

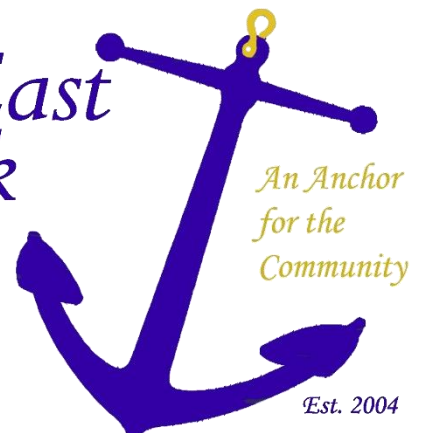
North & East Lubbock CDC

Annual Report

October 2017 – September 2018

North & East
Lubbock

Community
Development
Corporation



Acknowledgements

The NELCDC is led by a great group of civic and community leaders that possess a vision for the future. The NELCDC team, comprised of volunteer board members and staff, work diligently to provide financial literacy and homeownership programs and services to the citizens of Lubbock, Texas.

As the President and Chief Executive Officer of the North and East Lubbock CDC, I'd like to acknowledge and sincerely thank the Board and Directors and staff members for another good year!

Regards,



Monique Coleman, MPA, MCRP
Executive Director
North & East Lubbock CDC

Board Members

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NELCDC Staff Members

Monique Coleman, MPA, MCRP Executive Director	Camille McCoy Program Specialist
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Administrative Practices (Administration)

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Financial Management Policies & Procedures

The NELCDC enhanced its [financial policies and procedures](#) to include a merchant payment center, which enhanced NELCDC's internal receipt of payment procedures. This enhance will facilitate the receipt of payment for some of NELCDC's programs, which will likely to "fee for service" programs, pending HUD approval.

Standard Operating Procedures

The North & East Lubbock CDC strives to ensure the work performed is executed at a level of excellence. This level of excellence is important for all internal operations as well for the processes used to deliver service to our end-users: NELCDC clients! The following standard operating procedures were created to ensure all clients receive the same quality service from all staff members for all programs:

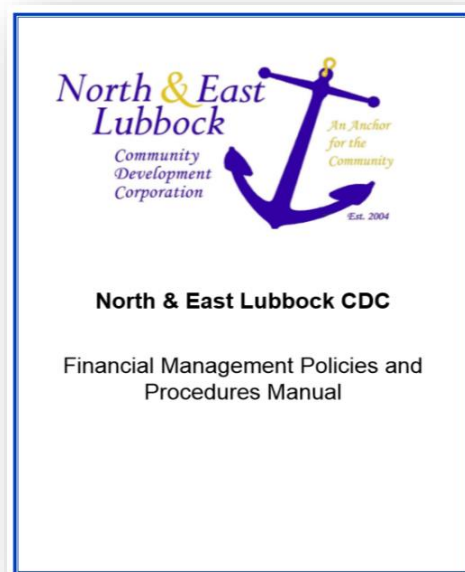
1. Housing Counseling Standard Operating Procedures (SOPs)
 - 3-Hr Online Counseling Service developed internally and placed on a teacher-student platform
2. Revised Housing Counseling Work Plan (required by HUD for HUD-approved agencies)
3. Quality Control Plan (required for HUD-approved agencies)
4. Housing Counseling Marketing and Outreach Plan
 - Employer Outreach Program

Financials, Tax Returns and Governance

The NELDC had an audit performed on its financials. There were no findings. The NELCDC's accountant also filed the annual 990. The NELCDC's certificate of fact and notice of periodic report were both updated with the Texas Secretary of State in the fall 2018. All updated governance documents can be found here: <http://www.nelcdc.org/governance.html>

Resource Development

Due to staff changes towards the end of 2017, the CDC had some funds from the previous fiscal year, which helped support the operating expenses for the 17-18 fiscal year. Additionally, the NELCDC leveraged support resources from grant writing, real estate sales, and residual income from the NELCDC's subsidiary.





Homeownership Program

Homeownership Program – Housing Counseling and Education

The North & East Lubbock CDC's housing counseling program served 127 clients this year in the following categories:

- 49 households in group education
- 43 one-on-one housing counseling clients
- 35 remote counseling clients

From group education, three (3) clients became first-time homebuyers. Six (6) clients from the one-on-one counseling purchased homes.

The home sales for this fiscal year were in excess of \$843,742 (we have been stating close to a million in home sales throughout marketing because there was one client from whom we were not able to obtain a closing disclosure).

Referral Partners Program

The NELCDC secured the following ***one (1) new referral partner*** this fiscal year:

- Madewell Construction

Referral partners are an integral component of the housing and credit counseling homeownership program. Partners host educational events for prospective homebuyers and help teach NELCDC's monthly financial literacy and homebuyer workshops.

Adopt-a-Spot – Neighborhood Revitalization Program

The NELCDC [kicked off Adopt-a-Spot for the Jackson-Mahon and Parkway Cherry-Point Neighborhoods](#) on January 10, 2017. Over 100 community members attended the neighborhood revitalization effort held at the Texas Tech Innovation Hub. Following the kick-off, NELCDC staff members conducted a 10-point housing assessment for all single-family homes in both neighborhoods. The outcomes are as follows:

Parkway Cherry-Point	Jackson-Mahon
2059 homes assessed	662 homes assessed
1044 homes (51%) received a score of 24 or below	153 homes (23% received a score of 24 or below
Of 1044, 588 were owner-occupied <ul style="list-style-type: none"> • 588 eligibility criteria surveys were mailed • Response required by Nov. 17, 2017 • 148 were received by Nov. 17, 2017 	Of 152, 95 were owner-occupied <ul style="list-style-type: none"> • 95 eligibility criteria surveys were mailed • Response required by Nov. 17, 2017 • 23 were received by Nov. 17, 2017
Based on criteria established by Selection Committee <ul style="list-style-type: none"> • Out of 148, 47 household met criteria to be eligible for an inspection 	Based on criteria established by Selection Committee <ul style="list-style-type: none"> • Out of 23, 4 household met criteria to be eligible for an inspection
Authorizations and Certification forms mailed to homeowners on January 4, 2018. Forms had to be in by January 18. <ul style="list-style-type: none"> • Out of 47 homes, 34 homes were scheduled for inspection 	Authorizations and Certification forms mailed to homeowners on January 4, 2018. Forms had to be in by January 18. <ul style="list-style-type: none"> • Out of 4 homes, 0 homes were scheduled for inspection
<i>34 homes are slated to be adopted for home repairs</i>	NELCDC did not receive sufficient response from homeowners. Staff is working to get the four (4) homes adopted.
February 2, 2018 – Adoption Event for Volunteers	February 2, 2018 – Adoption Event for Volunteers
March 3, 2018 – Community Service Day	March 3, 2018 – Community Service Day

Eight (8) of 38 homes were adopted by 111 volunteers. Upon the availability of funds, the CDC will continue to purchase materials to facilitate the home repair projects by volunteers.

In addition to the effort to physically revitalization the neighborhood, NELCDC worked with both neighborhoods to write an action plan for both neighborhoods, which documents the desires, goals, and objectives for each community.

[View the Parkway Cherry-Point Action Plan](#)

[View the Jackson-Mahon Action Plan](#)

King's Dominion

The NELCDC built and sold one (1) home with the use of HOME Investment Partnership funds. The process started in July 2017. The home sold 9/14/2018. In partnership with two local builders, the NELCDC sold 23 residential lots to promote and facilitate housing development in east Lubbock. Three (3) of the six (6) new buyers discussed in the counseling section of this report can from the NELCDC's pipeline. While we hope many clients pursue homeownership in north and east Lubbock, the NELCDC does not steer its clients to King's Dominion.

PERFORMANCE REPORT: MEASURES/OUTCOMES

Performance Measures in the Following Functions:	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	TOTALS	PERFORMANCE TARGET	Comments
Graduates from Workshop	2	9		5	5	5	6	3	2	2	5	5	49	75	Target missed by 26 households
New 1-on-1 Counseling Clients	2	8		5	4	5	4	3	1	1	5	5	43	40	Target exceeded
Remote Counseling Clients	4	3	3	6	5	3	2	3	3	2		1	35	25	Target exceeded
New Homebuyers (<i>via Education</i>)							2		1				3		2 (Primewest clients-Cycle 4); 1 (HAT Grant-Cycle 6)
New Homebuyers (<i>via Counseling</i>)								2	1		1	2	6		2 King's Dominion homeowners; 1 in central Lubbock, 1 in Ropesville; 1 in central Lubbock
Homes Built (<i>by NELCDC</i>)			1										1		Started in July 2017; Construction completed December 2017; 1820 E. Harvard sold 9/14/18
Lots Sold			1	1			8	2				11	23		1 lot sale - 1820 E. Harvard St. House sold; 10 lots sold to an affordable housing builder. Both closed. One 9/14 and the other 9/17
Outreach Efforts							1	1	1	2	2	1	8		Tech in April, May 25, June 1 (workshop outreach); Rise Academy and Guadalupe Neigh. Center both in August; United in September (scheduled for 9/25)
Homes Adopted & Repaired (38 on the list)						3			3			2	8	38	111 Volunteers adopted home but those individuals are not shown below
New Referral Partners											1		1		

Performance Snapshot & Referrals

127

- The number of households impacted by the NELCDC housing & credit counseling program this fiscal year!

6

- The number of NELCDC housing and credit counseling clients who qualified for mortgage loans and became first-time homebuyers this fiscal year!

3

- The number of NELCDC financial literacy workshop graduates who needed the NELCDC's HUD-approved workshop to close on their mortgage loans!

7

- The number of new houses built in the King's Dominion subdivision this fiscal year!

8

- The number of remaining lots in the King's Dominion subdivision. At the beginning of the fiscal year, there were 31 lots. 23 lots sold!

*4

- The number of new referral partners added to the NELCDC referral partners program! (*corrected 9/25*)

8

- The number of houses rehabilitated through the Adopt-a-Spot program! Call the NELCDC to adopt a home and make a difference!

1

- The number of new tenants at Parkway Place!



\$843,742! Tax dollars added to the tax roll this year due to home sales resulting from NELCDC's housing and credit counseling program!!

*(*data on one home sale is pending in the dollar amount noted above)*

STRONG IMPACT. EXCELLENT PERFORMANCE. EXEMPLARY SERVICE.
NELCDC is proud to contribute to the promotion, creation, and facilitation of development in north and east Lubbock!

Sincerely,
Your Anchor for the Community!

NELCDC Referrals

	Home Purchase/Improve my Credit	*Foreclosure & Loss Prevention	*Refinance	*Fair Housing Issue	Home Equity Loan/HELOC
Other Source/Friend	5	4	1		
Education Credit Union	1		3	1	33
City Bank Mortgage		2			
Pacific Union		2			
HUD Website	1	2			
Bank of Texas		1			
21st Century Mortgage		2			
Amerinat-Collection Agency		4			
City National Bank of Colorado City		1			
Celine Finance		1	1		
Freedom Mortgage		4			
Round Point Mortgage		1			
WCA Financial LLC		1			
Gaines County Appraisal District		1			
Keller Williams Mortgage	1				
Ditect-Walter Mortgage Company		1			
Gateway Mortgage		1			
Bank of Clovis					2
Chase Bank		1			
US Bank Home Mortgage		1			
Mid-America Mortgage		1			
Quicken Loans		1			
NOVAD					1
MNT Bank		1			
America Home Mortgage		1			
Sanderbuilt Mortgage		1			
USDA Office	1				
Carrington & Mortgage Services		1			
<i>*All categories marked with an asterik are services we referred out to either another HUD entity or Legal Aid of NW TX for loss prevention.</i>					
Totals	9	36	5	1	36
Actual Total	87				