



About the Client

Located just north of Fort Lauderdale, in the heart of Florida's Gold Coast, the City of Pompano Beach is home to clear ocean waters, golden sandy beaches, accessible marinas and a colorful offshore coral reef. Over 110,000 people call Pompano Beach home with just over 23% of its population living below the poverty level. The City's Office of Housing and Urban Improvement (OHUI) is responsible for administering roughly \$2.3M annually in federal and state funds to assist in the development and redevelopment of a viable community which provides affordable housing, economic opportunity, and a safe living environment. OHUI's programs include:

- Housing Rehabilitation
- Emergency Housing Repair
- Down-Payment Assistance
- Wind Mitigation
- Public Service Grants (CDBG)



**Miriam Carrillo, Director
Housing and Urban Improvement**

Challenges

The City of Pompano Beach's Office of Housing and Urban Improvement (OHUI) was tasked with modernizing the way it delivered its services. The leadership team was searching for a solution to enhance program compliance while reducing its administrative expenses. Specific goals, included:

- Reducing the risk of noncompliance with applicable laws and regulations associated with failure to follow established procedures.
- Eliminating the inefficiency and compliance risk associated with paper applications and multiple Excel spreadsheets used to track and manage OHUI programs.
- Reducing administrative expenses related to paper, printing and document storage.

Results

In partnering with Neighborly Software, OHUI is leveraging the system's workflow to ensure that all compliance steps and approvals are completed. The software is simultaneously reducing OHUI's administrative costs by automating routine tasks and reporting requirements. Specific results include:

- Reducing the time to produce monthly CAPER and compliance reports from 3 days to 1 day.
- Avoiding the need to replace an open intake position, thereby reducing personnel costs by \$32,000 annually.
- Decreasing paper, printing and document storage costs by an average of \$780 per month (\$9,000+ per year).
- Reducing the average time to process subrecipient and contractor reimbursement requests by 2 days.

"Neighborly Software more than pays for itself; it has enhanced our program compliance, reduced our administrative costs and allowed us to allocate more money to our housing and community development programs"