

## About the Client

Founded in 1821, the City of Columbia is the fourth most populous city in Missouri and is home to the University of Missouri Tigers.

As a Midwestern college town, Columbia has a reputation for progressive politics, persuasive journalism, and public art.

The City's Community Development Department allocates ~\$1.4M annually in federal CDBG/HOME funds to meet a variety of housing, infrastructure and economic development needs for low to moderate income households and neighborhoods. Columbia's programs include:

- Down-Payment Assistance
- Minor Home Repair
- Housing Rehabilitation
- Community Land Trust
- CDBG Public Services
- Property Acquisition & Demolition



Randy Cole, Manager  
Housing Programs

## Challenges

Compliance and transparency have always been the cornerstone of the City of Columbia's Community Development Department. However, as their programs expanded and their loan portfolio grew, more of the staff's time was being dedicated to compliance and audit activities. The City needed a more efficient way to manage its programs and ensure compliance. Specific goals, included:

- Eliminating the multiple spreadsheets and legacy Access database used to administer and track programs and loans
- Providing greater transparency into funding decisions
- Reducing staff time required to prepare for internal and external audits
- Providing an auditable way to track and report on program accomplishments

## Results

Neighborly Software enables the City to efficiently manage all of its intake, compliance, reporting, funding, and loan management activities in one comprehensive solution – a solution specifically designed for Housing, Economic and Community Development organizations. Specific results include:

- Managing a complex and growing loan portfolio, consisting of 750+ amortizing, deferred and forgivable loans
- Providing more transparency in the application scoring and funding decisions of proposed public service projects
- Enabling real time visibility into funding balances by year and program, including required set asides
- Reducing staff time by 20% in preparing for internal and external audits

“Neighborly Software provides us peace of mind by enforcing compliance and audit controls and providing me real time visibility into our program spending and results.”