



**Office of Public and Indian Housing (PIH)
Enterprise Income Verification (EIV) System
User Access Authorization Form and
Rules of Behavior and User Agreement
Instructions**

Instructions for Completing This Form

Paperwork Reduction Notice: The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 U.S.C. 3520) and assigned OMB control number(s) 2577-XXXX (pending). In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

Public reporting burden for this collection of information is estimated to average 1.0 and 0.25 hours for initial and periodic responses, respectively. This includes the time for collecting, reviewing, and reporting the data. The information is being collected for the authorization and accountability of all individuals that will access HUD's EIV system. Response to this request for information is required in order for HUD to comply with the Federal Privacy Act's (5 USC 552a) requirement that HUD account for all individuals who will have access to a system containing personally identifying information of individuals assisted by the Federal government. HUD may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB number. Limited confidentiality is assured.

This form must be completed each time an individual requests initial access to the PIH EIV System, a user's access is to be modified, reinstated or terminated. This form must be maintained (electronic retention is acceptable) and is subject to inspection and/or audit. The most recent authorization form must be on file for each user and is subject to inspection.

How to complete this form. An explanation for each item is listed below.

Part I. Access Authorization

Section A. Authorized User Details

1. Enter your Public Housing Agency's code. The code consists of two alpha and three numeric characters. For example, DC451. HUD employees and contractors should enter the state abbreviation of where the office is located, followed by three zeros (i.e. DC000, KS000).
2. Public Housing Agencies should enter complete agency name. Do not use abbreviations. For example, District of Columbia Housing Authority, not DCHA.
Management Agents hired by the Public Housing Agency should enter their complete company name. For example, District Realty Company.
HUD Headquarters employees should enter "HUD Headquarters" and the program office name. For example, HUD Headquarters, Office of Public and Indian Housing.

HUD Field Office employees should enter their Office Name. For example, Baltimore HUB or Omaha Program Center.

HUD Contractors should enter their complete company name and HUD office location and program office. For example, ABC Consulting, HUD Headquarters, Real Estate Assessment Center.

3. Enter complete mailing address.
4. Enter complete first name, middle initial and last name.
5. There are two types of users: internal (HUD users) and external (PHA users). Enter your HUD-assigned WASS (Web Access Security Subsystems) user ID. This number consists of 6 alpha and numeric characters and begins with the letter C, H, or M. You **must** have a WASS user ID in order to access the EIV system. If you do not have a WASS ID, you may register for one online at:
http://www.hud.gov/offices/reac/online/online_registration.cfm.
6. Enter your position title. Do not use abbreviations.
7. Enter your complete telephone number and include extension, if applicable.
8. Enter your complete business email address.
9. Enter your fax number.
10. Select the type of work which involves the use of the EIV system. Check all that apply.

Section B. Type of Action Requested

1. Check this box to add EIV access for initial access requests for new users.
2. Check this box to reinstate EIV access for an individual who had access, but was terminated as a result of either an automatic system or other type of termination.
3. Check this box to modify (add or remove) an existing user's EIV role assignments or public housing development assignments.
4. Check this box to terminate an existing user's access.

Section C. PHA User Access Roles (External Users)

There are numerous roles which serve to limit a PHA user's access to data within the EIV system. Below is a listing of these roles. Based on the user's business needs, select the appropriate role(s) for the user.

1 - PHA Occupancy – Public Housing: This role allows the PHA user to access the following functions in EIV: Debts Owed to PHAs & Terminations Report and Search for Former Tenant (nationally), Income Discrepancy Report, Income Information and Verification Reports for the Public Housing program. The user is permitted to access specific information for the designated public housing developments assigned to the user's ID. See Exhibit 1 for display of EIV functions available to a user assigned this role.

Check box number 1 in Section C, if you work with Public Housing families and checked box number **2, 8, or 9** in Section A, Item 10.

2 - PHA Occupancy – Voucher: This role allows the PHA user to access the following functions in EIV: Debts Owed to PHAs & Terminations Report and Search for Former Tenant (nationally), Income Discrepancy Report, Income Information and Verification Reports for the Housing Choice Voucher (HCV) program. The user is permitted to access specific information for all Section 8 families under the PHA’s jurisdiction. See Exhibit 1 for display of EIV functions available to a user assigned this role.

Check box number 2 in Section C, if you work with Section 8 families and checked box number **2, 8, or 9** in Section A, Item 10.

Exhibit 1:



3 - PHA Occupancy – Application Processor*: This role allows the PHA user to access the following verification reports: Debts Owed to PHAs & Terminations Report and Search for Former Tenant (nationally), Existing Tenant Search and Multiple Subsidy Report. See Exhibit 2 for display of EIV functions available to a user assigned this role.

Check box number 3 in Section C, if you work with Public Housing and/or Section 8 families applying for rental assistance, and checked box number **1** in Section A, Item 10.

* This role *limits* the user’s access to only the Debts Owed to PHAs & Terminations Report and Search for Former Tenant and Multiple Subsidy Report and Existing Tenant Search functions. You do **not** need to select this role if you have been assigned the PHA Occupancy – Public Housing or PHA Occupancy – Voucher role.

Exhibit 2:

Debts Owed to PHAs & Terminations

- Search for Former Tenant
- Debts Owed to PHAs & Terminations Report

Verification Reports

- Existing Tenant Search
- Multiple Subsidy Report

4 - Program Administrator – Public Housing: This role allows the PHA user to review, enter, update or delete debts or terminations of former public housing tenants in the Debts Owed to PHAs and Terminations module, access the Debts Owed & Terminations Report and Search for Former Tenants (nationally). See Exhibit 3 for display of EIV functions available to a user assigned this role.

Check box number 4 in Section C, if your Executive Director, or designee has authorized you to **only** enter debt and termination information of former Public Housing tenants into EIV and you checked box number **10** in Section A, Item 10,

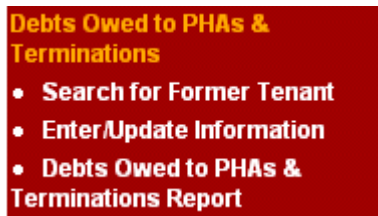
Exhibit 3:

Debts Owed to PHAs & Terminations

- Search for Former Tenant
- Enter/Update Information
- Debts Owed to PHAs & Terminations Report

5 - Program Administrator – Voucher: This role allows the PHA user to review, enter, update or delete debts or terminations of former Housing Choice Voucher (HCV) tenants in the Debts Owed to PHAs and Terminations module, access the Debts Owed to PHAs & Terminations Report and Search for Former Tenants (nationally). See Exhibit 4 for display of EIV functions available to a user assigned this role.

Check box number 5 in Section C, if your Executive Director, or designee has authorized you to **only** enter debt and termination information of former Section 8 tenants into EIV and you checked box number **10** in Section A, Item 10.

Exhibit 4:

6 - PHA User Administrator: This role allows the user to request EIV access for PHA staff; assign, modify and remove roles; assign public housing developments; certify users, terminate EIV access; and view User Role History, Termination and Certification reports. See Exhibit 5 for display of EIV functions available to a user assigned this role.

Check box number 6 in Section C, if you checked box number **4, 5, or 6** in Section A, Item 10.

*Note: Medium, large and extra large PHAs should have at least two User Administrators. The User Administrator should **not** be assigned the Security Administrator role, **unless** the PHA is designated as a small PHA.*

Exhibit 5:

7 - PHA Security Administrator: This role allows the user to monitor staff access to the EIV system by viewing the various audit reports: User Session and Activity and Tenant Data Access Reports. See Exhibit 6 for display of EIV functions available to a user assigned this role.

Check box number 7 in Section C, if you checked box number **3** in Section A, Item 10.

*Note: Medium, large and extra large PHAs should have at least two Security Administrators. The Security Administrator should **not** be assigned the User Administrator role, **unless** the PHA is designated as a small PHA.*

Exhibit 6:**Audit Reports**

- User Session and Activity
- Tenant Data Access

Guide to Selecting the Appropriate PHA User Roles to be Assigned to a PHA User ID

Box Checked in Section A, Item 10 (Type of Work)	Box to Check in Section C (PHA User Access Role)
2, 8, or 9	1
2, 8, or 9	2
1	3
10	4
10	5
4, 5, or 6	6
3	7

Note: If you select 1 **and** 2, 8, and/or 9 in Section A.10, you do not need to check box 3 in Section C.

If you select 3 **and** 4, 5, and/or 6, you may not check both boxes 6 and 7 in Section C, **unless** you are a PHA with combined (Public Housing & Section 8) unit count of 250 or less units. Otherwise, you may only check one box – 6 **or** 7 in Section C.

Section D. HUD User Access Roles (Internal Users)

There are numerous roles which serve to limit a user's access to data within the EIV system. Below is a listing of these roles. Based on the user's business needs, select the appropriate role(s) for the user.

1 - Occupancy Specialist: This role allows the HUD user to access the following functions in EIV: Debts Owed to PHAs & Terminations Report and Search for Former Tenant (nationally), Income Discrepancy Report, Income Information and Verification Reports for the Public Housing and Housing Choice Voucher programs. The user is permitted to access information for the designated region(s) assigned to the user's ID. See Exhibit 7 for display of EIV functions available to a user assigned this role.

Exhibit 7:

2 - Security Administrator: This role allows the user to monitor HUD and PHA staff access to the EIV system by viewing the various audit reports: User Session and Activity and Tenant Data Access Reports. The user is permitted to access information for the designated region(s) assigned to the user's ID. See Exhibit 8 for display of EIV functions available to a user assigned this role.

***Note:** HUD Field Offices should have at least two Security Administrators. The Security Administrator should **not** be assigned the User Administrator role.*

Exhibit 8:

3 - User Administrator: This role allows the user to approve PHA EIV access requests; assign, modify and remove roles to PHA and Field Office staff user IDs; assign public housing developments; certify users, terminate EIV access; and view PHA Access Requests, User Role History, Termination, and Certification reports. See Exhibit 9 for display of EIV functions available to a user assigned this role.

*Note: HUD Field Offices should have at least two User Administrators. The User Administrator should **not** be assigned the Security Administrator role.*

Exhibit 9:

User Administration
<ul style="list-style-type: none"> • By Roles • By Users • PHA Access <li style="padding-left: 20px;">Requests <li style="padding-left: 20px;">Requests Report
<ul style="list-style-type: none"> • User Maintenance • User Termination Report • User Certification • User Certification Report • User Role History Report <li style="padding-left: 20px;">By User <li style="padding-left: 20px;">By User Administrator

4 - HUD OIG: This role allows the HUD OIG user to access the following functions in EIV: Debts Owed to PHAs & Terminations Report and Search for Former Tenant (nationally), Income Discrepancy Report, Income Information and Verification Reports for the Public Housing and Housing Choice Voucher programs. The user is permitted to access information for the designated region(s) assigned to the user's ID. See Exhibit 10 for display of EIV functions available to a user assigned this role.

Note: This role should be selected only for HUD OIG personnel.

Exhibit 10:

<p>Debts Owed to PHAs & Terminations</p> <ul style="list-style-type: none"> ◆ Search for Former Tenant ◆ Debts Owed to PHAs & Terminations Report <p>Income Information</p> <ul style="list-style-type: none"> ◆ By Head of Household ◆ By Reexamination Month ◆ New Hires Report <p>Income Discrepancy Report</p> <ul style="list-style-type: none"> ◆ Income Discrepancy Report <p>Verification Reports</p> <ul style="list-style-type: none"> ◆ Existing Tenant Search ◆ Multiple Subsidy Report ◆ Identity Verification Report ◆ Immigration Report ◆ Deceased Tenants Report
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5- HQ PIH DHAP: This role allows the HUD Headquarters’ user to access the following functions in EIV: Income Discrepancy Report, Income Information and Verification Reports for the Disaster Housing Assistance program. See Exhibit 11 for display of EIV functions available to a user assigned this role.

Exhibit 11:

- Back to Secure Systems
- Income Discrepancy Report**
- Income Discrepancy Report
- Income Information**
- By Head of Household
- By Reexamination Month
- New Hires Report
- Verification Reports**
- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Report
- Deceased Tenants Report

6 – HQ User Administrator: This role allows the user to approve and grant EIV access requests for HUD and PHA staff; assign, modify and remove roles; assign public housing developments; certify users, terminate EIV access; and view User Role History, Termination and Certification reports. See Exhibit X for display of EIV functions available to a user assigned this role.

This role is reserved for only HUD Headquarters’ staff.

7 – HQ System Administrator: This role is reserved for HUD Headquarters’ system administrator.

8 – HQ PIH Help Desk/TAC: This role is reserved for HUD Headquarters’ approved Help Desk staff.

Guide to Selecting the Appropriate HUD User Roles to be Assigned to HUD Field Office staff’s User ID

Box Checked in Section A, Item 10 (Type of Work)	Box to Check in Section E (HUD User Access Role)
7, 8, or 9	1
3	2
5 or 6	3
HHQ roles will be approved by EIV System Owner or HQ System Administrator	

Part II. Rules of Behavior

Each user who requests access to and will use the EIV system is required to read all elements of Part II.

Part III. User Agreement

Each user who requests access to and will use the EIV system is required to read all elements of Part III, certify that he/she has participated in PIH EIV System training and annual Security Awareness training, and agree to comply with and follow all HUD standards, policies, and procedures related to EIV system use, by signing and dating this form.

The Authorizing official or designee is required to sign and date this form to authorize a user's access request to access the EIV system.

Part IV. HUD Use Only

Designated EIV Coordinators of HUD Headquarters and Field Offices are required to document the following:

- Date completed form received
- Date form processed
- Last name of HUD employee that processed EIV access request
- Action taken by HUD employee (request approved, denied, and reason for denial)

Local HUD Offices and Designated EIV Coordinators

PHAs should send completed forms to the local HUD office. A listing of each local HUD office including the address, telephone number, fax number, and designated EIV coordinators and their respective telephone numbers and email addresses is listed below. Only your local HUD office can process your form.

Only typewritten forms will be accepted. You may fax, email, or mail the completed typewritten form to the U.S. Department of Housing and Urban Development. A scanned copy of the form is acceptable.

**HUD Field Offices
Directors and EIV Coordinators**

OFFICE ADDRESS	PUBLIC HOUSING DIRECTOR/EIV COORDINATORS	EMAIL ADDRESS	TELEPHONE/FAX NUMBER
Albuquerque Program Center	Director		
625 Silver Avenue, SW	Floyd Duran	Floyd.R.Duran@hud.gov	(505) 346-7392
Suite 100	EIV Coordinators		
Albuquerque, NM 87102	Mandy Griego	Mandy.V.Greigo@hud.gov	(505) 346-7357
(Fort Worth HUB)	Genoveva Loran	Genoveva.C.Loran@hud.gov	(505) 346-7359
States: NM			(505) 346-66074, Fax
Atlanta HUB	Director		
40 Marietta Street	Ada H. Holloway	Ada.H.Holloway@hud.gov	(404) 331-5001, ext 2334
Atlanta, GA 30303	EIV Coordinators		
	Doris E. Doyle	Doris.E.Doyle@hud.gov	(404) 331-5001, ext 2551
	Sherry Ware	Sherry.R.Ware@hud.gov	(404) 331-5001, ext 2511
States: GA			(404) 331-4133, Fax
Baltimore HUB	Director		
10 South Howard Street	Bill Tamburrino	William.D.Tamburrino@hud.gov	(410) 209-6595
Baltimore, MD 21201	EIV Coordinators		
	Russell DeSouza	Russell.L.DeSouza@hud.gov	(410) 209-6522
	Doreen Pederson	Doreen.B.Pederson@hud.gov	(410) 209-6574
States: DC, MD, VA, WV			(410) 209-6678, Fax
Birmingham HUB	Director		
950-22nd Street North	R. Edmond Sprayberry	Ed.Sprayberry@hud.gov	(205) 745-4401
Suite 900	EIV Coordinators		
Birmingham, AL 35203	Sharon J. Brown	Sharon.J.Brown@hud.gov	(205) 745-4366
	Holly Poteete	Holly.Poteete@hud.gov	(205) 745-4433
States: AL			(205) 731-2502, Fax
Boston HUB	Director		
Thomas P. O'Neil, Jr Federal Building	Donna J. Ayala	Donna.J.Ayala@hud.gov	(617) 994-8420
10 Causeway Street	EIV Coordinators		
Boston, MA 02222-1092	Maura O'Brien	Maura.Obrien@hud.gov	(617) 994-8434

**HUD Field Offices
Directors and EIV Coordinators**

OFFICE ADDRESS	PUBLIC HOUSING DIRECTOR/EIV COORDINATORS	EMAIL ADDRESS	TELEPHONE/FAX NUMBER
	Judy Smith	Judy.Smith@hud.gov	(617) 994-8412
	Teresa Smith	Teresa.Smith@hud.gov	(617) 994-8404
States: ME, NH, RI, VT			(617) 565-7305, Fax
Buffalo HUB	Director		
465 Main Street, 2nd Floor	Joan K. Spilman	Joan.K.Spilman@hud.gov	(716) 551-5755, Ext 5400
Buffalo, NY 14203	EIV Coordinators		
	Mary Ann Kiera	Maryann.Kiera@hud.gov	(716) 551-5755, Ext 5057
	Jan Galena	Jan.M.Galena@hud.gov	(716) 551-5755, Ext 5413
States: NY			(716) 551-4789, Fax
Caribbean HUB	Director		
Parque Las Americas	Olga Saez	Olga.Saez@hud.gov	(787) 766-5400, Ext 2032
1235 Federico Costa Street	EIV Coordinators		
Suite 200	Domingo Garcia	Domingo.Garcia@hud.gov	(787) 766-5400, Ext 2073
San Juan, PR 00918	Jenniffer Rodriguez	Jenniffer.Rodriguez@hud.gov	(787) 766-5400, Ext 2031
States: PR, VI			(787) 766-6504, Fax
Chicago HUB	Director		
Ralph Metcalfe Federal Building	Steven Meiss	Steven.E.Meiss@hud.gov	(312) 913-8300
77 West Jackson Blvd., 24th Floor	EIV Coordinators		
Chicago, IL 60604	Cynthia Harvey	Cynthia.L.Harvey@hud.gov	(312) 913-8764
	Linda Eller	Linda.Eller@hud.gov	(312) 913-8239
States: IL			(312) 886-4060, Fax
Cleveland HUB	Director		
1350 Euclid Avenue	Thomas. S. Marshall	Thomas.S.Marshall@hud.gov	(216) 522-4058, Ext 7120
Suite 500	EIV Coordinators		
Cleveland, OH 44115	Margie Irby	Marguerite.A.Irby@hud.gov	(216) 522-4058, Ext 7175
	Joe Russell	Joeph.R.Russell@hud.gov	(614) 469-5737, Ext 8228
States: OH			(216) 522-7100, Fax
Cleveland Recovery/Prevention Corps	Director		

**HUD Field Offices
Directors and EIV Coordinators**

OFFICE ADDRESS	PUBLIC HOUSING DIRECTOR/EIV COORDINATORS	EMAIL ADDRESS	TELEPHONE/FAX NUMBER
1350 Euclid Avenue, Suite 500 Cleveland, OH 44115	Patricia Knight EIV Coordinators	Patricia.A.Knight@hud.gov	(216) 552-4300, Ext 7906
	Lawrence Wheeler	Lawrence.J.Wheeler@hud.gov	(216) 522-4300, Ext 7947
PHAs: CT020, CT022, IL039, IL100 MI009, MO138, OH037	Sian Johnson	Sian.Johnson@hud.gov	(216) 522-4300, Ext 7905 (216) 522-4399, Fax
Columbia Program Center	Program Center Coordinator		
Strom Thurman Federal Building 1835 Assembly Street, 13th Floor Columbia, SC 29201	Larry Knightner EIV Coordinators	Larry.Knightner@hud.gov	(803) 253-3232
	Kristie Mosley	Kristie.L.Mosley@hud.gov	(803) 765-5314
	Marilyn Parmely	Marilyn.Parmely@hud.gov	(803) 253-3325
(Greensboro HUB) States: SC	Rose Pendelton	Rose.M.Pendelton@hud.gov	(803) 253-3550 (803) 253-3428, Fax
Columbus Program Center	Program Center Coordinator		
200 North High Street Columbus, OH 43215-2499 (Cleveland HUB) States: OH	Thomas Marshall EIV Coordinators	Thomas.S.Marshall@hud.gov	(614) 469-5787, Ext 8224
	Joseph Russell	Joseph.R.Russell@hud.gov	(614) 469-5787, Ext 8228 (614) 469-5123, Fax
Denver HUB	Director		
1670 Broadway Street Denver, CO 80202	Ann Roman EIV Coordinators	Carol.A.Roman@hud.gov	(303) 672-5370
	Diane Kiles	Diane.M.Kiles@hud.gov	(303) 672-5349
	Meghan Anderson	Meghan.E.Anderson@hud.gov	(303) 672-5232
	Janice Rodriguez	Janice.Rodriguez@hud.gov	(303) 672-5391 (303) 672-5065, Fax
States: CO, MT, ND, SD, UT, WY			
Detroit HUB	Director		
McNamara Federal Building 477 Michigan Avenue Detroit, MI 48226 States: MI	Tom Lacey EIV Coordinators	Tom.Lacey@hud.gov	(313) 226-7900, Ext 8121
	Dan Micoff	Dan.L.Micoff@hud.gov	(313) 226-7900, Ext 8162 (313) 226-6160, Fax

**HUD Field Offices
Directors and EIV Coordinators**

OFFICE ADDRESS	PUBLIC HOUSING DIRECTOR/EIV COORDINATORS	EMAIL ADDRESS	TELEPHONE/FAX NUMBER
Fort Worth HUB	Director		
801 Cherry Street	Justin Ormsby	Justin.R.Ormsby@hud.gov	(817) 978-5704
Unit 45, Suite 2500	EIV Coordinators		
Forth Worth, TX 76102	Becky Primeaux	Becky.L.Primeaux@hud.gov	(817) 978-5586
	Nicki Ybarra	Nicki.Ybarra@hud.gov	(817) 978-5708
States: TX			(817) 978-6017, Fax
Grand Rapids Field Office	Director		
Trade Center Building	Tom Lacey	Tom.Lacey@hud.gov	(313) 226-7900, Ext 8121
50 Louis Street, NW	EIV Coordinators		
Grand Rapids, MI 49503	Ronald Wooster	Ronald.Wooster@hud.gov	(313) 456-2100, Ext 2140
(Detroit HUB)			
States: MI			(313) 456-2197, Fax
Greensboro HUB	Director		
Office of Public Housing	Michael A. Williams	Michael.A.Williams@hud.gov	(336) 547-4000, Ext 2072
1500 Pinecroft Road	EIV Coordinators		
Suite 500	Adrienne Kittrell	Adrienne.D.Kittrell@hud.gov	(336) 547-4000, Ext 2091
Greensboro, NC 27407			(336) 547-4000, Ext 2086
States: NC			(336) 547-4129, Fax
Hartford Program Center	Program Center Coordinator		
One Corporate Center	Carissa A. Riddle	Carissa.A.Riddle@hud.gov	(860) 240-9757
Suite 19	EIV Coordinators		
Hartford, CT 06103	Marisol Ortiz	Marisol.Ortiz@hud.gov	(860) 240-9719
(Boston HUB)	Edwin Martinez	Edwin.Martinez@hud.gov	(860) 240-9756
States: CT			(860) 240-4854, Fax
Honolulu HUB	Director		
500 Ala Moana Blvd.	Michael Flores	Michael.S.Flores@hud.gov	(808) 522-8175, Ext 226
Suite 3A	EIV Coordinators		
Honolulu, HI 96813	Darlene Kaholokula	Darlene.L.Kaholokula@hud.gov	(808) 522-8175, Ext 240

**HUD Field Offices
Directors and EIV Coordinators**

OFFICE ADDRESS	PUBLIC HOUSING DIRECTOR/EIV COORDINATORS	EMAIL ADDRESS	TELEPHONE/FAX NUMBER
	Jun Chung	Jun.Chung@hud.gov	(808) 522-8175, Ext 260
States: HI			(808) 522-8127, Fax
Houston Program Center	Program Center Coordinator		
1301 Fannin	Dan Rodriguez	Dan.Rodriguez@hud.gov	(713) 718-3175
Suite 2200	EIV Coordinators		
Houston, TX 77002	Antonio Mosqueda	Antonio.Mosqueda@hud.gov	(713) 718-3217
(Fort Worth HUB)	Ingrid Swainer	Ingrid.S.Swainer@hud.gov	(713) 718-3213
States: TX			(713) 718-3101, Fax
Indianapolis Program Center	Program Center Coordinator		
151 North Delaware Street	Forrest Jones	Forrest.Jones@hud.gov	(317) 226-6303, Ext 6557
Indianapolis, IN 46204	EIV Coordinators		
	Lawrence Jones	Lawrence.L.Jones@hud.gov	(317) 226-6303, Ext 6023
(Cleveland HUB)	Katherine Hutcherson	Katherine.Hutcherson@hud.gov	(317) 226-6303, Ext 6882
States: IN			(317) 226-5594, Fax
Jackson HUB	Director		
Dr. A.H. McCoy Federal Building	Holly Knight	Holly.Bellino@hud.gov	(601) 965-4700, Ext 2750
100 W. Capital Street	EIV Coordinators		
Room 910	Claude F. Weathers	Claudia.F.Weathers@hud.gov	(601) 965-4700, Ext 2735
Jackson, MS 39269	Bonnie E. Lovorn	Bonnie.E.Lovorn@hud.gov	(601) 965-4700, Ext 2744
States: MS			(601) 965-4733, Fax
Jacksonville HUB	Director		
Charles E. Bennett Federal Building	Mary M. Trepasso	Mary.M.Trepasso@hud.gov	(904) 208-6142
400 West Bay Street, Suite 1015	EIV Coordinators		
Jacksonville, FL 32202-5121	Karen Matteson	Karen.L.Matteson@hud.gov	(904) 208-6059
	Sonia Samuels	Sonia.D.Samuels@hud.gov	(904) 208-6053
States: FL			(904) 232-1721, Fax
Kansas City HUB	Director		
Gateway Tower II	Andy Boeddeker	Andrew.L.Boeddeker@hud.gov	(913) 551-5582

**HUD Field Offices
Directors and EIV Coordinators**

OFFICE ADDRESS	PUBLIC HOUSING DIRECTOR/EIV COORDINATORS	EMAIL ADDRESS	TELEPHONE/FAX NUMBER
400 State Avenue	EIV Coordinators		
Room 401	Carmen Shaw	Carmen.Shaw@hud.gov	(913) 551-5705
Kansas City, KS 66101-2406	Frances M. Cleary	Frances.M.Cleary@hud.gov	(913) 551-5702
	Dean Downs	Dean.Downs@hud.gov	(913) 551-5809
	Craig Vandervort	Craig.Vandervort@hud.gov	(913) 551-6556
States: IA, KS			(913) 551-6981, Fax
Knoxville Program Center	Program Center Coordinator		
710 Locust Street, 3rd Floor	Charles T. Barnett	Charles.T.Barnett@hud.gov	(615) 515-8520
Knoxville, TN 37902	EIV Coordinators		
	Kellie Stines	Kellie.Stines@hud.gov	(865) 545-4000, Ext 133
(Memphis HUB)	Victoria Brown	Victoria.R.Brown@hud.gov	(615) 515-8521
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Little Rock HUB	Director		
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