

O/A EIV POLICY AND PROCEDURE DEVELOPMENT CHECKLIST

Property Name: **Contract Number:** **Date:** **Staff Initials:**

About this Checklist:

*This checklist is a guide to assist the Owner / Agent (O/A) in developing HOTMA-compliant Enterprise Income Verification (EIV) Policies and Procedures. **It is not intended to be a substitute for guidance found in the HUD 4350.3 Occupancy Handbook or relevant HOTMA notices, or a replacement for legal advice.** O/As are responsible for ensuring that their EIV Policies and Procedures are compliant with applicable law and regulatory guidance.*

*Items that have changed as a result of HOTMA are noted in **RED**. Remember, you are required to have your TSP and EIV policy updated for HOTMA changes no later than 5/31/2024, but you will not implement these changes until the Lease and software (including TRACS) have been updated (estimated 1/2025). HUD will issue further guidance on the implementation date.*

Please note that any citations herein may change when the HUD Occupancy Handbook 4350.3 is updated for HOTMA changes. This Checklist will likewise be updated but there may be a gap where the citations do not match while the updated version is being developed.

Please be sure to refer to the most current version of the HUD 2023-10 notice when using it as a reference. As of the date of this checklist, you should be referring to the notice H 2023-10 issued 2/06/2024, and subsequent relevant notices. Links to relevant guidance are provided at the end of this Checklist. It is recommended that you note the revision date on your updated Policies and Procedures.

EIV Reports are to be used for HUD programs only.

They should not be used to verify income or other information for other programs (LIHTC, USDA, etc.). O/As must take steps to ensure that unauthorized persons cannot /view them.

EIV ACCESS AND SECURITY	
<input type="checkbox"/>	Policy should name all site staff and other organizational positions that will be given access, and what their role(s) is/are (i.e., Coordinator / User). Specific role of Coordinator should be detailed (monitor access, UAAF requests, etc.).
<input type="checkbox"/>	Authorization requirements for staff (Owner Authorization, CAAF or UAAF, other forms, frequency and requirements for initial and ongoing authorization, Cyber Awareness Challenge frequency and documentation, ROB).
<input type="checkbox"/>	Requirements for those who see reports but do not have access, including auditing personnel (ROB, Cyber Awareness Challenge frequency and documentation).
<input type="checkbox"/>	Advisory that HUD and Contract Administration staff may also access reports but maintain their own authorization info.
<input type="checkbox"/>	Training requirements (initial, ongoing).
<input type="checkbox"/>	Information on supervisory staff / monitoring of compliance with EIV requirements / how this will be done, and how often.
<input type="checkbox"/>	Coordinator review of continuing need for access / procedure and timing for termination of users who no longer need access.
<input type="checkbox"/>	Prohibition on sharing IDs (M numbers).

EIV ACCESS AND SECURITY (cont'd)	
	O/A policies to:
<input type="checkbox"/>	Deter and detect attempts to access the system without authorization
<input type="checkbox"/>	Monitor user activity on the EIV system
<input type="checkbox"/>	Establish barriers between unauthorized persons and documents or computer media containing private data
<input type="checkbox"/>	Clearly identify restricted areas by use of prominently posted signs or other indicators
<input type="checkbox"/>	Keep a record of authorized individuals who can access restricted areas (e.g., contractors, maintenance, and janitorial/cleaning staff?)
<input type="checkbox"/>	Prevent undetected entry into protected areas and/or documents
<input type="checkbox"/>	Notify Coordinators/Security Administrators of system breaches and penetration by unauthorized users
<input type="checkbox"/>	Protect copies of sensitive data and destroy system-related records to prevent reconstruction of the contents
<input type="checkbox"/>	Ensure authorized Consent for Release of EIV Data forms are included in resident files as needed to allow others to view a resident's EIV data (Note: This includes spouses)
<input type="checkbox"/>	Procedures for ensuring that funding / monitoring agencies other than HUD and Contract Administrators do not see EIV reports.
RENTAL APPLICATION PROCESS	
<input type="checkbox"/>	Existing Tenant Search Policy must note that this report is required to be reviewed for all household members (including minors) before the family's application is approved and a unit is offered. The report must be kept in the resident's file for the duration of tenancy plus three (3) years.
MASTER FILE(S)	
<input type="checkbox"/>	Multiple Subsidy Report <ul style="list-style-type: none"> Must be reviewed at least quarterly and stored as part of the Master File. If O/A wishes to review this report more frequently, this must be detailed in the O/As EIV policy.
<input type="checkbox"/>	Identity Verification Reports There are two required reports: <ul style="list-style-type: none"> Failed Pre-Screening Report; and Failed Verification Report The two reports must be reviewed each month and stored as part of the Master File.
<input type="checkbox"/>	Deceased Tenant Report <ul style="list-style-type: none"> Must be reviewed at least quarterly and stored as part of the Master File. <ul style="list-style-type: none"> If O/A wishes to review this report more frequently, this must be detailed in the O/As EIV policy.
<input type="checkbox"/>	New Hires Report – Requirements changed with HOTMA. <ul style="list-style-type: none"> Must be reviewed at least quarterly and stored as part of the Master File. <ul style="list-style-type: none"> If O/A wishes to review more frequently, this must be detailed in the O/As EIV policy. Must be reviewed when conducting Annual Recertifications (ARs) unless the O/A used Means-tested verification when determining income for the most recent certification. (NEW) O/As that do not require families to undergo an Interim Recertification (IR) for earned income increases after submitting an IR to decrease earned income do not need to review this report between a family's ARs. (NEW) If the O/A requires an IR for increases in earned income after submitting an IR to decrease earned income, then the O/A must review this report quarterly after submitting an IR to decrease earned income. (NEW)



REPORTS REVIEWED DURING CERTIFICATION / RECERTIFICATION	
<input type="checkbox"/>	<p>Income Summary Report – Requirements changed with HOTMA.</p> <ul style="list-style-type: none"> • Must be reviewed at AR. HUD formerly required review only until all household members' Personal Identifiers (Last Name, SSN, and Birth Date) have been verified, but that language is no longer included in HUD's instruction. • O/As are no longer required to review this report when processing an IR. • For HUD programs only, O/As may, but are not required to use the Income Summary Report as verification of the SSN for the tenant file, and the O/A may remove previously used verifications such as the SS card. • O/A policy must advise of when this report will be reviewed.
<input type="checkbox"/>	<p>Income Report (Income Detail) – Requirements changed with HOTMA.</p> <ul style="list-style-type: none"> • Must be reviewed at AR. • O/As are no longer required to review this report when processing an IR. (NEW) • O/As may use this report to verify any income shown on the report when paired with a self-certification, if the O/A's policy allows for self-certification. (NEW) • Residents must indicate that the report is correct (or that they disagree with the data on the report) when using the report to verify specific information. (NEW) <ul style="list-style-type: none"> ○ How this is done is based on O/A policy (ex. acknowledgement, signing printout, etc.). • O/As are not required to use the report when processing an AR if they used means-tested verification to determine the family's income for the current certification. (NEW) • O/As are required to review the report within 120 days of submission of the MI / IC transaction through TRACS. (NEW – changed from 90 days)
<input type="checkbox"/>	<p>Income Discrepancy Report – Requirements changed with HOTMA.</p> <ul style="list-style-type: none"> • O/As may discontinue use of the EIV Income Discrepancy Report once site software has been updated, and residents have signed the new lease. (NEW) <ul style="list-style-type: none"> ○ Because this report was designed to detect discrepancies related to a \$200 income variance, it is no longer valid under HOTMA. This report will have to be revised by HUD before the data provided is meaningful (unless HUD eliminates the report entirely). ○ Once the report has been modified, the Income Discrepancy Report must be reviewed at AR. • O/As are no longer required to review this report when processing an IR. (NEW) • O/As are not required to use the report when processing an AR if they used means-tested verification to determine the family's income for the current certification. (NEW) • O/As are required to review the report within 120 days of submission of the MI / IC transaction through TRACS. (NEW – changed from 90 days)
MISCELLANEOUS REPORTS	
<input type="checkbox"/>	<p>No Income on 50059</p> <ul style="list-style-type: none"> • Previously reviewed quarterly for families claiming zero income on 50059. • O/As who wish to continue reviewing this report should state this in their EIV policy. The report would generally be reviewed quarterly and kept in the Master file.
<input type="checkbox"/>	<p>No Income from HHS or SSA</p> <ul style="list-style-type: none"> • Previously reviewed to assess when an O/A conducts quarterly reviews for families claiming zero income from HHS or SSA. • O/As who wish to continue reviewing this report should state this in their EIV policy. The report would generally be reviewed quarterly and kept in the Master file.

RECORDKEEPING☐

EIV reports used when completing certifications or responding to discrepancies must be maintained in the tenant file for the duration of tenancy plus three (3) years following termination of tenancy.

EIV Master File reports must be retained for three (3) years.

O/A must destroy unneeded records and data, and must document procedure(s) for same.

- **Electronic Data**

The O/A will destroy electronic data, and will document when and how records and data are destroyed. The method used to destroy such data must ensure that records and documents cannot be accessed once they have been destroyed. The type of destruction method used must correlate to the sensitivity of the data and HUD's or other federal/state/local government requirements.

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- **Paper File Destruction**

The O/A must dispose of paper files in a manner that will prevent any unauthorized access to personal information (e.g., burn, pulverize, shred, etc.).

- **Converting Paper Files to Electronic Files**

When converting paper files/documents to electronic format, and prior to destroying the paper format, the O/A must ensure that local and state laws and practices are reviewed to determine whether hardcopy documents with original signatures must be retained, or whether a print-out of an electronic document with a verifiable electronic signature is acceptable.

Notes: