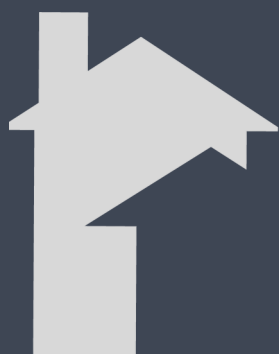


Introducing *Recert*TM by McCright



McCright
& Associates

Compliance.

Customer Service.

Cost Effectiveness.



HELPING YOUR AGENCY MANAGE THE CHALLENGES OF SECTION 8 HOUSING CHOICE VOUCHER RECERTIFICATIONS

McCright understands the challenges of performing recertifications. As much as seventy percent of a housing specialist's time is consumed by the scheduling, mail, phone, and record management duties associated with recertifications.

New guidance from HUD, staff turnover, paper based processes, and case volumes combine to present PHAs with significant challenges, which is why McCright developed the service platform to help PHAs improve compliance and customer service while also significantly reducing the cost of performing recertifications.

*Recert*TM


A NEW APPROACH TO PERFORMING RECERTIFICATIONS


McCright's approach uses proven technology, business best practices, and its extensive experience to overcome the challenges of performing HCV recertifications


In the *Recert*TM approach, participant families are interviewed over the phone. McCright then completes third party verifications, rent calculation and the PIC submission. Any required documentation is gathered by McCright at the participants home.


KEY FEATURES OF THE *Recert*TM SOLUTION


- Automated workflow enforcement.
- Reduced traffic and telephone calls to PHA
- Convenient interview for participant
- Secure electronic storage of case file
- Process transparency and visibility
- In home verification of reported household composition


Specialized Teams, Dedicated Call Center

 Automated & Enforced Workflow

 Automated Data Collection

 Automated Mail, Fax

 Participant interviews over the phone

 McCright picks up documents and conducts in home review of family composition

By using the McCright *Recert*TM service, PHAs will significantly increase the effectiveness of their administrative fees while also freeing valuable staff time to pursue other program goals, such as FSS and homeownership programs.



MCCRIGHT SECTION 8 SOLUTIONS

McCrigh offers a wide range of solutions to help agencies manage their Section 8 HCV programs. In addition to recertifications, we also perform HQS inspections and rent reasonableness determinations.

MCCRIGHT PUBLIC HOUSING SOLUTIONS

McCrigh has extensive experience helping agencies with public housing needs. We offer UPCS inspections, flat rent studies, and UPCS REAC monitoring to help your agency remain a high performer.

MCCRIGHT CONSULTING

McCrigh also offers consulting programs designed to address your specific needs. Whether you need specific help on a utility allowance study or consulting to improve your overall program, McCrigh is there for you.

(423) 267-1300
mccright@mccright.com



PROVIDING BENEFITS TO AGENCIES AND PARTICIPANTS ALIKE

Recert[™] is built to deliver compliance, excellent customer service, and cost savings to all stakeholders in the recertification process:

COMPLIANCE:

- Automated workflow enforcement
- Customized to your admin plan
- Secure storage of case file or printed documents for your files

CUSTOMER SERVICE:

- One call interview for participants
- Convenient for working participants
- In home or at work pick up of participant supplied documentation

COST EFFECTIVENESS:

- One vendor for integrated services
- Increased effectiveness of administrative fees
- Allows reallocation of PHA staff to other program needs

START YOUR TRANSFORMATION TODAY

To learn more about *Recert*[™] and further explore our capabilities and approach, please call us today for a no cost evaluation of how McCrigh can help you eliminate the burden of recertifications.

McCrigh & Associates
(423) 267-1300
mccright@mccright.com



Compliance. Customer Service. Cost Effectiveness.

About McCright

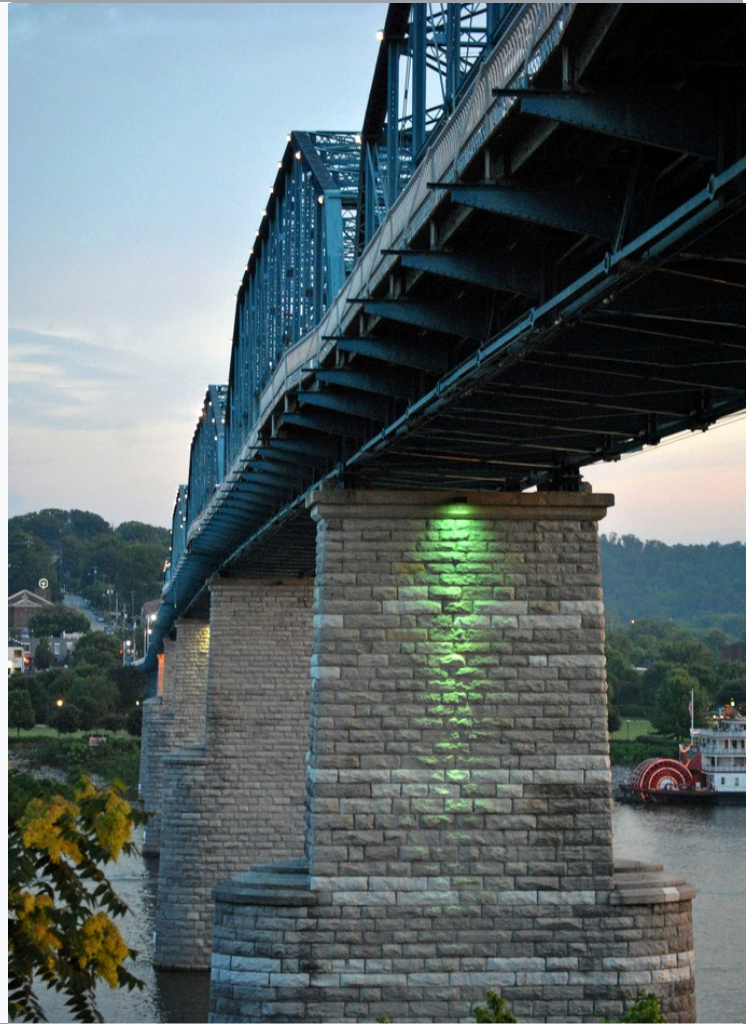
McCright is the Nation's Leader in Public Housing Authority Support

McCright & Associates is the trusted partner of choice for public housing authorities who demand product and service excellence. After conducting over 1,000,000 inspections across the nation, McCright understands your unique needs. Based in Chattanooga, Tennessee, McCright & Associates is an American company, proudly operating as a woman- and veteran-owned enterprise.

PHAs nationwide choose McCright to help them overcome challenges and aggressively manage costs and resources. McCright & Associates currently works with public housing agencies across the United States managing over 130,000 Housing Choice Vouchers. A long record of successful projects has earned McCright an impressive client list including contract relationships spanning many years.

McCright's comprehensive public housing industry record ensures that our products and services are based on actual experience, not on solutions from theory or textbooks.

We understand this business and are ready to help you.



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