

# CENTRAL NEBRASKA JOINT HOUSING AUTHORITY

Central Nebraska, a crucial waypoint for American pioneers heading westward, boasts a history of historic trails that facilitated the settlement of new towns on the prairies. The Tri-Cities—Grand Island, Kearney, and Hastings—are key centers in the region, with a combined population exceeding 140,000. The Nebraska State Fair in Grand Island draws over 300,000 attendees yearly, and Husker Harvest Days, one of the world's largest farm shows, attracts more than 100,000 visitors annually.

Central Nebraska Joint Housing Authority serves 21 counties: Blaine, Boone, Boyd, Brown, Colfax, Custer, Garfield, Greeley, Hall, Hamilton, Holt, Howard, Keya Paha, Loup, Merrick, Nance, Platte, Rock, Sherman, Valley, and Wheeler. Aside from their Housing Choice Voucher Program, they also administer Owner Occupied Rehabilitation, Weatherization, Family Self-sufficiency Program, and offer Property Management to 32 Low-Income Rental Properties.

## PROGRAMS USED

→ **Housing Choice Voucher Program Management**

## CHALLENGES

- ✓ As a small PHA, the Central Nebraska Joint Housing Authority was priced out of big software solutions.
- ✓ Had a hard time working around the limitations and challenges of HUD's Family Reporting Software (FRS).
- ✓ Especially struggled with recurring PIC submission errors.
- ✓ High workload for new intake, since the PHA used mostly physical documents and pen-and-paper applications.



## SPECIFIC GOALS

- ✓ Eliminate the pen-and-paper processes and move onto a digital platform.
- ✓ Reduce workload or personnel since there are 21 counties in their jurisdiction.
- ✓ Find a reasonably priced solution for a small Housing Authority.
- ✓ Have a short implementation timeline.

## KEY RESULTS

In partnering with Neighborly Software, Central Nebraska is benefitting from a comprehensive, user friendly, software solution that has helped them:



Eliminate endless paperwork and go digital first.



Move to a platform with a modern look and feel without the need to change policies and procedures, even preserving documents from the late 80s to 90s.



Fully implement the new solution and go live in a matter of weeks.



Move away from FRS.

"I had been diligently searching for a software solution for small PHAs for 5 years. After speaking with Neighborly Software, I just remember thinking, "Oh my gosh, after five years, is this seriously happening?" It's like they built this entire platform to meet my needs exactly the way I wanted."



**Amber Beck**

Executive Director Central Nebraska  
Joint Housing Authority

Contact one of our Housing, Economic  
& Community Development experts to  
**learn what we can do for you.**

