

CITY OF JOPLIN CASE STUDY

# Our strategic innovation solves your complex grant management needs



## JOPLIN, MISSOURI

- Performed the annual internal audit function over the CDBG-DR grants for the City of Joplin, totaling \$158 million, and submitted to HUD.
- Major grant requirements reviewed included:
  - Procurement
  - Subrecipient monitoring
  - Individual cost reporting in grant reports
  - Grant draws
  - Cost eligibility

We are dedicated to meeting our customers' commitments while enabling them to respond to and recover from disasters and build resilient communities. The company philosophy of collaboration and partnership underlies our deep history of trusted relationships.

### 2011-2013

## Recovering From an EF-5

The Joplin Homebuyer Assistance Program (JHAP) began in August 2013. Funded by the Community Development Block Grant Disaster Recovery (CDBG-DR) program, JHAP offered up to \$30,000 of down payment and closing cost assistance to eligible applicants to purchase a home in what was known as the Tornado Zone—the area of Joplin most impacted by an EF-5 tornado that hit in 2011. Approximately 4,000 homes were destroyed and 3,500 damaged, displacing 9,200 people.

“NMA delivers to federal, state, and local agencies disaster recovery grant management support that provides a comprehensive, full life cycle solution.”

In February 2014, the City of Joplin brought in NMA for support. By then, JHAP had provided about \$700,000 in assistance to 25 applicants under its previous contractor. Within two months of coming on board to administrate the program, NMA made improvements to operational efficiencies that would enable the City of Joplin to provide \$13,372,342.75 of assistance, with 509 closings, as of May 2016.

**2014-2017**

## Rebuilding With Resilience

NMA worked with the City of Joplin for over three years to run one of the most successful CDBG-DR homebuyer assistance programs in the country.

As administrators of JHAP, NMA was responsible for responding to all inquiries into the program, as well as providing interested applicants and stakeholders with information. Additionally, NMA accepted and reviewed application documents, collected supporting documentation, verified the family composition and income information from the application, calculated annual income, and determined eligibility. With these administrative duties taken care of, staff at the City of Joplin were able to focus their attention on day-to-day duties.

To ensure JHAP's success, NMA developed an effective custom workflow, electronic document management, and data management system in its first thirty days as program administrators. The NMA system helped manage and monitor the timely completion of all tasks required to move an applicant through the income approval, environmental review, and closing processes.

NMA's dedication in meeting our customer's commitments, working in partnership as program administrator for JHAP, resulted in a robust recovery program for the City of Joplin.



For additional information, visit  
[nanmckay.com/case-studies](https://nanmckay.com/case-studies)

