

## Success Story

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*- Glenn Stevens  
President & CFO  
National Center for  
Housing  
Management*

## The National Center for Housing Management Finds a Home in Beck & Company Certified Public Accountants and Business Advisors' TotalAccounting

Founded in 1972 by Presidential Executive Order #11668, the National Center for Housing Management (NCHM) is a nonprofit 501(c)(3) organization that provides management improvement services in the affordable and military housing industries. From compliance and performance education, to technical support and consulting, NCHM serves the housing industry with a great sense of pride and responsibility.

### An Old Accounting Process Needs a Remodel

As a part of their vision, NCHM hopes for a future in which the housing industry of the United States is marked by excellence at all levels of management. They value a perfectionist determination in everything they do and continuously put their best efforts forth to provide the highest quality products and services possible, therefore they first focused on internal issues. After doing some restructuring, they realized they had some needs within their organization that weren't being met. Glenn Stevens, President and CFO of NCHM recalls, "Upon taking a closer look at our back-office process, we realized that we didn't need a full time Controller, but that we would be better suited with a staff accountant to close the books, and access to a part-time CFO-level professional who could provide us with a strategic view, meet with our board and management, and perform other appropriate



tasks. The challenge was finding someone who could fit this bill." That's when NCHM's bookkeeper recommended Beck & Company CPA's.

### Beck & Company CPA's Builds a Fully Functioning Accounting Foundation

Beck & Company CPA's specializes in providing accounting services to businesses and nonprofit organizations. From auditing and financial statement preparation and review, to bookkeeping, payroll, and CFO or controllership services; they offer access to high-level functions on a part-time, or as needed basis. Beck & Company CPA's immediately went to work implementing new processes with which NCHM could utilize to better manage their business. Kathy Beck, CPA, CITP, and a Principle for Beck & Company CPA's, gained a complete understanding of their talents and responsibilities, and then implemented new procedures and processes to best match





[www.nchm.org](http://www.nchm.org)

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their capabilities. Kathy comments, "We researched all of the different business cycles and created a definitive policy and procedure manual to streamline and provide better visibility of their operations. This makes it much easier for yearly auditors to determine the ongoing effectiveness of their organization."

Next, Beck & Company CPA's helped NCHM identify some specific areas where they could better position themselves for success. One example of this was in helping them improve customer service levels by moving their cash receipts function from their Virginia location to their office in Florida. With most of their customer-base located in Florida this enables all requests, payments, credits, etc. to be handled in their local office rather than having customers call a different number in Virginia.

Additionally, Beck & Company CPA's helped enhance NCHM's expense reporting processes and improved control of the company credit card when used by employees. With thousands of dollars of credit card charges, NCHM had an opportunity to grow the way they handled receipts and track the costs for auditing. Under the new procedure they are able to keep track of all of their receipts to identify and substantiate costs. Kathy comments, "This provides better visibility as to where money is being spent and gives them the opportunity to find ways to reduce unnecessary expenditures." In addition to the higher level CFO functions provided to NCHM, Beck & Company CPA's staff handles many controllership functions including overseeing the monthly close, supervising the accounting staff, monthly reconciliation of all accounts, preparing schedules for the auditor, and working with receivable collection problems.

## **Beck & Company CPA's TotalAccounting Service Provides Improved Business Management Capabilities**

NCHM is now better positioned for success. They have a better understanding of the costs involved in their various business functions, to the ability to determine which classes are most cost effective. Also they have improved access to accurate data and timely reporting. They are very happy with Beck & Company CPA's TotalAccounting Service. "We are able to provide them with a much higher level of expertise and service than they would get from internal staff," adds Kathy. "We help them better position themselves for success by enhancing the way they utilize their resources to more effectively serve the public. I sit in on management and board meetings, go over the financials each quarter to see how expenses are trending and help them identify opportunities for cutting costs."

NCHM is saving at least 15% in using Beck & Company CPA's TotalAccounting service rather than paying the salary and benefits for comparable internal staff. Glenn Stevens reflects, "Our decision to engage Beck & Company CPA's TotalAccounting service has been a tremendous success. I now have a trusted resource who can provide very high level services that I can rely on. They've eliminated the headache of managing my accounting department and given me the time to focus on the operational issues paramount to our success. I'm getting a better quality of service at a lower cost and I would be happy to refer Beck & Company CPA's to anyone considering a similar engagement."