



2022 Year End Report

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
HAT SUMMARY.....	1
PROGRAM OPERATIONS SUMMARY	2

EXECUTIVE SUMMARY

The HomeNow Indy team had an incredible year in 2022. We were awarded additional and diverse funding which extended our reach of services and our capacity. We added two new full-time employees and one contractor staff. The ESG-CV2 funding deadline got extended by one year, allowing us to renew or extend over 100 leases. We also had great success in transitioning tenants off the CV2 subsidy. In 2022 alone, we successfully transitioned 140 households onto a Housing Choice Voucher subsidy and off our program. That's 63% of those households that were exited from the program last year. Of the 221 households that exited the program, 14 self-resolved and 2 went to Permanent Supportive Housing (PSH). Only 32 households had negative exits, meaning they were either evicted, incarcerated long term, or otherwise violated program rules.

HAT SUMMARY

The Housing Acquisition Team (HAT) works directly with local landlords, owners, and property managers to acquire an inventory of habitable and eligible units to be leased by housing program participants, as well as provide ongoing support to participating landlords to nurture relationships and maintain inventory.

Key Accomplishments in 2022 included:

- Fostered existing relationships with landlords by visiting them in person, maintaining phone contact and addressing issues.
- Assisting existing landlords with navigating the Section 8 process to convert Rapid Rehousing clients over to their voucher.
- Identified and secured appropriate rental housing units throughout Marion County to be leased by individuals participating in housing programs to end their homelessness.
- Worked in conjunction with the Continuum of Care on a strategic level to identify gaps, escalate issues, problem solve related to case management and housing stability.
- Attended Continuum of Care discussions of client barriers and housing solutions such as Case Conferencing to represent HomeNow Indy.
- Managed the maintenance of lead/property data within housing unit database system, Padmission.
- Provided technical support to participants, landlords, and service providers accessing acquired units through Padmission.
- Provided administration, technical support, and training for users of the rent reasonableness software Go-Section 8 (now Affordable Housing.com)

- Positively represented the organization, project, and mission in external meetings and public events including podcasts, virtual, and in-person presentations.

HAT by the numbers:

- 305 Inspections were completed in 2022.
 - 82 for ESG-CV2 RRH
 - 223 for IHA (EHVs and Preference Vouchers)
- 171 units held with 16 participating landlords/property management companies
 - 164 one-bedroom
 - 7 two-bedroom
 - N/A three-bedroom
- Average unit hold amount:
 - Average rent \$761
 - Average hold fee \$761
- 37 active landlords in Padmission

PROGRAM OPERATIONS SUMMARY

The Program Operations team oversees the fiscal and grant administration components of all of Merchants' rental assistance programs and supporting grants. The team experienced much success in program effectiveness and efficiency in 2022. We leased up 75 new households and renewed many other leases. Our team grew both in depth and abilities and added a new team member to act as Housing Programs Manager. Our proudest moments include completely transitioning to a new data management system (HDS) for tenant data and financial management as well as having zero audit findings from the City of Indianapolis, HUD, and A-133 financial audits of all our grant programs. These successes demonstrate how organized, reliable, and efficient we have become as a team and are allowing us to take on more programs and funding in 2023.

Key Accomplishments in 2022 included:

- Started and completed setup and fully implemented HDS for tenant recordkeeping and payments
 - Subsequently facilitated training of all relevant staff members on HDS
- Improved communications internally with Finance/Accounting team
 - Led weekly finance meeting between HomeNow and Accounting
 - Instituted regular payment days

- Streamlined claims process and then handed off most of claims processing to Accounting team
 - Added a bank account for EHV for efficiency and clear grant management
- Set up and implemented HOME TBRA
- Grew the team—Housing Programs Manager
- Successfully transitioned our first Goodwill New Beginnings client
- Diversified funding and developed new systems to keep it all straight
 - EHV
 - LEI
 - CDBG-CV
- Trained new case managers in HomeNow processes and forms
- Implemented risk mitigation form and funding
- Strategized and planned for CV2 funding extension
- Wrapped up Glick funding
- Wrapped up first installment of LEI funds with CHIP
- Transitioned many landlords to ACH
- Wrapped up service provider claims
- Zero City and HUD audit findings
- Zero internal audit findings
- Landlord negotiation and tenant advocacy meetings and emails
- Positioned MAHC to take on new funding in 2023
 - HBAH
 - HOME ARP