

*** *Practical Points* ***

December 2009

From

PMCS-ICAP

& PAWA House Service Bureau

Services and Solutions for Properties of All Sizes

**Enterprise Income Verification (EIV)
News, Updates and PMCS Services**

Full Implementation of EIV is Only 6 Weeks Away! January 31, 2010

HUD Notice H 09-20 Regarding EIV

On December 7, 2009, HUD issued Notice 09-20 that provides updated instructions for O/As (Owners and Agents) using Enterprise Income Verification (EIV). The Notice explains when and how management companies and site staff should use the EIV system. It is 49 pages long, and contains written instructions as well as sample reports and a flow chart at the end. Please refer to this document as a supplement to your EIV training.

Download the notice through this link:

<http://www.hud.gov/offices/adm/hudclips/notices/hsg/files/09-20hsgn.doc>.

EIV Registration, Training, and Consulting with PMCS

If you're in need of assistance with EIV registration or just have questions, give us a call. We can help get you and your staff EIV ready for EIV implementation. We've attached the January - May 2010 Telephone Training Seminar schedule to this newsletter. **If you are unable to receive the PDF attachment, please email us at solutions@pmcs-icap.com.** Please review all of the seminars we are offering for the first half of the year. If there's something you'd like to see added, let us know!

Save Money - Save Time - Go **Green with our Audio Classes**

Contact Matt Simon TODAY - solutions@pmcs-icap.com or 1-800-245-7627 x1535.

EIV Policies and Procedures

This is one of the required items your MOR reviewer will check, once EIV becomes mandatory on January 31, 2010. PMCS' EIV Policies and Procedures are designed to meet all HUD requirements, whether you choose our generic template or our customized version (which includes consulting to develop procedures just for you). As HUD requires, the procedures will list how you will use EIV, and how you will meet technical, administrative and physical security requirements.

It's important that you and your staff are in compliance with HUD's EIV rules - and we'll make it easy to get your hands on PMCS' EIV Policies and Procedures! Just call Matt Simon at 1-800-245-7627 x1535 or email solutions@pmcs-icap.com.

20th Anniversary Gala Letter to HUD

The PMCS 20th Anniversary Training and Gala in September included many housing professionals from across the country - industry organization representatives, owners and agents, software representatives, Service Bureaus, and Contract Administrators. The interactive sessions were designed to bring industry issues and challenges to the forefront and work on potential solutions. The ultimate goal was to bring these difficulties to HUD's attention and work collaboratively - and we are now one step closer to our goal!

On Friday, December 11, 2009, twenty-two Gala attendees from 17 companies signed on to a letter that was sent to HUD Secretary Shaun Donovan and Deputy Assistant Secretary Carol Galante. Drafted by Bonnie Wilpon, Associate Director of PMCS, the letter addressed topics such as the need for reducing administrative burden, the need for more timely and clear HUD guidance when HUD regulations and requirements change, and continuing to include strong industry input to HUD. If you would like a copy of the letter, please email solutions@pmcs-icap.com and we'll email a copy to you.

Form HUD-92006 – Supplement to Application

What is form HUD-92006 and how does it apply to me?

The new form HUD-92006, Supplement to Application for Federally Assisted Housing, was issued on September 15, 2009. This form allows applicants to provide a contact person/organization that the manager can call upon to assist with any tenancy issues that may arise. It must be used by all project-based subsidy types (as well as public housing). **The deadline to start using this form is December 15, 2009.**

What should I do?

The form HUD-92006 must be part of the applicant packet now. All new applicants must complete and return the form - if they don't want to provide an additional contact, they have to check the box on the form that says they choose not to provide it. Applicants currently on the waiting list who did not receive this form **MUST** receive and complete it at Move-In (so, until all applicants have this form, it should also be part of Move-In packets).

Each form (an applicant or tenant can complete more than one) specifies one person/organization and the specific purpose(s) for which the manager can contact them. Sites should (but are not required to) provide this form to all tenants (including current in-place residents) at the time of every AR, to allow them the opportunity to provide, change or remove such contact information.

The form must be retained with all applications for those not moving in. For residents, the form must be kept in the tenant file for the term of tenancy plus 3 years. Questions should be directed to the local HUD Field Office.

Form HUD-92006 is available from HudClips at: <http://www.hud.gov/offices/adm/hudclips/forms/>

Rights and Responsibility Brochure: Now Available in Several Languages

As you already know, the Resident Rights & Responsibilities Brochure is available in English. It is now also available in the following languages: Amharic, Arabic, Armenian, Cambodian, Chinese, Farsi, French, Korean, Portuguese, Russian, Spanish, Tagalog and Vietnamese.

The Resident Rights and Responsibilities Brochure is an 8 page HUD document that is designed for the tenant to read and understand his/her role while living at a HUD-subsidized property. This document is to be reviewed and signed by the tenant at Move-In and every Annual Recertification. There should be a signed document that indicates the tenant received and reviewed the brochure in each tenant's file. Whether you

choose to have the tenant sign the actual Resident Rights and Responsibility Brochure, or an acknowledgement of receipt, is up to you. You can get the documents at the links provided below:

The translated versions of the brochure are available on HUD's Limited English Proficiency website at:
<http://www.hud.gov/offices/fheo/promotingfh/lep.cfm>.

The English version of the brochure is available at:
<http://www.hud.gov/offices/hsg/mfh/gendocs/mfhrrr.pdf>.

No 2010 Social Security Cost-of-Living Adjustment (COLA)

The Social Security Administration announced there will neither be an increase in Social Security benefits payable in January 2010, nor an increase in SSI payments.

What is COLA and how does it apply to my property? Cost-of-living-adjustments or COLAs were enacted by legislation to ensure that Social Security and Supplemental Security Income (SSI) benefits keep pace with inflation. Since there will be no SS or SSI COLAs in 2010, you can process January, February & March 2010 Annual Recertifications based on the Social Security information currently available in EIV - no waiting for new adjustments! For more information on 2010 COLAs, please visit www.socialsecurity.gov/cola or call 1-800-772-1213.

Does this affect Medicare premiums? The law contains a "hold harmless" or special provision that protects *most* Social Security beneficiaries from paying a higher Part B premium. Those *not* protected include higher income newly entitled beneficiaries to Part B. There is no special provision for Medicare Parts C and D, meaning that beneficiaries must pay any higher premiums. For more information, on Medicare premiums for 2010, please visit www.medicare.gov.

4350.3 Rev-1 CHANGE 3 Travel Version Handbook

PMCS 4350.3 Rev-1 Chg-3 Travel Version

Are you tired of lugging around your 4" thick Handbook? If you're not familiar with our 4350.3 Travel Version Handbook, you're in for a treat! We've taken the original handbook and fit it into a 1 ½" inch binder! Now you can easily lift it with one hand, and bring it with you wherever you choose. This handy item is also available on a searchable CD - just type in a key word or chapter and you'll find what you're looking for in seconds!

Our 4350.3 Travel Version (book plus CD) is available for only \$99.00 plus tax. If you prefer, you can purchase our searchable CD for only \$50.00 plus tax. The purchase price for these items includes First Class Postage. These items are available for purchase through our website or by contacting Michelle Cimino at 1-800-245-7627 x1520.

Featured Service: Service Bureau Compliance Processing for HUD and Rural Development Properties

Imagine... what if you didn't have to transmit to TRACS, retrieve TRACS messages, fix errors and re-transmit, handle voucher reconciliations, or prepare recertification and rent change notices? For your Rural Development sites, what if you didn't have to transmit to MINC, fix transmissions that didn't go through correctly, or verify your Worksheets? What would you do with all that time? Could you handle the reduced stress level? If you're a HUD or Rural Development property, let us be the part of your team that does all that (and more) for you!

What types of services do we provide? If it has anything to do with certs, vouchers, TRACS or MINC, we're here to help! No matter what your situation is, we'll prepare a [customized](#) plan to provide the services you need - affordably, professionally and in a way that will reduce your time commitment and stress level.

With our standard Service Bureau for HUD properties, we'll process all 50059s, transmit certs and vouchers to TRACS via iMAX and monitor your compliance percentage. We'll handle current voucher reconciliation issues with your Contract Administrator or HUD, send your Recert Reminders and Rent Change Notices, and let you know whose annuals are coming up. Our Service Bureau for Rural Development isn't much different - monthly cert transmissions will be made through the MINC system, your Worksheets will be reconciled, bank payments will be authorized, Recert Reminders will be provided, and we'll let you know whose Recerts are coming up.

Have a quick question on how to handle an unusual income item, or what type of cert is needed when a household change occurs? Want an extra set of eyes looking over your certs? Just call your Service Bureau Specialist - we're here for you.

And that's just our Standard Compliance Processing! Our enhanced services can add the specific compliance or accounting services YOU need - including compliance verification review, resident receivables, daily bank deposit processing, providing leases and/or EIV Income Reports, general ledger processing, MOR preparation, tenant file reviews, and lots more! Check us out on the web at www.pmc-icap.com, then give us a call at 1-800-245-7627 or email Solutions@pmc-icap.com for a [customized](#) quote.

Upcoming Trainings

Some of Our Upcoming 2010 Telephone Training Seminars

Final Rule on Income Determination

We've all been waiting anxiously to see the effects of the proposed amendments!
Know what to expect before the January 31, 2010 implementation date!

Thursday, January 21, 3-4:30 PM EST

Tuesday, January 26, 11-12:30 PM EST

Enterprise Income Verification (EIV)

Are you ready for EIV implementation, required January 31, 2010?
We'll go over all of the reports, income verification, applicant checking, and more!

Tuesday, January 19, 3-4:30 PM EST

Thursday, February 11, 11-12:30 PM EST

***NEW* Better Tenant Interviews**

What is HUD's new C.A.V.E. system for interviews?
You'll learn to implement C.A.V.E. for applicant and tenant interviews.

Thursday, February 4, 11-12:30 PM EST

Management and Occupancy Reviews (MORs)

Did you know about the changes made to MORs?
Find out what you can expect during your next MOR!

Tuesday, February 9, 3-4:30 PM EST

Where you can find us:

PennDel AHMA **Final Rule/EIV**

Wednesday, January 27, 2010
9:30 AM - 3:30 PM EST

JAHMA **Final Rule/EIV**

Thursday, January 28, 2010
9:30 AM - 3:30 PM EST

Tell us what you'd like to see!

We'd like your ideas for new class topics or old topics you'd like to see again! Have you looked for training on a topic... and didn't find it? Have you taken training with others that was on the wrong level - not basic enough, or not advanced enough? Send your suggestions to Matt Simon at solutions@pmcs-icap.com or call 1-800-245-7627 x1535. Our January - May 2010 Telephone Training Seminar class list is NOW AVAILABLE, but we plan to add to the offerings as needed! Keep checking www.pmcs-icap.com.

Private Classes for Associations, Managing Agents and Contract Administrators

We can provide high-quality training for your members and staff. Any of our live and/or telephone classes may be customized to meet your specific needs. If you have a Conference or Educational Series coming up within the next year, consider bringing us in to conduct a full-day, half-day or 1-2 hour workshop session.

Questions about trainings?

Contact: Michelle Cimino at 800-245-7627 x1520. To request a schedule and registration form for Telephone Training Seminars, email solutions@pmcs-icap.com.

At the End of the Day...

"One kind word can warm three winter months."
~ Japanese proverb

For Further Information, Please Contact Us:

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Happy Holidays