

2009 NMA Consulting

We look forward to working with you, and becoming your partner in performance for 2009.

Your Partner in Performance

Nan McKay & Associates is a full-service consulting, training and performance improvement firm delivering exceptional service to the public housing and housing choice voucher programs nationwide.

Our complete suite of services spans all aspects of these programs, including regulatory compliance, agency structure and organization, employee performance, and agency assessments. With over 200 combined years of industry experience, our consultants utilize proprietary consulting tools to provide your agency with the solutions you need to meet your unique goals.

NMA strives to exceed expectations, listening carefully to each concern, understanding project demands, and delivering tailored solutions for your agency's improvement.



Nan McKay
AND ASSOCIATES, INC.



As your partner in performance, we offer the following assessments for operational and programmatic improvement:

Operational Assessments

- Employee Performance
- Strategic Planning and Operations
- Workflow / Business Process Reengineering

Programmatic Assessments

- Accounting and Auditing
- ACOP and Admin Plan Assistance
- Customer Service and Call Center Management
- File Reviews
- Quality Control
- HCV Program Utilization
- Maintenance and Inspections
- PHAS and SEMAP Performance Improvement
- IMS-PIC Reporting Solutions
- Onsite Case Management Assistance

2009

EMPLOYEE PERFORMANCE

ORGANIZATIONAL ASSESSMENTS

Employee Performance

Close the gap between desired and actual employee performance. NMA provides your management team with initial skill assessment surveys to determine whether your staff is meeting required performance levels. By harnessing this data and using our industry-specific Performance Management Program, NMA will work with your management team to establish employee development plans and performance coaching for managers. In addition, NMA can work with you in conducting performance appraisals to document and deliver results on individual employee performance.

Performance management will help your housing authority reduce employee turnover, develop new employees, target training, and provide actionable plans for employee development and succession.



For more info on our consulting services, sign up for our eNewsletters at www.nanmckay.com

nma consulting

YOUR PARTNER IN PERFORMANCE FOR OPERATIONAL AND PROGRAMMATIC ASSESSMENTS

ORGANIZATIONAL ASSESSMENTS

Strategic Planning and Operations

NMA analyzes your existing agency challenges and develops your strategic path to improvement.

To further your housing agency's strategic plan, our consulting team utilizes industry best practices, analytical techniques, strategic development and implementation plans, change management, management coaching, and operational improvement—providing real-world recommendations to solve your toughest problems.



NMA implements formal management frameworks and methodologies to identify those problems and streamline solutions. So that you can continue to implement change at your agency, our team will leave you with actionable recommendations for your next steps.

OPERATIONAL ASSESSMENTS



Our solutions provide you with actionable results that fit your needs while saving you time.

Workflow / Business Process Reengineering

Workflows are the defined, repeatable processes that enable your agency to increase the flow of information, documents, and tasks between staff, departments, tenants, property owners, and HUD. Streamlined processes increase efficiency and reduce costs.

Because PHAs across the country are seeking solutions so that work to be completed more efficiently, NMA offers process and workflow documentation, analysis, and reengineering to transform undefined and inconsistent tasks into strong, replicable workflows.

For more info on our consulting services, sign up for our eNewsletters at www.nanmckay.com

PROGRAMMATIC ASSESSMENTS

Accounting and Auditing

From involvement with advising HUD on the implementation requirements for Project-Based Management (PBM) from the very beginning and on to today, to helping author HUD's handbook supplement, "Changes in Financial Management and Reporting Requirements for Public Housing Agencies Under the New Operating Fund Rule," the NMA consulting team includes some of the top financial talent in the housing industry.

Our extensive experience, including a current contract with HUD to review all stop-loss submission kits for compliance, grants us the ability to assist your agency on

many financial levels. These include analyzing your financial conditions, reviewing compliance to federal regulations, maximizing your utilization of program resources, assisting you with the submission of your voucher management reports, assisting you with annual Real Estate Assessment Center (REAC) reports, and monitoring HUD funding. NMA can also help your agency when you need to prepare for an audit. We prepare audit documentation and supporting documents for all audits. In addition, our team can evaluate and make recommendations to workflow between your finance department and other housing departments, ensuring that payments are processed in a timely manner.

2009

ACOP & ADMIN PLAN ASSISTANCE

nma consulting

YOUR PARTNER IN PERFORMANCE FOR OPERATIONAL AND PROGRAMMATIC ASSESSMENTS

PROGRAMMATIC ASSESSMENTS



ACOP and Admin Plan Assistance

Policy is the backbone of a housing authority's performance. Policy decisions guide staff, inform families, and ensure families are treated fairly.

As the first document HUD asks for when performing audits, your ACOP or administrative plan must be strong, consistent, and thorough. Our qualified team of consultants can review existing policies, identify critical policy holes, and participate in conference calls with key decision makers to facilitate the policy decision-making process. Throughout the process, our team provides you with knowledgeable input to assist in your decision-making. Once your revisions are complete, NMA can provide you with a searchable CD version of your policy to be installed on your network for all staff to access from their desktops.

For more info on our consulting services, sign up for our eNewsletters at www.nanmckay.com

PROGRAMMATIC ASSESSMENTS

Customer Service and Call Center Management

Customer service means continuously going beyond your customer's expectations—both internally and externally.

NMA provides consulting in several areas to help your agency implement a successful customer service program, including training, processes, support technology, and call center management.

Customer service also includes how your staff implements reasonable accommodation and fair housing law.

Our consulting team can also assure your agency is putting its best foot forward when dealing with the community.



Nan McKay
AND ASSOCIATES, INC.

2009

FILE REVIEWS

nma consulting

YOUR PARTNER IN PERFORMANCE FOR OPERATIONAL AND PROGRAMMATIC ASSESSMENTS

PROGRAMMATIC ASSESSMENTS

File Reviews

If you are in danger of failing a file audit, or want to know where your staff is consistently making errors,

NMA consulting can assist your agency to identify, understand, and correct the systemic problems that occur in the eligibility, occupancy, and rent calculation processes. Using our proprietary file review tool, our consultants will assess a sampling of your agency's files to identify specific errors, error trends and program weaknesses. Our team will independently calculate rents, also assessing the use of verifications. NMA can also review additional file

elements, such as waiting list selection, lease execution, and more. Post-review, you will receive a comprehensive report detailing our findings. Actionable recommendations for error correction and, more importantly, error prevention are tailored to your problems.

NMA file reviews help you to not only correct your files before they ever see an auditor, but also prevent future errors.

For more info on our consulting services, sign up for our eNewsletters at www.nanmckay.com

PROGRAMMATIC ASSESSMENTS

HCV Program Utilization

Achieving optimum lease-up in the HCV program is not only a SEMAP indicator, but could affect future funding. Therefore, it is critical for program managers to not only understand their funding, but to track Unit Months Leased (UMLs) and expended HAP both month-by-month and year-to-date for both their fiscal year and the calendar year. The next step is to ensure a system is in place to forecast accurate lease-up in order to address program attrition by bringing new families onto the program.

NMA can help assess your current program monitoring tools, analyze your current lease-up, and



assist in ensuring a solid forecasting system is in place. With the help of our experts, you can know exactly where your utilization is and be sure the future lease-up meets your requirements.



2009

IMS-PIC REPORTING SOLUTIONS

nma consulting

YOUR PARTNER IN PERFORMANCE FOR OPERATIONAL AND PROGRAMMATIC ASSESSMENTS

PROGRAMMATIC ASSESSMENTS



IMS - PIC Reporting Solutions

PIC is now IMS (Integrated Management Systems), and a below 95% reporting rate automatically makes your agency troubled. For this reason, addressing reporting errors is critical

for your agency. If you are struggling month after month with the successful transmission of your 50058 records to IMS (formerly IMS-PIC), and IMS is causing you grief, NMA is here to help. Our consultants can help you correct common errors and train your staff on easy 'quick fixes.' Whether by coming to you or hosting a webinar training session NMA will provide expert guidance while you and your staff maneuver through your real-time data and make hands-on corrections.

With guidance backed by the expertise of Nan McKay & Associates consultant and former Head of PIC Operations for HUD, Bob Harmon, NMA provides you with solutions to improve your submission rate. IMS isn't a problem when you have NMA's IMS reporting solutions.

For more info on our consulting services, sign up for our eNewsletters at www.nanmckay.com

PROGRAMMATIC ASSESSMENTS

Maintenance and Inspections

If you've been recently audited by the OIG office or HUD field office, brought to task with any findings, or would like to correct problems so as to be better prepared for any audit, NMA can help you correct audit findings and make sure you meet protocol. You can learn ways to track inspection schedules, allowing time for inspections and emergency inspections.

Our team will help you to evaluate your software to determine if it is meeting the needs of your inspections department, and address inspection issues in IMS-PIC. NMA can also assist you with your

transition to project-based and asset management, tailoring solutions to the needs of each property.

We will help you improve communication between managers and expedite your unit turn around time. To help you make sure you are complying with HUD standards, we can conduct pre-REAC. In addition, our consultants can evaluate workflows between your inspection/maintenance and occupancy departments.

If you want to be sure that you are following the most current program requirements, NMA can make sure you are doing the job you have set out to do.

PROGRAMMATIC ASSESSMENTS

Onsite Case Management Assistance

NMA has qualified consultants that have stepped in as temporary program managers, processed caseloads, and managed a team of specialists. If you have a reexamination or HQS inspection backlog or need temporary help that understands the program, our consultants are ready to provide knowledgeable, hands-on assistance to augment your team.

Quality Control

Take file reviews a step further by partnering with NMA to establish an effective quality control system. While identifying file errors may help you 'fix' existing errors, the true goal of any quality control system is preventing errors before

they occur. With a focus on income and rent calculations, NMA's proprietary quality control spreadsheets first help staff conduct a quick analysis before they finalize their actions. Then NMA provides you with your own file review spreadsheet, which is the same one used to conduct PHA file reviews. This allows your supervisors or quality control staff not only to efficiently conduct consistent file reviews, but also provides summaries and reports. Finally, the third spreadsheet tracks the results of the file reviews to help you identify where specific weaknesses exist—by staff and by month. This provides supervisors with the information needed to coach and mentor staff. To ensure that QC staff has a complete understanding of how to use the spreadsheets and to assist in designing your PHA's Quality Control procedures, our quality control solutions also include a visit from an NMA consultant.

For more info on our consulting services, sign up for our eNewsletters at www.nanmckay.com

PROGRAMMATIC ASSESSMENTS

PHAS and SEMAP Performance Improvement

Optimizing your PHAS and SEMAP performance involves analyzing, organizing, and automating the way your housing agency operates. To improve your performance, NMA breaks down the components of your PHA's program, beginning with conducting either a PHAS or a SEMAP confirmatory review, as needed. We take into account your last review and scores to identify the specific areas of need for your agency. Our comprehensive housing experience gives us unique insights into how your housing agency can correct identified areas of concern to maximize your review scores. Our team uses industry-specific methodologies, processes, and systems to drive your agency's performance. The NMA team applies a result-focused management approach that involves a continuous, agency-wide focus on planning, improvement, and control, digging deeper to reveal and repair the true causes of the problems, achieve desired results, and optimize your PHAS and SEMAP performance.



2009 NMA Consulting

We look forward to working with you, and becoming your partner in performance for 2009.



For more info on our consulting services, sign up for our eNewsletters at www.nanmckay.com.

NMA takes a results-oriented approach to improving PHA performance, focusing on structure and organization as well as policies and procedures.

Our consulting team is comprised of some of the best minds in the industry, both from top-performing housing agencies and from the Department of Housing and Urban Development (HUD). We come equipped with assessment tools, analytical techniques, development strategies, best practices, and implementation plans that will guide your program operations to new heights of efficiency and effectiveness.

As budgets grow ever tighter, we pride ourselves on helping your agency do more with less—better than you have ever done before. We look forward to working with you and becoming your partner in performance for 2009.

Contact us today to learn how we can be your agency's partner in performance in 2009!

1855 Gillespie Way, El Cajon, CA 92020 ■ 800.783.3100 ■ sales@nanmckay.com ■ www.nanmckay.com

Nan McKay
AND ASSOCIATES, INC.