



Linking senior benefits programs between HUD and SSA

Jumpstarting housing assistance for seniors through smoother agency data sharing

Collaborating agencies:

HUD, SSA

Sources:

Discovery Research & Life Experience Charter

The project aims to enable real-time customer data-sharing between SSA and HUD during HUD applications to help jumpstart housing assistance for seniors who are eligible for support. The design work will include designing a pilot project focused on streamlining income verification for fixed-income HUD tenants and applicants.

The goal is to improve financial and housing stability for older adults, simplifying income verification for seniors applying for or renewing housing assistance. As a result, HUD and SSA staff will spend less time providing income information to SSA recipients on a case-by-case basis.

The project builds off of HUD's Enterprise Income Verification (EIV) Modernization project, which will allow for the creation of a new application with new functions, including application programming interfaces (APIs) that will allow for potentially daily data exchanges with partner Federal Agencies that provide income and asset data used for income verification. HUD's modernization effort aims to improve the timeliness of income and asset data used to determine program participant eligibility, and ultimately substantially reduce improper payments.

Currently, income and asset information are provided by offline data exchanges that occur quarterly or less. The resulting income and asset data is often out of date.

- Source: HUD FY24 Congressional Justification for IT

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Learn about the 2024 project milestones and measures on performance.gov/cx/projects



2024 DESIGN PHASE MILESTONES

Milestone	Status	Notes
Refine the project implementation plan (staffing, milestones, deliverables, legal requirements)	<input type="radio"/>	In progress.
Draft an evaluation framework, including design phase success	<input type="radio"/>	In progress.
Phase 1: Review existing data, data exchange, and data requirements	<input type="radio"/>	In progress.
Phase 1: Research data policy, storage, and sharing methods within SSA and HUD	<input type="radio"/>	In progress.
Phase 1: Establish a Memorandum of Understanding (MOU) between HUD and SSA which lays out a revised implementation plan	<input type="radio"/>	In progress.
Phase 1: Conduct UX research and service design activities. Revise plan for implementation of technical solutions	<input type="radio"/>	Not started.
Phase 2: Establish a data sharing agreement, to the extent permitted by law and privacy best practices	<input type="radio"/>	Not started.
Phase 2: Engineering development for SSA/HUD data exchange improvements Prototype UX changes to SSA and HUD frontline staff tools	<input type="radio"/>	Not started.
Phase 2: Revise consent language in SSA applications to allow data sharing, to the extent permitted by law and privacy best practices	<input type="radio"/>	Not started.

2024 DESIGN PHASE PROJECT MEASURES

Design Phase Measure	Assessment Approach & Data	October 2023 Status
SSA and HUD successfully share data in pilot Public Housing Agencies (PHAs)	Yes/No, following execution of MOU and/or data sharing agreement	Too early to assess.
HUD staff use new consent process in 25% of cases	Count signed consent forms for all fixed income clients, by staff member	Too early to assess.
Percentage of HUD senior housing applicants consenting to data sharing from SSA	HUD administrative data	Too early to assess.
Consent form releases relevant income data for HUD application	Count of SSA income verification information provided	Too early to assess
Time from HUD senior housing application to decision	HUD administrative data	Too early to assess
Time for HUD senior housing benefits renewal	HUD administrative data	Too early to assess