

Assist the Most Vulnerable



58% AMI

Average AMI of those approved

Outreach Results



16,139

Applications from marketing campaigns/community organizations

Expert Support **



12,397

Households received guidance from housing counselors/legal aid

Average Household Assistance



MRP
\$31,454

PTX
\$10,561

Prioritization of Historically Socially Disadvantaged Communities

Funds available for disbursement: **\$905,489,843**

40%

Socially disadvantaged

\$362,195,937

60%

100% AMI or less

\$543,293,906

\$106.5M

29.41%
Completed



\$183M

33.77%
Completed



	Disadvantaged	Not disadvantaged	% of disadvantaged
Applications	3,954	3,113	56%
Amount	\$106,514,207	\$105,804,978	50%

Streamlined Application Process and Reducing Mortgage Delinquency

	MRP	Amount	PTX	Amount
Approved	6,653	\$208,614,103	539	\$4,433,274
Withdrawn/returned	115	\$4,046,651	5	\$45,858
Total	6,768	\$212,660,754	544	\$4,479,132
On hold	201	\$6,103,795	2	\$8,187
In Process	2,456	\$69,530,425	469	\$5,844,459
Total	2,657	\$75,634,220	471	\$5,852,646
Declined	9,953	\$370,692,042	382	\$3,451,135
Canceled	6,098	\$186,275,329	334	\$3,199,469
Total	16,051	\$556,967,371	716	\$6,650,604
Total	25,476	\$845,262,345	1,731	\$16,982,382

Average Days from Submission to Determination

Disposition	MRP	PTX
Approved	51	31
Declined	13	19
Canceled	47	49
All determined applications	38	40

MRP Top 3 Decline Codes

- 6,244** Not delinquent before program start
- 1,318** Above AMI
- 1,067** Requested reinstatement amount over \$80,000

PTX Top 3 Decline Codes

- 233** Not delinquent before program start
- 66** Above AMI
- 22** Not an eligible property type

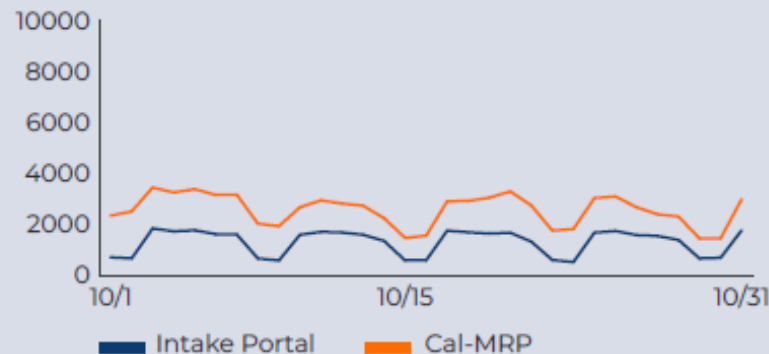
MRP Pull Through Rate

40.5% Approval rate	$\frac{6,768 \text{ approved}}{(9,953 \text{ declined} + 6,768 \text{ approved})}$
29.7% Pull through rate	$\frac{6,768 \text{ approved}}{(9,953 \text{ declined} + 6,768 \text{ approved} + 6,098 \text{ canceled})}$

PTX Pull Through Rate

58.7% Approval rate	$\frac{544 \text{ approved}}{(382 \text{ declined} + 544 \text{ approved})}$
43.2% Pull through rate	$\frac{544 \text{ approved}}{(382 \text{ declined} + 544 \text{ approved} + 334 \text{ canceled})}$

October Website Traffic



October Call Center Metrics



14,395
Contacts handled



5:41
Average handle time



98.91%
Calls answered in 30 seconds or less

* PTX – Property Tax Program
** Data will be updated quarterly