

SINGLE FAMILY HOME REHABILITATION LOAN

Serving More People, More Effectively

The office of Community and Economic Development worked with the Continuous Improvement team to better understand the existing grant awarding process. Through careful system analysis with Ci tools, the CED team was able to bring the work in-house and begin changing more lives here in the City of Tacoma. The loan, which specifically allocates \$50,000 in funds to qualified individuals, aims to make home repairs feasible for families that improves health and increases safety.

The CED team members took an under performing program and changed the mentality that surrounded it. By mapping out the entire process with the Continuous Improvement team, they were able to streamline the process, add timeline accountability, identify gaps, and substantiate where FTE work was needed.

"The CI tools completely drove the operation for developing a process flow map that made sense and ensured that we operate within HUD regulations and compliance. Our team will continue on identifying and defining our evolving process needs."

—Carrie Wickstrom

Program Manager, Housing Division

THE RESULTS:



4 projects completed since brought in-house



6 projects currently being worked on



\$500,000 invested back into the community so far



67% increase in HUD funds applied to projects

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CONTINUOUS IMPROVEMENT