THE CITY OF
YANKTON, SD

The City of Yankton is South Dakota's most historic town, nicknamed "Mother City of the Dakotas" and is located on the North Bank of the Missouri River in the southeastern part of South Dakota. The city has a population of 15,411, with over 23,000 residents for the larger Yankton Metropolitan Area. Yankton is also known as the "River City", and borders Nebraska and Iowa. The city on the river is a hub for manufacturing, healthcare, tourism, education, agriculture, finance, and so much more!

The Yankton Housing and Redevelopment Commission serves tenants within Yankton County, Lake Andes City Limits, Bon Homme County, Gregory County, and Tripp County.

They manage 164 vouchers, spread out over a large geographical area.

PROGRAMS USED

→ **Housing Choice Voucher Program Management**

CHALLENGES

✓ The housing authority used multiple applications such as Word, Excel, FRS, as well as pen-and-paper and hard files to manage their vouchers.

✓ Unit inspections were done manually with a clipboard, over the large geographic area managed by the Housing Authority.

✓ As a small agency, they did not have the bandwidth to manage all the necessary tasks.

✓ The reduction in size of team, and employee turnover increased their urgency in finding a technology solution.

✓ Training new team members was difficult. Pen-and-paper procedures and handling of physical files presented a unique challenge for the more technology-inclined generations.

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

SPECIFIC GOALS

- ✓ Quickly and easily transition to a technology platform.
- ✓ Notify tenants and property managers of upcoming events through platform.
- ✓ Use task report to see which tasks are outstanding.
- ✓ Implement a waitlist for applicants.

- ✓ Streamline participant application process.
- ✓ Decrease amount of time spent on administrative load, reducing burnout.
- ✓ Modernize the Housing Choice Voucher process and bring innovation to the field.

KEY RESULTS

In partnering with Neighborly Software, Yankton's Housing Authority is benefitting from a comprehensive, user friendly, software solution feauturing:

11-WEEK IMPLEMENTATION
Successfully conclude the implementation process and data import within 11 weeks.

EASY ONBOARDING
Since younger generations are more adept to technology, new hires are now onboarded quicker.

PROPERTY MANAGER PORTAL
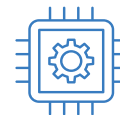Managing RFTAs online, now eliminating the need for pen-and-paper.

WAITLIST AND APPLICANT PORTALS
Portals are now live and receiving and processing applications.

EXTERNAL STAKEHOLDER PORTAL
Community Action agencies review their own caseloads, upload documents, and notify PHA of household changes.

TECHNOLOGY TRAILBLAZER
Yankton is an early adopter, working alongside Neighborly Software to continually innovate our solution.

"Working with Neighborly Software has been a game changer since it was designed to fit the needs of smaller PHAs like ours. Previously, we had been priced out of most technology solutions and were stuck using multiple applications and hard copies to manage our vouchers."

Camille Mertens
Executive Director, Yankton Housing and Redevelopment Commission

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