



PIC MANAGEMENT™ AT THE GREENVILLE HOUSING AUTHORITY

The Challenge

Greenville Housing Authority (GHA), located in South Carolina, manages 1,074 Public Housing units and 2,430 Section 8 vouchers. Maintaining their PIC submissions was a constant problem with employees and became their primary focus over other job duties. This was a key difficulty for Process Control and Recording Coordinator, Cindy Gwinn, spending 50% of her time focused on keeping PIC scores above 95%. The HA also hired a temporary assistant to help Gwinn maintain submissions. PIC maintenance not only took a toll on her other job responsibilities, but was costing the agency time and money.

With one employee spending over 20 hours a week managing PIC, and the addition of a temporary employee to assist in the effort, Greenville was spending valuable resources on their PIC efforts. Most PIC problems would be dealt with by two employees initially, but situations arose when errors were sent to others in the organization for review or correction. This led to a large part of the agency dealing with the headaches created by PIC.

DID YOU KNOW?

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

KEY RESULTS

- PIC became primary focus over other job responsibilities
- Had to hire temporary assistant to handle submissions
- Tenmast now takes 100% responsibility for PIC submissions
- HA now saves \$25,000 a year
- Employees can now focus on other job duties

The role of PIC Management™

When presented with Tenmast Software's PIC Management Service, Greenville had no hesitations. Promising to take complete control and responsibility of PIC, Tenmast was contracted in November 2010. Previously assisting GHA with a PIC Cleanup, the Housing Authority was very familiar with Tenmast's hard work and dedication to their clients.

The agency now enjoys the ease of Tenmast's PIC Management system, with the comfort of knowing all their submissions are taken care of. "Occasionally Tenmast will send us an error if they need information only we can provide, but typically Tenmast does it all for us," Gwinn says. **No longer are hours spent on managing PIC; Tenmast takes 100% responsibility for all the work.**

With the purchase of Tenmast's PIC Management, Greenville has enjoyed many benefits the service provides. Gwinn describes the greatest benefit as the money the HA now saves, **"I no longer need a temporary assistant. It has saved us an estimated \$25,000 a year."** But the HA is not only saving money; the amount of time that has been eliminated has been a life saver. Gwinn accredits her freed up time at the office solely to Tenmast's PIC Management, **"PIC is the one thing I don't have to worry about when it comes to work now."**

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

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- Cindy Gwinn

Process Control and Recording Coordinator

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