



TENDOCS AT THE HOUSING AUTHORITY OF CYNTHIANA

The Challenge

The Housing Authority of Cynthiana, located in Kentucky, had **files overflowing with documents**, in great need of a new filing system. While they rarely dealt with problems of files being misplaced or lost, **the probability that a certain piece of information would not be located was a major threat**. Connie Copes, Project Manager, says it was very easy to flip through the overstuffed folders and not find a file. Packed with so much information, employees could easily go through the file and overlook the document they were searching for. When auditors came in, employees would have to explain the filing system. Auditors had to become accustomed to Cynthiana's process before finding what files they needed.

Security was also an issue at the Housing Authority. Copes would unlock the files in the morning; lock them again when she left at night. While some file information was saved on a disk placed in a security deposit box at the local bank, the physical paper files would have been lost to a fire or other disaster. Running out of space for their files, Cynthiana needed a new system that would eliminate filing cabinets and the large quantity of stored papers.

KEY RESULTS

- 80 to 90% decrease in time it takes to retrieve documents
- Allows Housing Authority to perform re-certifications once a month instead of once a year
- More than 50% reduction in paper
- In-house audits run smoothly
- Firm believers in TenDocs and what it can do for a Housing Authority

The Role of TenDocs

Copes admits she was hesitant when her boss announced they would begin using TenDocs in 2008, concerned she wouldn't have time to scan all their documents into the system. While she acknowledges the first year was rough, now she enjoys the program and believes it has made her job much easier, **"Now it's a breeze. I love it."** Copes believes the best feature of TenDocs is that she can get on her computer, go into the program and find files easily and quickly. Not only has it made her job easier and more efficient, she now takes pleasure in her work, **"I really enjoy TenDocs."**

Cynthiana uses the program for many document pieces. These include the various amounts of documents, "the necessities that HUD requires ." These documents include **tenant certifications, income verifications, rent adjustments and bank asset forms.**

Recertifications are also performed using TenDocs. Previously, recertification paperwork was carried out once a year, but since the Housing Authority purchased TenDocs, they can now handle the paperwork once a month, "It's easier that way," Copes says. Before TenDocs, Cynthiana would print out all their 58's, using a mass amount of paper and time. When recertifications were being processed, **the Housing Authority would use two reams of paper in 2 to 3 days.** Now however, Copes estimates that **one ream of paper will last her for 2 to 3 months** because they can scan everything into TenDocs. Cynthiana has seen the greatest amount of savings through this new process of recertifications, **"this saves a lot of paper,"** Copes knows.

Cope estimates she has reduced the amount of paper used for recertifications by more than 50%, "We definitely save the biggest amount with recertifications." No longer printing 58's, but scanning them into the system instead, has made the Housing Authority more efficient; they now perform recertifications once a month instead of once a year. **The only piece of paper printed during the process now is for the tenant's signature.**



Adding documents to a tenant file using TenDocs is a simple process of selecting the appropriate document type and household member. All tags, including Household ID, Social Security Number, Certification Date, and Archive Date and Time are added automatically.

Increase in productivity has definitely taken place in the Cynthiana office as well, "It gives me more time," Cope says. No longer do employees have to sift through folders stuffed with documents, but with a click of a button the information is right in front of them, without ever leaving their desk.

The idea of doing the process differently and not physically having the documents in front of them was hard to imagine at first, "I was used to having the folder in front of me," Copes says. Quickly after using TenDocs, she realized she would have the same information in front of her, it would just be accessed through the computer and more accessible, "I like that I don't have to get up and pull the folder, I still have the information in front of me, it is just now on the computer." Copes admits she has enjoyed not having the folders, **"I just sit at the computer. There are no folders or paperwork to flip through."**

Retrieval of documents has become much more efficient in the office. If a tenant comes in and asks for a certain document, it is readily available, "I don't have to get up and run to the filing cabinet, I just turn around to the computer." Copes believes retrieval of documents is 80 to 90% faster than the previous filing system they used, "Now a tenant comes in and asks for a document, I find it on the computer, print it and hand it over."

The Housing Authority also does routine in-house audits and Copes says the program has made this process much easier. Using TenDocs is much easier for auditors. Before, it would take an auditor a while to adjust to Cynthiana's filing system and search for documents. Using TenDocs, auditors come to the Housing Authority, sit down at a computer and have access to all documents they need, "the Auditors really like it," Copes says.

The Housing Authority has seen a great increase in efficiency and retrieval time, while also saving money on paper and ink. Always recommending the system to those who ask her about it, Copes is a "firm believer" in TenDocs and what it can do for Housing Authorities. After two and a half years of using the system, Cynthiana Housing Authority cannot imagine going back to their old process, "It's a breeze now."

Return on Investment

Cynthiana has seen a return on investment by reducing the amount of paper consumed during recertification's by over 66%. They have also seen an increase in efficiency and the amount of time employees spend looking for files, decreasing retrieval time by 90%. The Housing Authority is now enjoying a more efficient process, where not only do they save time, but also money.

For more information on TenDocs or to see an online demonstration, please contact Dan Wright at dwright@tenmast.com or call 877.359.5492 ext. 241.

Tenmast Software

132 Venture Court, Suite 1
Lexington, KY 40511



www.tenmast.com

p: 877.359.5492

f: 866.270.2657