

PIC/EIV System Training

1. PIC System Basics

- The PIC database contains 50058 data for all Housing Authorities
- The head of household social security number is the Unique ID
- Each household is assigned to a Housing Authority based on the latest 50058
- We can only submit 50058s for households assigned to us (except for Ports)
- Households can move between Housing Authority using the correct PIC Actions
- System is date based, cannot submit an action with a date older than the current action in the system- have to void the current action.

2. PIC Actions and Usage

- 01 New Admission-Use when new to the program, except sometimes for Port Ins.
- 02 Reexamination- For all annual lease in places or moves that aren't ports.
- 03 Interim-Income changes
- 04 Portability Move In-porting in from another jurisdiction- (see Port section in #2)
- 05 Port Out-use only at the request of other agencies, otherwise should be an 09.
- 06 End of Participation-terminated from program
- 07 Other Change of Unit-for Public housing, we do not use.
- 08 FSS Addendum Only-updates FSS info only
- 09 Annual Reexam Searching- when someone is porting out or moving at their reexam
- 10 Issuance of Voucher-Issuing an Initial voucher only, use 09 or nothing for a move voucher
- 11 Expiration of Voucher-use only when a 10 voucher expires
- 12 Flat Rent Annual-public housing, do not use
- 13 Annual HQS update-updates inspection date only, used only to resolve issues
- 14 Historical Adjustment-obsolete, do not use
- 15 Void-removes our last action in PIC for that tenant.

Portability

- In order to Process a Port in (04), the last action from the other agency must be an 09 or 05 with a date on or before the Port In date. Always use 09 for the last day of the month assistance was paid.

Adding or Removing Households from our database

- 01, 04 add records; 06, 11 actions remove records from our active database.
- These will only be accepted by PIC if they are adding or removing the record. For instance, an 01 will never be accepted if they are already in our database. So if we

need to do a revision on an 01 that was submitted, the original would have to be voided out of PIC first.

- Other actions (02, 03, 09) can be submitted multiple times, even with the same date.

Program Changes (PBV/HCV)

- Program changes need to be treated as an EOP/New admission, even for Port Ins and Port Outs.
- Lock in an 06 under the old program, then process as an 01.
- For a Port Out, we will do an 06 and the receiving agency needs to process as a 01.

3. PIC Errors

- All 50058s are checked for errors when they are submitted. Any that are found to have errors are rejected and must be resubmitted
- PIC error report tells us which ones were rejected.
- If the PIC error affects the final calculations, the action must be locked in again, otherwise an MTCS lock in can be used
- For most PIC errors, you will need to make the correction and then resubmit the last action, sometimes after a void has been processed. There are exceptions, particularly for Port errors.
- If it being locked in to fix an issue with tenant data (Name, DOB, etc) it is best to use the correction button and select Family Correction Non-Income
- If it is changing the HOH SSN, need to have the former head SSN listed on 3w.

Common PIC errors:

- User errors: Missing data, incorrect member codes, etc.
- Date errors: PIC will not accept an action that is older than the current action in the system.
- Action errors: Cannot submit a 01, 04, or 06 multiple times.
- Port errors: Generally the system requires an 09 or 05 action to be submitted by the other agency before we can do an 04 action. Sometimes they do an 06, it is ok to do an 01 MTCS to get them into our system.
- Identity errors: Issues with birthdates, last names, SSNs not matching the data that comes over from EIV.
- Duplicate subsidy errors: a household member is in 2 households, or has been flagged and is a false positive.
Examples are at the end of documents

4. Issue Importance

- Getting the Household into or out of our database (this affects VMS and EIV, also a SEMAP score).
- Correcting Duplicate Subsidies, deceased tenants (Monitored by HUD).
- Getting annuals submitted (overdue reexams are part of SEMAP).
- Interims (should submit, not counted against us in SEMAP).

5. PIC System Tools

- PIC Viewer-used to view our last submitted action in PIC. Can view complete 50058.
- HA Query Report-to view the last submitted action from any agency for a HOH. Will give you action date, type and agency only- useful for figuring out Port PIC errors.
- Tenant ID Management (for flagged duplicates). PIC flags household members that could be possible duplicates. They are flagged if they have the same name and birthdate as someone else in the PIC system-it is flagged for both agencies. This is done so that if the SSN is mistyped by one of the agencies the duplicate will still be found. If they are flagged it will create a PIC error saying that the member appears in other households.

Many times this duplicate is a false positive- they are completely separate people who just happen to have the same name and birthdate. These can be removed using the Tenant ID management. Once removed, we can resubmit the PIC action- the other agency will need to remove the duplicate flag to get their next action in, but it won't prevent us from submitting.

6. SEMAP and PIC Reports

VMS: submitted to HUD every month- details the number of vouchers under contract and the amount of money spent on HAP. This is used by HUD to determine the admin funds we receive and how much money to reimburse us for HAP.

- PIC data is used to determine our SEMAP scores for the year (along with the random self-audit of files).
 - Reporting Rate- 50058s submitted/VMS Count. We want our number to be as close to 100% as possible, but we lose SEMAP points if we are under 98% (basically meaning that 2% or more of files were not in PIC).
 - Annual Reexams-Less than 5% overdue (Overdue at 14 months after last reexam).
 - Tenant Rent Calculation-98% need to be correct. We never have an issue with this.
 - PreContract HQS inspections-98% of New/Move files have to have inspection pass before on or before effective date
 - Annual HQS-less than 5% overdue (14 months or more, or 26 for biennial).
- Reports from PIC downloaded on a monthly basis
 - ReExam report-lists all files in PIC with months since last recert
 - HQS report-shows all files in PIC with months since last inspected
 - Delinquency report- shows our reporting rate

7. EIV System

- PIC sends household member data to EIV, and EIV then uses this information to pull data from other federal databases (Social Security, IRS, etc). EIV is essentially a verification tool.
- This data is consolidated on the EIV reports the coordinators need to review to make sure income has been reported. This is why it is important that we get households into PIC and that errors with household members are corrected.

- The system checks Date of Birth, SSN and Last Name to verify the person's identity. If any of these do not match what Social Security has, the system cannot pull data.
- The EIV system flags issues and sends the data back to PIC- the households are then flagged in PIC and a PIC error will be generated when the next 50058 is submitted (unless the issue is resolved).
 - This means that an Initial action (or other action adding a household member) will get in to PIC, but then the next action will get flagged for a household error.
- Some issues are flagged by EIV but do not become PIC errors.
- PIC and EIV share data on a weekly basis. EIV downloads data from other federal databases on a quarterly basis. We download the EIV reports on a monthly basis at the same time as the EIV reports.
- EIV issues are not part of SEMAP, but HUD does monitor the number of issues we have and will send us a deficiency notice if we have too many outstanding issues.
- You will not need direct access to EIV, but it may be helpful to review the reports that are downloaded into PIC danger.

8. PIC/EIV reports (in order of priority)

- Deceased Tenant Report-tenants who are deceased according to EIV
- Multiple Subsidy Report-reports family members that appear in multiple households. PIC does something similar, but they run slightly differently. Sometimes they are only flagged in one system but not the other. EIV checks for duplicated in multi-family (listed as 50059 on the report) as well as Section 8. The system doesn't give us enough information to follow up on 50059s, they need to contact us.
- PIC ReExam Report – specifically those over 14 months
- Failed Pre-Screening-EIV did not even try to verify these. Either the last action date is too old, or they have an alternate ID.
- Failed Verification-this is a list of household members that EIV couldn't verify due to data issues (SSN, DOB, last name). We need to correct these so that we can run an EIV on them. Will become PIC errors when the next action is locked in.

- Immigration Report-We don't really do anything with this. It shows citizens who have alternate IDs, and ineligible non-citizens who have SSNs.
- Income Validation Tool (IVT)-this estimates a households income using EIV data, and flags it if it is significantly different from the income we have in PIC. We have not been downloading this report or doing anything with it. Although we may in the future. Biggest issue is our interim policy where we only do decreases.

9. PIC Error Examples

DATA ERRORS

PHA USE ONLY			
C17448			
Error Number: 1	Field Number: 3h		
Error Message	FATAL: 5335 - Member Relation Code cannot be 'A' or 'E' if member age is less than 18		
Rec Nbr in Error	Section	Field in Error	Field Contents
000014	T	Member Relation Code	E

W172087			
Error Number: 1	Field Number: 2b		
Error Message	FATAL: 4068 - Effective Date (2b)cannot be earlier than Admission Date (2h)		
Rec Nbr in Error	Section	Field in Error	Field Contents
000018	B	Effective Date of Action	09012019
Error Number: 2	Field Number: 2h		
Error Message	FATAL: 4096 - If Action Type equals "1", Admission Date must equal Effective date of action		
Rec Nbr in Error	Section	Field in Error	Field Contents
000018	B	Date of Admission to Program	09272019

DATE ERROR:

PHA USE ONLY
W57708

Error Number: 1 **Field Number: 2b**
Error Message **FATAL: 4080 - A record with a later Effective Date exists in the database. Either remove the later record or change this effective date to a later date**

Rec Nbr in Error	Section	Field in Error	Field Contents
000148	B	Effective Date	04012020

ACTION ERRORS:

Form Number :
1

Last Name	IMAN	First Name	R
SSN	xxx-xx-6632	Number of Errors	1
Program Type	VO	Type of Action	1
Effective Date	08-01-2019		
PHA USE ONLY	P26126		

Error Number: 2 **Field Number: 2a**
Error Message **FATAL: 4182 - This tenant already exists at this PHA in the IMS-PIC database. New admission cannot be accepted**

Rec Nbr in Error	Section	Field in Error	Field Contents
000002	B	Type of Action	1

Form Number :
8

Last Name	DHAKNE	First Name	N
SSN	xxx-xx-3963	Number of Errors	1
Program Type	VO	Type of Action	4
Effective Date	12-06-2019		
PHA USE ONLY	W57480		

Error Number: 2 **Field Number: 2a**
Error Message **FATAL: 5280 - A Voucher record for this Head of Household in a different PHA does not exist. Portability Move-In cannot be accepted. Use New Admission**

Rec Nbr in Error	Section	Field in Error	Field Contents
000047	B	Type of Action	4

PORT ERRORS:

12012018
W17470

Error Number: 1 **Field Number: 3n**
Error Message **FATAL: 5341 - This SSN is in an active record in the MTW database (not EOP or Port Out). This Form 50058 submission cannot be accepted for this tenant until there is an EOP or Port Out in MTW - MN002**

Rec Nbr in Error	Section	Field in Error	Field Contents
000149	T	Member SSN	836948165

PHA USE ONLY

W172482

Error Number: 1 **Field Number: 3n**
Error Message **FATAL: 4174 - This is a new tenant in IMS-PIC. No 50058 data for this Head of Household exists. At least one New Admission or Historical Adjustment record must be submitted first**

Rec Nbr in Error	Section	Field in Error	Field Contents
000537	B	Head of Household SSN	474515291

Error Number: 2 **Field Number: 2a**
Error Message **FATAL: 5280 - A Voucher record for this Head of Household in a different PHA does not exist. Portability Move-In cannot be accepted. Use New Admission**

Rec Nbr in Error	Section	Field in Error	Field Contents
000537	B	Type of Action	4

IDENTITY ERRORS:

W172171

Error Number: 1 **Field Number: 3n**
Error Message **FATAL: 5324 - This SSN has been previously found to be Invalid upon verification with Social Security Administration. Please refer to Chapter 5 of Technical Reference Guide (TRG) for instructions to submit Form 50058 for this SSN**

Rec Nbr in Error	Section	Field in Error	Field Contents
000446	T	SSN	475259729

DUPLICATE SUBSIDY ERRORS:

C17448

Error Number: 1 **Field Number: 3n**
Error Message **FATAL: 5332 - The SSN or AID in this household was previously found to appear in other households. Please refer to Chapter 5 of Technical Reference Guide (TRG) for instructions to submit Form 50058 for this SSN**

Rec Nbr in Error	Section	Field in Error	Field Contents
000416	T	SSN	099902092

Error Number: 1

Field Number: 3n

Error Message

FATAL: 5341 - This SSN is in an active record in the MTW database (not EOP or Port Out). This Form 50058 submission cannot be accepted for this tenant until there is an EOP or Port Out in MTW - MN002

Rec Nbr in Error	Section	Field in Error	Field Contents
000073	T	Member SSN	476884160

10. Miscellaneous

If you are unable to get a someone accepted into PIC, as a last resort, try to add an “x” to their last name