2014 Entry Form (Complete one for each entry.)

Fill out the entry name <i>exactly</i> as you want it listed in the program.								
Entry Name								
HFA								
Submission Contact								
	Email							
Qualified Entries must be received by Tuesday , July 1, 2014 . For more information about Qualified Entries , <u>click here to access the 2014 Entry Rules</u> . Use this header on the upper right corner of each page. HFA Entry Name								
Communications	Homeownership	Rental Housing	Special Needs Housing					
☐ Annual Report ☐ Promotional Materials and Newsletters ☐ Creative Media	☐ Empowering New Buyers ☐ Home Improvement and Rehabilitation ☐ Encouraging New Production	☐ Multifamily Management ☐ Preservation and Rehabilitation ☐ Encouraging New Production	☐ Combating Homelessness ☐ Housing for Persons with Special Needs					

Special Achievement

☐ Special Achievement

Are you providing visual aids?

☐ YES

□NO

Management Innovation

☐ Human Resources

☐ Financial

☐ Operations

☐ Technology

Legislative Advocacy

☐ State Advocacy

☐ Federal Advocacy

The Property Online Reporting Tool (PORT) was developed by Minnesota Housing to consolidate several compliance monitoring and reporting tools into one easy to use web-based tool. PORT also allows us to collect and analyze operating and compliance data on properties financed with deferred loans, tax credits and HOME funds with the option of adding additional funding sources in the future.

The project began with a carefully planned and thorough requirements phase and a team that identified business needs and requirements through a series of meetings, diagrams, models, reviews, and detailed documentation.

Scope

The two primary goals were to:

- Enhance our Compliance Monitoring System in a way that allows us to verify properties with Housing Tax Credits (HTC) and/or deferred loans are operating in compliance with rules and regulations for that specific program.
- Incorporate the necessary business rules that allow a single property with multiple programs to be monitored and managed within the same system.

After three years of thoughtful development, we conducted thorough usability testing and implemented feedback before officially launching PORT in January 2014.

The benefits of this new online reporting tool are substantial. Property owners now have **one** place to fulfill multiple reporting requirements, including completion of the annual owner certification forms. Minnesota Housing loan and compliance data can now be viewed by both the people who need to comply with it and monitor it. On the compliance side, owners can now give access to their managers and site managers to help complete and review required information. On the monitoring side, the status of noncompliance monitoring reviews, including inspections, is also available online.

Complex details about property, loan and tax credit information including the associated income and rent restrictions are now brought together in one location with unit and household data.

The system now provides a better way for the business to perform the following tasks:

- Identify HTC and/or deferred loan properties including associated entities, loans, properties, buildings, and units.
- Identify applicable compliance rules for each loan and its program, including affordability period, hierarchy of overlapping rules/regulations and be able to accommodate modifications to loan.
- Collect property, building, and/or tenant data for applicable units including secure transmission process, including analysis to determine what data must be collected.
- Evaluate collected data against rules to determine compliance and/or risk situations.
- Monitor day-to-day activities of a compliance officer, insuring that property is in compliance, record non-compliance item and necessary follow-up actions, store inspection results and generate needed letters and reports
- Identify accounting/financial reporting needs and providing accurate data to generate reports
- Transmit tenant information to HUD according to newly defined federal reporting requirements
- Create ad-hoc reports to meet frequent and unique information requests in a timely fashion

- Calculate annual HTC compliance monitoring fees, generating invoices and documenting fees collected (limited to current practice)
- Provide our compliance staff manager the ability to maintain staff assignments within the system (e.g., compliance officers and/or HMO's assigned to properties and/or programs, staff assigned to jobs and/or tasks, etc.)

Meeting Business Objectives

After six months of implementation, we have received positive feedback from both partners and staff and are meeting our business objectives.

- Maintain the existing framework that forms the basis for an agency compliance monitoring system in a way that agency can continue to add additional programs.
- Provide functionality that allows the business team to perform required compliance monitoring tasks in a way that insures properties are in compliance with HTC and/or deferred loan rules and regulations.
- Recognize that a property can consist of multiple projects encompassing multiple programs in a
 way that the proper hierarchy determines how to apply rules and regulations from different
 programs to the same property.
- Accommodate modifications to loans, including pay-offs, partial release, change in partners, etc. in a way that allows the business to change or end compliance activities accordingly when appropriate.
- Accommodate mandated (i.e., Legislative, Agency, etc.) changes and/or additions to existing program policy, rules, and/or regulations in a way that insure the business is monitoring compliance according to the proper rules and regulations.
- o Incorporate required functionality from several stand-alone system(s) (e.g., FileMaker Pro) into one agency compliance monitoring system while still meeting the requirements of the business.

Adhere to proposed new rule for reporting tenant information to HUD in a way that meets the federal reporting requirements

Benefits:

Our staff and our partners are very happy and PORT now efficiently and accurately monitors compliance, collects, stores, and analyzes data, and tracks documents and findings in the following areas:

- Annual owner certifications
- Property standards / inspections
- Affordability periods; including minimal affordability periods, when applicable, and extending affordability periods
- Rental and occupancy requirements
- Income eligibility requirements / income verifications

Compliance and monitoring made easy

- Modification requests, such as pay-off, subordination, assumption, partial release, etc.
- Calculate, invoice, and record fees for HTC properties
- Report HTC tenant data to HUD for HTC

The enhanced system has increased efficiency for the business and reduced duplicate data. This innovative approach means better information and better communication between owners, managers, and compliance officers. As a result, PORT has dramatically improved customer service and saves time for both our partners and our staff.

What people are saying about PORT:

- "WOW! I spent some time today familiarizing myself with PORT. I'm still learning how to use it, but to me it looks to be a super tool ... Hats off to everyone who worked so hard on its development thank you!"
- "I do have to say I like this new system!"

Exhibit 1











