

OHFA.org Redesign

Oklahoma Housing Finance Agency

Management Innovation: Technology

HFA Staff Contact

Holley Mangham holley.mangham@ohfa.org Oklahoma Housing Finance Agency NCSHA Annual Awards for Program Excellence Entry: OHFA.org Redesign | Category: Management Innovation: Technology

Oklahoma Housing Finance Agency's website, <u>www.ohfa.org</u>, serves as a primary source of information and program resources. OHFA worked with external developers to create a totally redesigned and retooled website that would help the Agency to fulfill its mission of "providing housing resources with an eagerness to serve." This version represents the first-ever complete overhaul of the website, including content and structure. OHFA launched the new version of its site June 1, 2021.

Management Challenges and Opportunities

The previous version of OHFA's website, forced by the host to be located at www.ok.gov/ohfa (see attached screenshots) and redirected to <u>www.ohfa.org</u>, presented numerous technological issues. Users deemed the site unfriendly to mobile users and confusing to use. It lacked Search Engine Optimization (SEO), included lengthy URLs, and required multiple clicks to get to information. Its outdated Content Management System (CMS) often made updating the site difficult, even to the most astute content creators. Site developers were no longer supporting the CMS. An analytic and site inventory showed a bloated site with 9,000 individual pages, including 4,500 created from search alone. Of these, only 165 pages had been visited more than 100 times in the previous year. Through a survey of OHFA employees and external stakeholders, and in-person feedback sessions, the website redesign team determined extensive site enhancements and structural changes would be required.

Housing Finance Agencies offer a variety of programs that serve diverse audiences. OHFA's primary customer base includes low to moderate income individuals applying for rental assistance or purchasing homes, Realtors and mortgage lenders, investors in multimillion-dollar housing developments, property managers, OHFA staff, and board members. Analytic data showed more than half of OHFA's website users accessed the site via mobile. Launching a site optimized for mobile that would help customers quickly obtain information and resources was crucial. As a service-oriented organization, OHFA consistently receives 75% of its website visits from first-time users.

Innovation and Replicability

The web development team received feedback and input from key OHFA employees and external partners such as Realtors, mortgage lenders, and members of the housing development community. Additionally, websites of each of the member agencies from the National Council of State Housing Agencies were scanned for best practices and for items that could be replicated to fit the unique needs of Oklahomans.

After extensively evaluating every page of the existing site, the website redevelopment team streamlined site structure, rewrote text, and prioritized content. Team members evaluated content for clarity and purpose. The resulting comprehensive wireframe served as a road map for theme development and site structure.

Developers created a custom Wordpress theme with graphic elements that could be utilized across the entire site. Along the way, the redevelopment team consulted with OHFA program administrators and customers to ensure ease of navigation and obtaining information. Wordpress offers easy replication through its numerous open-source plug ins and resources. In developing this site, OHFA strived to create an innovative site that would be user friendly on the back end and for anyone visiting.

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Key innovations:

- The site moved to WP Engine for hosting and additional security. WP Engine offers on-demand site support and provides immediate alerts when there are site errors or security breaches.
- Prior to site launch, arrangements were made with the former host to redirect all traffic so that visitors would not receive 404 errors if they accessed the previous site.
- Prior to launch, Google and Bing received a site map to better facilitate website scanning.
- Capability of incorporating annual reports into the website rather than hosting on a separate microsite.
- Updating the website has been made more efficient by the implementation of a new CMS.
- Visitors may select a language across the website with the Google Translate tool.
- The website has been optimized for use on a variety of devices including mobile, tablets, and desktop computers.

Achieving Measurable Improvements in Agency Operations

The specific improvements for the brand new <u>www.ohfa.org</u> accomplished by site launch included:

- Creation of a streamlined site that allows customers to quickly obtain information.
- Implementation of Search Engine Optimization strategies to better direct site visitors.
- Utilization of a Content Management System that allows OHFA's small team to efficiently make site changes and create content as housing programs evolve.
- Implementation of a simplified URL structure based on the <u>www.ohfa.org</u> website address rather than the lengthy <u>www.ok.gov/ohfa</u> address.

The new site features the following enhancements:

- Content has been consolidated to approximately 70 pages from 165 active pages.
- SEO helps direct site visitors to the right information. The site experienced 54.7% growth in search impressions (From August 12, 2021-September 9, 2021)
- <u>Blog posts</u> showcase OHFA <u>news</u>, <u>testimonials</u>, and <u>announcements</u>.
- The <u>calendar</u> allows for sharing of events on other parts of the site and through social media
- Databases allow visitors to search for a mortgage lender, a Realtor, or affordable rental housing.
- Graphics such as accordions, boxes, icons, and buttons break up text heavy information.
- Interactive forms allow visitors to more effectively complete tasks such as <u>open records</u> <u>requests.</u>
- User friendly program guides that often contain a multitude of required links have been created.
- Content can be easily shared on social networks.
- An announcement banner can be utilized in emergency situations such as weather-related office closures.
- Google Translate and One Click Accessibility plugins have been added to meet the unique needs of OHFA's customers.
- <u>Consolidated information</u> allows access by multiple categories of users in one location. OHFA's previous website separated Allocation and Compliance topics, for example.

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- A simplified CMS for content creators features WYSIWIG editing. The CMS also allows for greater internal control of website updates and features. The newly uploaded Simple History plugin allows a quick glance of recent changes made to the site, along with the content created who made them.
 - The implementation of the Google Site Kit plug in allows a quick look into site analytics to see trends in real time. Google Analytics offers an in-depth look into site metrics. No paid search tools have been utilized.

Benefits That Outweigh Costs

Research, strategy building, site design and development, plugins, and training – less than \$60,000 Website hosting - \$2,900/yearly

Demonstrate Effective Use of Resources

The new site allows for flexibility in future site enhancements and spinning up new content. For example, Google Analytics shows that pages covering the Emergency Housing Voucher and Homeowner Assistance Fund programs quickly jumped to the second and fifth most visited pages on the site.

The new site's flexibility has also allowed OHFA to add a simple intranet onto the same server at no additional cost.

End Results

Future enhancements include providing more information through the databases. OHFA's website content creators consistently evaluate the site to make updates to the site and to keep it technologically sound.

The resulting website features mobile-first, user-friendly content that is accessible to a variety of users. The implementation of modern site functionalities helps the Agency better serve OHFA's diverse key customer groups. Metrics and analytics not only show how improved SEO helps guide customers to the information they need, but they also guide continued site content creation.

An employee in OHFA's Housing Choice Voucher shared the following customer feedback:

"The sister of an applicant called and said that the new website is wonderful. She said she has not encountered a website where her sister who is mentally challenged has been able to navigate so easily, and she is grateful for that."

A long-time partner who works with OHFA's HOME Investment Partnerships Program shared the following:

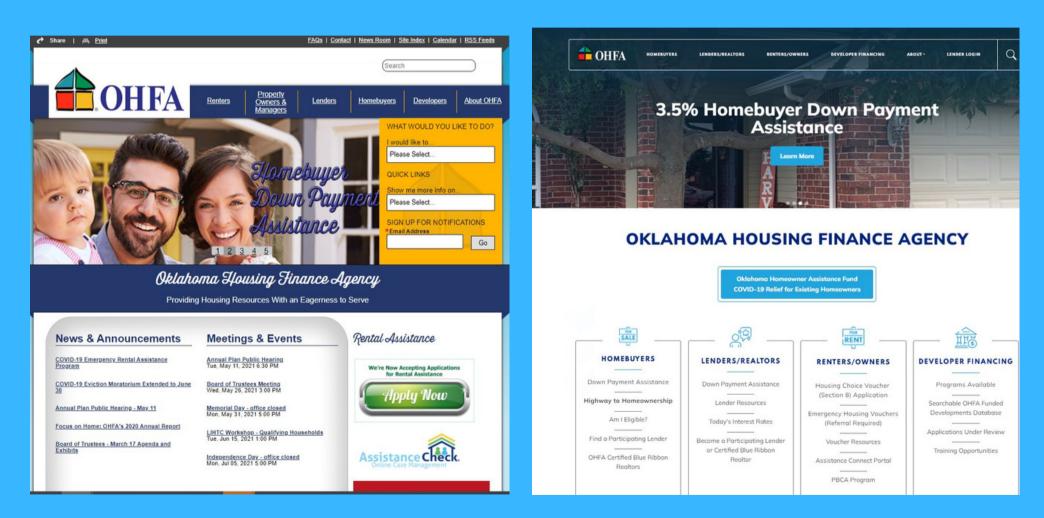
"Initial reaction---love it and looks modern. Easy to find what I'm looking for."



OKLAHOMA HOUSING FINANCE AGENCY

ohfa.org Redesign - Visual Aids

<u>ohfa.org</u> Home Page Transformation







Improved Events Calendar

BOARD OF TRUSTEES MEETING

« All Events

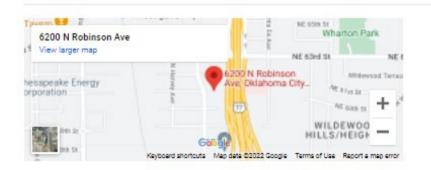
MAY 25 AT 10:00 AM - 12:00 PM HOLIDAY INN & SUITES

May 25, 2022 quarterly meeting of the OHFA Board of Trustees

Agenda will be posted one week prior to the meeting

+ Add to Google Calendar

+ Add to iCalendar



DETAILS

Date: May 25

Time: 10:00 am - 12:00 pm

Event Category: Trustees

VENUE

Holiday Inn & Suites 6200 N. Robinson. Oklahoma City, <u>OK</u> 73118 United States <u>+</u> <u>Google Map</u>

ORGANIZER

Oklahoma Housing Finance Agency

Website: View Organizer Website

Dynamic Interest Rates Module

Current Interest Rates Effective May 26, 2020 Interest Rate Change - Notification 10:00 AM. Rates subject to change at anytime based on daily market.

*Please view in landscape on mobile

Rate	Assistance/ DPA
3.625%	3.50%
4.000%	3.50%
3.375%	3.50%
3.750%	3.50%
3.625%	3.50%
4.000%	3.50%
2.875%	0.00%
3.250%	0.00%
	3.625% 4.000% 3.375% 3.750% 3.625% 4.000% 2.875%

INTEREST RATES

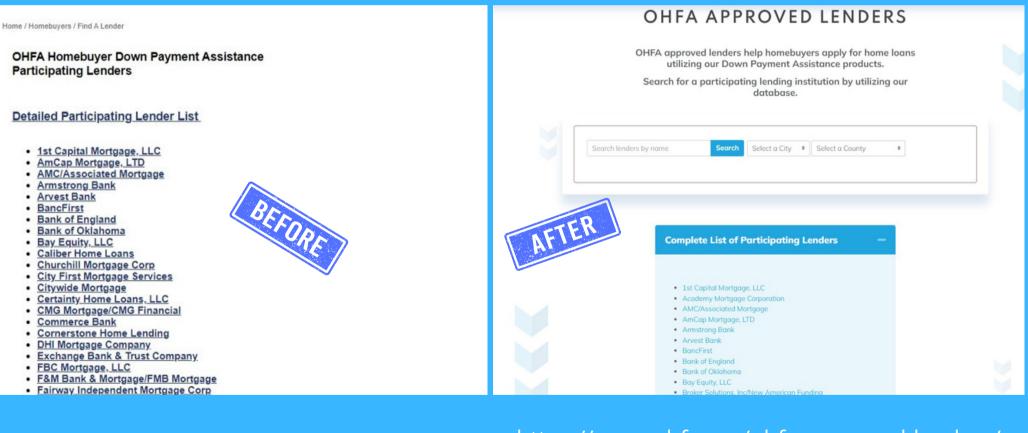
Interest rate change notification: 10:00 a.m. Rates are subject to change at any time based on the daily market. Rates effective September 10, 2021

Current Interest Rates

GOLD GOVT GOLD FREDDIE HFA Advantage GOLD Government	3.375% 3.750%	3.50% 3.50%
HFA Advantage GOLD Government		3.50%
Government		
4Teachers/Shield/ State Employees	3.625%	3.50%
GOLD FREDDIE 4Teachers/Shield/ State Employees	3.750%	3.50%
DREAM Government	3.375%	3.50%
DREAM FREDDIE HFA Advantage	3.750%	3.50%
DREAM Government Zero DPA	2.500%	0.00%
DREAM Freddie Zero DPA	2.875%	0.00%

New Interest Rates Module: https://www.ohfa.org/interest-rates/

Lender Database



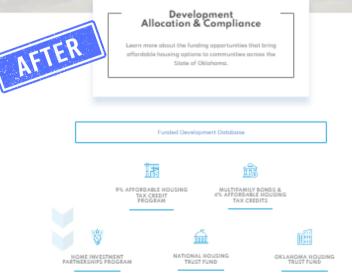
https://www.ohfa.org/ohfa-approved-lenders/

Enhanced Landing Pages With Custom Icons



DEVELOPER FINANCING

OHFA connects developers to funding resources to help build and revitalize affordable housing for Oklahomans across the state. That means developers can access more financial resources to strengthen their business and improve their community.



Program Landing Pages

Ab

Home / Renters

Rental Assistance Programs

OHFA

Section 8 Housing Choice Voucher

The Section 8 Housing Choice Voucher (HCV) Program is the Department of Housing and Urban Development's major program for assisting very low-income families, the elderly, and people with disabilities to afford decent and safe housing in the private market. Participants may choose any housing that meets the requirements of the program, including single-family homes, townhouses, and apartments. Rental units must meet minimum standards of health and safety, as determined by OHFA. A housing subsidy is paid by OHFA to the landlord on behalf of the participating family. The family then pays the difference between the actual rent charged by the landlord and the amount subsidized by OHFA.

Renters

Property Owners &

Lenders

Select the group that most applies to you:

- <u>Applicants</u> For individuals who do not currently have an OHFA voucher.
- <u>Current Participants</u> For individuals who receive rental assistance through OHFA.
- Landlords For individuals who rent property through the Section 8 program.

Section 8 Housing Choice Voucher Resource Page

HUD-VASH - A program coordinated in collaboration with the Veterans Administration.

OHFA has entered into a <u>Memorandum of Understanding</u> with the Department of Human Services and the National Resource Center for Youth Services. This agreement provides assistance with rent to young adults aging out of foster care, or with histories of involvement with foster care, and who are at a high risk of homelessness.

Performance Based Contract Administration

With this program, individuals apply for assistance directly with the property. The <u>Performance Based Contract Administration</u> program provides monitoring and payment services of assisted units to owners of project-based Section 8 properties for the U.S. Department of Housing and Urban Development (HUD) in Oklahoma. Those who would like to live in participating apartments must qualify and apply directly with management at those locations. Please contact each property directly for housing opportunities.

Related Topics

Developers

Search

Homebuyers

HUD Subsidized Housing Search Search or List Rent on gosection8.com



1 OHFA

RENTAL ASSISTANCE

Through its Housing Choice Voucher and Performance Based Contract Administration rental programs, OHFA assists more than 25,000 families with rent each month.

Rental Assistance Programs

OHFA administers the Housing Choice Voucher Program and the Performance Based Contract Administration Program with the goal of providing rental assistance to low-income families, including those who have disabilities, who are elderly, or who are at great risk of homelessness.

Housing Choice Voucher Program

Individuals who want to apply for a Housing Choice Voucher must register for an account.

Create on Account/Apply

PBCA Program Applicants apply to live in a PBCA

apartment complex directly with the selected property.

PBCA Properties

Consolidated Program Information

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			Searc	h	
OHFA	Renters <u>Property</u> <u>Owners &</u> <u>Managers</u>	<u>Developers</u>	<u>Lenders</u>	Homebuyers	About OHFA
Home / Developers / Affordable Housing Tax Credits	0	bscure lin	k to cor	npliance	_
Affordable Housing Ta				Related Topic	
The purpose of the Oklahoma Affordable Ho Income Housing Tax Credit (LIHTC) Program rental units and rehabilitate existing rental h stimulating private investment.	is to expand the supply of new	affordable		Tax Credit C Resources Notice Rega Housing sci Harvey Evac	rding the
Eligible Activities 1. Acquisition 2. Substantial Rehabilitation		EFOP		Displaced He Certification Harvey Tax Credit P	Hurricane
 New Construction For 2020, there are two Funding Periods for submission deadline for Funding Period One 	which Applications will be accept	ted. The		Database	LANGED X
The submission deadline for Funding Period <u>Qualified Allocation Plan</u> Application Materials & Resources 	Two is 3:00 p.m. <u>Thursday, Ju</u>	<u>ne 25, 2020</u> .			
Applications Currently Under Revie Prior Allocations Carryover and Final Documents	W				
1					

Application Materials & Program Resources	
Submission Deadlines Ading Period One - Thursday, January 6, 2022 Inding Period Two - Thursday, June 23, 2022	
Compliance Negative Points To be posted on May 13, 2022	
Application Materials +	
Application Resources +	
Carryover and Final Documents +	
Prior Allocations +	
Program Rules +	
Oklahoma Affordable Housing Tax Credit +	

Compliance Resources

Owners and managers of Affordable Housing Tax Credit properties are responsible for ensuring that residents meet eligibility requirements set forth by federal regulations. OHFA works with owners to ensure compliance with regulations.

Compliance Negative Points Posted as of Nov. 18, 2021
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Compliance Manual & Certification Online

Disaster Area Temporary Relief

Compliance Manual

Certification Online (COL) Certification Online Manual COL Helpful Hints

Rent and Income Limits LIHTC: SHAREFILE LINK Disaster Relief Rev Proc 2014-49 Request to Provide Temporary Housing Affidavit of Displacement Self-Certification of Income

Funded Development Database



1504	Legacy Senior Residences- Ada	1929 N. Country Club Rd.	Ada	74820	Pontotoc	42	42	5		E	PIS
	Rolling Meadows of Ada	1300 Kerr Lab Rd.	Ada	74820	Pontotoc	58			 58	F	PIS
02-11	The Linden's AptsAda	1315 N. Oak	Ada	74820	Pontotoc	42	42			F	PIS
7761	Adair Apts.	504 S. Hall	Adair	74330	Mayes	4		4		F	PIS
01-03	Serenity Park III	Myall SW & Hailey SE	Admore	73401	Carter	12	12			F	PIS
01-03	Afton Village	320 S. Maple	Afton	74331	Ottawa	29	29			F	PIS
8870	Farm Labor Housing	various addresses	Altus	73521	Jackson	10		10		F	PIS
01-02	Parkridge Estates Apartments	1220 Asa Lee St.	Altus	73521	Jackson	60	60		59	E/D	PIS
	Ridgecrest Apts. (aka Lincoln Manor & Altus Apts.)	1205 Springfield Dr.	Altus	73521	Jackson	62			62	F	PIS
1520963	Southwest Oklahoma Community Action Group, Inc.	various addresses	Altus	73522	Jackson	6		6		F	PIS
1214	Southwest Oklahoma Community Action Group, Inc.	scattered sites	Altus	73521	Jackson	2		2		F	PIS
06-66	The Towers Apartments	101 E, Commerce St.	Altus	73521	Jackson	44	43		 43	F	PIS
	Buena Vista Apts.	1901 College Ave.	Alva	73717	Woods	50			50	F	PIS
	Freedom West Community Development										1

ADA HEIGHTS (AKA EMERALD POINTE)

631 & 701 W. Cottage Ada, OK 74820 (580) 272-0030



(580) 272-0030				
FILE #: 19-06-27	Pontotoc	Units: 16	Affordable Housing Tax Credits: 16	Type: Family
ADA HEIGHTS II				Status: In Service
700 Block Of W Cottage St.				
Ada, OK 74820				
(580) 272-0030				
FILE #: 05-06-22	Pontotoc	Units: 20	Affordable Housing Tax Credits: 20	Type: Elderly
ADA MEADOWS (AKA MEADOWVIEW				Status: In Service
APARTMENTS)				
700 West 1st				
Ada, OK 74820				
(580) 332-3590				
FILE #: 07-07-45	Pontotoc	Units: 56	Affordable Housing Tax Credits: 56	Type: Family
ADA SQUARE (AKA OXFORD SQUARE)				Status: In Service
2001 "b" St.				Status, in Scivice
A 4 OV 7 1000				

Ada, OK 74820

https://www.ohfa.org/funded-developments/

Status: In Service

New Down Payment Assistance Eligibility Tool

Use our interactive eligibility tool to see if you could be eligible to utilize OHFA's Homebuyer Down Payment Assistance.

PLEASE ANSWER A FEW QUICK QUESTIONS

In what county do you plan to purchase a home? *

Select a County

Have you owned a home within the last three years? *

0

Individuals who have not owned a home within the last three years may be considered a "first-time homebuyer" and may be eligible for additional products.

O Yes

O No

How many individuals live in your household? *

- O 1-2 individuals
- O 3 or more individuals

What is your household's combined annual income? *

- Less than \$43,000
 \$43,001 to \$60,000
- \$60,001 to \$80,000

https://www.ohfa.org/eligibility-tool/

Linked Social Media Content

Oklahoma Housing Finance Agency April 7 · 🕥

...

https://www.ohfa.org/.../4-5-million-available-national.../

Oklahoma Housing Finance Agency has \$4.5 million available for the construction of affordable housing through the National Housing Trust Fund.

This funding source can be used to provide housing opportunities to households who are low and very-low income, including those at risk of homelessness.

Notable uses of the National Housing Trust Fund include the ReMerge Duplexes in Oklahoma City, pictured.



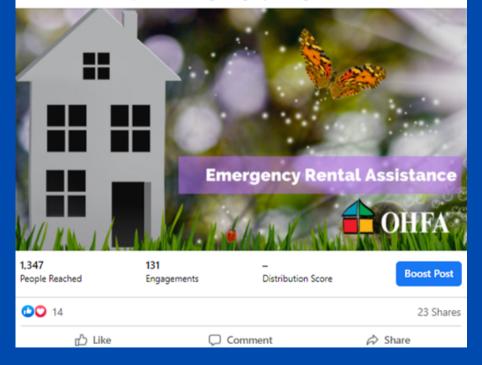
OHFA.ORG

\$4.5 million available: National Housing Trust Fund - Oklahoma Housing Finance Agency

Emergency Housing Vouchers from #OHFA help individuals and families in crisis when they need it the most.

If you are homeless, at-risk of homelessness, fleeing domestic violence, dating violence, sexual assault, stalking, or human trafficking, we want to help you live in a place that will provide a safe haven.

To apply for an Emergency Housing Voucher, contact one of the participating organizations listed on the OHFA website. https://www.ohfa.org/emergency-housing-vouchers/



Distinctive News and Announcements Page



DEVELOPERS. HOUSING DEVELOPMENT. NEWS MAY 3, 2022

State Housing Tax Credit Changes – Senate Bill 1685

Read More



DEVELOPERS, HOUSING DEVELOPMENT, NEWS APRIL 20, 2022

Invest in Oklahoma: \$659 Million Available Through Multifamily Bonds

Read More



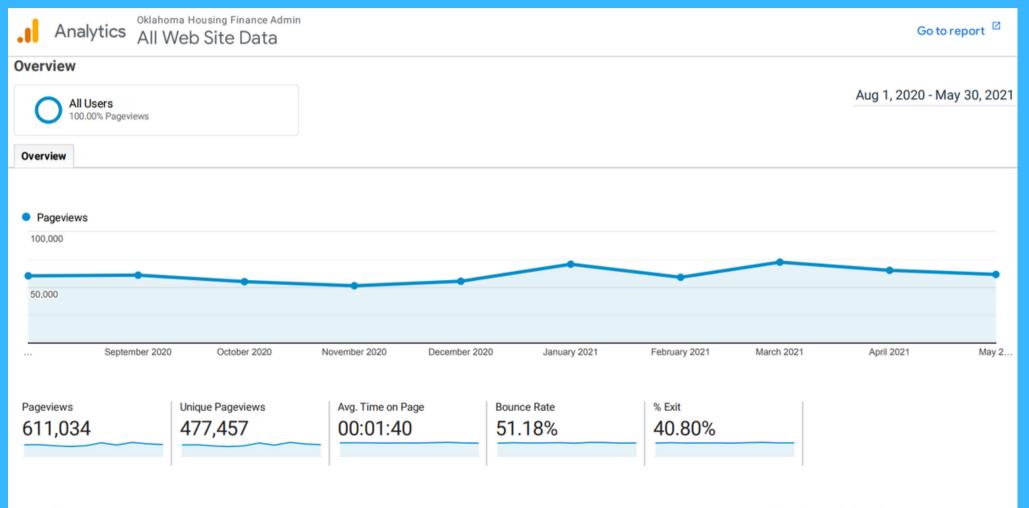
DEVELOPERS. HOUSING DEVELOPMENT. NEWS APRIL 5, 2022

\$4.5 million available: National Housing Trust Fund

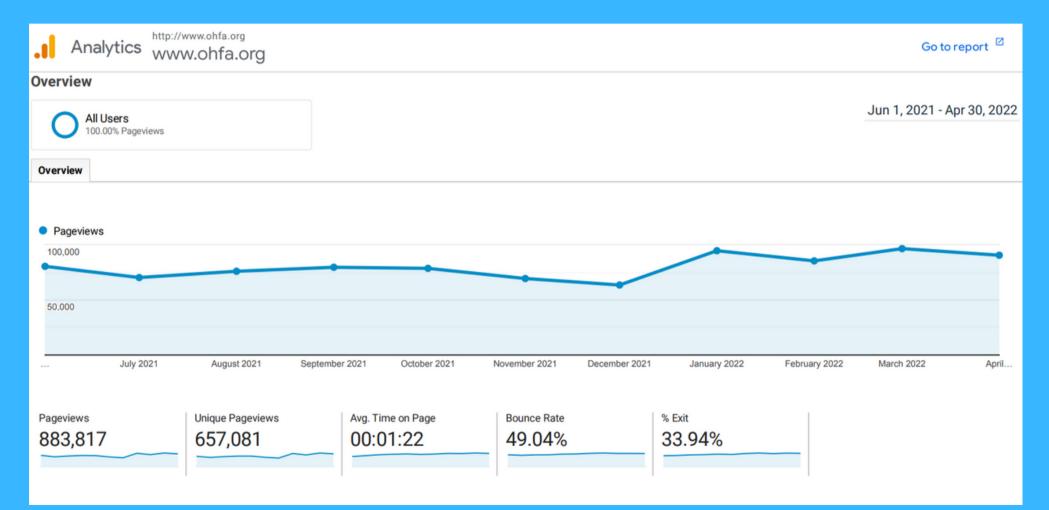
Read More

NEWSROOM

Analytics From the 10 Months PRIOR TO Site Launch



70% Growth in Site Views Since Launch



Top Search Terms

See how your content is doing

Keep track of your most popular pages and how people found them from Search

Top search queries for your site	Clicks	Impressions
1. ohfa 🔁	3,266	17,341
2. first time home buyer oklahoma 🗷	1,185	4,850
3. oklahoma housing finance agency 🛂	1,159	3,954
4. down payment assistance oklahoma 🔀	631	1,558
5. oklahoma homeowner assistance fund 🛃	530	643
6. ohfa oklahoma 🔀	467	1,398
7. oklahoma homeowners assistance fund 🖸	448	574
8. oklahoma section 8 housing list 🔀	442	2,610
9. ohfa housing list 🔀	371	1,623
10. oklahoma down payment assistance 🖸	371	663

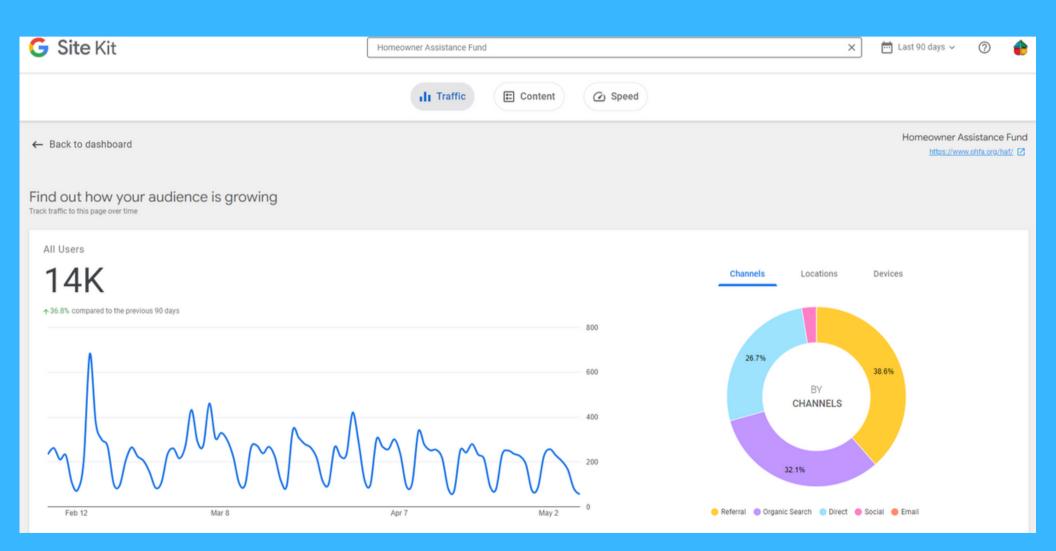
Source: Search Console 🔀



Top content over the last 90 days

Title	Pageviews	Unique Pageviews
1. Home - Oklahoma Housing Finance Agency 🗹 /	57,804	43,613
2. Homeowner Assistance Fund - Oklahoma Housing Finance Agency 🖸 /haf/	29,556	22,689
 Housing Choice Voucher - Oklahoma Housing Finance Agency /housingchoicevoucher/ 	14,843	11,423
 Rental Assistance - Oklahoma Housing Finance Agency /rentalassistance/ 	13,942	10,156
5. Homebuyers - Oklahoma Housing Finance Agency 🖸 /homebuyers/	13,717	9,680
 Emergency Housing Vouchers - Oklahoma Housing Finance Agency /emergency-housing-vouchers/ 	12,689	9,887
7. Eligibility Tool - Oklahoma Housing Finance Agency 🔀 /eligibility-tool/	11,690	8,286
8. Lenders & Realtors - Oklahoma Housing Finance Agency 🔀 /lenders-and-realtors/	9,703	6,097
9. Homebuyer Down Payment Assistance Program - Oklahoma Housing Finance Agency 🔀 /homebuyers/downpayment/	8,579	6,915
10. Interest Rates - Oklahoma Housing Finance Agency 🖸 /interest-rates/	6,866	6,029

Audience Growth







Thank you for visiting!