



## QuicPIC™ AT THE EVERETT HOUSING AUTHORITY

### The Challenge

Everett Housing Authority (EHA) struggled with PIC every month. The agency could not determine why their scores were always wrong. Although they routinely talked with HUD, the problem could not be isolated. Frustrations accelerated when working with excel sheets and the formatting problems that accompanied them. To Sandra Back, Director of Section 8 and Housing Manager, these struggles were something she had dealt with during her 22 years working in the Housing Industry, "We couldn't figure it out. Why were our scores always wrong?"

### The role of QuicPIC™

Back got her answer when turning to Tenmast Software to assist with PIC, "As soon as we heard about QuicPIC, we bought it!" The comparison report generated by the system allowed EHA to immediately see why their scores were low, listing out the errors; missing people, those who needed to be removed, etc. After a year of having low scores and not being able to discern the problems, they could see what was wrong and best of all fix it! "That was the most wonderful experience. We could finally see what was wrong!" Back remembers. Seeing errors from the beginning saved the HA from wasting time and frustration, "You see what's wrong before it submits. You can fix it right there and then!"

### KEY RESULTS

- QuicPIC shows **errors immediately**
- Translates errors into **plain English**
- No more Excel and Formatting **Frustrations**
- Fix problems **before 50058's are ever submitted**

The agency has enjoyed increased efficiency by using QuicPIC. Employees who work with Certifications, Recertifications and EOP also use the software. They have created a more proficient office with everyone easily managing their caseloads. Although it is not often that they need support, EHA has been impressed with Tenmast's immediate response when there is an issue. The problem is always fixed within two hours of calling in, "Support is amazing! When I have a problem it is always fixed."

*"Tenmast solved all of our PIC problems!  
I absolutely love it!"*

Not only does EHA enjoy a stress free PIC process, they are saving valuable hours each month. With QuicPIC easily and immediately creating a report of their errors, the days of Excel spreadsheets, V look ups and formatting are gone. Back estimates she was spending at least ½ a day of work each week working on PIC. Some months were bad and she would spend an entire week working on PIC only. She is happy to report that is no longer the case, "Tenmast solved all of our PIC problems! I absolutely love it!"

**For more information on QuicPIC™** please call 877.359.5492 or email [info@tenmast.com](mailto:info@tenmast.com).

Tenmast, KY  
**S8 PIC Status Report**  
QuicPIC Reporting

Number of Current Households in PIC: <b>257</b>	Number of Missing Households in PIC: <b>20</b>
Number of Households under Lease: <b>277</b>	Calculated Submission Rate: <b>93%</b>
PIC Delinquency Date: <b>5/23/2012</b>	PIC Delinquency Rate: <b>94.76%</b>

**Section 1. Households that are No Longer Assisted**

HoH SSN Date	Discrepancy	HoH Name	Transaction	Effective
<b>050552352</b>	<b>No Longer Assisted</b>			
	PHA Data: -		-	-
	PIC Data:	DENNY, MIKE	Annual Re-exam	5/1/2010
<b>137667919</b>	<b>No Longer Assisted</b>			
	PHA Data: -		-	-
	PIC Data:	YOUNG, JOEY	Annual Re-exam	12/1/2010

Number of Households: **2**

**Section 2. Households that are Missing in PIC**

HoH SSN Date	Discrepancy	HoH Name	Transaction	Effective
<b>073553864</b>	<b>Missing in PIC</b>			
	PHA Data:	ALEXANDER, JONATHAN	Annual Re-exam	9/1/2011
	PIC Data:	NJ067: Bergen County HA - VO	Port out	10/1/2011

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