

# Project Closeout Report

Submitted to Project Oversight on 8/24/22

## GENERAL INFORMATION

**Project Name:** Help for Homeowners

**Agency Name:** Human Services

**Project Sponsor:** Jessica Thomasson

**Project Manager:** Val Brostrom

## PROJECT DESCRIPTION

Congress approved funding for emergency rent assistance in the American Rescue Plan Act of 2021 (ARPA) COVID relief package. North Dakota was allocated \$50 million via ARPA to be distributed via a statewide Homeowner Assistance program; there are no North Dakota local jurisdiction awards in the Act. The program will provide payments on behalf of low, moderate, and middle income households, including payment of mortgage arrears and future mortgage payments. The State contracted with Deloitte Consulting LLP to implement a renter portal, a housing provider portal, a case management portal, and workflow that can support community-based application counselors who will work directly with renters to complete applications and facilitate necessary integrations with State and other third-party systems needed for applicant documentation, payment management, eligibility review, and general program reporting for a program known as ND Rent Help. The current project adds the homeowner module and pathway to the current ND Rent Help platform.

## SCHEDULE AND COST METRICS

|                   | Project Start Date | Baseline End Date | Baseline Budget | Funding Source | Actual Finish Date | Schedule Variance | Actual Cost    | Cost Variance |
|-------------------|--------------------|-------------------|-----------------|----------------|--------------------|-------------------|----------------|---------------|
| Original Baseline | 4/4/22             | 8/24/22           | \$2,000,000     | Federal        | 8/23/22            | 1%                | \$1,435,994.13 | 28% under     |
| Final Baseline    |                    | 8/24/22           | \$2,000,000     | Federal        | 8/23/22            | 1%                | \$1,435,994.13 | 28% under     |

**Notes:**

## MAJOR SCOPE CHANGES

None.

## OBJECTIVES

| Business Objective  | Measurement Description   | Met/ Not Met | Measurement Outcome                                 |
|---|---|--------------|---|
| Goal is for 75% of identified applications to successfully connect within 60 days of initial contact. | First measurement will be taken approximately 60 days after Go-Live of the Homeowner application portal, with an additional measurement to be taken 30 days later. The means of measurement will be a report that is run with the assistance of the vendor. | Met          | 100% of applications were connected within 60 days. |

## KEY LESSONS LEARNED AND SUCCESS STORIES

A lessons learned effort is performed after the project is completed. This process uses surveys and meetings to determine what happened in the project and identifies actions for improvement going forward. Typical findings include, "What did we do well?" and "What didn't go well and how can we fix it the next time?"

| Key Lessons Learned and Success Stories  |
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| Extensive collaboration between State and Deloitte teams allowed the team to meet or exceed deadlines  |
| Bi-weekly sprint cycle allowed for continuous improvement and identify gaps in the requirements  |
| Identify tasks involving third parties during the planning process. This will enable the team to plan appropriately and get the work completed when needed |
| Set expectations for reporting needs during analysis/design  |