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ENIX

2024

**Best of HFAs:
Information
Technology**



Speakers

DISCUSSION LEADER

Dawn Schroeder, Deputy Chief Information Officer | Illinois Housing Development Authority

SPEAKERS

David Carroll, Director of Information Technology | Kentucky Housing Corporation

Tresa Civil, Director of Information Technology | Virgin Islands Housing Finance Authority

Tom Remaklus, Director, Information Technology | Alaska Housing Finance Corporation



AC24 Session:
Best of HFAs:
Information Technology



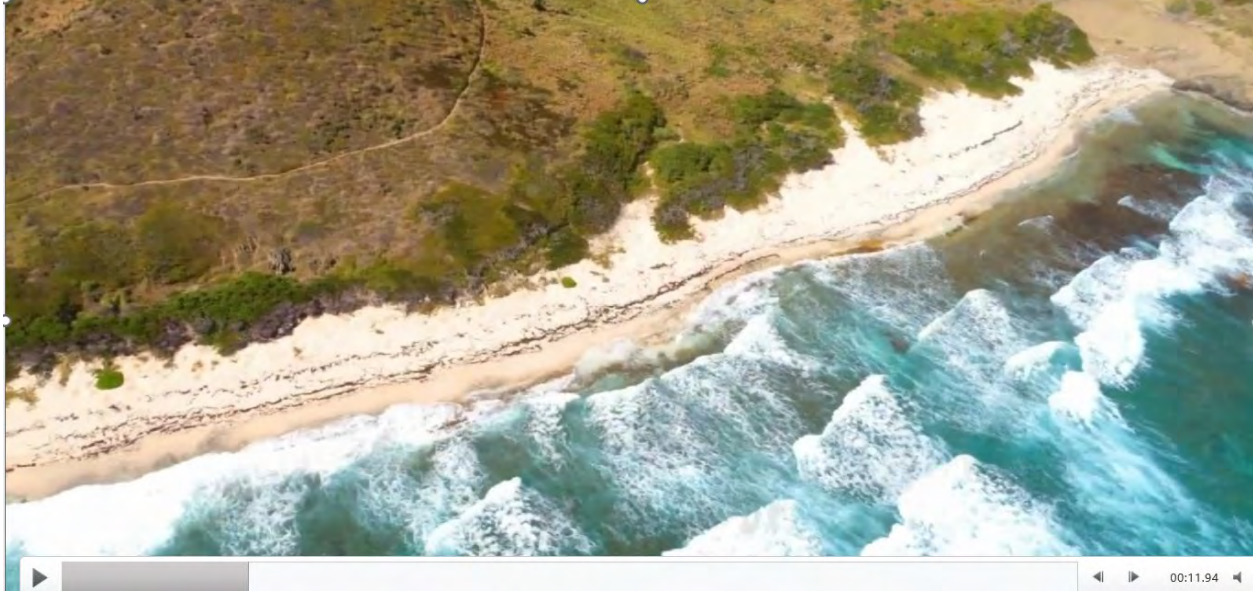
VIHFA
VIRGIN ISLANDS
Housing Finance Authority

**Reimagine,
Revolutionize, Reinvent:
VIHFA's New Digital
Landscape**

Tresa M. Civil

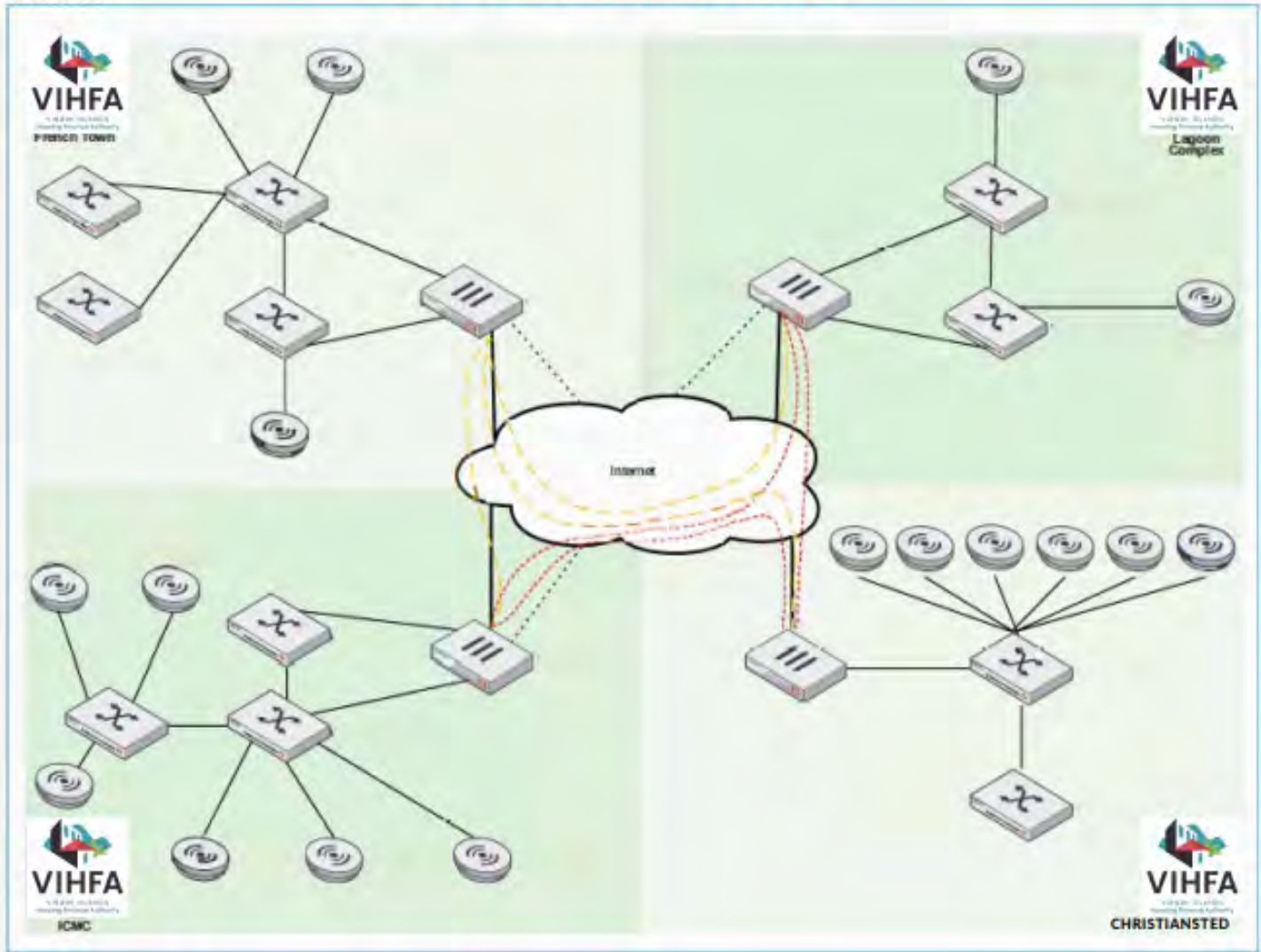
Director of Information Technology
Virgin Islands Housing Finance Authority

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Internet

VIHFA'S 4 LOCATIONS



Our Enhanced Topology





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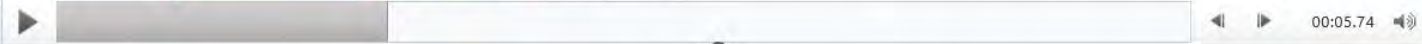
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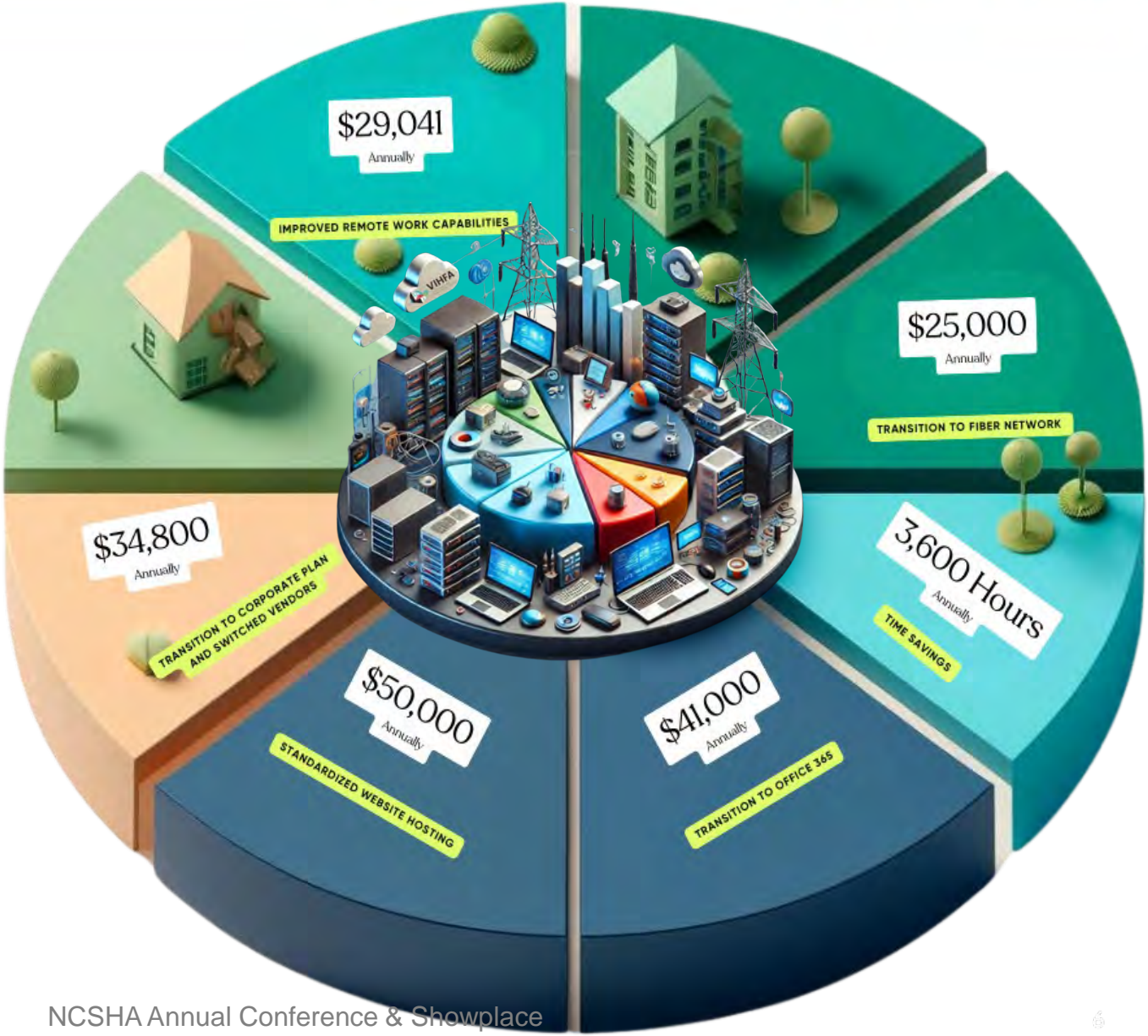
Introducing The New **PROCUREMENT PORTAL**



Annual Savings

Total Savings

\$359,682



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[Access Illinois Housing Development Authority's 2024 Annual Awards for Program Excellence Entry, IHDA Connect](#) 

Dawn Schroeder, Deputy Chief Information Officer
Illinois Housing Development Authority

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Alaska Housing Finance Corporation

Unity

**Basic Automation Readjusting
Budgets to Increase Efficiency**

Tom Remaklus, Director, Information Technology

The Unity Application

The Unity application was a result of a longer digital transformation process that began with pandemic relief programs.

Alaska Housing (AHFC) was able to design and build an application that is functional, efficient and supportable by incorporating the right people, a simple process and proven technology to accomplish a complicated goal.

The pre-Unity System

- Started as a result of the pandemic relief programs
- Contractor designed system:
 - Low-Code / No-Code Approach
 - Multiple SaaS Solutions
 - Quick to Market
- Programs added and changed over time
- Requirements exceeded original design
- Successful results and served many Alaskans
- But...

Need for Change

- As we looked forward, new solution was needed:
 - Frequent change requests
 - Increase in reporting requirements
 - System complexity grew
 - Required intensive maintenance
 - Connecting many SaaS systems led to a brittle system
 - Endless recurring costs
 - Vendor lock-in
- IT and our Planning department joined forces and began working towards a more robust solution.

People

We built a team

- Planning Department – They had a problem to solve
- IT Department – We had the tools and technology
- Partners – They had people to help and challenges

People

Factors for our team's success:

- Understood the mission
- Collaborated through the entire process
- Built trust
- We all listened and learned
- Feedback based decision

The goals were important:

- Keeping people housed and keeping them off the streets
- Cut down on administrative overhead
- Work with limited resources
- Reduce costs so we could help more people

Process

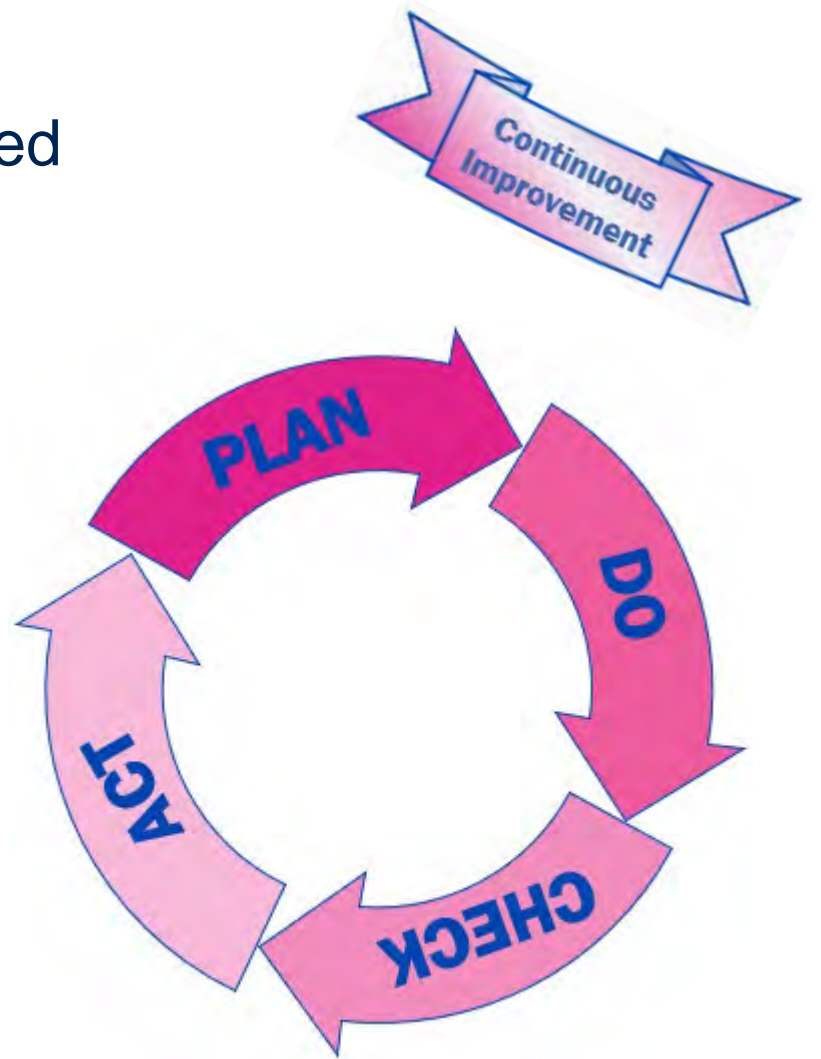
An iterative process of continuous improvement was used

Plan – Establish objectives necessary to deliver results

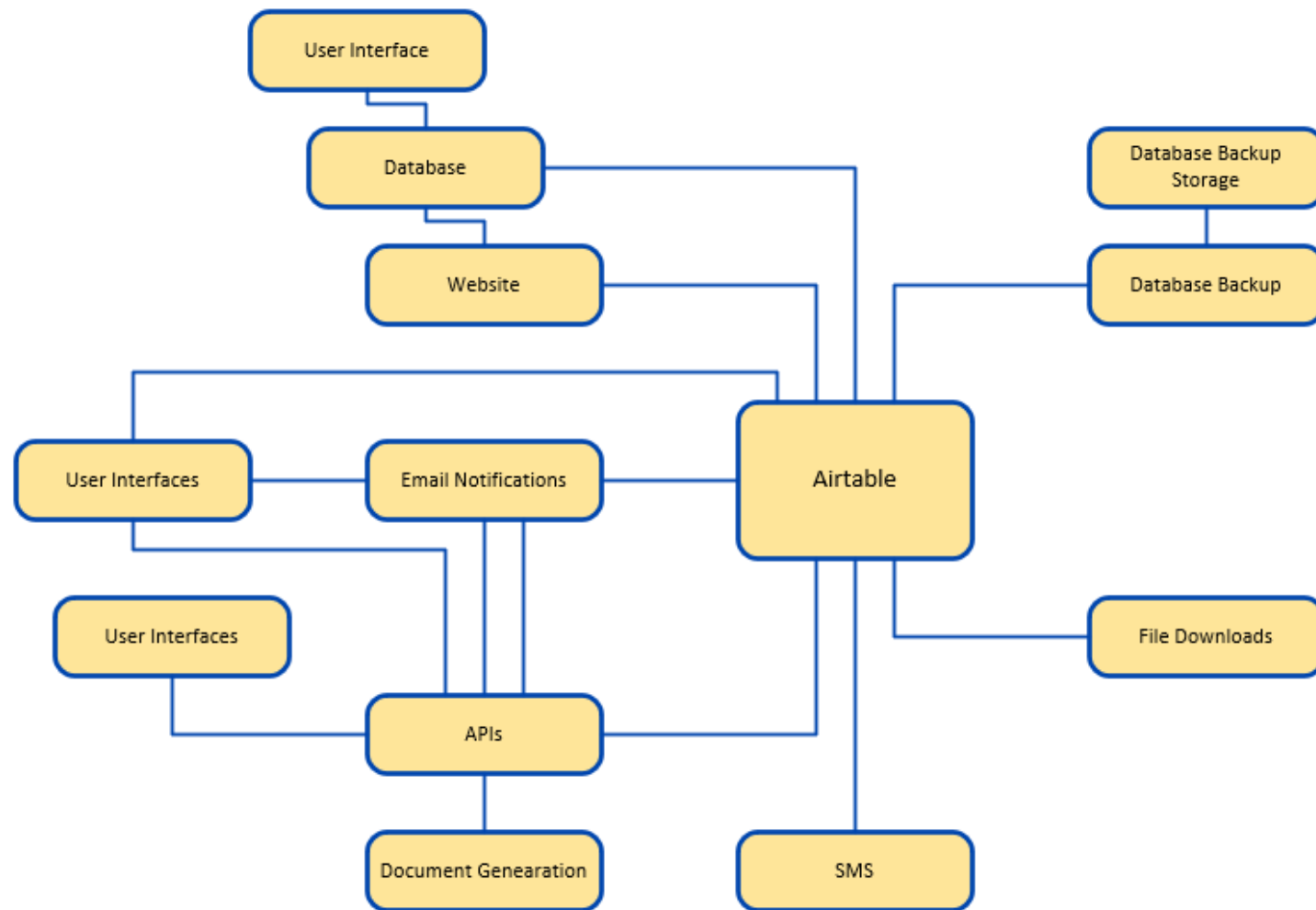
Do – Implement a solution

Check – Measure solution against objectives

Act – Take Action to improve



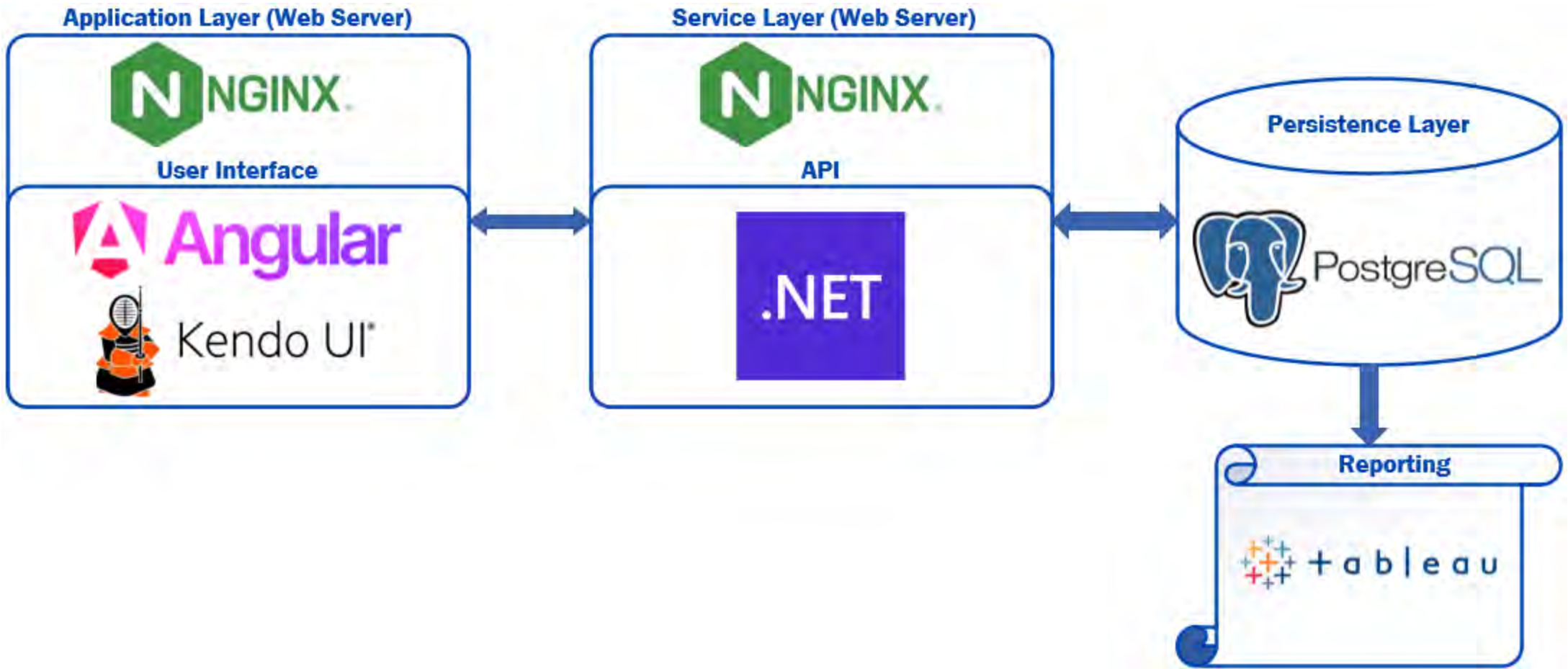
Technology – Before Unity



Technology – Unity Version 1



Technology – Unity Version 2



Technology

- Multi-Master Database Replication / Postgres
- Multi-Cloud Ready
- Version Control
- Continuous Integration
 - Build server
 - Automated unit testing
 - Automated integration testing
 - Automated regression testing
- Continuous Delivery
 - Release process

Dynamic Capacity Modeling

Challenges with funding a program

- How much does it cost per person or household?
- When will the fund be depleted?
- How many people can we serve?

Dynamic Capacity Modeling is at the core of Unity, its goals:

- Minimize overhead and cut down on administrative costs
- Maximize the number of program participants

Dynamic Capacity Modeling

A method of budgeting that automatically calculates and adjusts the number of people a partner can assist based on their total award and their total obligations.

This budgeting is done in real-time, removing the need for partners to try and project their expected spend rates themselves.

$$\emptyset = \frac{B - \sum_{i=1}^n (P_i \cdot X_i)}{\Gamma} + X_n$$

Outcomes

Staff and partners are now spending valuable time on value added work rather than fighting budgets.

Cross-departmental collaboration has improved

Interagency collaboration/coordination is increasing

The Unity application is a massive savings compared to the original low-code/no-code solution.

Unity has proven so successful that all of our programs will be integrated into the upcoming version.

WELCOME, NAVIGATOR BARBIE.
USERNAME: NAVIGATOR.BARBIE@AHFC.US
ROLE: NAVIGATOR

ALASKA HOUSING FINANCE CORPORATION
ANCHORAGE, AK

TOTAL AWARD	\$50,000.00
TOTAL OBLIGATED FUNDS	\$47,200.00
FUNDS REMAINING	\$2,800.00

NAVIGATORS

0

SLOT(S) AVAILABLE
AT THE CURRENT STANDARD
ALLOCATION OF
\$3,000.00

CLIENTS

SHOW BOTH ACT

MERMAN KEN
RE-4308763379
\$2000 ACTIVE

ALAN ALAN
RE-2226692474
\$3000 ACTIVE

BEACH KEN
RE-6527158591
\$2000 ACTIVE

RIVAL KEN
RE-3162177892
\$2000 ACTIVE

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Kentucky Housing Corporation
M365 OneDrive
David Carroll

The Challenge







The Opportunity



OneDrive

The Team





Systems Engineers





**ENTERPRISE
SERVICE
DESK**



Marketing & Communications

we're here to help!



Executives

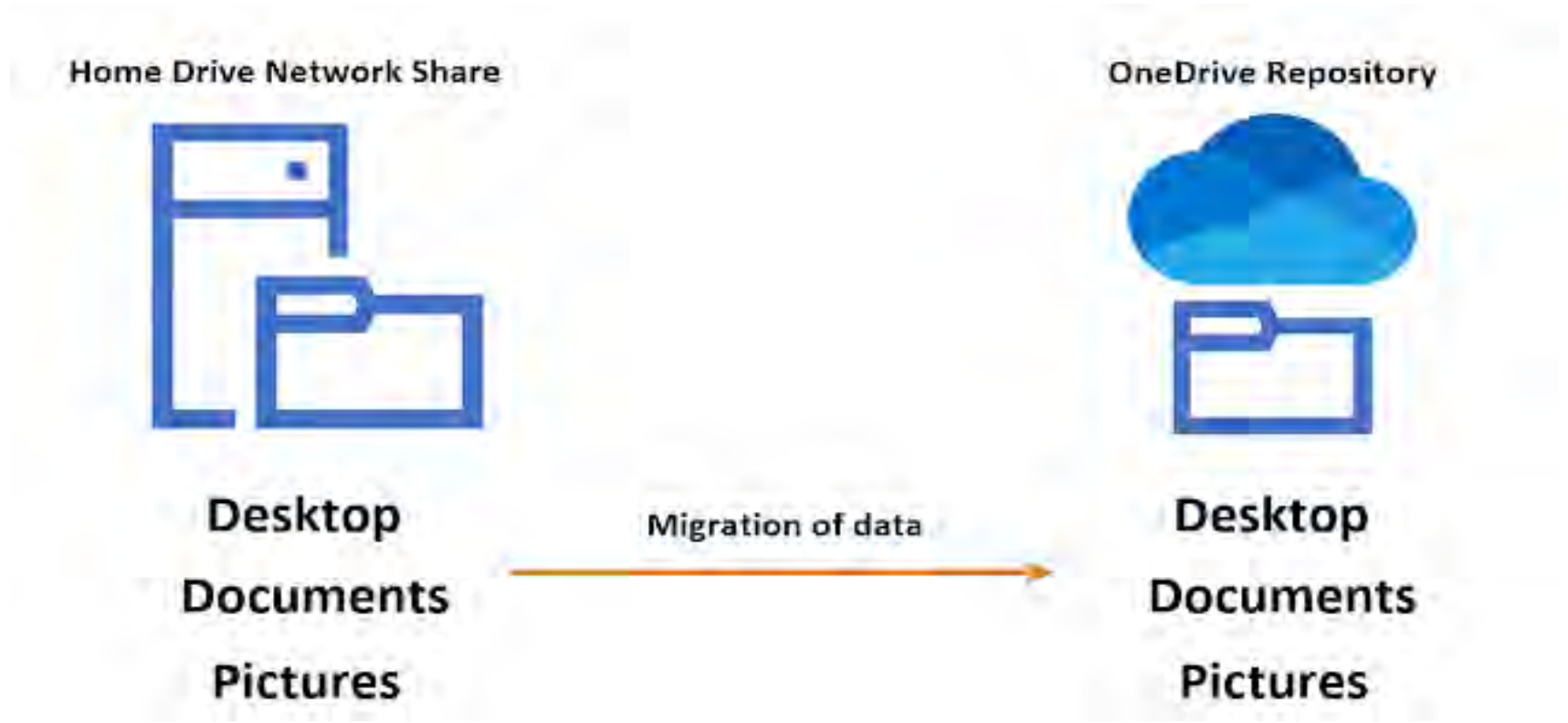


KHC Staff



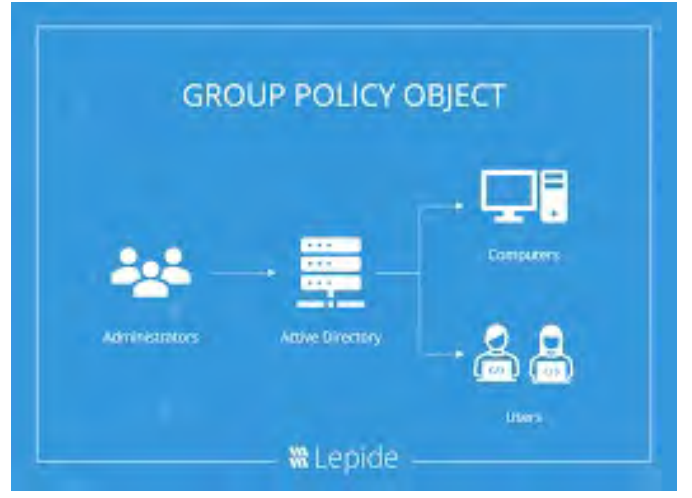
A central lightbulb is illuminated, glowing bright white, while four other lightbulbs around it are unlit and appear as soft green shadows. The background is a solid, dark green color. The text "The Plan" is written in a bold, blue font at the bottom center of the image.

The Plan





The Tools



The Result – Success!!

