



PIC MANAGEMENT™ AT THE MINDEN HOUSING AUTHORITY

The Challenge

Minden Housing Authority located in Minden, Louisiana manages 247 Public Housing units and approximately 137 Section 8 vouchers. Prior to bringing in the Tenmast PIC Services Team to manage their 50058 submissions, they were very close to receiving HUD Sanctions due to their scores dropping below the required 95%. Even with Section 8 and Public Housing Coordinators dedicated to submission and error correction, there just wasn't enough time to tend to their residents needs and complete the necessary PIC work to maintain acceptable scores.

DID YOU KNOW?

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

KEY RESULTS

- Saves valuable staff time
- Experience stress free PIC submissions
- Guarantees consistently high submission rates

The role of PIC Management™

Minden began working with the Tenmast PIC Team in 2007. Before that time, The Section 8 and Public Housing Coordinators were responsible for all PIC Submissions and they were struggling to keep their PIC scores above 95%. Janie Nelson, Section 8 Coordinator, recalls having difficulty with PIC, "I hated submitting to PIC on my own." She was not at Minden during the purchase and transition process but did relay her frustrations based on previous experience at another agency.

Before working with Tenmast, the PHA was constantly concerned about submitting to PIC. They struggled to interpret the errors, and the time spent making all the necessary corrections. Janice said, "HUD's numbers never matched up and I could never figure out who was missing from the records. The Minden Housing Authority is now confident about their PIC Scores. We don't have to stress or worry over PIC submissions. We know they'll be handled and our scores will remain high."

Now that Tenmast is performing PIC Management™ for the agency, it maintains PIC scores above 95% without any added burden. The two employees who normally submit 50058 records to PIC have gained extra time to focus on other duties, which in turn increases the overall efficiency of the housing authority. When asked how much time is spent submitting to PIC now, Janice stated, "None and I love it! My time is extremely valuable and this service saves me a ton of time."

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The benefits of having Tenmast manage the PIC Submissions have inspired the Minden Authority to request an article on PIC from Tenmast's Mike Denny to publish in a local journal. Janice refers to Mike as "The PIC Expert" and she welcomes the opportunity to speak with other agencies about the Tenmast PIC Management™ Service. When asked if she felt other agencies would benefit from partnering with Tenmast, her reply was, "Absolutely they would!"

For more information on PIC Management™ please contact Kari Mullins, kmullins@tenmast.com or call 877.359.5492 ext. 279.

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