

# Federal Agency Uses Automated System to Effectively Respond to Constituent Needs



## CLIENT PROFILE

**Industry:** Government

**Agency:** Housing and Urban Development (HUD)

**Employees:** 7500

**Budget:** \$60.2B USD

## BUSINESS

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all.

## CHALLENGE

The Office of Budget and Field Resources needed to streamline budget allotment and fund assignment data.

## SOLUTION

FUNDREQ provides automated support to capture, maintain, update, and analyze data related to funding requests.

## BENEFIT

The new system saves time and money for the customer, allowing office administration to make effective use of taxpayer dollars.



## Business

Creates strong, sustainable, communities and quality affordable homes for all.

The U.S. Department of Housing and Urban Development (HUD) mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination, and transform the way HUD does business.

HUD's 2017 Budget includes \$48.9 billion in gross discretionary funding and \$11.3 billion in new mandatory spending over ten years, with an emphasis on supporting 4.5 million households through rental assistance; increasing homeless assistance; supporting tribal communities and providing opportunities to Native American youth; and making targeted investments in communities to help revitalize high-poverty neighborhoods and improve housing affordability.

Within HUD, the Office of Housing provides vital public services through its nationally administered programs. It oversees the Federal Housing Administration (FHA) the largest mortgage insurer in the world, as well as regulates housing industry business. The mission of the Office of Housing is to:

- Contribute to building healthy communities
- Expand homeownership, rentals and healthcare
- Stabilize credit markets in times of economic disruption
- Operate with a high degree of fiscal accountability
- Recognize and value its customers, staff and partners

Within the Office of Housing, there are four business areas:

- **Single Family Housing:** Mortgage insurance on loans to purchase new or existing homes, condominiums, manufactured housing, and houses needing rehabilitation.



- **Multifamily Housing:** Mortgage insurance to HUD-approved lenders to facilitate the construction, substantial rehabilitation, purchase and refinancing of multifamily housing projects.
- **Healthcare Programs:** Mortgage insurance on loans that finance the construction, renovation, acquisition, or refinancing of healthcare facilities such as hospitals and residential care facilities.
- **Office of Housing Counseling:** Support to a nationwide network of agencies and counselors.
- **Regulatory Programs:** Designed to assist homeowners, homebuyers, and regulate real estate transactions.

Within the Office of Housing, the Deputy Assistant Secretary for Finance and Budget oversees the Office of Budget and Field Resources which manages and tracks budget allotment requests.

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## Challenge

Streamline budget allotment and fund assignment data.

The Office of Budget and Field Resources needed a system to track all of their budget allotment and fund assignment data records. This customer is handling billions of dollars per year. As a result, there are lots of requests and assignments of funds coming in for commitment and obligations. The customer previously managed this process via Excel spreadsheet. Users were unable to adequately report data to their supervisors and respond to customer queries. There were always last minute hurdles in handling.

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## Solution

An automated financial tracking tool.

Elevation Direct built an automated financial tracking tool for the Office of Budget and Field Resources within HUD. FUNDREQ provides automated support to capture, maintain, update, and analyze data related to funding requests using the following functional processes: 1) Allotment, 2) Assign program funds processed through the PO, 3) Assign contract funds for all contracts processed, 4) Funds tracking and reporting through HQ.



ED's FEDREQ solution includes the following features:

- User friendly, wizard based data entry solution
- Multi-year database management approach
- Better reporting tool to search for and export required reports
- Integrate legacy system with FEDREQ
- Online workflow tool
- Year-end process for simple data consolidation and reporting

## Benefit

Improved efficiency and productivity.

The new FEDREQ system saves time and money for the Office of Budget and Field Resources. The new FEDREQ system gives agency managers the ability to:

- Collect and process data more efficiently
- **Allow end customers to request, track, and view status**
- Make better use of legacy data for forecasting
- Streamlined monthly and end-of-year reporting
- Find required information faster
- **More effective processes year over year**
- **Serve end customers better**

## ELEVATION DIRECT



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