

*** *Practical Points* ***

April 2010

From

PMCS-ICAP

& PAWA House Service Bureau

Services and Solutions for Properties of All Sizes

New Security Rules of Behavior Required for TRACS Transmissions Effective April 30, 2010

Everyone who submits TRACS files via iMAX will be required to complete a Security Awareness Training and accept Rules of Behavior annually. **This change will become effective on April 30, 2010. It must be completed by no later than August 31, 2010 for all current users.** The automated Rules of Behavior (ROB) will be administered like the EIV online security exam.

What do you have to do?

- Complete the Security Awareness Test and accept the Rules of Behavior
- Update your TRACS User iMAX User Profile by August 31, 2010
- If you **DO NOT** complete this process by August 31, 2010, you will be unable to successfully transmit your TRACS files. You will receive a 401 Error, which will tell you that you need to complete the Security Awareness Training and accept the Rules of Behavior before transmitting through TRACS.

Watch for TRACS System Rules of Behavior in September. More about that in future Practical Points.

New EIV Glitches...

Due to technical problems, Income Reports by Recertification Month, Income Discrepancy, New Hires, Identity Verification, Deceased Tenants, and Multiple Subsidy Reports will **not be available between April 19, 2010 and April 26, 2010**. You *will* be able to access individual income reports during this time.

Tenants with **last names longer than 19 characters cannot be verified in EIV** at this time. Programmers are working with the Social Security Administration on a fix. At this time, the SSA only does a 19-character verification match. You will see Tenant Income Reports that say "Income Cannot be Displayed as the Tenant Identity has not been Verified", and the tenant will not show up on either of the Failed Verification Reports.

EIV Version 9.1... Coming on April 19, 2010

EIV is scheduled to be updated twice a year, in April and September. However, due to budget constraints, the September release will just be a fix/maintenance update. New developments in the April version include:

- Tenant Income Reports will have the unit code and unit address
- Statistics have been removed from the Identity Verification Report
- EIV Security Test: Beginning 30 days before the anniversary date of your last security test, when you log in, the test will pop up automatically. Be sure to pass it within 30 days to avoid losing EIV access!

- If you do not pass, the correct answers will no longer be viewable from your screen. However you will be able to see the links to find them.
- Find the right answers and re-take the test until you pass it, in order to retain your access to EIV data
- o Multiple Subsidy Report: You'll be able to search by Social Security Number
- o A new search capability (by SSN) has been added to the Multiple Subsidy Summary page.
- o The New Hires Report is set to cover a six-month period.

Final Rule Q&A Webcast, April 14, 2010

Don't miss HUD's webcast, Questions and Answers about the Final Rule, on **April 14, 2010, from 1:00 PM to 3:00 PM EST**. Ask your questions live during the webcast, or submit them ahead of time, to mf_eiv_comments@hud.gov.

Watch the webcast (at no charge) through HUD's webcasts page at <http://www.hud.gov/webcasts/index.cfm>. If you miss it, it will be archived (access it from the same page) so you can see it later. After the session, a Q&A document will be posted on the EIV website at <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>.

New SAVE User? Request Access by April 15, 2010

If you already received your new SAVE User ID and Password since June 2009, there's nothing for you to do. If your site needs to register new SAVE users, though, they need to apply quickly!

The SAVE (Systematic Alien Verification for Entitlements) system is required to verify immigration documents provided by Eligible Non-Citizens under age 62.

If you need to register to use this free, online system, email your first and last name, phone number, fax number, email address as well as the property name and address to Kevin.X.Garner@hud.gov using the Excel Spreadsheet at: <http://www.hud.gov/offices/hsg/mfh/rhiip/excelattachment.xls> Questions or comments? Contact Kevin.X.Garner@hud.gov.

NEAHMA Live EIV Trainings in CT and MA... OPEN TO THE PUBLIC

Jeanette Claus, Director of PMCS, will be instructing TWO (2) EIV classes for NEAHMA in May. These classes are available to the public, as well as to NEAHMA members. Please visit www.neahma.org for registration information. We hope to see YOU there!

Class topics include:

EIV Requirements under the Final Rule, Timing and Flow of Data,
MOR Findings, How to Use EIV Reports,
EIV Case Studies and a Question & Answer Period

NEAHMA Public Class

EIV and Final Rule

Wednesday, May 12, 9:00 a.m. – 4:00 p.m. EST

**Crown Plaza Hotel
Worcester, MA**

NEAHMA Public Class

EIV and Final Rule

Thursday, May 13, 9:00 a.m. – 4:00 p.m. EST

**Hawthorne Inn
Berlin, CT**

TIPS

Question: We want to switch from the corporate office transmitting TRACS for all the sites to our site managers submitting their own. How do they obtain access to iMAX? They all have WASS IDs for EIV – is it a matter of making those IDs able to be used, or do we have to get new IDs through another means? **Holly, SC**

Answer: The first question, Holly, is, does each site have its own TRACSMail ID (otherwise known as iMAX ID), or is the home office transmitting all sites under the same ID? In order to have each manager transmit his/her own data and get responses properly, each site will need its very own iMAX ID (formerly known as a TRACS Mailbox Number). If you need to get a TRACSMail ID for particular properties that don't have their own, the form for that is at: <http://www.hud.gov/utilities/intercept.cfm?/offices/hsg/mfh/trx/pdf/tracsmailid.pdf>.

The TRACSMail ID belongs to a property or group of properties. The WASS ID belongs to a person. In order to transmit to iMAX, there are two separate authentications. First, the person must sign in with his/her WASS ID and password. Then, the secured transmission is made for a particular site/site set, using its TRACSMail ID. Each manager will need the WASS Coordinator (with iMAX COR authorization in User Maintenance) to assign him/her the IME role before s/he can transmit files through iMAX.

Question: I'm having a hard time figuring out why EIV Discrepancy Reports show income higher than what we verified for the 50059. What are the possible reasons for this? **Paul, IA**

Answer: Paul, I'm glad you asked! First, bear in mind that Discrepancy Reports only show total amounts. When the total annualized figure is \$2400 or more over the total wage + benefit amount on the last 50059, the amount will be added into the discrepancy total.

Start with the tenant file. Some income is excluded from 50059 calculations, but will show up in EIV. For example, the income of a Full-Time Dependent Student who earns \$10,000/year will only show as \$480 on the cert. Sometimes an income code on the 50059 was incorrect. For example, if SSI income is incorrectly listed as a Pension on the 50059, you'll see that amount in the Discrepancy Report, because the cert showed no SI income.

Have a question that you'd like answered in this column? Email us at

Solutions@pmcs-icap.com with Practical Points Question on the subject line, or fax to 315-451-2456.

CLIPS

Transforming Rental Assistance: "An Informational Webcast for Residents of HUD's Rental Assistance Programs". If you missed this March 29 webcast, catch the archived version at:

<http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/multifamily>

HUD Ideas in Action is an online interactive suggestion box, open to the public, as well as HUD employees. Started in November of 2009, it was designed to build a social networking community. Ideas are collected, voted on and reviewed for potential action, in 7 categories, listed at the bottom of the website. See it at:

<http://www.hud.gov/ideasinaction>

QUIPS

“The wisdom of the wise is an uncommon degree of common sense.” -- Dean Inge

Congratulations to AHMA East Texas Celebrating 25 Years in the Affordable Housing Industry

We salute Executive Director Michael Alexander, staff and members of AHMA East Texas for the 25 wonderful years they have served the Affordable Housing Industry! Michael taught us communication skills and worked closely with us during our 20th Anniversary Training and Gala event in September, 2009. There is a special celebratory dinner taking place on Saturday, May 15, 2010 at The Briar Club in Houston, Texas. Jeanette Claus, Director of PMCS, will be there to convey our good wishes! If you are interested in attending, please visit www.ahmaet.org for registration information.

From all of us here at PMCS,
CONGRATULATIONS!

Featured Service: Tenant Selection Plan

Need help updating your Tenant Selection Plan to comply with the Final Rule's new requirements for Social Security Numbers & EIV?

Finding the time to read the requirements, then make the required changes isn't easy! That's why PMCS has created a "do-it-yourself" Tenant Selection Plan template. We've included all HUD requirements, and highlighted the areas you'll need to customize. You can rest assured you're in compliance!

Contact PMCS at Solutions@pmcs-icap.com, 800-245-7627, or visit <http://www.pmcs-icap.com/pmcs-icap-tenant-selection-plans.html> We'll be happy to discuss your specific needs, and provide a customized proposal.

Our goal is to keep you compliant by providing high quality services at affordable prices! Check out our services on the web at www.pmcs-icap.com. We can now accept your credit card payments via PayPal, so using our services is easier than ever before!

Upcoming Trainings

Highlights from Our Upcoming 2010 Telephone Seminars

Advanced EIV

NEW SEMINAR

You know the basics – now, how do you handle difficult situations?

We're including case studies, *your* questions & situations, and practical uses of EIV reports!

Thursday, May 20, 11:00AM - 12:30 PM EST

Wednesday, July 7, 3:00 PM - 4:30 PM EST

Better Tenant Interviews

NEW DATES

Learn to successfully use HUD's CAVE system and integrate EIV data into your tenant interviews.

This class shows you how to get more information from applicants and tenants.

Tuesday, April 27, 11:00 AM - 12:30 PM EST

Wednesday, June 9, 3:00 PM - 4:30 PM EST

Save Money – Save Time – Go Green with our Audio Seminars

Where you can find us:

Industry Achievement Dinner:

AHMA East Texas
25th Anniversary Celebration
Saturday, May 15, 5:00 p.m. – 9 p.m. CST
The Briar Club
Houston, TX

Trainings:

NJAHSA Workshop

Advanced EIV & Better Tenant Interviews
Thursday, April 15, 9:00 a.m. – 3:00 p.m. EST
Fellowship Village
Basking Ridge, NJ

NEAHMA Workshop

EIV and Final Rule
Wednesday, May 12, 9:00 a.m. – 4:00 p.m. EST
Crown Plaza Hotel
Worcester, MA

NEAHMA Workshop

EIV and Final Rule
Thursday, May 13, 9:00 a.m. – 4:00 p.m. EST
Hawthorne Inn
Berlin, CT

Conferences:

NYAHSA Annual Conference

Tuesday, April 26 – Wednesday, April 27
Syracuse, NY

JAHMA Spring Management Conference

Thursday, May 6 – Friday, May 7
Absecon, NJ

NC SAHMA State Meeting

Tuesday, May 25 – Thursday, May 27
Greensboro, NC

NAHMA Summer Meeting

Tuesday, June 22 – Saturday, June 26
New Orleans, LA

Real Page Conference

Sunday, July 25 – Tuesday, July 27
Las Vegas, NV

Tell us what you'd like to see!

We welcome 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 trainings with others that were 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 Spring/Summer 2010 Telephone Seminar schedule is available online at www.pmcs-icap.com/pmcs-icap-events.html.

Private Classes for Associations, Management Companies and Contract Administrators

We provide high-quality training for your members and staff. Any of our live or telephone classes can 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 phone trainings?

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

For Further Information, Please Contact Us:

Telephone: 1-800-245-PMCS (7627)

Fax: 315-451-2456

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