

A stylized illustration of a lantern on a pedestal. The lantern is orange and yellow, with a flame inside. It is mounted on a white pedestal. The background is a solid green color. The lantern is positioned on the left side of the image, and the pedestal is a white triangle pointing upwards.

2019 Boston

ANNUAL CONFERENCE
& SHOWPLACE

Tailor-made Information Dominance

Nicole Lucas, Director of Information Technology
Tennessee Housing Development Agency



Where it all Began...

- Loan Origination System Replacement
 - 20+ year old system
 - RFP versus in-house custom software
 - Shout-out to NCHFA!
 - THELMA is born
 - Workflow based
 - Dashboards
 - Online Lender Portal for completely digital submissions
 - Fully integrated document management
 - Lessons learned

The Trend Catches On

- THOMAS
- LOUISE
- ATLAS
- GMS
- HBEI/HUD CMS

Standardization/Repeatability

- General look/feel/navigation
- Document Uploads
- Email and Document Services
- Dashboards
- Custom Functionality (ex. Tokenzied emails to mayors or accountants)

Benefits

- Standard technology
 - CSS/Styling
 - Telerik Controls
 - AD-Integrated/Single Sign On
- Less Peripheral Software/3rd Party Systems
 - Document Management
 - Workflows
 - Electronic Signatures
- Seamless customer experience, both internal and external
- Quicker to add new programs or modify business processes

THELMA (External User)

Wednesday, October 9, 2019 7:46 AM Welcome Nicole Lucas 29:25 Logout

Tennessee Housing Development Agency THELMA Originating Agent Database

Home Account

THDA Program and Type

- THDA Qualifications
- DE Underwriter Info
- Legal Info
- Affiliate Info
- Financial Status
- Financial Data
- Quality Control
- Loan Volume
- Branches
- Wire Info
- Authorized Signer
- Documents
- Submission

HUD/FHA Loans

Is Lender an approved HUD/FHA Title II mortgagee? *

Date of Approval *

FHA Number *

During the preceding year, lender originated prior year FHA loans totaling: of which loans were either originated for or sold to investors. (Approximate amounts OK)

VA Loans

Is Lender a VA approved mortgagee? *

Date of Approval *

VA Date of Approval is required.

VA ID# *

VA ID# is required.

THOMAS (Internal User)

Wednesday, October 9, 2019 7:08 AM Hello NLucas! Log off

Tennessee Housing Development Agency Tennessee Housing Online Multifamily Application System 88:13

Home Administration Allocation

Application Manager Owner Requests Application Coordinator Shape File Construction Manager Construction Analyst Compliance Manager

Application Manager Review

Export to Excel Show All

Year	Round	Application #	Project Name	County	Date Submitted	Assigned	Project Status	THDA Review Status	Access Requests	Appeal Requested	
2018	2019 Exchange Round	19-931	Foxhill Ridge Apartments	Maury	10/3/2019 2:01:26 PM	Terry Montgomery	Construction (Submitted)	Construction Monitoring	Yes		Assign Withdraw or Deny
2018	2019 Exchange Round	19-930	Watson Glades Place (incremental)	Sevier	2/21/2019 8:49:57 AM	Joe Bethel	Construction (Submitted)	Construction Monitoring	Yes		Assign Withdraw or Deny Review Reservation
2018	2019 Exchange Round	19-929	Rhyan Ridge Apartments	Pickett	2/22/2019 2:56:06 PM	Terry Montgomery	Construction (Submitted)	Construction Monitoring	No		Assign Withdraw or Deny
2018	2019 Exchange Round	19-928	Fieldstone Village	Montgomery	2/20/2019 1:35:10 PM	Rebecca Scott	Construction (Submitted)	Construction Monitoring	Yes	Requested	Assign Withdraw or Deny
											Assign Withdraw or Deny

THOMAS (External User)

Browser: <https://qathomas.thda.org>

Wednesday, October 9, 2019 7:25 AM | Hello phillip.vaughn@vaughndev.com! | Log off

Tennessee Housing Online Multifamily Application System

29:13

Home

THDA Messages

This should be the Chair of the Board as this will be on the Commitment Letter. The address information should be filled in as well.

The 2019-2020 THOMAS Manual is available, please be advised that the document may be revised from time to time. Available on the THOMAS page at <https://thda.org/business-partners/thomas>

Remember to include these details in the request

1. TN ID
2. Nature of the issue including what screen the error occurred.
3. Screen Print of issue
4. Email to THOMAS@thda.org

Application
Construction

Role	Application Number	Project Name	Round	Project Status	Access Requests
Consultant	19-931	Foxhill Ridge Apartments	2019 Exchange Round	Carryover (Editing)	
Consultant	19-927	Campbell Way Apartments	2019 Exchange Round	Carryover (Editing)	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Upload Equity Closing</div> <div style="border: 1px solid #ccc; padding: 2px;">Upload 10 Percent Test</div>
Consultant	19-925	Pickens Way Apartments	2019 Exchange Round	Carryover (Editing)	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Upload Equity Closing</div> <div style="border: 1px solid #ccc; padding: 2px;">Upload 10 Percent Test</div>

[Show All](#)

◀ 1 2 ▶

10 items per page

1 - 10 of 17 items

+ Add New Application

Request Access to a THDA Project

LOUISE (External User)

The screenshot shows a web browser window displaying the THDA SP Management Portal. The browser's address bar shows the URL: https://qasmpm.thda.org/ARLP_TRLP/Applicant?appld=0&programType=7. The browser's tab bar shows several open tabs, including 'Imported From IE', 'THOMAS - TFS Board', 'THDA - TFS Project...', 'Home - SQL Server ...', 'State of TN Job Des...', 'LOUISE QA', 'LOUISE QA Tools', 'SANS - Information...', 'Mark's List | Mark Si...', and 'ReQlogic'. The browser's status bar shows the date and time: Wednesday, October 9, 2019 7:28 AM, and the user is logged in as 'Welcome KAllen@thda.org'. The portal's header includes the Tennessee Housing Development Agency logo and the text 'THDA SP Management Portal'. The main content area is titled 'Applicant Information' and contains a form with the following fields:

- Number in Household: 1
- Applicant # 1: First Name, Middle Initial, Last Name, Suffix
- Property Address Line 1, Property Address Line 2
- City, State (Tennessee), ZipCode, County (Please select)
- Time at Address (Years: 0, Months: 0)
- Prior Street Address, City, State (Please select), ZipCode
- Rent Own
- Time at Address (Years, Months)
- Social Security Number, Date of Birth, Home Phone, Years of School

GMS (Internal User)

Wednesday, October 9, 2019 7:54 AM Hello THDA\Lucas!

Tennessee Housing Development Agency Grants Management System

Programs Admin Fund Manager Notes

Program: 2019 HOME

- Pay Request
- Grantees
- Grantee Funding
- Beneficiary
- Transfers
- Documents
- Review
- Ranking
- Letters
- Summary**

Program Summary

THDA Contr...	Edison ID	Edison Cont...	Status	Grantee	Assigned To	Grant Total	Committed	Expended	Un-Expended	
			Funded	Van Buren County	Mia Billingsley	\$375,000.00	\$0.00	\$0.00	\$375,000.00	Edit
			Funded	Hamblen County	Craig Stevens	\$500,000.00	\$0.00	\$0.00	\$500,000.00	Edit
			Funded	Henderson County	Allison Moore	\$500,000.00	\$0.00	\$0.00	\$500,000.00	Edit
			Funded	Clinch-Powell RC&D	Craig Stevens	\$750,000.00	\$0.00	\$0.00	\$750,000.00	Edit
			Funded	Meigs County	Craig Stevens	\$500,000.00	\$0.00	\$0.00	\$500,000.00	Edit
			Funded	East TN Housing	Craig Stevens	\$577,800.00	\$0.00	\$0.00	\$577,800.00	Edit
			Funded	Neighborhood Housing, Inc.	Craig Stevens	\$473,118.00	\$0.00	\$0.00	\$473,118.00	Edit
			Funded	City of Sneedville	Craig Stevens	\$250,000.00	\$0.00	\$0.00	\$250,000.00	Edit
			Funded	Union County	Craig Stevens	\$500,000.00	\$0.00	\$0.00	\$500,000.00	Edit
			Funded	Town of Samburg	Allison Moore	\$500,000.00	\$0.00	\$0.00	\$500,000.00	Edit

Developed Applications Matrix

	A	B	C	D	E	F	G
1		THDA IN-HOUSE DEVELOPED APPLICATION LIST					
2		Application	Function	Code-Base/Framework	Other Languages Used	Years in Use	Maintenanc Frequency
3	3	FSS_Homeownership	External portal for FSS/S8toHomeownership applications	C#, MVC, Entity Framework, .NET Framework 4.5, Telerik MVC	Javascript, JQuery	5	Annually
4	4	Logging	Logs all critical errors when encountered on any web-based application	C#, Web Forms, Entity Framework, .NET Framework 4.0		2	Annually
5	5	Acceptable Use Policy/Policies	Interactive web-page used for Annual employee acceptance (and new hires) of agency's co	C#, MVC, Entity Framework, .NET Framework 4.5.2	Javascript, jQuery	6	Annually
6	15	Grants CRM	Manage and track all grant-related activities and draw requests	Dynamics CRM	Javascript	6	Annually
7	23	SFSP Pre-Eligibility	Principal Reduction Program data collection web portal for pre-eligibility (generates logins f	C#, MVC, Entity Framework, .NET Framework 4.5.2	Javascript, jQuery	New	Annually
8	29	Outreach Tracking	Built on Microsoft CRM platform to track contact information and meeting dates for the C	Dynamics CRM	Javascript	2	Annually
9	1	Events Tracking	Used by Public Affairs to track all external events THDA might need to know about, staff, pa	C#, Web Forms, Entity Framework, .NET Framework 4.0, Telerik A	Javascript, JQuery	6	Infrequent
10	2	NFMC	Foreclosure Mitigation Counseling data collection web portal	VB.NET, Web Forms, ADO.NET, .NET Framework 4.0		4	Infrequent
11	6	Operations PM	In-house work order tracking for Operations/Facility issues	C#, Web Forms, Entity Framework, .NET Framework 4.0, Telerik A	Javascript, JQuery	5	Infrequent
12	7	S8CA Edison App	Interface used to transfer S8CA payment files to Edison for batch processing	VB.NET, WinForms, ADO.NET, .NET Framework 2.0		9	Infrequent
13	8	S8RA Edison App	Interface used to transfer S8RA payment files to Edison for batch processing	VB.NET, WinForms, ADO.NET, .NET Framework 2.0		9	Infrequent
14	9	THDA Core	Contains THDA-specific variables and constants for all in-house developed software (i.e. fr	C#, .NET Framework 4.0		4	Infrequent
15	10	THDA Core BusinessObjects	Contains THDA-specific variables and constants for all in-house developed software (i.e. fr	C#, .NET Framework 4.0		4	Infrequent
16	11	THDA Data	Contains THDA-specific variables and constants for all in-house developed software (i.e. fr	C#, Entity Framework, .NET Framework 4.0		4	Infrequent
17	12	ASP.NET Membership	Collection of code for role-based security implementation within in-house applications	C#, Web Forms, Entity Framework, .NET Framework 4.0	Javascript, JQuery	3	Infrequent
18	13	HBEI Manager	In-house work tracking clients and agency information	C#, ASP.NET MVC, .NET Framwork 4.51	Javascript, JQuery	1	Infrequent
19	14	HBEI Online	External system for material ordering by external agencies	C#, ASP.NET MVC, .NET Framwork 4.51	Javascript, JQuery	New	Infrequent
20	16	THDA Utility Apps	Landing Page for all in-house developed utilities and THDA applications	C#, Web Forms, Entity Framework, .NET Framework 4.0	Javascript, JQuery	5	Monthly
21	17	Loan Origination System/THELMA	Originate MRB and MCC Loans from OA (Lender) Submission to Purchase; External Portal a	C#, MVC, Web API, .NET Framework 4.5, Durandal, RequireJS, Kno	Javascript, JQuery	1	Ongoing
22	18	SFSP Application System/LOUISE	Accept grant applications from outside users; process applications from underwriting throu	C#, MVC, Web API, .NET Framework 4.5, Angular, RequireJS, Knock	Javascript, JQuery	New	Ongoing
23	20	Fund Control System	Manage and track all bond allocations in relation to loan reservations/purchases	C#, MVC, Entity Framework, .NET Framework 4.5, Telerik MVC	Javascript, JQuery, Knockout	1	Ongoing
24	21	Authority Online/HCMS	Online LITHC Applications, Annual Tenant and Owner Recertification System	VB.NET, Web Forms, WinForms, WCF, .NET Framework 4.0, Infrag	Javascript, JQuery	4	Ongoing
25	22	PIMS	Agency wide document upload to Sharepoint. Forms Authentication.	C#, MVC, Entity Framework, .NET Framework 4.5.2	Javascript, jQuery	New	Ongoing
28	26	SF Internet Pages	Displays THDA's Lenders, Realtors, and REO's	HTML, Javascript Libraries, Web API, Entity Framework		New	Ongoing

What's Next?

- Continuous Deployment/DevOPS
- New Modules for THOMAS and GMS
- Re-Write of THELMA (Internal)
- Replacement of Older System (5+ years or older)
- Increased staffing, less dependence on contractors

Questions?