

Information Item

Date: June 11, 2019

To: Mayor, Mayor Pro Tempore, and Members of the City Council

Marla Y. Newman, Community Development Director
Sharon Richmond, Community Development Deputy Director

From: Tasha Logan Ford, Assistant City Manager

Subject:

Status of backlog rehabilitation loan cases

Strategic Focus Area: Livable Neighborhoods

Strategic Objective: Expand Housing Assistance Programs

Strategic Plan Action Item: Yes

Key Work Item: Yes



The current TURN backlog dates back to approximately 2014 and is a result of persistent staff turnover, incomplete applications from citizens, and the department continually accepting new applications without the staff capacity to process. The multi-year staff shortage, while continuing application intake, resulted in longer waiting times for citizens and diminished productivity.

As of May 2019 the TURN backlog has been reduced to 11 cases remaining for staff review before advancing to the underwriting stage. The reduction in the backlog today can be attributed to

- Application cancellations due to long wait time
- Clients passing away
- Team loan processing

The graph below captures the current status of the backlog.

