

IHCDA | Indiana Housing and Community Development Authority – Rental Housing Tax Credit



ABOUT

The Rental Housing Tax Credit (RHTC) program allocates over \$15.5M of federal tax credits annually to for-profit and non-profit developers for the construction or rehabilitation of affordable rental housing. All units created through the RHTC program must be rented to households at or below 60% of area median income. IHCDA ensures that the program is utilized to assist vulnerable populations through set-asides in the Qualified Action Plan (QAP). The Qualified Allocation Plan (QAP) provides selection criteria and application requirements for the Rental Housing Tax Credit (RHTC) and multifamily tax-exempt bond programs.

CHALLENGE

Since inception, IHCDA's RHTC utilized a manual process for intake, processing, and approvals of developer applications for tax credits. This process is time consuming, tedious and antiquated.

SOLUTION

IHCDA RHTC engaged IOT's Salesforce Center of Excellence (CoE) for guidance and direction for modernizing the RHTC program administration. After thorough discovery and analysis, RHTC approved the design and development of a modern solution on the Salesforce platform. All applications, processing and approvals are automated.

RESULTS

Applications are submitted by housing developers via a web portal. The applications are processed through a series of established workflows to ensure all required documents have been uploaded by the developer, the application is rated according to legislative and regulatory guidelines, and approvals are automatically generated. The processing time and level of difficulty will be significantly reduced when this new system is deployed in 2025.