



## PIC MANAGEMENT™ AT THE PULAKSI COUNTY HOUSING AUTHORITY

### The Challenge

Pulaski County Housing Authority located in Pulaski County, Arkansas assists approximately 700 residents through the handling of 301 Section 8 vouchers. They also promote Self-Sufficiency by partnering with other agencies to provide homebuyer counseling, financial management skills, life skills, and job training. Before moving to Tenmast, the burden of managing their PIC Submissions cost Pulaski County a significant amount of lost time and money. Even then, they often worried about the possibility of HUD sanctions due to submission rates that were below the mandated 95%.

### **DID YOU KNOW?**

Tenmast will perform all your 50058 submissions and error corrections and **GUARANTEE** a 95% Submission Rate or higher!

### KEY RESULTS

- Solid relationships formed and issues resolved as a result of previous experience with Tenmast
- Transition to PIC Management™ dramatically reduced support costs
- High performer status achieved with consistently high submission rates

## The role of PIC Management™

Tenmast began performing the PIC Management™ Service for Pulaski County in June 2009. The agency had previously been referred to Tenmast by several other agencies. At that time they decided to allow Tenmast to perform a PIC Cleanup on all their records. The experience went so well that the organization decided to move to the full monthly service provided by PIC Management™.

Prior to working with Tenmast, the agency had one person managing all PIC submissions and error corrections. The housing authority uses Lindsey software, which only produces the actual 50058 record for PIC. The agency's submissions were performed manually by logging into the PIC website, but errors were unknown until a later point in time. There was also no help with interpreting and correcting errors. Karen Lovelace, HVC Administrator, said that they "never knew what we were doing wrong."

The transition to PIC Management™ from their old methods was quick and simple. Karen was previously responsible for all the submissions previously and was very glad to have that burden removed from her workload. She also felt certain the authority was saving money, stating "We are most definitely saving money. There were often times we had to shut the office out of our tenant records while we worked to correct PIC errors. It also reduced our support costs with much fewer calls to our software company."

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Before partnering with Tenmast, Karen estimated that their 30-50 PIC submissions per month would take up to 40% of her day. She called it "very tenuous and extremely time consuming." Now she estimates that she might spend one hour per month on the phone with Tenmast and that's only if there are questions about certain records.

When asked about her experiences with Tenmast and the PIC Services Team, Karen expresses that, "There is nothing at all I would change. It's definitely worth the money and it was the only way to go from a Standard to a High Performer. Doing it on our own with our existing software, we just couldn't do it." She went on to say that "Every month since we began with Tenmast we have been well over 95%. The scores stayed up and we knew we'd receive our full SEMAP points (at Fiscal Year End)."

**For more information on PIC Management™** please contact Kari Mullins, [kari@tenmast.com](mailto:kari@tenmast.com) or call 877.359.5492 ext. 279.

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