

# NCSHA 2016 Annual Awards Entry Form

(Complete one form for each entry)

**Deadline: Wednesday, June 15, 2016**

Visit [ncsha.org/awards](http://ncsha.org/awards) to view the Annual Awards Call for Entries.

**Instructions:** Type entry information into the form and save it as a PDF. Do not write on or scan the form. If you have any questions contact [awards@ncsha.org](mailto:awards@ncsha.org) or 202-624-7710.

Fill out the entry name *exactly* as you want it listed in the program.

**Entry Name:**

\_\_\_\_\_

**HFA:**

\_\_\_\_\_

**Submission Contact:** (Must be HFA Staff Member) \_\_\_\_\_ **Email:** \_\_\_\_\_

Please provide a 15-word (maximum) description of your nomination to appear on the NCSHA website.

\_\_\_\_\_

Use this header on the upper right corner of each page:

**HFA:**

\_\_\_\_\_

**Entry Name:**

\_\_\_\_\_

**Select the appropriate subcategory of your entry and indicate if you are providing visual aids.**

Communications	Homeownership	Legislative Advocacy	Management Innovation
Annual Report	Empowering New Buyers	Federal Advocacy	Financial
Creative Media	Encouraging New Production	State Advocacy	Human Resources
Promotional Materials and Newsletters	Home Improvement and Rehabilitation		Operations
			Technology
Rental Housing	Special Needs Housing	Special Achievement	Are you providing visual aids?
Encouraging New Production	Combating Homelessness	Special Achievement	Yes
Multifamily Management	Housing for Persons with Special Needs		No
Preservation and Rehabilitation			

## **Overview**

Kentucky Housing Corporation (KHC) created an electronic Program Funding Draw Management System that is used by outside agencies and internal departments to request funds from programs administered by the Corporation. The system achieves the KHC strategic goal of closing the circle of program design and reducing risk.

## **The Need**

KHC wanted to help partners by improving responsiveness and information related to their draw payments. Also, decreasing costs and increasing efficiencies are necessary for both KHC and its partners.

## **Response to the Need**

Once a partner agency is awarded funds through one of KHC's programs, they can register for project access through the system. KHC staff approve registration requests and provide access to individual projects and grants designated to each agency. The agency can view balances, request funds, provide documentation, and sign submissions through a completely electronic process. The paperless process continues internally at KHC, as project managers approve the request, funding specialists process the funds using HUD systems and other fund tracking mechanisms, and accounting staff issue electronic fund transfers for direct deposit.

The system created a paperless workflow from the time an agency requests funds to when the direct deposit is sent out. This created efficiencies and cost savings where printing, paper, interoffice mail, and postage were no longer needed. Additionally, the system provides agencies with up-to-date information on award amounts, disbursement history, and current balances, as well as where in the process a disbursement is, which eliminates phone calls and follow-up between agency representatives and KHC staff.

## **Innovative**

The system provides up-to-date funding information to partner agencies, while streamlining processes, improving turnaround times and reducing administrative costs at KHC. The system also allows an agency or KHC staff member to review and process requests for funds from anywhere, allowing for a more fluid, remote work environment. Additionally, each draw request provides an audit history that records all users that have approved the request from submission to funds disbursement.

## **Replicable**

Replication is possible given the proper resources. KHC used the Agile methodology in developing the system. In January 2015, the first iteration began. While that was in pilot, the second iteration was completed. By using additional time to pilot with several recipients, it allowed us to incorporate their feedback prior to implementation. Shortly after the first iteration was implemented, training began with agency staff to implement the completed process.

**Kentucky Housing Corporation  
Management Innovation: Technology  
Program Funding Draw Management System**

KHC used Constant Contact to inform partner agencies of the new system, how to sign-up, and answer any questions. A YouTube video was also published, providing partners with step-by-step instructions to gain access. Documentation was incorporated in the web application for quick access by the partner agency.

## **Results**

The Program Funding Draw Management System now allows KHC to track fund requests from the time of the agency's request to the time funds are disbursed. Metrics can be collected on how long a request takes to process by department and by program type. This allows management to set performance goals, as well as identify areas that need improvement. For instance, from January 1, 2016, through March 31, 2016, 1,347 draw requests were received by agencies and processed by staff. It took staff an average of four days to process the request from the time the draw was submitted until the time funds were disbursed. Looking into the details, funds for the HOME Program took an average of six days to review and process, while draws for other state programs only took two days. This information will help management make better-informed decisions on staffing, process improvements, and long-term strategic direction.

KHC worked closely with a few partner agencies to pilot the system first. Their feedback was shared with other agencies to earn trust and acceptance of the new way of doing business.

*"I had no problem registering, navigating, or reviewing information, and I didn't even read the instructions provided beyond a quick glance! Not having to complete the heading information for every new draw request like we do with the Universal Draw Request saves some time."*

*~Brandon Vise, Kentucky River Community Care partner*

Partners now commend KHC for their innovation and easy-to-use system design. They appreciate the ability to designate signatories and manage requests remotely, which builds stronger partnerships.

## **Benefits Outweigh Costs**

One major feature of the system is a tracking mechanism where an agency can see where in the process their fund request resides. They also get an email when the electronic fund transfer is sent, so they can expect the direct deposit in their account within 3-5 business days. This benefit to the customer eliminates follow-up phone calls and questions, allowing for staff to concentrate on other mission-critical tasks. The long-term gains in staff time, along with the reduced costs of paper, printing, and postage, far exceed the upfront costs of the system. Additionally, the paperless workflow now allows staff to work remotely, decreasing overhead costs and the cost of delivery for each program.

## **Effectively Use Resources**

The system leverages information already contained in KHC's funds management system, so the data is accurate and there is no duplicate data entry. Additionally, agencies cannot submit requests without

**Kentucky Housing Corporation**  
**Management Innovation: Technology**  
**Program Funding Draw Management System**

including supporting documentation, thereby eliminating the need to follow-up with an agency to obtain necessary documentation. The system also ensures all fund requests follow the correct workflow and captures an audit trail.

### **Achieve Strategic Objectives**

One of KHC's overarching strategies for FY15 and FY16 was to "Increase revenue, decrease operating costs, and reduce risk." The Program Funding Draw Management System sought technology solutions to achieve efficiencies, which resulted in decreased costs and faster turnaround of requests. Additionally, KHC pursued, "closing the circle of program design, funding, implementation, and compliance." The new system creates a seamless process between programmatic areas and funding teams, as well as created an audit trail with document retention, to meet this strategic goal.

### **Supporting Documentation**

[Visio-Draw Request System Overview NCSHA Agency](#)

[Visio-Draw Request System Overview NCSHA Recipient](#)

## Project Screen

James Vivio (KHC)

Projects 7

Approvable Requests 1

Draws 1

Inspector 3

Logout

Program Funding Draw Management

AboutContactFAQ

All Projects / Wright Apts.

RN14-0818-01 - Wright Apts.

Project

Project Number

RN14-0818-01

Federal Number

Name

Wright Apts.

Award Amount

\$394,318.00

Disbursements

\$350,804.95

Balance

\$43,513.05

Percent Disbursed

89.0%

Activities

Requests

Team

Signatory Authority Update

Program Funding Draw Management

AboutContactFAQ

All Projects / Wright Apts.

RN14-0818-01 - Wright Apts.

Project

Activities

Draw	Activity Number	Activity Name	Program Funds	Set Aside	Award Amount	Disbursements	Balance	Percent Disbursed
<div>Draw</div>	RN14-0818-01-01	Wright Apts.	HOME	Rental Production	\$323,759.63	\$280,246.58	\$43,513.05	86.6%

Requests

Team

Signatory Authority Update

## Draw Request

Activity Number	Activity Name	Program Funds	Set Aside	Award Amount	Disbursements	Balance
RN14-0818-01-01	Wright Apts.	HOME	Rental Production	\$323,759.63	\$280,246.58	\$43,513.05

Is this your final project draw?

- Final Draw? - ▾

Has your bank account information for this project changed since your last transaction with KHC?

- Bank account changed? - ▾

Is there a scheduled KHC inspection for this draw?

*If a KHC inspection is not required, select "No".*

No ▾

If yes, what is the scheduled inspection date?

**Total Request**

**Adjust Draw**   
*For unused funds*

**Uses**

**Acquisition**

**Construction Contingency**

**Developer Fee**

**Development Hard Cost**

**Related Soft Cost**