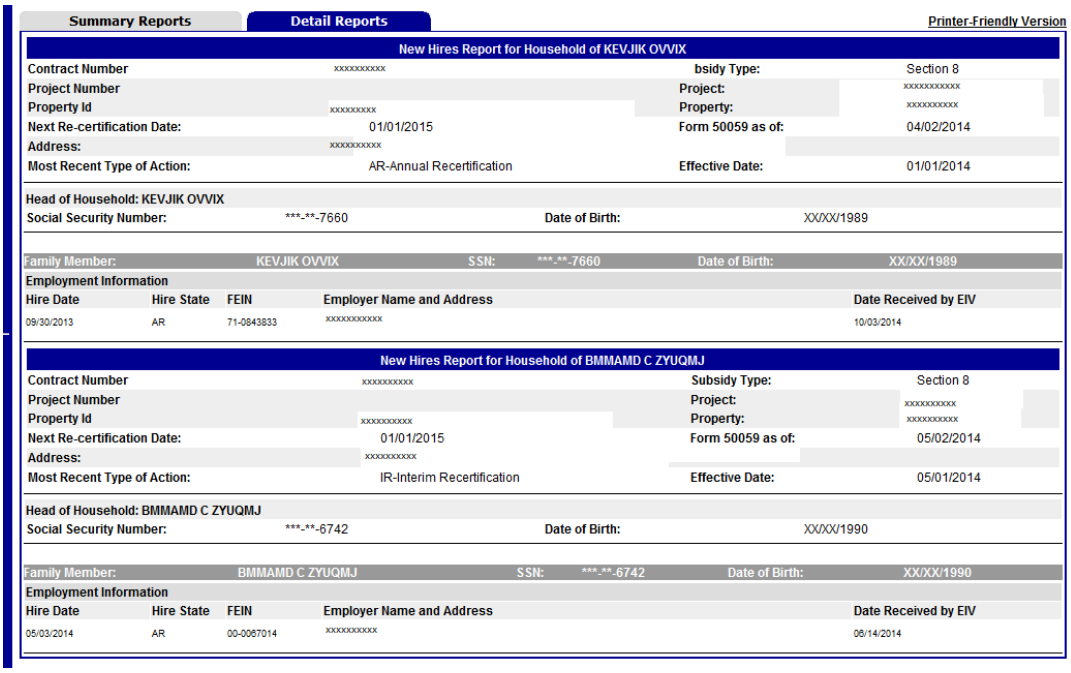
Hire Date	Hire State	FEIN	Employer Name and Address	Date Received by EIV
09/30/2013	AR	71-0843833	xxxxxxxxxx	10/03/2014

Report Date: 01/28/2015

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

Report Generated By - M00XXX FIRST - M00372 LAST - uiv

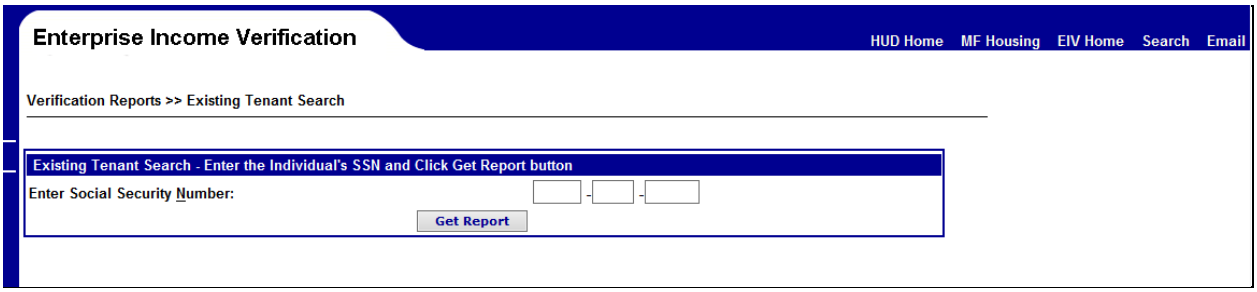
Close the above window and click on the Details Reports tab and it will display the detailed new hires information for each household and the members in each household as shown below.



6.2 VERIFICATION REPORTS

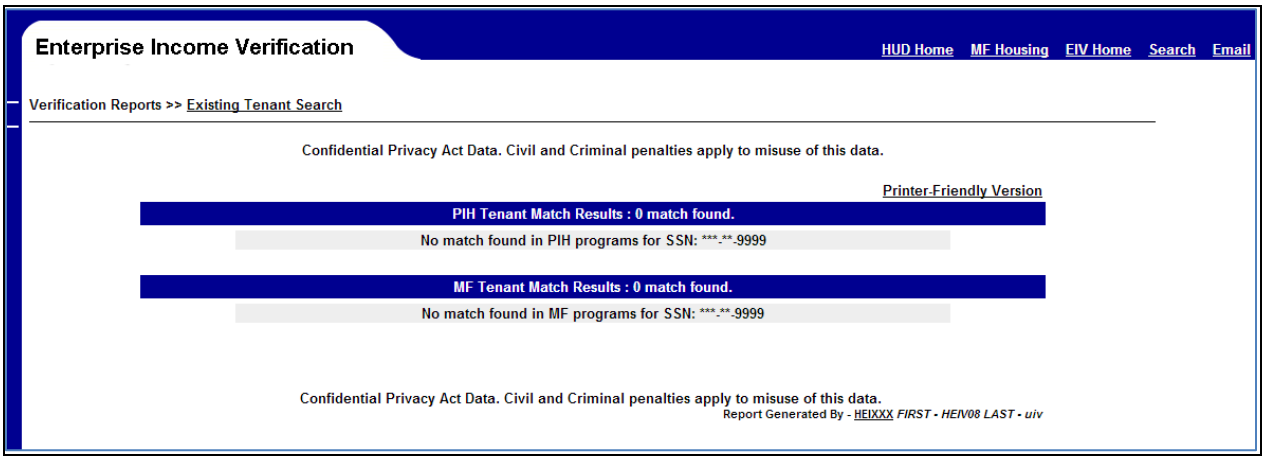
6.2.1 Existing Tenant Search

1. Access the **Existing Tenant Search** page by clicking the Existing Tenant Search link under the Verification Reports module on the EIV Navigation panel. The Existing Tenant Search page is displayed as illustrated below.

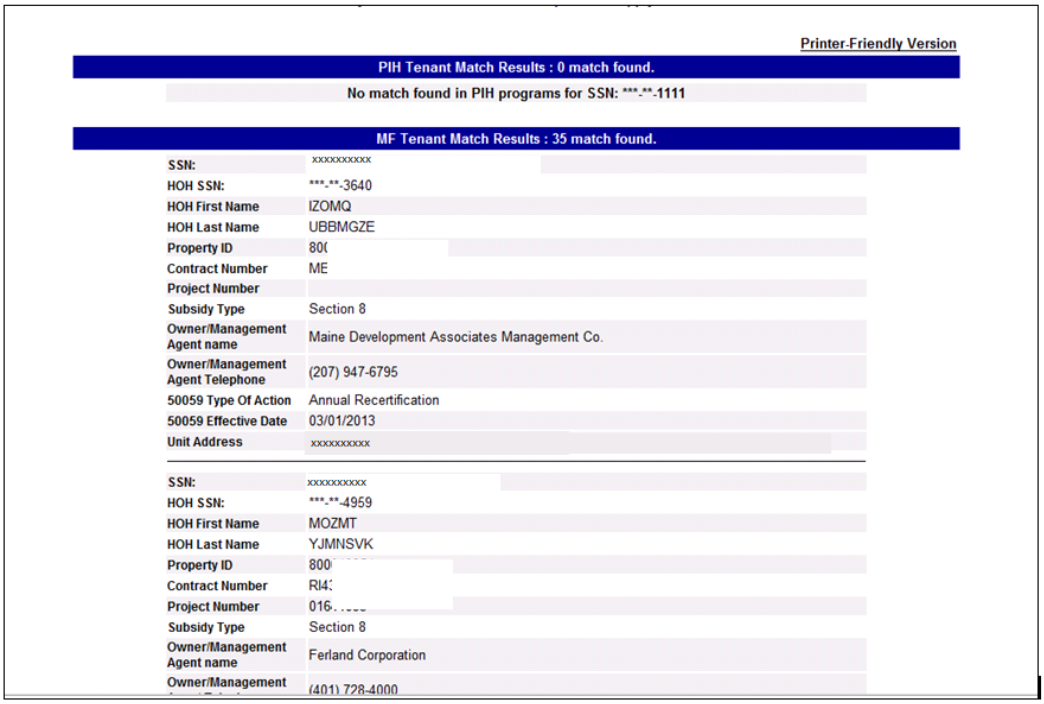


- Enter the **Social Security Number** in the text boxes**.**
- Click the **'Get Report**' button

2. The resulting page will show whether the person may be potentially receiving housing subsidies in PIH and/or Multifamily Housing Programs. If the person is not receiving any subsidies, the resulting page will display a message that no match has been found (one message for PIH and one for MF Housing programs).



3. If the person is potentially receiving subsidy(ies), the resulting page will show some basic information of the households (in PIH and/or MF) in which the person may be potentially receiving subsidy.



The user has the capability to print the result page through the Printer Friendly Version link. When clicked, the system opens a pop-up window displaying the printable view of the result page. This printer-friendly page also contains the first name, last name, and user ID (partial) of the user who is printing the page along with the Privacy Act statement. 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 Existing Tenant Search page.

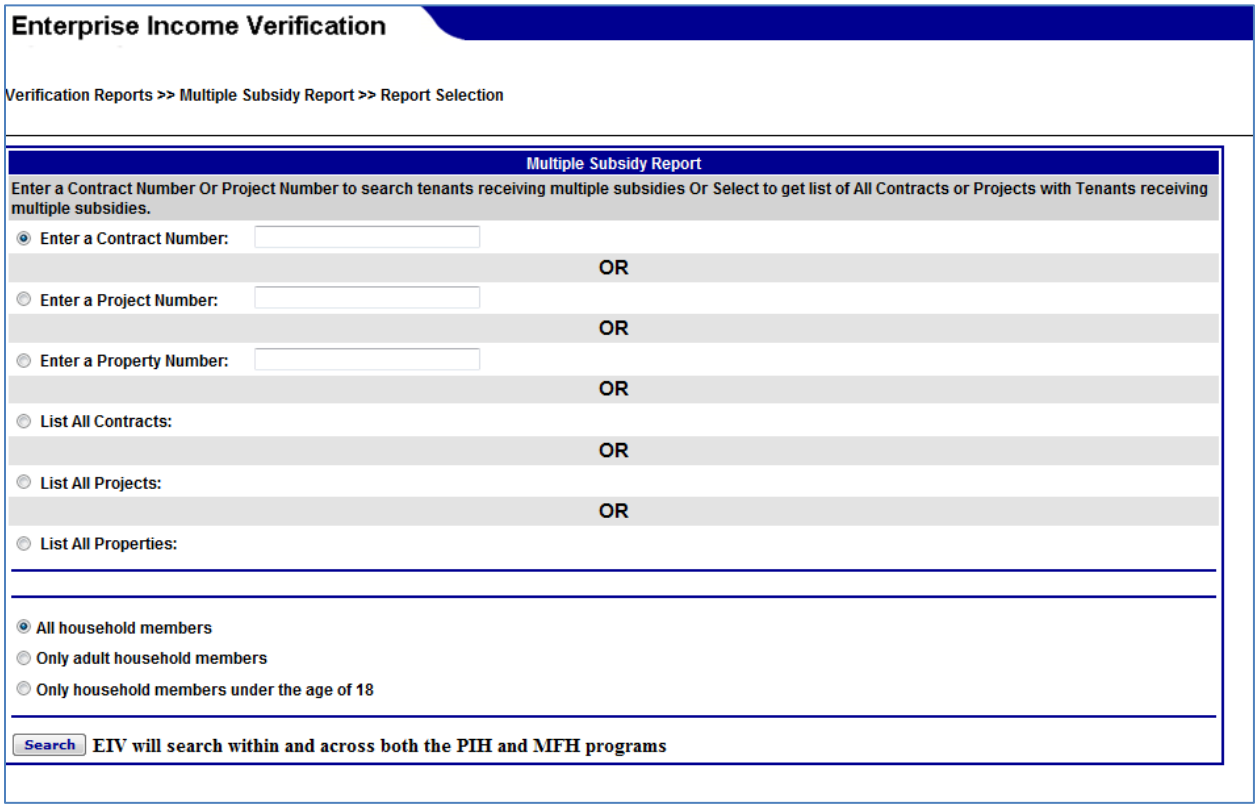
6.2.2 Multiple Subsidy Report

Access the **Multiple Subsidy Report** page by clicking the Multiple Subsidy Report link under the Verification Reports module on the EIV Navigation panel. The **Multiple Subsidy Report – Report Selection** page displays as illustrated below.

HQA, HQU, HDK and OIG roles:

- Select option to search for tenants on a Contract Number or Project Number and then enter a **Contract Number** or **Project Number or Property Number** OR select the option to **List All Contracts** or **List All Projects** or **List All Properties**.

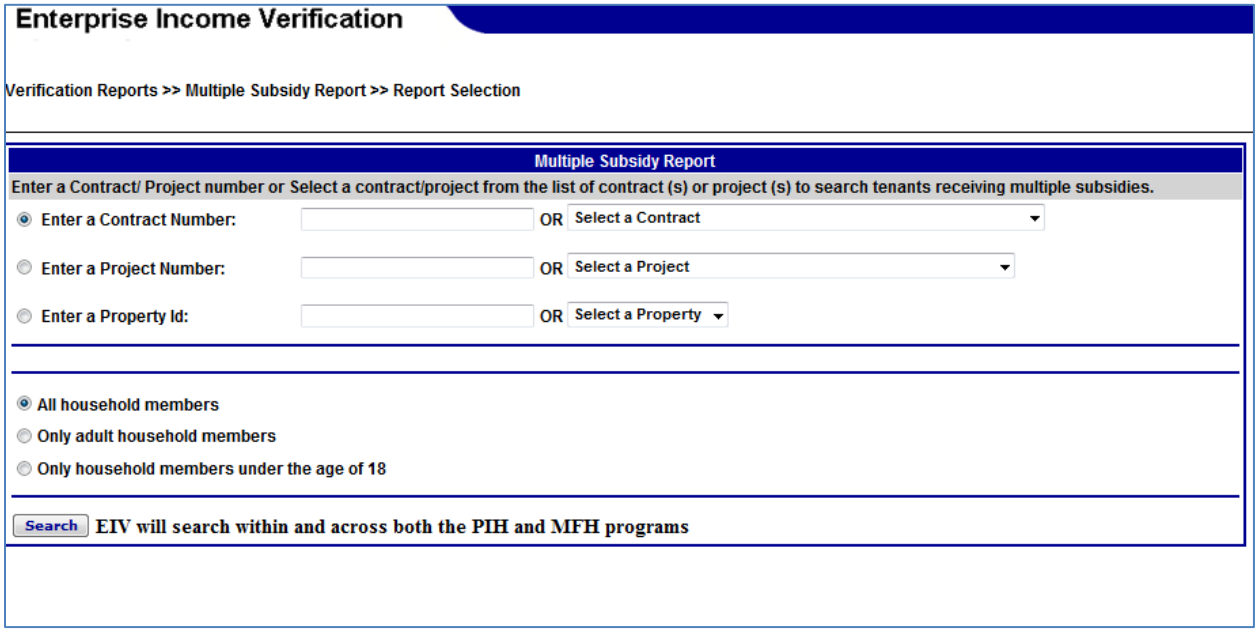
- Select the search criteria for the report selection
    - All household members
    - Only adult household members
    - Only household members under the age of 18
- Click the Search button



HFU role:

- Select option to enter a **Contract Number** or **Project Number** or **Property Number** or select one from 'List of Projects' or 'List all Contracts' or 'List All Properties'.
- Select the search criteria for the report selection

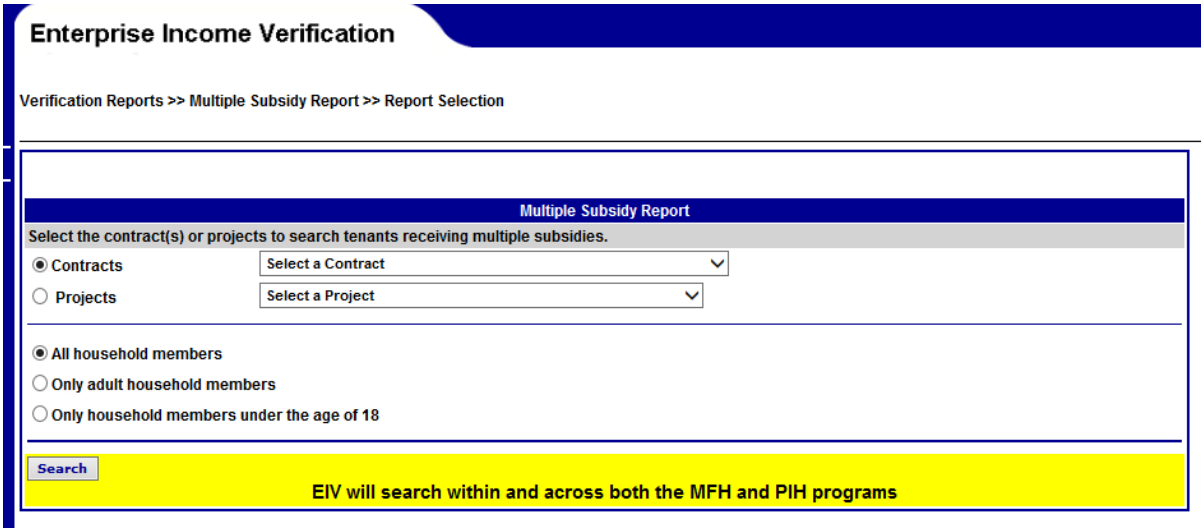
    - All household members
    - Only adult household members
    - Only household members under the age of 18
- Click the **Search** button



HSC, CAC, HSU and CAU roles

HSC and HSU roles

- Select option to search for tenants on a Contract Number or Project Number and then select a Contract Number(s) or Project Number(s).
- Select the search criteria for the report selection
    - All household members
    - Only adult household members
    - Only household members under the age of 18
- Click the Search button



The **Multiple Subsidy Report – Report Selection** page provides the following filtering options:

- **Contracts** or **Projects**
  - When the project number or contract number is selected respective radio button is automatically selected

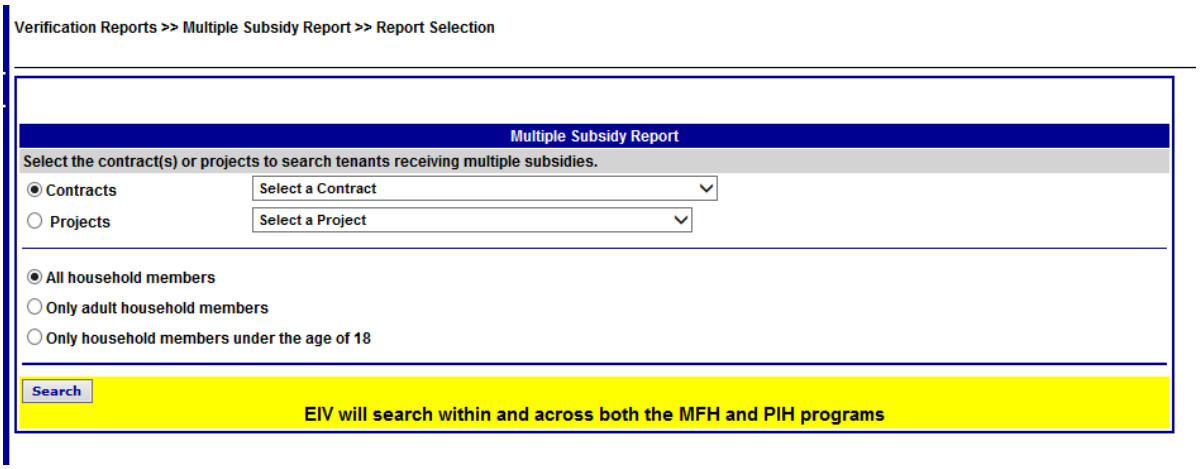
Search Criteria:

- **All household members:** to provide a list of all tenants who receive HUD assistance.
- **Only household members:** to provide a list of tenants who are household members that receive assistance.
- **Only household members under the age of 18:** to provide a list of tenants who are under the age of 18 years who receive HUD assistance.

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

CAC and CAU roles

- Select option to search for tenants on a Contract Number or Project Number or Property Number and then select a Contract Number(s) or Project Number(s) or Property Number(s).
- Select the search criteria for the report selection
  - All household members
  - Only adult household members
  - Only household members under the age of 18
- Click the Search button



The **Multiple Subsidy Report – Report Selection** page provides the following filtering options:

- **Contracts** or **Projects or Properties**
    - When the project number or contract number or property number is selected respective radio button is automatically selected

Search Criteria:

- **All household members:** to provide a list of all tenants who receive HUD assistance.
- **Only household members:** to provide a list of tenants who are household members that receive assistance.
- **Only household members under the age of 18:** to provide a list of tenants who are under the age of 18 years who receive HUD assistance.

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

After entering the search criteria, Multiple Subsidy Detail Report is displayed with 2 sections:

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

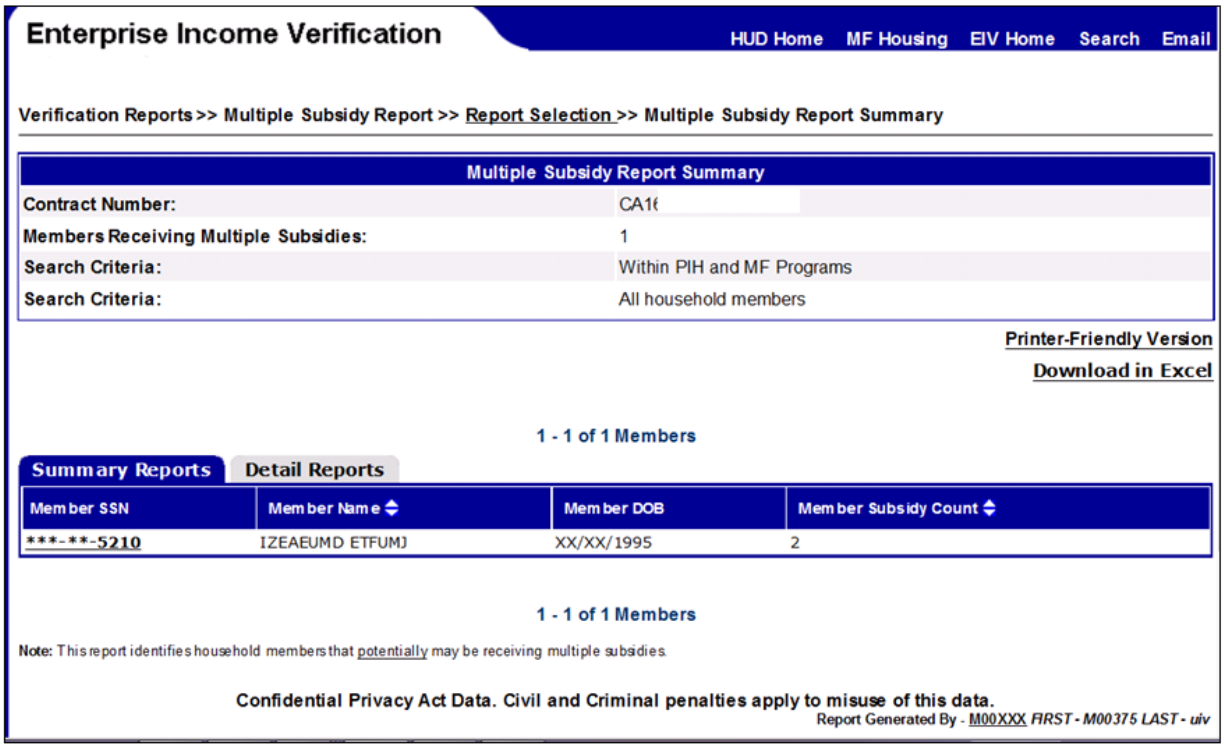
The **Multiple Subsidy Report Summary** displays the following information:

- 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 (This is a hyperlink, which can be used to find the tenant information regarding multiple subsidies)
- Member Last Name
- Member DOB
- Member Subsidy Count

An example of a screen showing the Summary Reports is as below.



The screen can be printed by clicking on the **Printer-friendly Version** link as illustrated above. When clicked, a pop-up window will appear and the **Print** button can be clicked to send the information to the printer. This page also contains the first name, last name, and user ID (partial) of the user who is printing the page along with the Privacy Act statement. The Summary Report page has the sort capability on Member Last Name, and Member Subsidy Count and pagination capability as described in Section 5.2.4.

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:

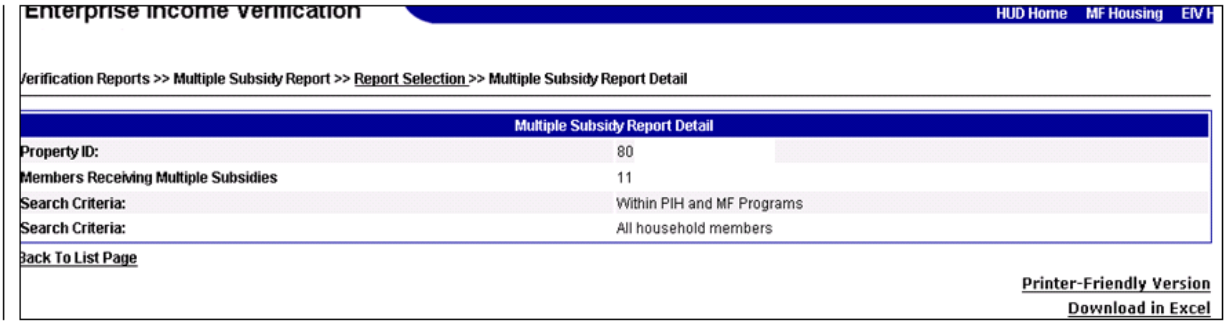
- Member SSN
- Member Last Name
- Member DOB
- Count of Subsidies

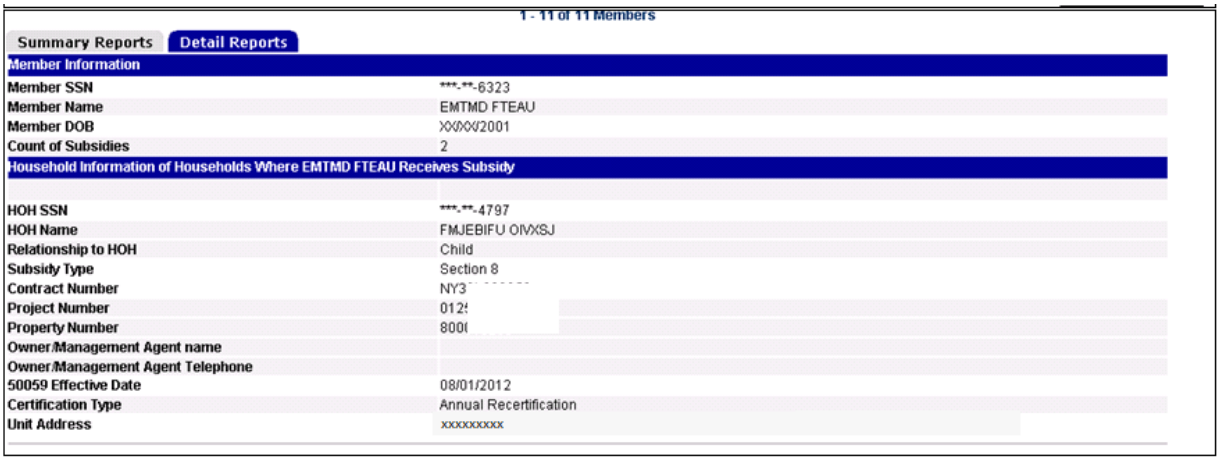
Household Information of Households where <Member> Receives Subsidy for each Member receiving multiple subsidies:

For MF match	For PIH Match
• HOH SSN • HOH Name • Relationship to HOH • Subsidy Type • Contract Number • Project Number • Property Number	• HOH SSN • HOH Name • Relationship to HOH • Program Type • Project Code • 50058 Effective Date • Type of Action

• Owner/ Management Agent Name • Owner/Management Agent Telephone • 50059 Effective Date • Certification Type • Unit Address	• Unit Address • PHA • PHA Address • PHA Telephone Numbers

Below is an example of screen with the Multiple Subsidy information for a tenant.





The user has the capability to print the report by accessing the **Printer Friendly Version** link. This printer-friendly page also contains the first name, last name, and user ID of the user who is printing the page along with the Privacy Act statement.

When finished requesting the paper version of the page, click the Close (X) button or File → Close to return to the Multiple Subsidy Report Detail page

The user may also download the Multiple 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 and also contains the Privacy Act Statement. Refer to ***Appendix B*** on how to download data into the Microsoft Excel file.

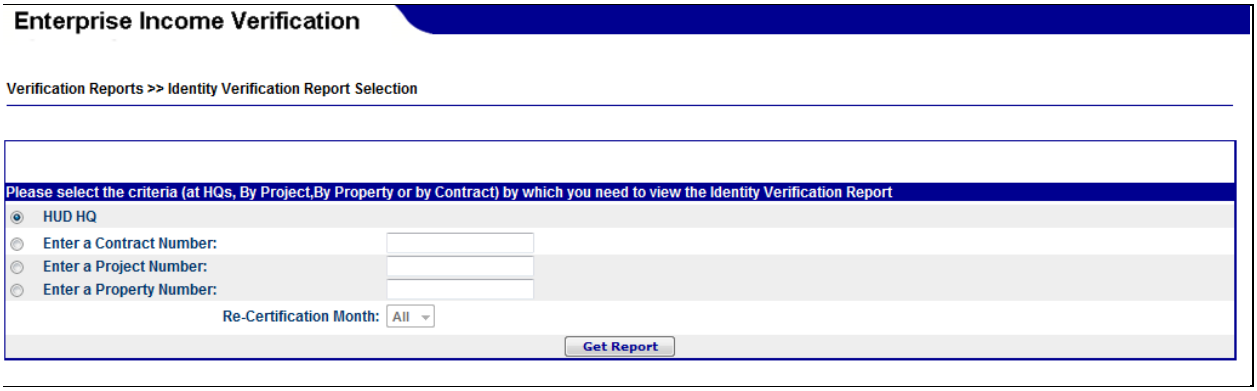
6.2.3 Identity Verification Report

Identity Verification Report provides statistical information at HQs, By Project or by Subsidy Contract of the number of households and members who successfully verified by SSA, who failed SSA verification, or failed EIV pre-screening process for errors such as having SSN's with all 9's or having a missing Last Name.

1. Access the Identity Verification Report page by clicking the Identity Verification Report link under the Verification Reports module on the EIV Navigation panel. The **Identity Verification Report – Report Selection** page displays as illustrated below.

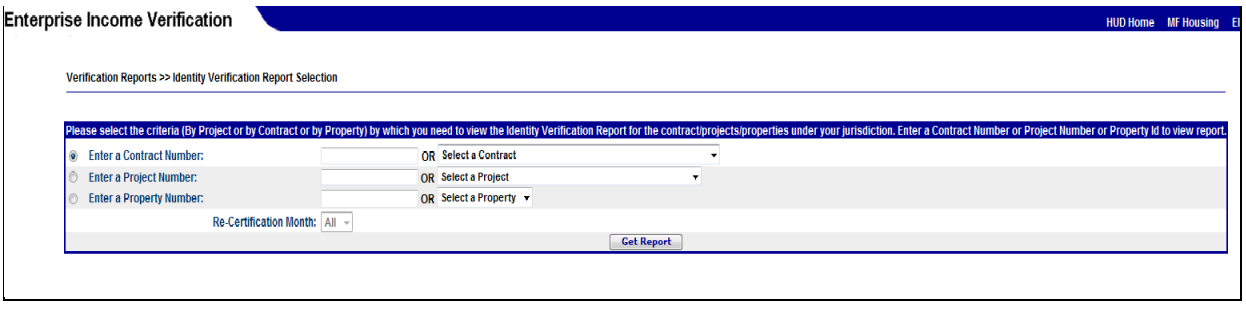
HQA, HQU, HFU, HDK and OIG users:

- Select search option by **HUD HQ** to view statistics for the universe of Multifamily Housing Program contracts/properties or select search option to view statistics for a **Contract Number** or **Project Number** or **Property Number** and then enter a contract number or project number
- Click the **Get Report** button



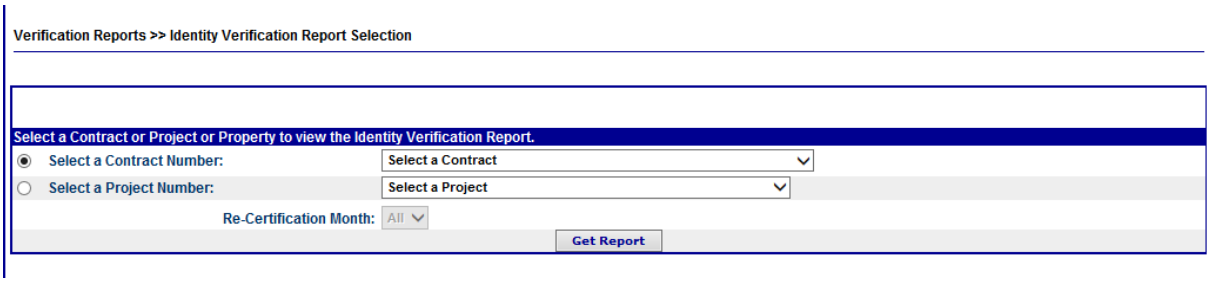
HFU role:

- Select search option by **Contract Number** or **Project Number** or **Property Number** and then Enter a contract/project in the user's portfolio
- Click the **Get Report** button



HSC, CAC, HSU and CAU roles:

- Select search option by **Contract Number** or **Project Number** and then select a contract/project from the list of available contract numbers or project numbers in the user's portfolio
- Click the **Get Report** button



The **Identity Verification Report – Report Selection** page provides the following filtering: options:

- HUD HQ (Only for HQA, HQU, HDK and OIG user roles)
- Contract Number or Project Number or Property Number*
- Click the Get Report button

Use this page to filter the scope of the data appearing on the Identity Verification Report. Once you have selected your filter options, click the **Get Report** button to generate the Identity Verification Report reflecting your choices.

***Note**: *The search by Property Number is available only for CAC and CAU users. HSC and HSU users will not see this in their search screen.*

2. On the Identity Verification Report page, result data appears in a tabular format. Each table (referred to as a Statistics table) is labeled to indicate the security level that applies to the data.

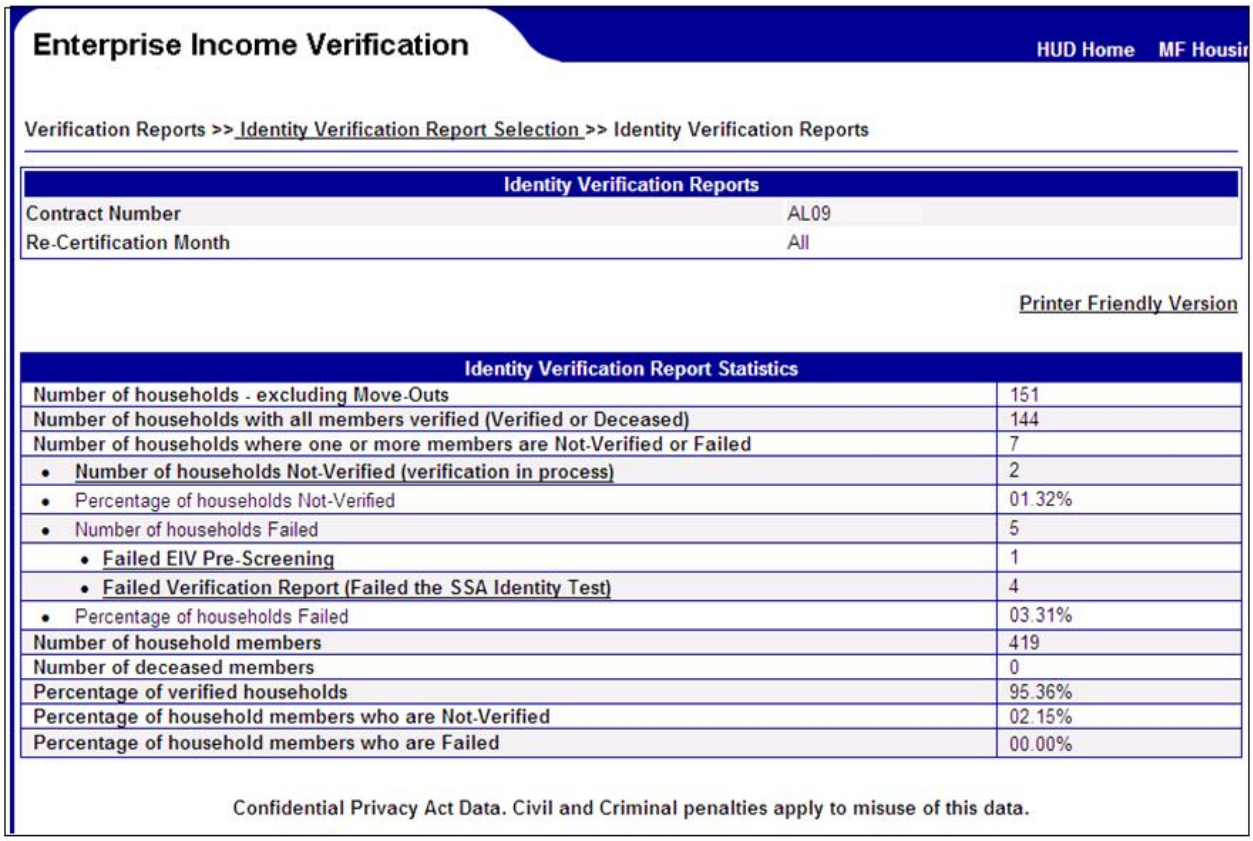
The statistics table in the Identity Verification Report provides the following information:

Note: Statistics information on the identity Verification Report is only available for Internal EIV MF users. For users with EIV roles (HSC, HSU, CAC, CAU) statistics are not available

- Number of households - excluding Move-Outs
- Number of households with all members verified (Verified or Deceased)
- Number of households where one or more members are Not-Verified or Failed
    - Number of households Not-Verified (verification in process)
    - Percentage of households Not-Verified
    - Number of households Failed
        - Failed EIV Pre-screening
        - Failed Verification Report (Failed the SSA Identity Test)
    - Percentage of households Failed

- Number of household members
- Number of deceased members
- Percentage of verified households
- Percentage of household members who are Not-Verified
- Percentage of household members who are Failed

The screen shots below display the Identity Verification Report page for the selected criteria.



Enterprise Income Verification

HUD Home MF Housir

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

Identity Verification Reports	
Contract Number	AL09
Re-Certification Month	All

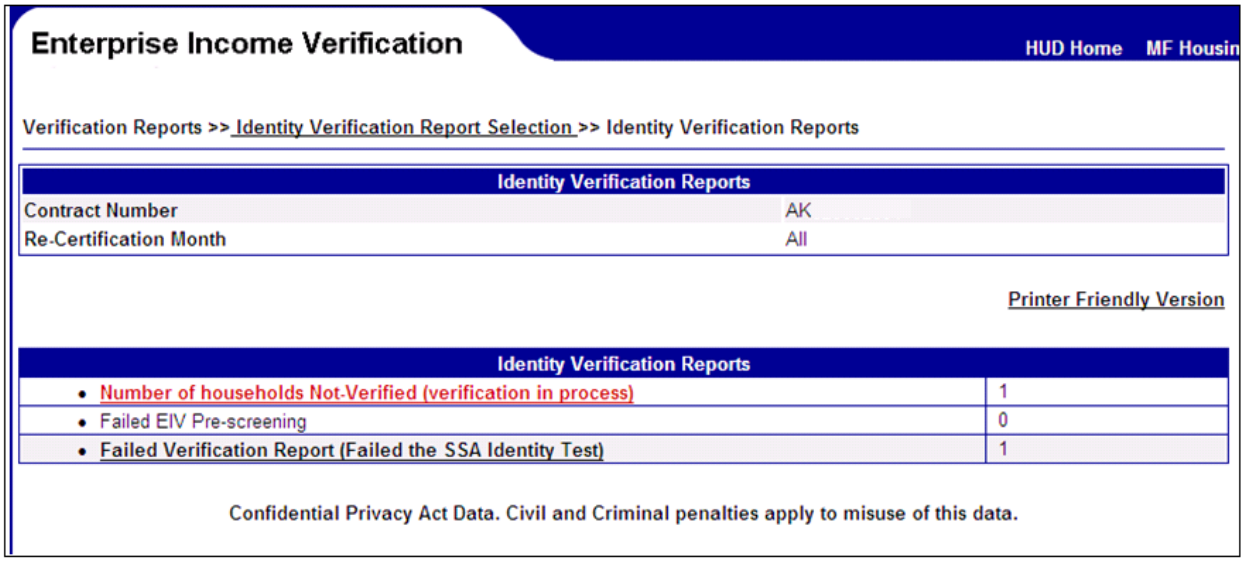
Printer Friendly Version

Identity Verification Report Statistics	
Number of households - excluding Move-Outs	151
Number of households with all members verified (Verified or Deceased)	144
Number of households where one or more members are Not-Verified or Failed	7
• Number of households Not-Verified (verification in process)	2
• Percentage of households Not-Verified	01.32%
• Number of households Failed	5
• Failed EIV Pre-Screening	1
• Failed Verification Report (Failed the SSA Identity Test)	4
• Percentage of households Failed	03.31%
Number of household members	419
Number of deceased members	0
Percentage of verified households	95.36%
Percentage of household members who are Not-Verified	02.15%
Percentage of household members who are Failed	00.00%

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

For HSC, HSU, CAC, CAU user roles

The screen shots below display the Identity Verification Report page for the selected criteria for HSC, HSU, CAC, and CAU user roles.

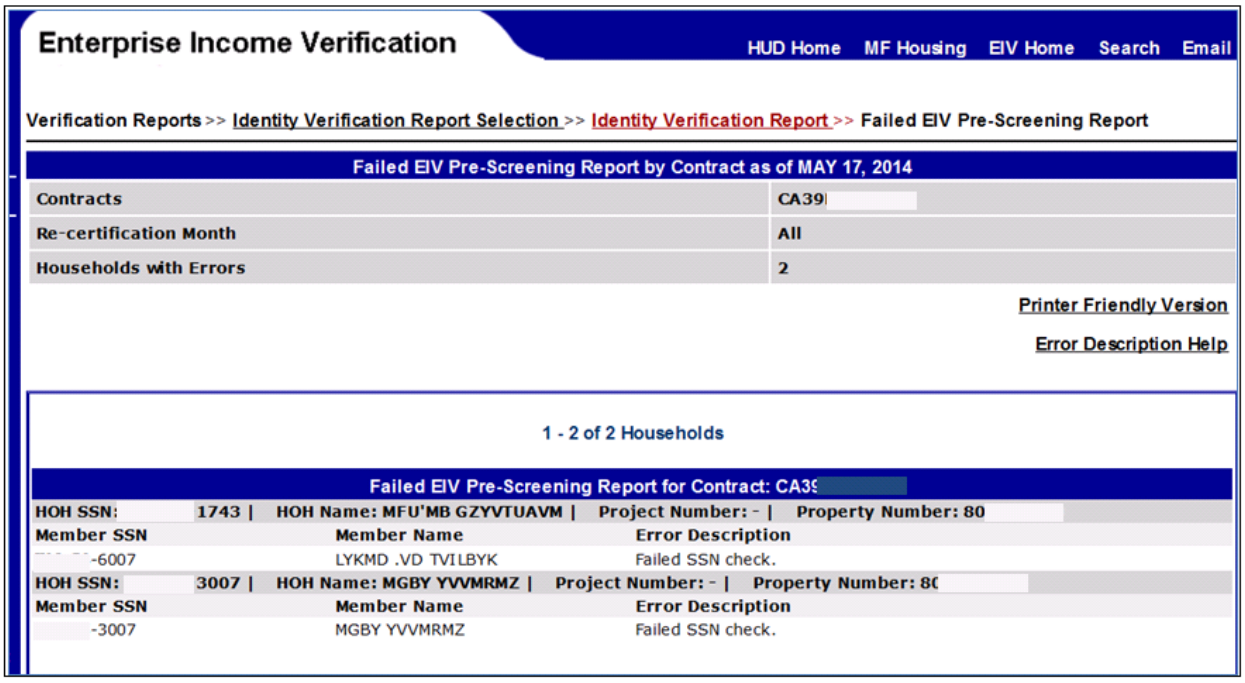


On the identity verification report, the Failed EIV Pre-Screening , Failed Verification Report (Failed the SSA Identity Test) and Number of Households Not Verified (verification in process) are active links when the value is one or more. The links lead to the screens that identify those tenants for the selected contract(s) and/or property(ies) that were not sent to SSA for verification because they failed the EIV pre-screening test and those that failed the SSA Identity Verification test.

Note: The HQ Level report does not offer link to the Failed EIV Pre-Screening Report

6.2.3.1 Failed EIV Pre-Screening Report

When a user clicks on the link Failed EIV Pre-Screening it brings up a screen that identifies those tenants for the selected contract(s) and/or project(s) that were not sent to SSA for verification because they failed the EIV pre-screening test.



There are two links: Printer-Friendly Version and Error Description Help. User can click on printer-friendly version link to print the report. This printer-friendly page also contains the first name, last name, and user ID (partial) of the user who is printing the page along with the Privacy Act statement.

Error description help link displays the detailed version of various short descriptions that users see on the report. The next screen shot shows the **Error Description Help** page.

Error Code	Error Short Description	Error Long Description
1	Failed effective date check.	The effective date of action is more than 15 months old.
2	Failed DOB check.	The date of birth is blank or null.
3	Failed last name check.	The last name is blank or null.
4	Failed SSN check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000}.
5	Failed DOB & effective date check.	The date of birth is blank or null & the effective date of action is more than 15 months old.
6	Failed last name & effective date check.	The last name is blank or null & the effective date of action is more than 15 months old.
7	Failed last name & DOB check.	The last name is blank or null & the date of birth is blank or null.
8	Failed SSN & effective date check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the effective date of action is more than 15 months old.
9	Failed SSN & DOB check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the date of birth is blank or null.
10	Failed SSN & last name check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the last name is blank or null.
11	Failed last name & DOB & effective date check.	The last name is blank or null & the date of birth is blank & the effective date of action is more than 15 months old.
12	Failed SSN & DOB & effective date check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the date of birth is blank or null & the effective date of action is more than 15 months old.
13	Failed SSN & last name & effective date check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the last name is blank or null & the effective date of action is more than 15 months old
14	Failed SSN & last name & DOB check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the last name is blank or null & the date of birth is blank or null.
15	Failed SSN & last name & DOB & effective date check.	The SSN is not numeric or all 9s or LIKE {000%} or LIKE {___00%} or LIKE {%0000} & the last name is blank or null & the date of birth is blank or null & the effective date of action is more than 15 months old.

6.2.3.2 Failed Verification Report (Failed the SSA Identity test)

When a user clicks on the Failed Verification Report link it brings up a screen that identifies those tenants for the selected contract(s) and/or project(s) that were not verified by SSA due to missing information.

The Verification Reports >> Identity Verification Report >> Failed Verification Reports page is displayed with 2 sections:

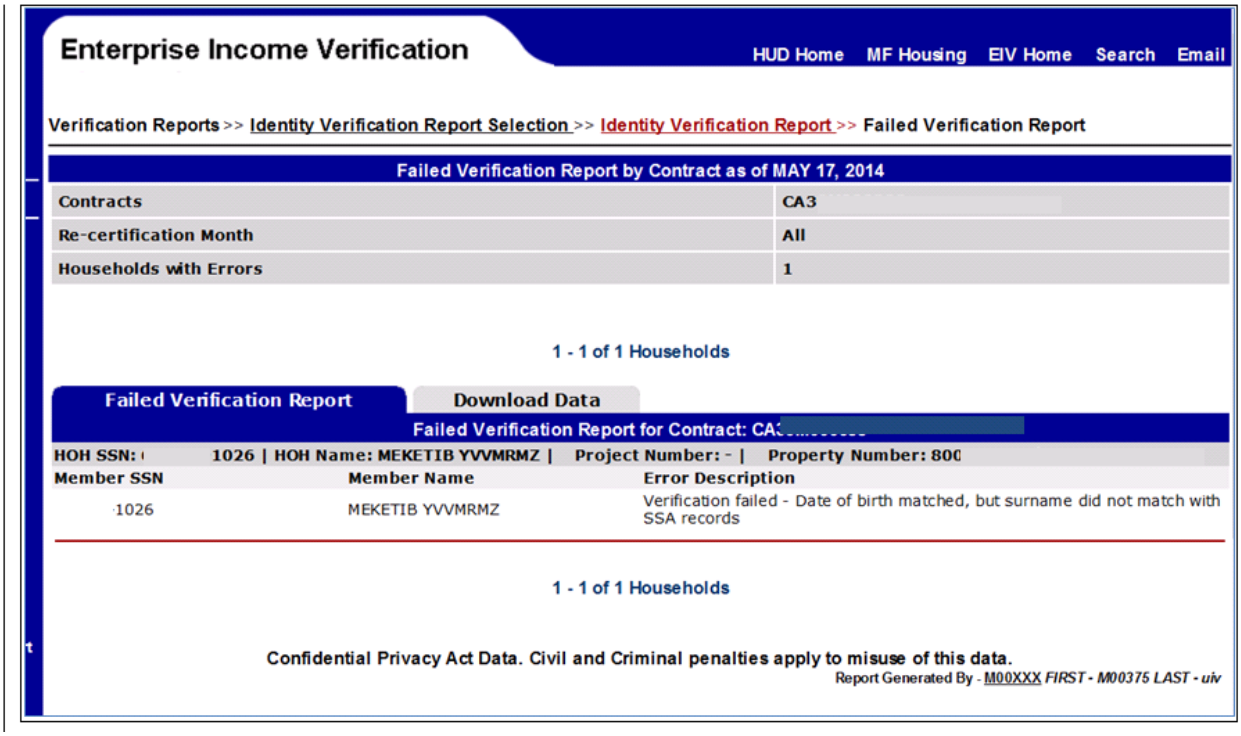
- Failed Verification Report by Contract/Project
- Detail List (with tabs for Failed Verification Report and Download Data)

The **Failed Verification Report** section has the following information:

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

The detail section displays the Failed Verification Report and Download Data tabs. The **Failed Verification Report** (default selected tab) tab shows the following fields:

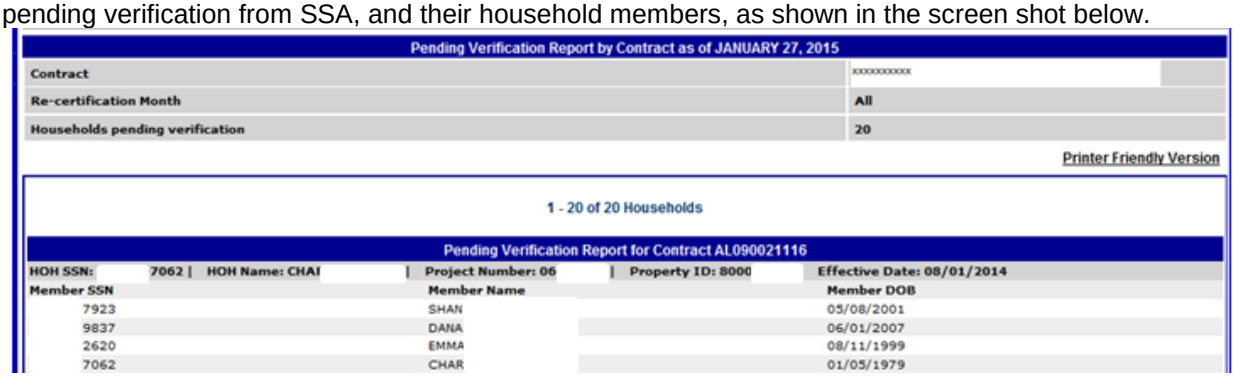
- HOH SSN
- HOH Name
- Project Number (or Subsidy Contract)
- Member SSN
- Member Name
- Error Description



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

6.2.3.3 Number of Households Not Verified (verification in process)

When the user clicks on the Active link for Number of Households Not Verified (verification in process) the Pending Verification Report is displayed. This report displays the total number of Household who are pending verification from SSA, and their household members, as shown in the screen shot below.



Pending Verification Report by Contract as of JANUARY 27, 2015

Contract	xxxxxxxxx
Re-certification Month	All
Households pending verification	20

Printer Friendly Version

1 - 20 of 20 Households

Pending Verification Report for Contract AL090021116

HOH SSN: 7062 | HOH Name: CHAI | Project Number: 06 | Property ID: 8000 | Effective Date: 08/01/2014

Member SSN	Member Name	Member DOB
7923	SHAN	05/08/2001
9837	DANA	06/01/2007
2620	EMMA	08/11/1999
7062	CHAR	01/05/1979

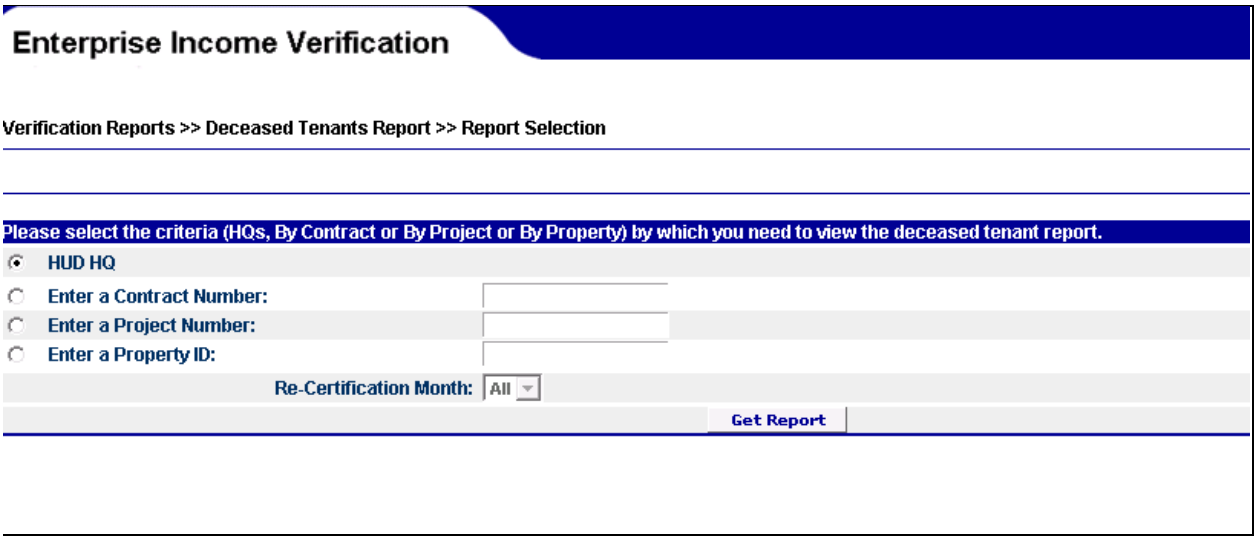
6.2.4 Deceased Tenants Report

Deceased Tenants Report provides the basic information of the households and household Member information for the households with deceased household members.

- Access the Deceased Tenants Report page by clicking the Deceased Tenants Report link under the Verification Reports module on the EIV Navigation panel. The **Deceased Tenants Report – Report Selection** page displays as illustrated below.

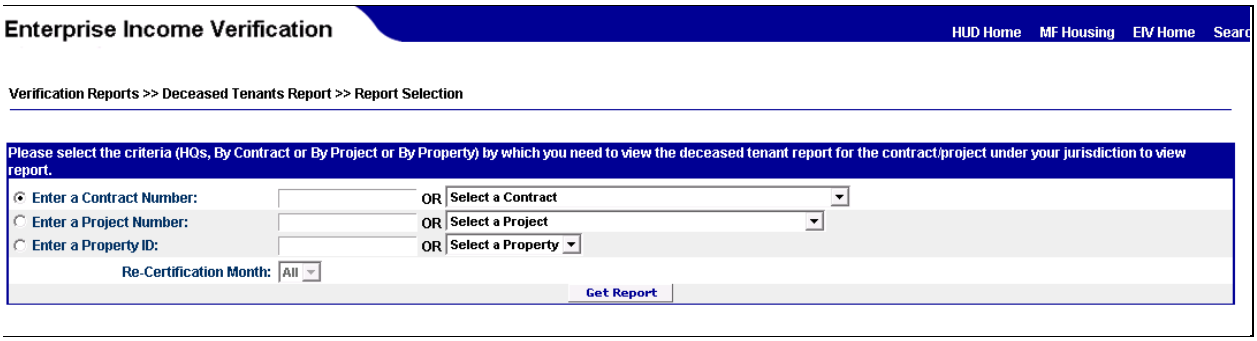
HQA, HQU, HDK and OIG roles

- Select search option by **HUD HQ** to view statistics for the universe of Multifamily Housing Program contracts/properties or select search option to view statistics for a **Contract Number** or **Project Number** or **Property Number** and then enter a contract number or project number.
- Click the **Get Report** button.



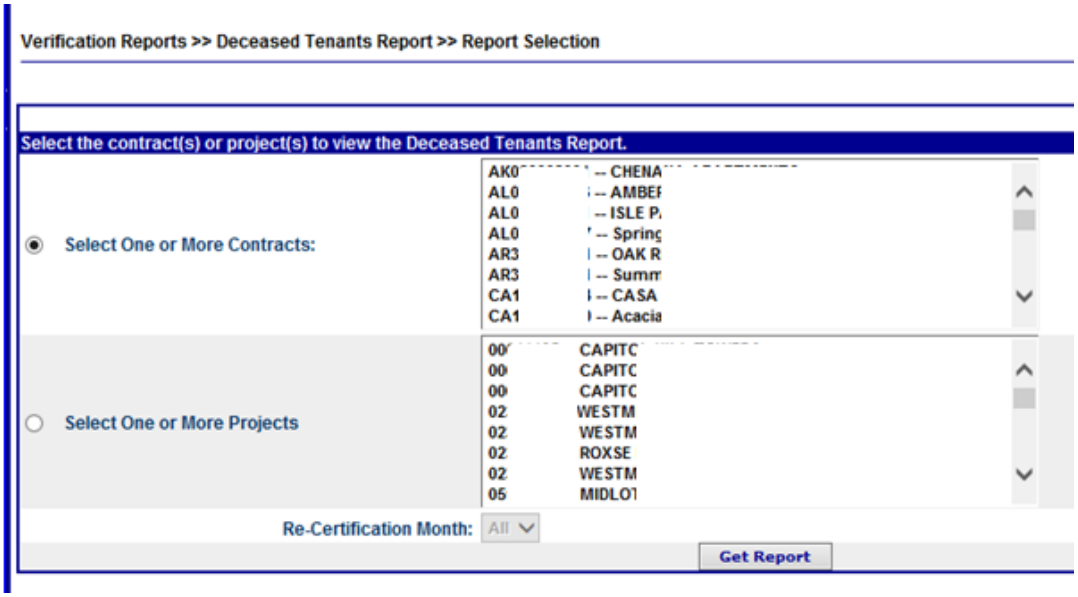
HFU role:

- Select search option by **Project Number or Contract Number** or **Property Number** and then enter a contract number or project number or property number or select a **Contract** or **Project** or **Property** to view statistics.
- Click the **Get Report** button.



HSC, CAC, HSU and CAU roles:

- Select search option by **Contract Number** or **Project Number** or **Property Number** and then select one or more contracts/projects/properties from the list of available contract numbers or project numbers or properties in the user's portfolio.
- Click the **Get Report** button.



On the Deceased Tenants Report page, result data appears in a tabular format. The report at HUD HQ level provides the statistical data, while at contract and Project or Property level displays the actual household information, similar to the Failed Verification Report.
In a Statistics table you will find the following information:

- Number of households with deceased members
- Percentage of households with deceased members
- Number of single member deceased households
- Percentage of single member deceased households
- Members Deceased
- Members deceased less than 1 year
- Percentage of members deceased less than 1 year
- Members deceased more than 1 year
- Percentage of members deceased more than 1 year
- Members deceased more than 2 years
- Percentage of members deceased more than 2 years
- Members deceased with no deceased date
- Percentage of members deceased with no deceased date

Deceased Tenants Report at Contract or Project or Property level display the following information for each household with deceased member(s)

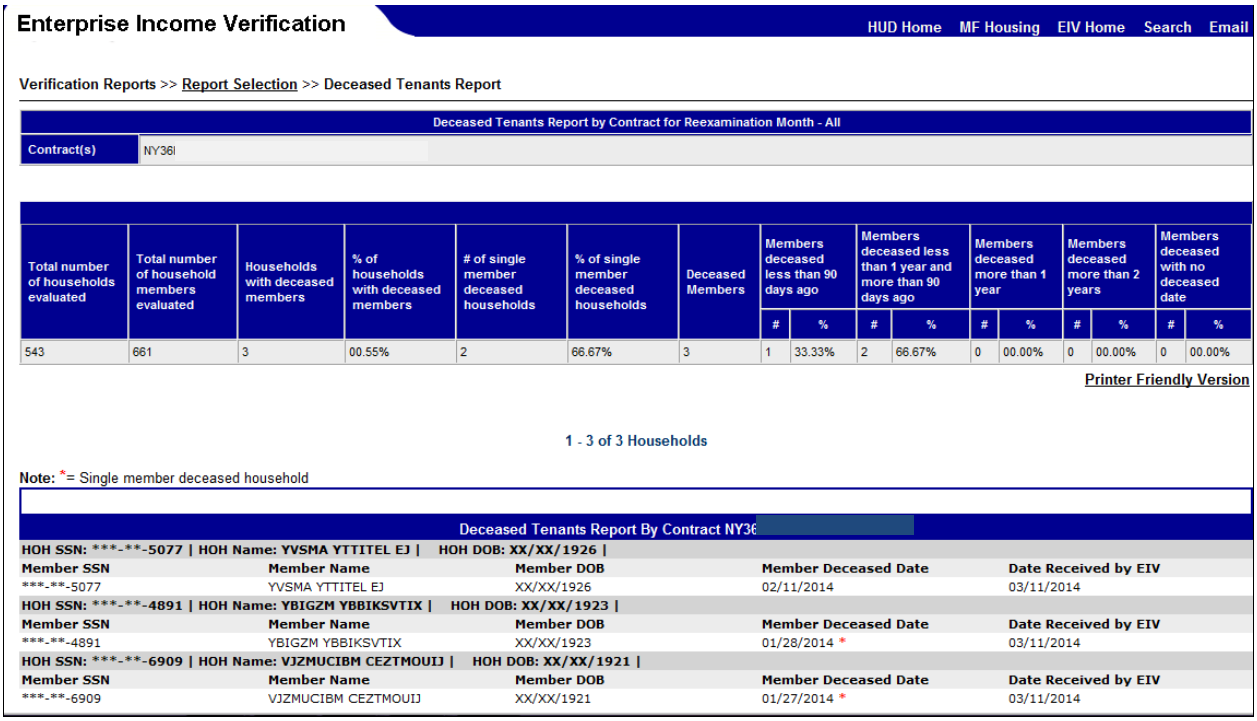
- HOH SSN
- HOH Name
- HOH DOB

And for each deceased member in the above household

- Member SSN
- Member Name
- Member DOB
- Member Deceased Date

Single Member Household records are marked with a * symbol against the Member Deceased Date.

The screen shot below displays the Deceased Tenants Report page for selected criteria.



Enterprise Income Verification

HUD Home | MF Housing | EIV Home | Search | Email

Verification Reports >> Report Selection >> Deceased Tenants Report

Deceased Tenants Report by Contract for Reexamination Month - All

Contract(s): NY36I

Total number of households evaluated	Total number of household members evaluated	Households with deceased members	% of households with deceased members	# of single member deceased households	% of single member deceased households	Deceased Members	Members deceased less than 90 days ago		Members deceased less than 1 year and more than 90 days ago		Members deceased more than 1 year		Members deceased more than 2 years		Members deceased with no deceased date	
							#	%	#	%	#	%	#	%	#	%
543	661	3	00.55%	2	66.67%	3	1	33.33%	2	66.67%	0	00.00%	0	00.00%	0	00.00%

Printer Friendly Version

1 - 3 of 3 Households

Note: *= Single member deceased household

Deceased Tenants Report By Contract NY36

Member SSN	Member Name	Member DOB	Member Deceased Date	Date Received by EIV
HOH SSN: ***-**-5077 | HOH Name: YVSMA YTTITEL EJ | HOH DOB: XX/XX/1926 |				
***-**-5077	YVSMA YTTITEL EJ	XX/XX/1926	02/11/2014	03/11/2014
HOH SSN: ***-**-4891 | HOH Name: YBIGZM YBBIKSVTIX | HOH DOB: XX/XX/1923 |				
***-**-4891	YBIGZM YBBIKSVTIX	XX/XX/1923	01/28/2014 *	03/11/2014
HOH SSN: ***-**-6909 | HOH Name: VJZMUCIBM CEZTMOUIJ | HOH DOB: XX/XX/1921 |				
***-**-6909	VJZMUCIBM CEZTMOUIJ	XX/XX/1921	01/27/2014 *	03/11/2014

Note: EIV system identifies the single member deceased households with a red asterisk (*) beside the Member Deceased Date.

6.2.5 Income Discrepancy Report (Threshold Report)

The Threshold Report is used to identify tenants who may have underreported income through the use of incremental percentage options. These percentage options will be referred to as thresholds. Threshold options available are 5% through 100%. The report is available for HQA, HQU, HFU, CAC, CAU roles.

Threshold Percentage: The percentage of variance between the projected income reported on form 50059 vs. the actual income from SSA and HHS computed by EIV system, beyond which a tenant record is included in Discrepancy Report summary calculations.

The report shows which tenants fall into the defined threshold. 100 percent threshold is defined as any situation where the Projected Annual Wages and Benefits from Form HUD-50059 field represents zero annual income and the Reported Annual Wages and Benefits from EIV Data field indicates there is any income greater than zero associated with a Head of Household's Social Security number for the entire household. Threshold percentage options are available via a dropdown list and starts at 5% and increase by 5% until 100% is reached (5%, 10%, 15%, 20%, …, 100%).

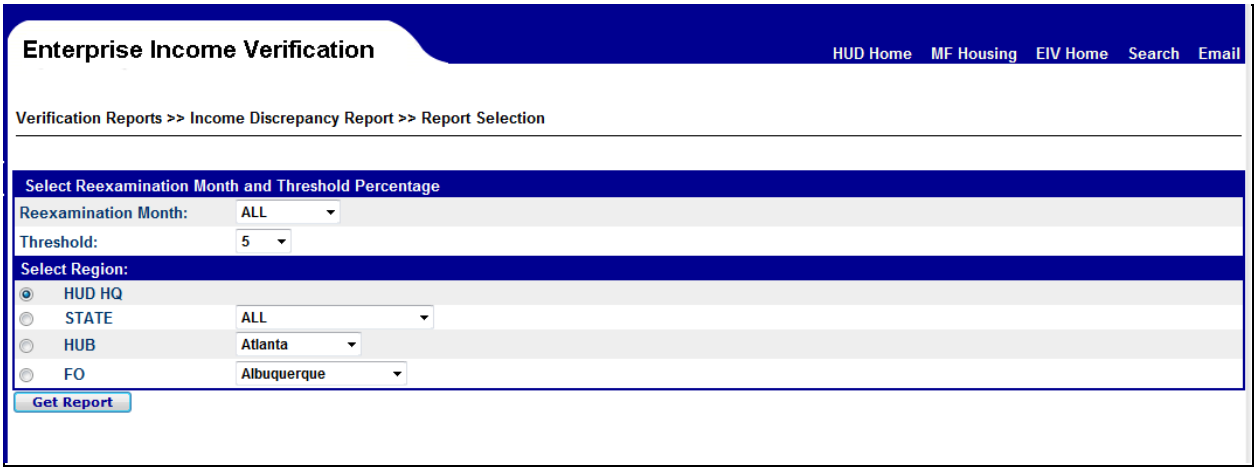
Region options include HUD HQ, State, HUB, Servicing Site/Field Office. Recertification Month option include each individual month and an "All" option with the default appearing as "All".

The report is available in a printer-friendly version and each level of statistics can be downloaded to Microsoft Excel.

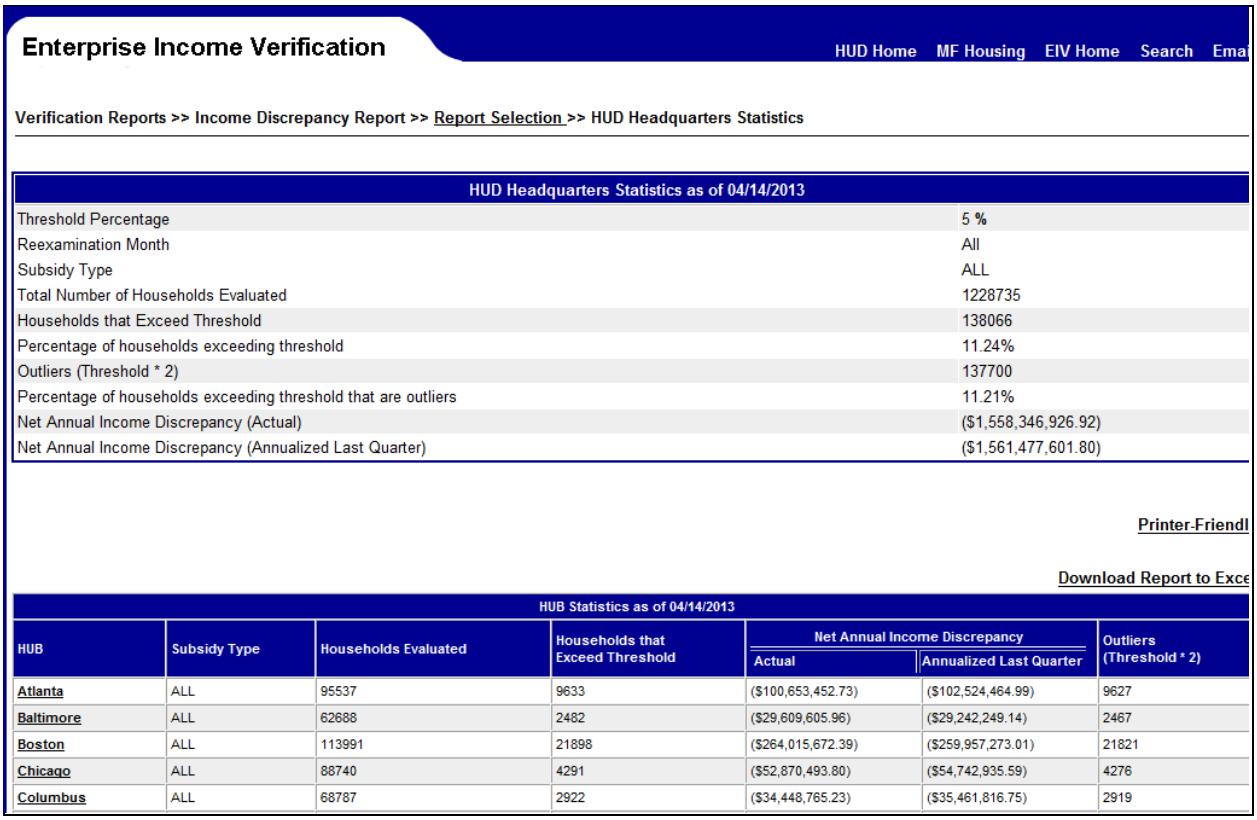
- Access the Threshold Report page by clicking the Income Discrepancy Report link under the Verification Reports module on the EIV Navigation panel. The **Income Discrepancy – Report Selection** page displays as illustrated below for different type of user roles.

HQA, HQU, roles.

- Select search option by Reexamination Month and Threshold percentage. Select **HUD HQ** to view statistics for the universe of Multifamily Housing Program contracts/properties
- Click the **Get Report** button.

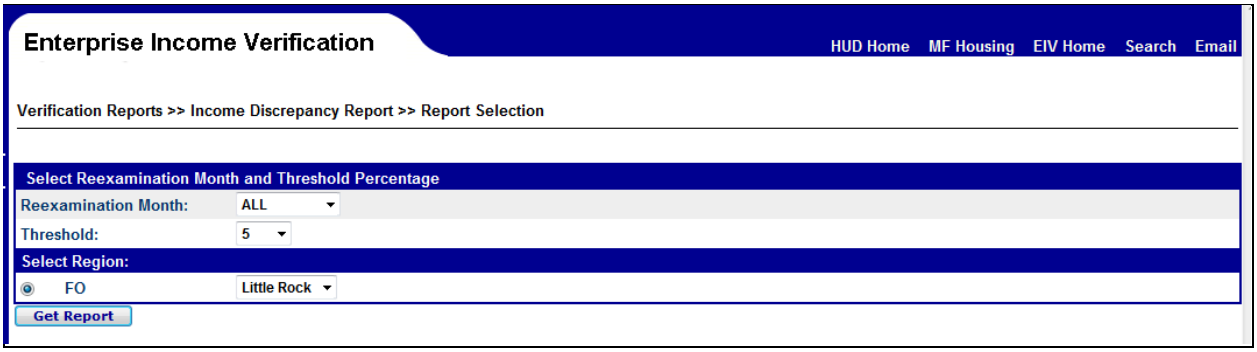


On the Threshold Report results page, result data appears in a tabular format. The report at HUD HQ level provides the statistical data as shown below.



HFU role:

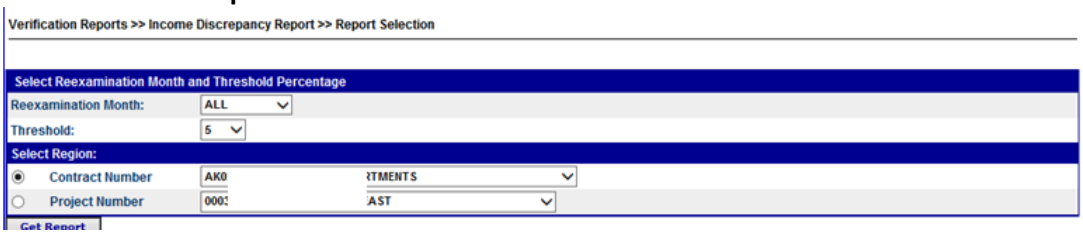
- Select search option by Reexamination Month and Threshold percentage. The FO List dropdown filed has the list of all regions in the user's portfolio. Select the Region as needed.
- Click the **Get Report** button.



- A popup is displayed "Do you want to open or save Tenant Income Discrepancy Report.xls".
- Select Open or Save option as needed

CAC and CAU roles:

- Select search option by selecting the Reexamination Month and Threshold percentage. Then select a **Contract Number from the Contract Number dropdown list**.
- Click the **Get Report** button.



- A popup is displayed "Do you want to open or save Tenant Income Discrepancy Report.xls".
- Select Open or Save option as needed

User Authorization Form

NOTE: This section only applies to users with HSU or CAU user role for EIV in WASS.

Users can access the Authorization Form module by clicking on the **Authorization Form** link under the **User Access Request** Menu from the EIV Navigational bar. The User Access Requests module provides users with HSU role or CAU role the capability to submit their EIV UAAF requests online for certification, re-certification, and expiration to their Housing Coordinators for approval.

Below are the Actions users can perform.

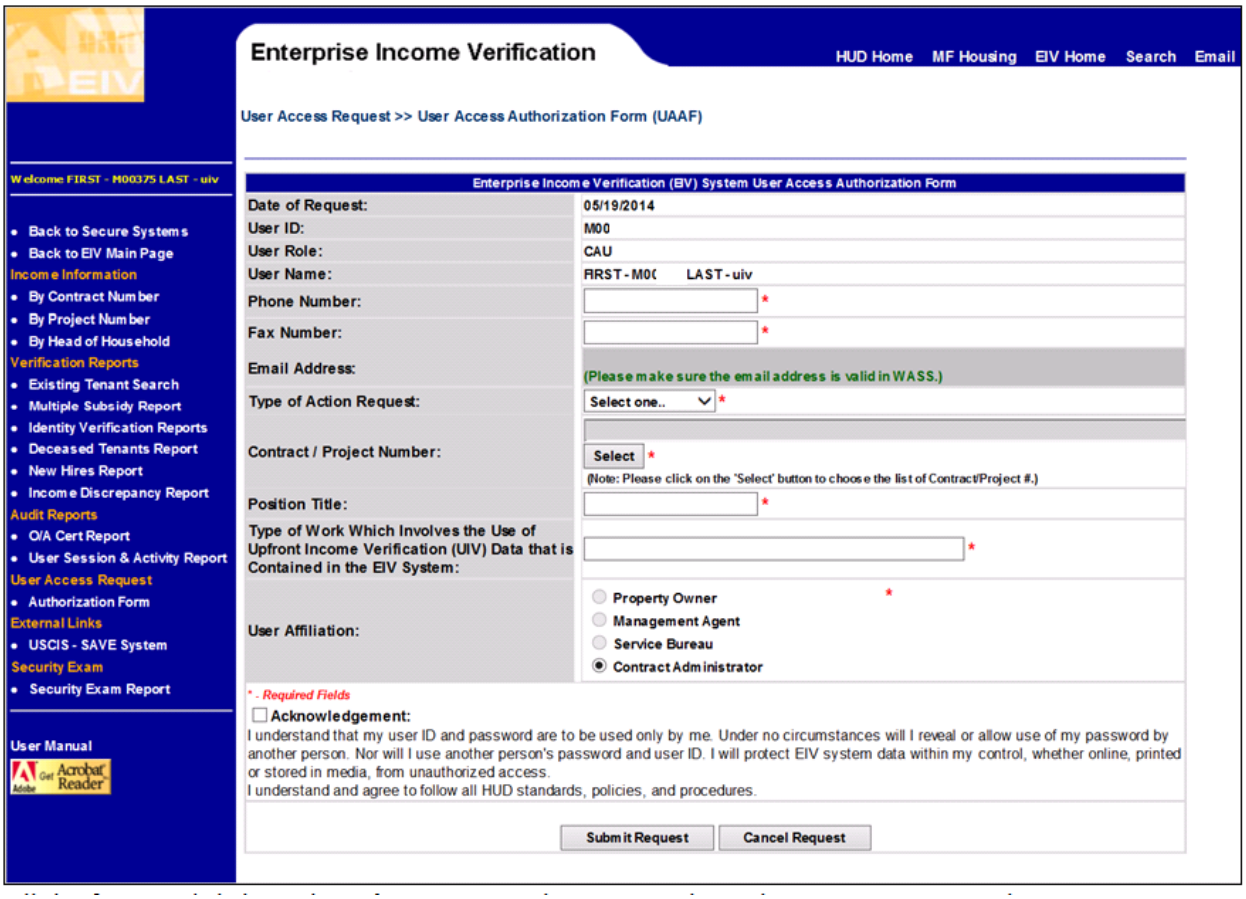
Action	Description
Create New Request	Create UAAF requests for certification, recertification and/or expiration.
Edit	Edit/Modify the UAAF request. **Note:** Once the Coordinator acts on the submitted request, the request cannot be modified.
Delete	Delete the UAAF request. **Note:** Once the Coordinator acts on the submitted request, the request cannot be deleted.
Change View	By default, the system will display all the pending requests from the logged in user. User will need to select different status and click on the Change View button to view the requests in the selected status.
View UAAF	View submitted UAAF requests.

On the Create New Request screen, the electronic UAAF form for recertification and expiration will include the following fields:

- **Date of Request** (EIV system generated)
- **User ID** (pre-populated by the EIV system based on user logon information)
- **User Role** (pre-populated by the EIV system based on the login information)

- **User Name** (pre-populated by the EIV system based on the login information)
- **Phone Number**
- **Fax Number**
- **Email Address**
- **Type of Action Request** (i.e., Certification, Re-certification or expiration)
- **Contract / Project Number** (Will be populated based on the user's selection of Contract Number/Project Number. Click on the Select button to make the selection.
- **Position Title** (in free-form text)
- **Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:** (in free-form text)
- **User Affiliation** (radio buttons to select from Property Owner, Management Agent, Service Bureau or Contract Administrator)
- **Acknowledgement**

Users will need to acknowledge before submitting the request for certification, re-certification or expiration. This form will be available to existing MF Housing users needing certification, re-certification and role expiration. Below is the screen shot of the screen to create UAAF.



Fill the form and click on the **Submit Request** button to submit the UAAF request to the respective coordinator. The resulting page will be displayed with the current saved request. Click on **Cancel**

Request to go back to the previous screen without saving the form. The screen below will be displayed when the Submit Request button is clicked.

Users can change the view of the above-displayed screen by selecting the desired status of the request from the Request Selection drop-down box and clicking the Change View button.

6.3 COORDINATOR AUTHORIZATION FORM

NOTE: This section only applies to users with HSC or CAC user role for EIV in WASS.

Users can access the Authorization Form by clicking on the **Authorization Requests** link under the **Coordinator Access Request** Menu from the EIV Navigational bar. The Coordinator Access Requests module provides the users with HSC role or CAC role the capability to submit their EIV CAAF requests online for certification, re-certification, and expiration to HUD's Multifamily Help Desk for approval. Below are the actions HSC and CSC users can perform:

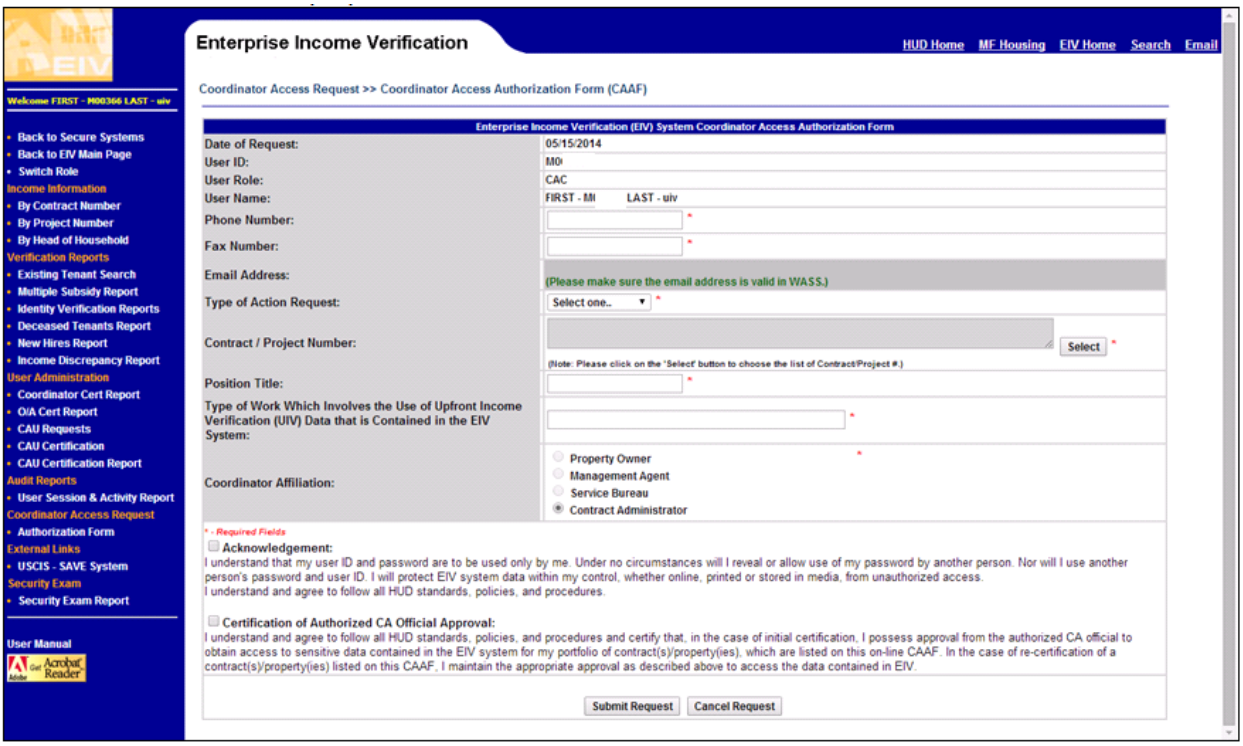
Action	Description
Create New Request	Create CAAF requests for certification or recertification or expiration.
Edit	Edit/Modify the Coordinator request. **Note:** Editing is allowed only when the request is in Pending status.
Delete	Delete the CAAF request. **Note:** Deletion is allowed only when the request is in Pending status.

Action	Description
Change View	By default, the system will display all the pending requests from the logged in user. Users will need to select different status and click on the Change View button to view the requests in the selected status.
View CAAF	View submitted CAAF requests.

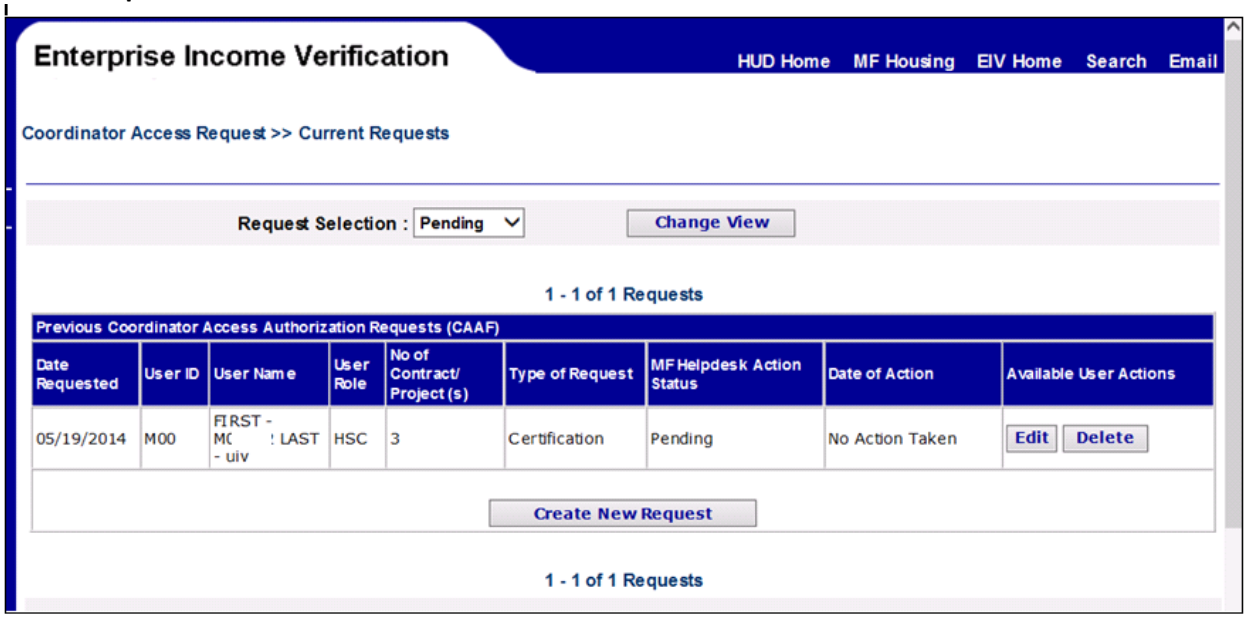
On the Create New Request screen, the CAAF request for recertification and expiration will include the following fields:

- **Date of Request** (EIV system generated)
- **User ID** (pre-populated by the EIV system based on user logon information)
- **User Role** (pre-populated by the EIV system based on the login information)
- **User Name** (pre-populated by the EIV system based on the login information)
- **Phone Number** (in free-form text)
- **Fax Number** (in free-form text)
- **Email Address** (pre-populated by the EIV system based on the information from WASS)
- **Type of Action Request** (i.e., Certification, Re-certification, or Expiration)
- **Contract / Project Number** (Will be populated based on the user's selection of Contract Number/Project Number. Click on the Select button to make the selection.
- **Position Title** (in free-form text)
- **Type of Work Which Involves the Use of Upfront Income Verification (UIV) Data that is Contained in the EIV System:** (in free-form text)
- **Coordinator Affiliation** (radio buttons to select from Property Owner, Management Agent, Service Bureau or Contract Administrator, depending on role code)
- **Acknowledgement**
- **Certification of Owner Letter(s) of Approval/Certificate of Authorized CA official approval** (depending on EIV role code)

Coordinators will need to acknowledge that they have read the acknowledgement and certify to the receipt of **Owner Letter(s) of Approval/Authorized CA official approval** on HUD's MF EIV website at: http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm by checking the check box in the screen before submitting the CAAF request for certification, re-certification, or expiration.
The screen shot below displays the CAAF for the HSC role.



Once the Form is filled in, click on the Submit Request button to submit the CAAF request to the Help Desk. The resulting page will be displayed with the current saved request. Click on **Cancel Request** to go back to the previous screen without saving the form. The screen below will be displayed when the **Submit Request** button is clicked.



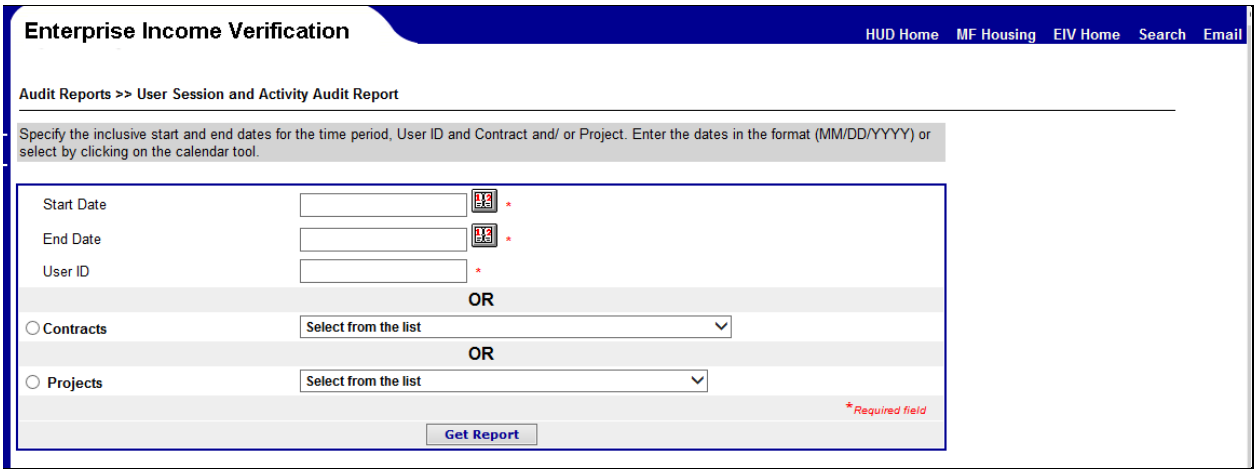
Users can change the view of the above-displayed screen by selecting the desired status of the request from the Request Selection drop-down box and clicking the Change View button.

6.4 AUDIT REPORTS – O/A USER SESSION AND ACTIVITY AUDIT REPORT

NOTE: For HFU, CAC and CAU user roles only.

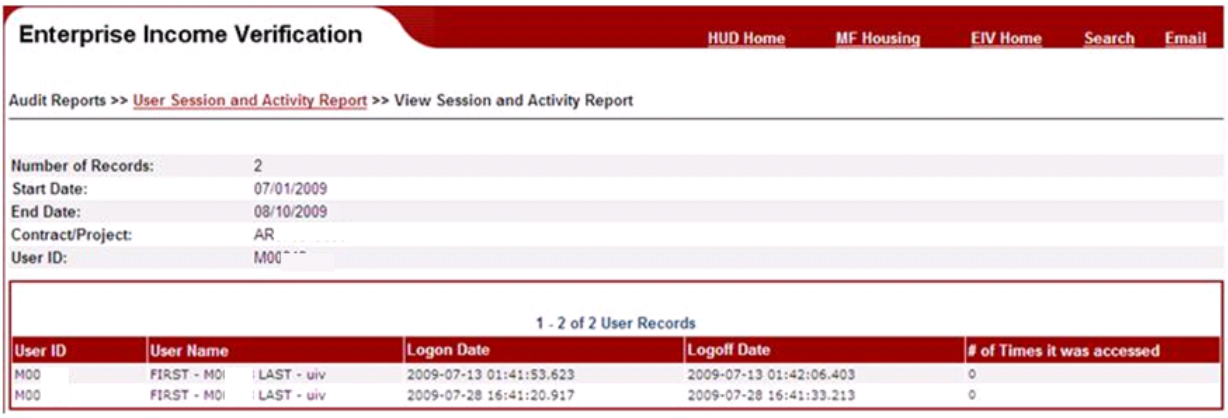
O/A User Session and Activity report provides HFU, CAC and CAU users the capability to view the EIV usage for users with HSC and HSU roles within their portfolio.

Step 1: Click on the **User Session & Activity Report** link under the **Audit Report** section in the left-hand navigation panel. **(FOR CAC users this report will be the only link under the Audit Report Section on the left Navigation bar.)**



Step 2: Enter the Start Date, End date and User ID for whom the search needs to be performed. The user can also select the contract (or Project for HFU users) to narrow the search.

The result will bring you to the **View Session and Activity Report** page which will display the entered user id's access details to EIV system.



If the contract or project number is selected in the selection page, the result page will display the details of entered user's access to the particular contract/project number. If the **# of Times it was accessed** column is zero that means the user has logged into EIV system during the specified dates but did not access the particular contract/project information.

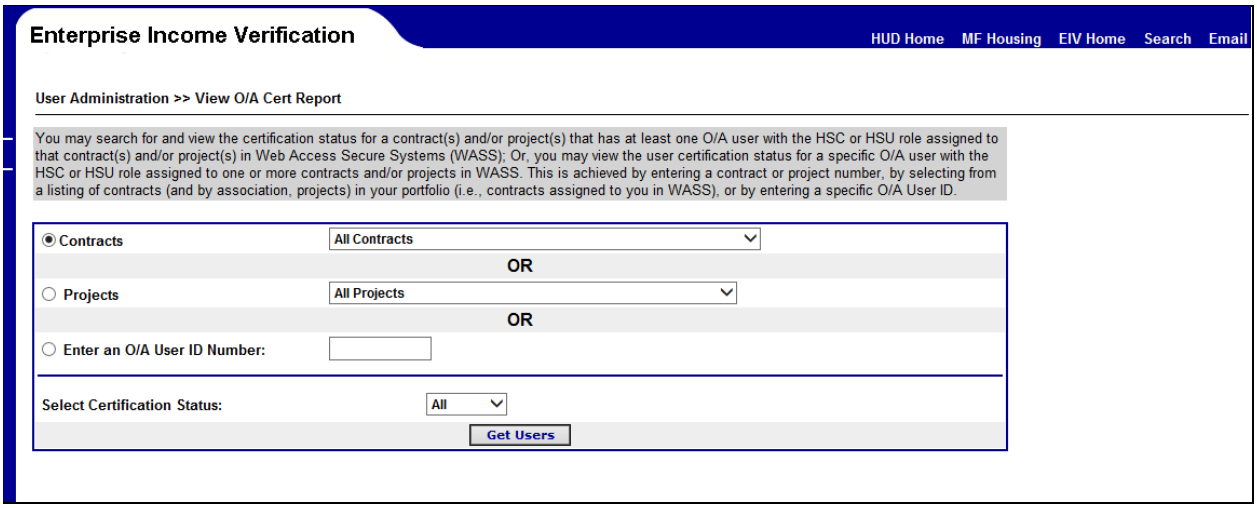
6.5 AUDIT REPORTS – O/A CERT REPORT

NOTE: For HFU, CAC and CAU user roles only.

O/A Cert Report provides HFU, CAC and CAU users the capability to view the EIV certification status of a contract(s) and/or project(s) that has at least one user with the HSC or HSU user roles assigned that O/A's contract(s) and/or project(s).

Step 1: Click on the **O/A Cert Report** link under the **Audit Report** section in the left-hand navigation panel. **(FOR CAC users this report will be displayed under the User administration Section on the left Navigation bar.)**

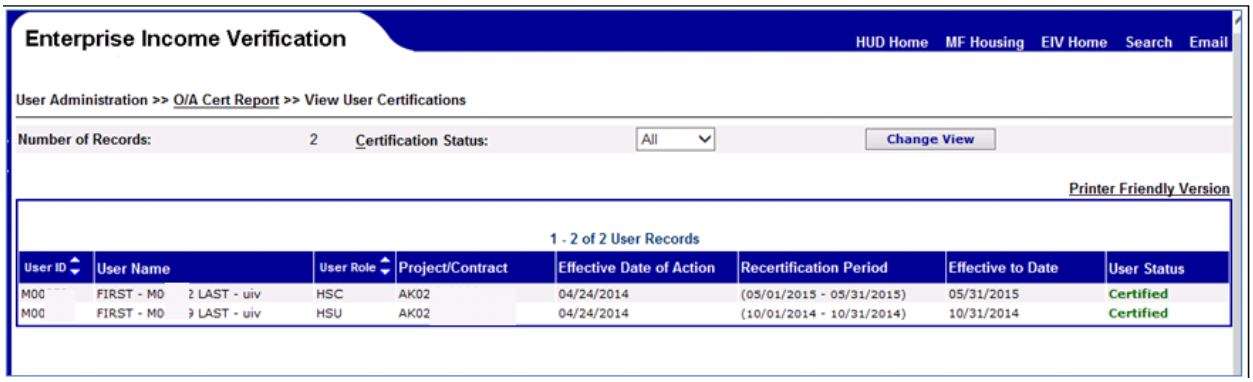
The resulting screen displays, the Contract selection page to search for certification status. (HFU users will have option to select the projects from within their portfolio).



Step 2: Select a contract or select 'All contracts' to get the certification status of the HSC/HSU user roles.

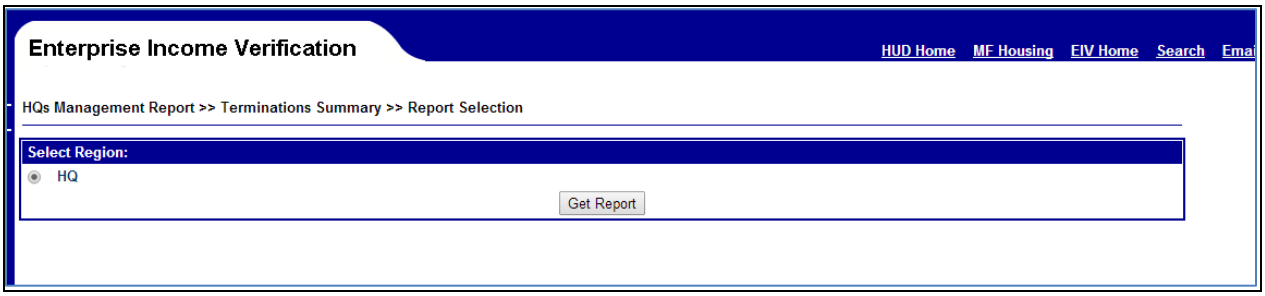
Step 3: The search can be performed by entering the user ID of the user being searched.

The resulting page, displays the certification status of the user with same portfolio.



The user can print the report by clicking the **Printer-Friendly Version** link on the page.

6.6 HQA MANAMEMENT REPORT – EIV USAGE SUMMARY



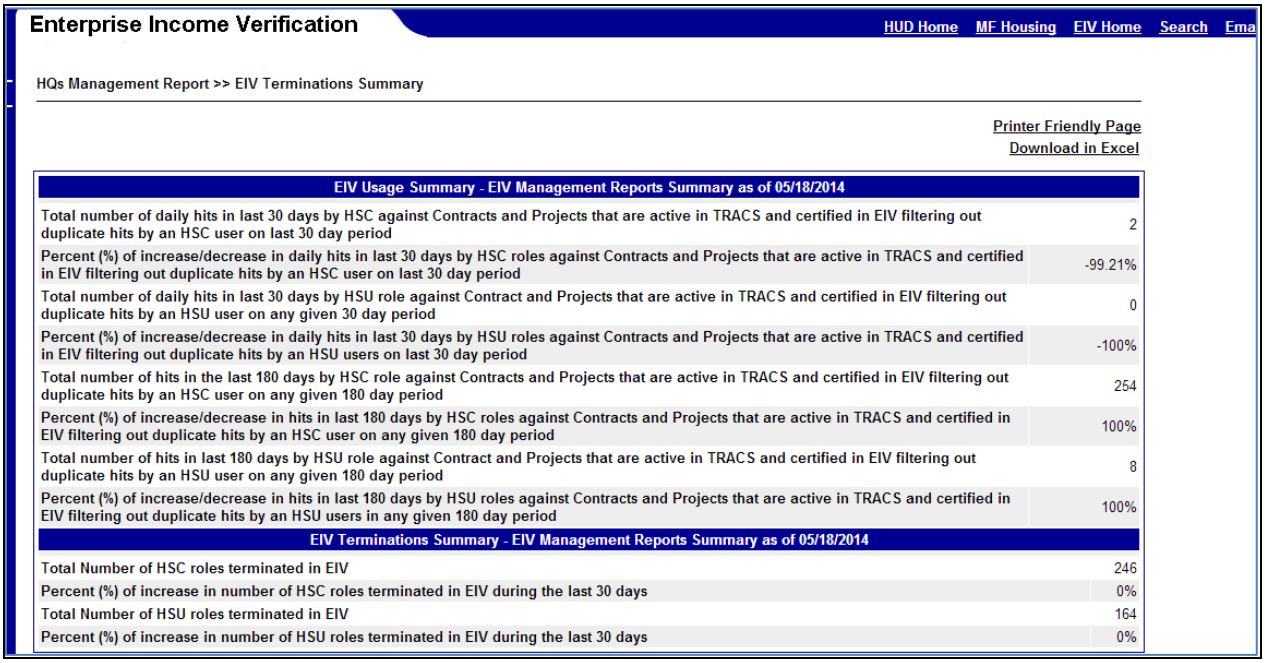
EIV Usage summary will display reports for the 180 day period.

- Total number of hits in the last 180 days by HSC role against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on any given 180 day period.

- Percent (%) of increase/decrease in hits in last 180 days by HSC roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on any given 180 day period.

- Total number of hits in last 180 days by HSU role against Contract and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU user on any given 180 day period.

- Percent (%) of increase/decrease in hits in last 180 days by HSU roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU users in any given 180 day period.



EIV Usage Summary - EIV Management Reports Summary as of 05/18/2014	
Total number of daily hits in last 30 days by HSC against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on last 30 day period	2
Percent (%) of increase/decrease in daily hits in last 30 days by HSC roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on last 30 day period	-99.21%
Total number of daily hits in last 30 days by HSU role against Contract and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU user on any given 30 day period	0
Percent (%) of increase/decrease in daily hits in last 30 days by HSU roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU users on last 30 day period	-100%
Total number of hits in the last 180 days by HSC role against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on any given 180 day period	254
Percent (%) of increase/decrease in hits in last 180 days by HSC roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSC user on any given 180 day period	100%
Total number of hits in last 180 days by HSU role against Contract and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU user on any given 180 day period	8
Percent (%) of increase/decrease in hits in last 180 days by HSU roles against Contracts and Projects that are active in TRACS and certified in EIV filtering out duplicate hits by an HSU users in any given 180 day period	100%
EIV Terminations Summary - EIV Management Reports Summary as of 05/18/2014	
Total Number of HSC roles terminated in EIV	246
Percent (%) of increase in number of HSC roles terminated in EIV during the last 30 days	0%
Total Number of HSU roles terminated in EIV	164
Percent (%) of increase in number of HSU roles terminated in EIV during the last 30 days	0%

6.7 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 EIV Pre-processing back-end server.
- SSA Response Processing – covers the loading of SSA response data into EIV database
- NDNH Monthly and Quarterly Request File creation and transmission - covers the creation of NDNH monthly request file and transfer of files from the Batch server to the Mainframe Server
- NDNH – Monthly and Quarterly Response File processing – covers the loading of NDNH 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 and, receives W-4 and income from NDNH on a monthly/quarterly basis via a batch-processing mode. EIV does not provide the users query access to EIV databases.

Queries of SSA or NDNH data for individual tenant SS and SSI benefit or income information are available via EIV online application system.

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 Contract Number 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.
- **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.
- **New Hires Report** provides a list of households where at least one member has a New Hire record for the selected month or period and members in such households.

2. Verification Reports

- **Existing Tenant Search** shows basic information on the households (in PIH and MF) wherein a person may be potentially receiving subsidy.
- **Multiple Subsidy Report** shows a list of tenants who receive assistance on multiple contracts/properties in Multifamily Housing Programs or in both PIH and Multifamily Programs
- **Identity Verification Report** shows statistics on number of households and the number of households that have been verified by SSA, which failed SSA verification , failed EIV pre-screening and Number of Households Not Verified (verification in process)
- **Deceased Tenants Report** shows the basic information of the households/ household members for the households with deceased household members.

9.2 REPORT PROCEDURES

Please refer to Section 6.0 on instructions on how to generate the reports enumerated above.

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

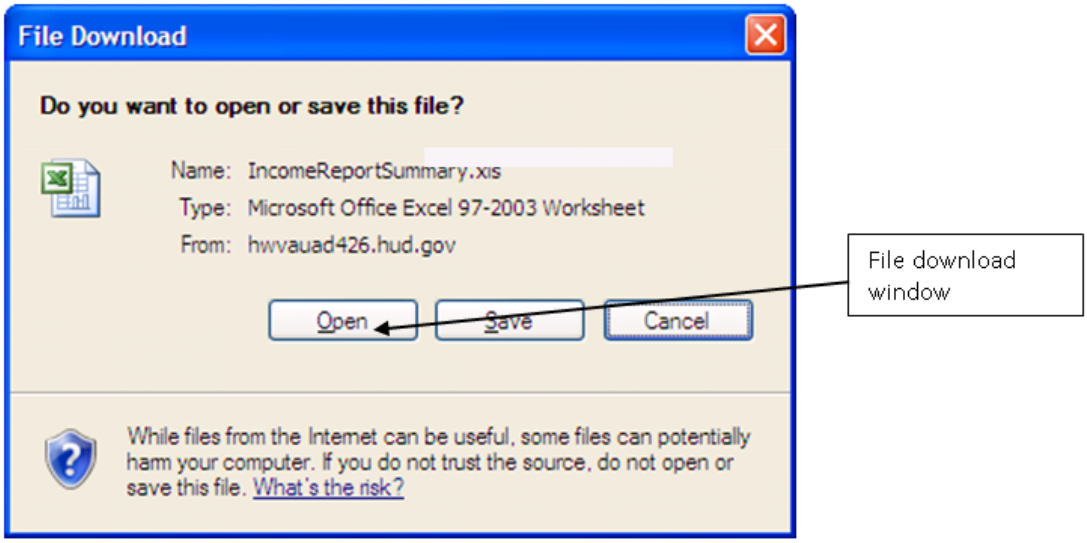
Error Description	Explanation
Member SSN not sent to SSA – Invalid SSN	The tenant's record was not sent to the SSA because the SSN failed the preliminary validation checks conducted by TASS.
Member SSN not sent to SSA – Live-in aide or foster child	The tenant's record was not sent to the SSA because 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 does not receive 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 does not receive 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 is receiving SS benefits. 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 is receiving SS benefits. However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.
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 is receiving SSI benefits. 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 is receiving SSI benefits. 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 is receiving both SS and SSI benefits. 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 is receiving both SS and SSI benefits. However, due to the discrepancy in the Last Name, the benefit information cannot be disclosed.

APPENDIX B – INSTRUCTIONS ON DOWNLOADING TO MICROSOFT EXCEL FILES

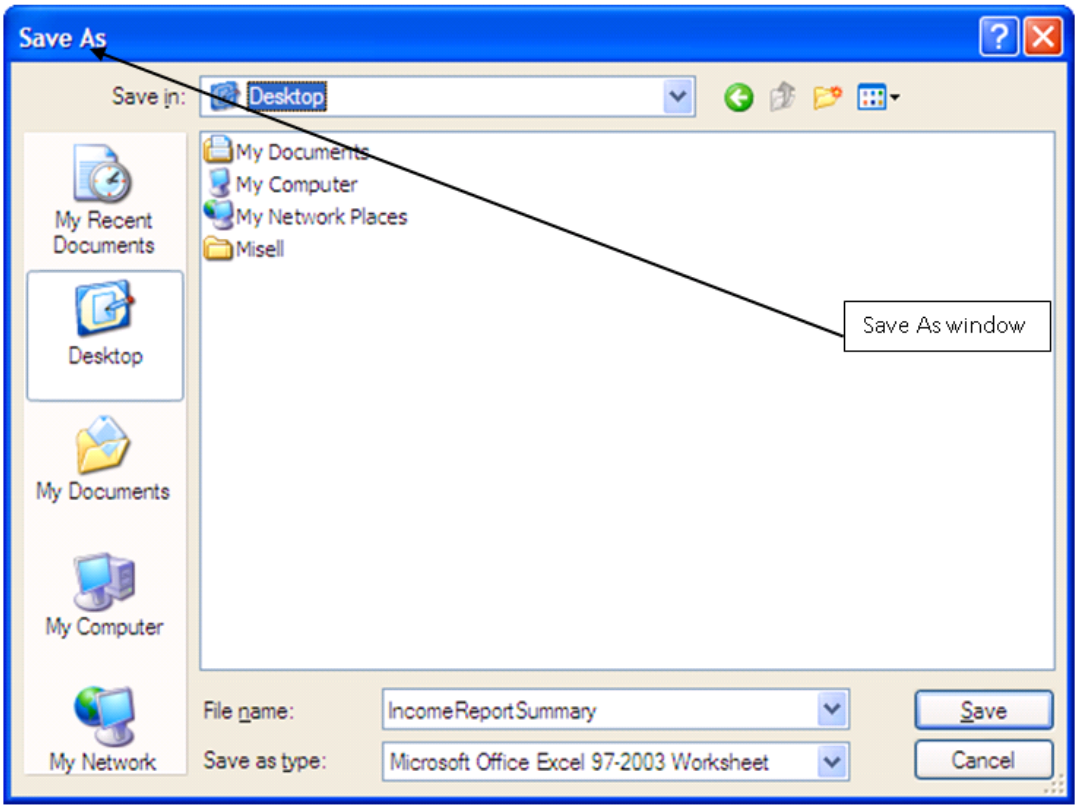
When the **Download in Excel** link is clicked, the File Download pop-up window is displayed. You can choose either the **Open** or **Save** button.

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.



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


Save As
Save in:
Desktop
My Documents
My Computer
My Network Places
Misell
My Recent Documents
Desktop
My Documents
My Computer
My Network
Save As window
File name:
IncomeReportSummary
Save as type:
Microsoft Office Excel 97-2003 Worksheet
Save
Cancel

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	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	Federal form that collects New Hires data
WASS	Web Access Security Subsystem