



ONSITE PIC TRAINING | HOUSING AUTHORITY OF THE CITY OF LONG BEACH

The Housing Authority of the City of Long Beach (HACLB) manages 6,636 Section 8 vouchers in Long Beach, California. When they found themselves no longer having a sole employee who handled PIC, Housing Assistance Officer, Alison King, was determined to create a team that handled their submissions. She reached out to Tenmast for an onsite PIC training to get started, “We brought Tenmast in to gain a better understanding of processes and have more hands on deck to address the issues and preparation of PIC. We also wanted to learn what HUD is looking for and how to make that happen.”

Onsite PIC Training

This hands on approach allowed for a large number of employees to attend the training which created an audience with various levels of experience, “We had a variety of folks in the room. Except for two or three people, most had never been in PIC.” Tenmast Trainer, Mike Denny broke down things easily for them, making no assumptions about prior knowledge or job roles, “Mike connected with the staff in a way that made them interested. He reviewed basic knowledge of what HUD does and what our responsibilities are.”

The training taught an overall understanding of PIC and was a great way for the team to solely focus on PIC and the steps to accomplish higher submissions. King gives the example of how error reports can be fixed by other actions that take place, “It gave them additional understanding of how a number of actions can affect what gets communicated to PIC.”

A training that focused on PIC created enthusiasm within the staff by providing an overview of how everything comes together and is communicated to HUD, “We clearly have a larger number of people who want to understand this! We have tried over the last couple of years to setup different job classifications to create more opportunities for promotion. As people go from line staff to leadership positions throughout the agency it becomes important to understand not just what you do, but how that feeds into what others do, and ultimately how that is communicated to HUD. This training helped bring that home for the agency.” While the HACLB staff is often exposed to these concepts by reading and other learning opportunities, this hands-on training allowed participants to actually see it, understand it and implanted the desire to understand it even better, “Particularly how it all relates to keeping us in a good reporting relationship with HUD.”

At the end of the day, that is a main priority of the agency! This training drove that concept home to the group, showing how things go into the system and are communicated from PIC to HUD.

Mike Denny emphasized the idea of a team, suggesting the agency not have one or two people who handle PIC, but create a group who handles everything, "We are going to try and create people within certain functional units who all understand PIC." King is happy to report that they have all come together as a team and are working together.

The training revealed many dedicated employees who wanted to understand the intricacies of what they do. Mike was impressed with the amount of people who were interested and motivated. He noticed many employees who would be great at working on submissions. The idea of working as a team has allowed the group to excel.

When asked if she would recommend the training to other agencies, King responds with a resounding, "Absolutely!" She describes her experiences with other PIC trainings where she left without a real understanding of the topic because trainers only knew the concept from a theoretical standpoint and not from the practicality of having done the work.

DID YOU KNOW?

Tenmast offers on-site PIC training sessions that teach your staff how PIC works and gives them the essential tools to correct PIC errors, easily and efficiently.

Mike's expertise comes through and is evident as he works with you and brings over fifteen years of valuable PIC experience working hands on with agencies from across the nation!

The best part of the training in King's opinion was that her entire staff left having achieved the learning objective of what they wanted to do and what they wanted to accomplish. This created eagerness on the team, "They left with a spirit of wanting to do this together!"

For more information on PIC Services™ please call 877.359.5492 or email info@tenmast.com.

Tenmast Software
132 Venture Court, Suite 1
Lexington, KY 40511



www.tenmast.com
p: 877.359.5492
f: 866.270.2657