



# applicant.access

## APPLICANT ACCESS AT THE LINCOLN HOUSING AUTHORITY

### The Challenge

The Lincoln Housing Authority manages several assisted housing programs with the largest being their Housing Choice Voucher program. Lincoln manages over 3,009 units. During the course of a normal year, the agency will receive 2,800 applications for all their programs collectively (approximately 230 each month). Prior to Applicant Access, applicants had the option to send in their applications via mail or come to the housing authority office (50/50 split between mailed applications and in office visits). Applicants would then sit down with an employee who would manually enter their information into the Applicant List module. Each application required 30 minutes of an employee's time to gather and key in all the data. On average, Lincoln had an application turnaround time of 10 days.

Lincoln Housing Authority Step 3: Household Members  
Lincoln Housing Authority  
Lincoln, NE

1. Application Programs  
2. Application Preferences  
3. Members  
4. Contact Info  
5. Income  
6. Rental Info  
7. Rental History  
8. Other Info  
9. Confirmation  
10. Certification

Head of Household

Social Security Number \* 123 - 12 - 3456  
Example: 123 - 12 - 1234

First Name \* John

Middle Initial A

Last Name \* Doe

Birth Date \* 08 / 12 / 1980  
Example: 01 / 30 / 2005

Gender \*  Female  Male

Birthplace \*

Race \*  
 White  
 Black / African American  
 American Indian / Alaska Native  
 Asian  
 Native Hawaiian / Other Pacific Islander

### KEY RESULTS

- **70% reduction** in backlogs with Applicant Access
- **Time Savings:** Over one full business day a week/690 hours a year
- **Annual Savings:** \$13,000

Online Applications are available using our Applicant Access program. The application can be basic or detailed to meet the needs of your agency. Waiting lists can be turned on/off as needed.

## The role of Applicant Access

Lincoln was Tenmast's first client to implement Applicant Access in 2006. Lincoln had five key goals that led to their purchase of the Applicant Access program; respond to community partner requests for online applications, increase service level for applicants, increase application data reliability (inaccuracies caused primarily by mail-in applications), reduce staff time entering applications, and ultimately save money.

Immediately, Applicant Access was a hit within the Lincoln community. The housing authority received ten applications one day before the program's availability was made known to the public, and its popularity has only grown since. The agency achieved all goals placed upon the online application program. The local community was thrilled to have an online medium to direct those in need of housing. Applicants were no longer restricted to Lincoln's office hours to apply for assistance; they could simply log on to the internet and apply online 24 hours a day, 7 days a week. Incomplete applications became a thing of the past due to Applicant Access requiring tenants to fully populate all required fields or they can not proceed forward with the application. Staff members were able to quickly download applications into the Applicant List module as opposed to manually keying data, which was often illegible. And last but not least, the reduced labor time coupled with reduced production of paper for applications has ultimately lowered the amount of money Lincoln is spending on their application process.

Processing times for tenant applications were lengthy and time consuming before the implementation of Applicant Access. Once an application was received at the housing authority it took an average of 10 days to be entered into the Applicant List module. Only after this lengthy process would the applicant receive their number on the waiting

list. The seamless integration between the online application and the Applicant List module has reduced the agency's application turnaround time to three days, a 70% reduction, and lowered stress levels amongst employees at the office

## Return on Investment

After using Applicant Access successfully for over four years, Lincoln receives 50% of their applications online. This has reduced the amount of labor time wasted on data entry by 690 hours a year. Based upon an average employee compensation scale of \$30,000 per year, Lincoln is saving over \$13,000 every year!

### For more information on Applicant Access

or to see an online demonstration, please call 877.359.5492 or email [info@tenmast.com](mailto:info@tenmast.com).

**Tenmast Software**

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