



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF HOUSING

Faster Decision-making Reduces Cost and Stress for Homeowners Facing Foreclosure

Faced with possible foreclosure, qualified homeowners may apply to the Arizona Department of Housing for financial assistance that, depending on the circumstance, includes a one-time reinstatement payment or monthly payment assistance. Delay in determining an applicant's eligibility for assistance can add cost to the homeowner's financial burden as well as the stress of not knowing if the application will be approved. Beginning in July 2016, the department worked with housing counseling agencies, title service providers and participating mortgage servicers to improve communications and better follow-up with servicers to eliminate backlog of pending applications. As a result, the department has **reduced time to determination of eligibility from 39 to 18 days, as of November 2017 – nearly a 54% improvement.**

