Neighborly Software

PRINCE WILLIAM
COUNTY, VA

Located on the Potomac River in Virginia, Prince William County is the second-most populous county in the state and home to over 470,000 people. PWC's Office of Housing and Community Development is responsible for administering roughly $19M in Pandemic and annual federal and state funds that provide affordable housing, create economic opportunity, and a safe living environment.

PROGRAMS USED

→ **Rehabilitation (CDBG)**

→ **Emergency Housing Assistance (CARES Act)**

→ **Emergency Solutions Grant (ESG)**

→ **First Time Homebuyer (HOME)**

→ **CDBG Competitive Grant (CDBG)**

→ **Affordable Rentals**

CHALLENGES

Prior to the pandemic, PWC OHCD realized the need to modernize the delivery of its program funding to meet the critical needs of those in its community. An outdated, inefficient system, cumbersome reporting methods and manual workflows were just a few of the challenges they faced. The leadership team realized it was time for a solution that would enable them to implement programs with speed, accuracy and empathy.

✓ Inefficient processes & manual workflows.

✓ Incomplete reporting and data sharing due to outdated system.

✓ Untimely delivery of program funding.

✓ Inability to accept online applications for program assistance.

KEY RESULTS

By partnering with Neighborly Software, PWC automated routine tasks and reduced administrative inefficiencies. With a newly established set of tools, templates and technology, PWC is able to accelerate program execution, achieve precision with loan reviews and underwriting, generate good data for reporting, effectively manage costs and meet schedule objectives. This translates to on-time performance and cost efficiency and a lasting, positive impact on PWC's community:

Reduced production time of federal & local Compliance reports.

An online application feature crucial in helping 833 households with CARES Act Funding.

Precision with loan review, cost management and project execution.

Ability to meet expedited program timelines.

"Neighborly Software is incredible; their support team goes above and beyond and the solution has dramatically improved program efficiency, increased our productivity and enabled us to deliver critical program dollars to our community in a timely manner."

Joan Duckett
Assistant Director Housing & Community Development