

Technology Round Robin

Wednesday, September 29, 2021
12:00 - 1:00 pm



Management Innovation: Technology

2021 Entries

Colorado

Connecticut

Louisiana

Minnesota

North Carolina

Rhode Island

Utah

Washington, DC



PechaKucha Storytelling

PechaKucha

20 X 20

IMAGES

SECONDS

BRACE YOURSELF



FOR A PECHA KUCHA

memegenerator.net

Entry Links

Award Entry	Speaker
Colorado Housing and Finance Authority: CHFA Adopts eNotes	Thomas Haffey
North Carolina Housing Finance Agency: Lein Satisfaction eRecording Solution	David Kuehn
Minnesota Housing: Minnesota Housing Multifamily Scoring Wizard	Chris Larson
Connecticut Housing Finance Authority: CHFA (CT) Testing the Boundaries of Rapid Implementation	Suresh Menon



Panelists

DISCUSSION LEADER

Stephanie Romanoff, Senior Digital Content Associate | NCSHA

PARTICIPANTS

Thomas Haffey, Secondary Marketing Manager | Colorado Housing and Finance Authority

David Kuehn, Manager of Software Development | North Carolina Housing Finance Agency

Christopher Larson, Application Development Manager | Minnesota Housing

Suresh Menon, Director, Information Technology | Connecticut Housing Finance Authority

eNotes

Thomas Haffey – Secondary Marketing Manager
Colorado Housing and Finance Authority

colorado housing and finance authority



Motown Museum Detroit, MI

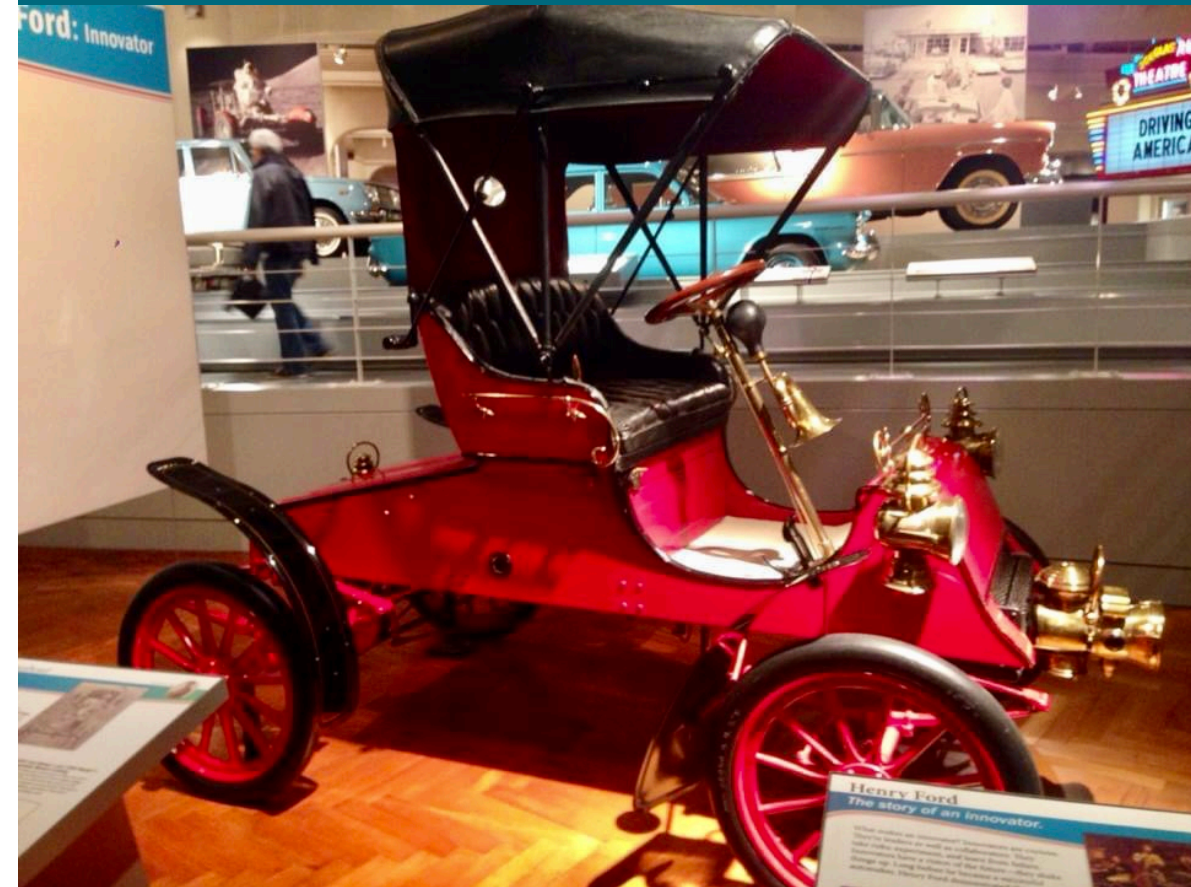
“Please Mr. Postman”



The Marvelettes – Tamla “Please Mr. Postman” 61’

Henry Ford Museum

1903 Model A - 8 horsepower

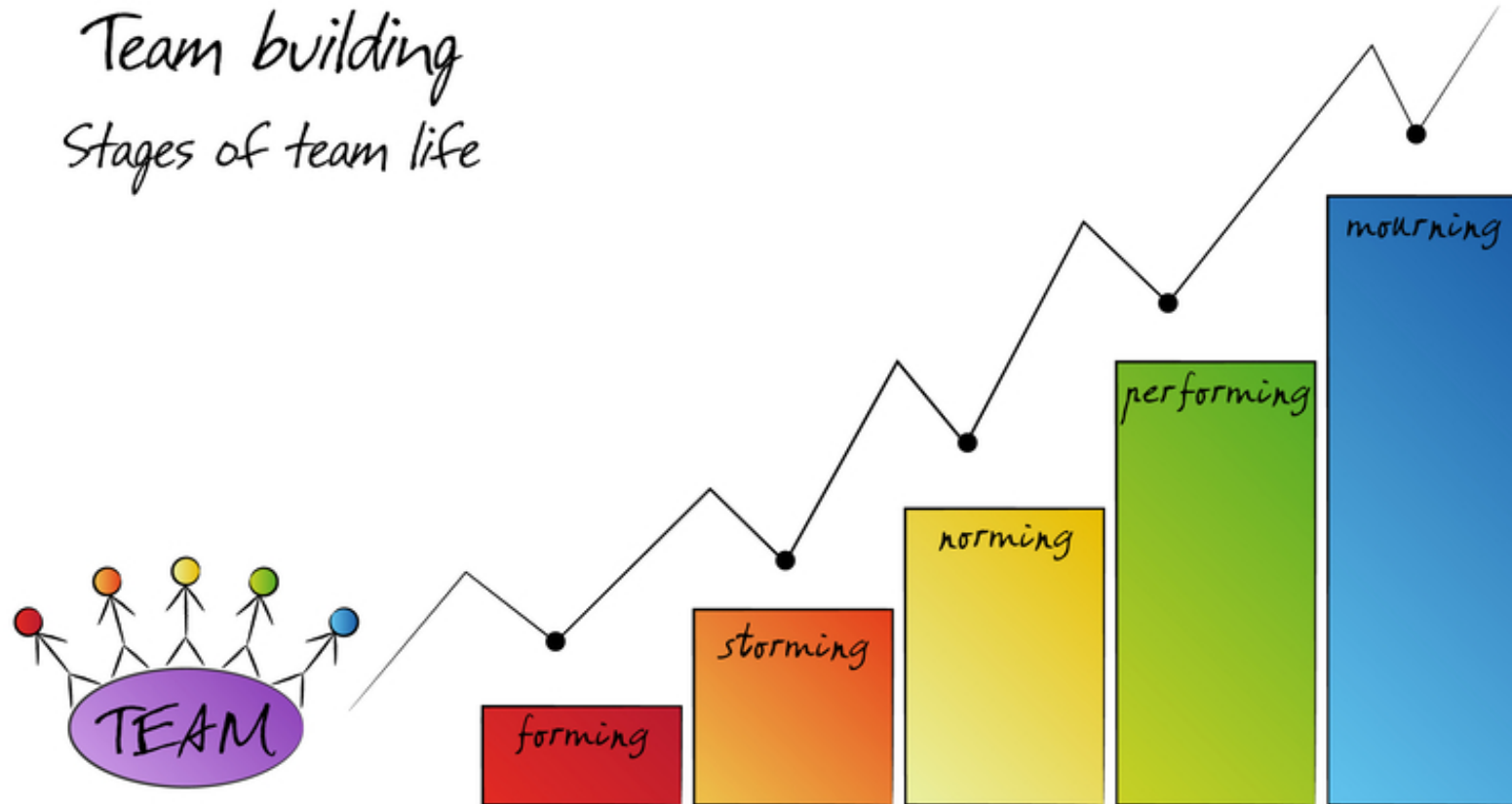


chfa file room



eNotes – team 2020

Team building
Stages of team life



eNotes – benefits

no more notes coming to chfa in the mail

no more physical notes to hold in a file room

no more mail to document custodian

saves 7-10 processing days

click of a button movement

Standard eNote Flow



so easy!

example

NOTE

(For Electronic Signature)

Lender Loan ID: 77777777

MIN: 999934400075522603

March 14, 2018

[Date]

York, Pennsylvania

[City], [State]

123 W Hook Road Unit 3C, New York, NY 10010

[Property Address]

1. BORROWER'S PROMISE TO PAY

In return for a loan that I have received, I promise to pay U.S. \$30,000,000.00 (this amount is called "Principal"), plus interest, to the order of the Lender. The Lender is theLender. I will make all payments under this Note in the form of cash, check or money order.

/ault Doc ID: 7552241-7552242

Documents:

eNote

New Document

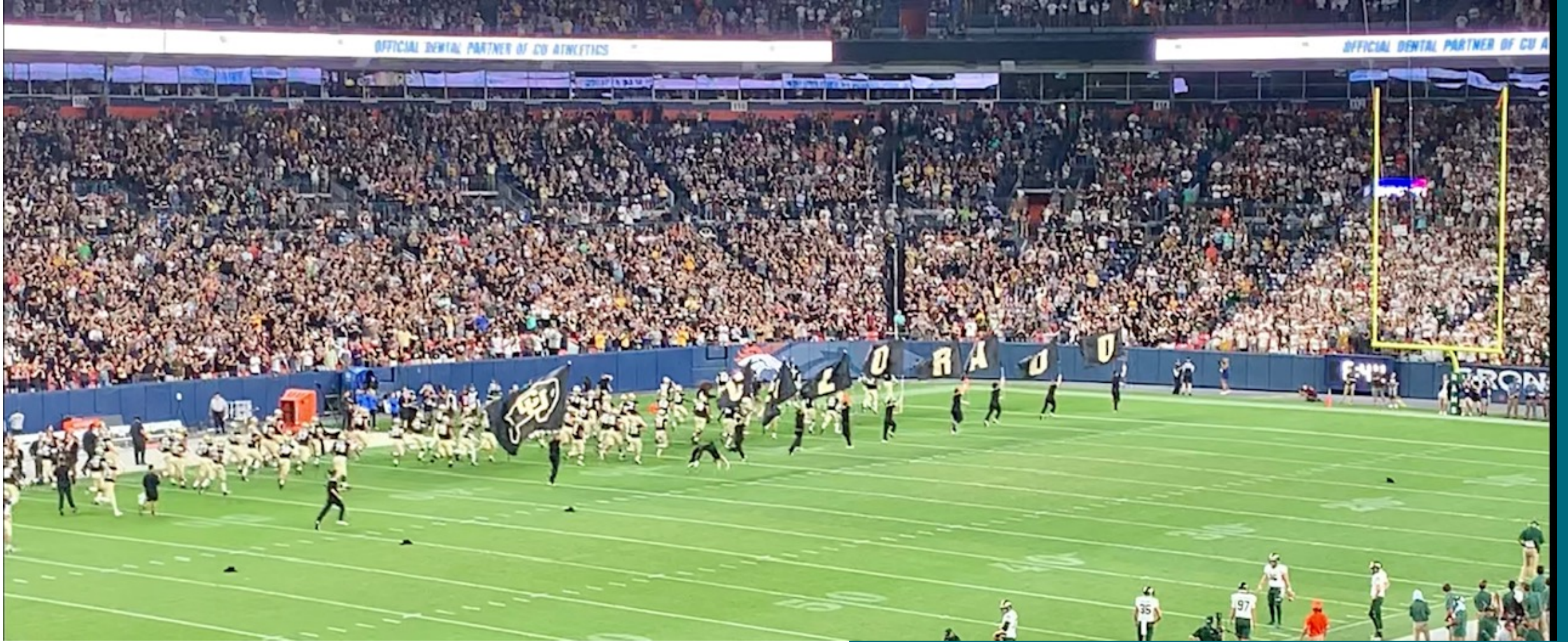
Authoritative Copy

MERS Info:

Controller	Colorado Housing and Finance Authority (1008017)
Prior Controller	eO theLender (9999344)
Location	Colorado Housing and Finance Authority (1008017)
Master Servicer	Colorado Housing and Finance Authority (1008017)
Tampersealed At	11/06/2020 09:51:32 AM MST
Registered At	11/06/2020 09:52:23 AM MST
Registered By	eOriginal Test - the Lender (9999344)
Loan Modified To	Paper
Data Update	Occurred
Data Last Updated At	12/03/2020 11:55:54 AM MST

Properties:

Vault ID	7552241
Organization	Colorado Housing and Finance Authority TOD
Creation Date	11/06/2020 09:54:11 AM MST
Transaction GUID	b3740abe-0942-20d0-e053-a...
Status	Transferred Out
Container Permissions	Default Container Permissions
Transferred From	DMI (1015751)
Transferred From Date	12/03/2020 11:48:42 AM MST
Transferred To	1008017
Transferred To Date	12/03/2020 11:46:40 AM MST
Asset Type	
Billing Type	
Transaction Creator	



congratulations!

delivered 2 eNotes in 2021!



expectations!



eNote Timeline - DRAFT

Expand to other CHFA Lenders

	March	April	May	June	July
High Level Timeline	<p>FHLB Topeka</p> <p>Process with Lender Warehouse Bank</p> <p>RON research ✓</p> <p>CHFA Second eNote – Process, Configure eVault, Test</p> <p>Ginnie Mae & US Bank Application</p> <p>Ginnie Mae & US Bank Process & Test eVault access</p>				
Key Activities	<ul style="list-style-type: none"> FHLB contract negotiation ✓ Research RON requirements – must CHFA store the video? Work on Ginnie application with USBank 	<ul style="list-style-type: none"> Define & document process with lenders warehouse banks 	<ul style="list-style-type: none"> FHLB testing ✓ FHLB - Update Pledged Collateral Report and Process Test receipt of eNote from lender warehouse bank Define process for CHFA second eNote 	<ul style="list-style-type: none"> FHLB Testing Configure eVault and test for delivery of CHFA Second eNote Configure access for US Bank to eVault and test process Test delivery to Ginnie Mae 	<ul style="list-style-type: none"> Confirm FHLB ready for production? Confirm CHFA seconds ready for production? Confirm Ginnie / US Bank ready for production?
Deliverables	<ul style="list-style-type: none"> Decision on RON video access / storage ✓ 		<ul style="list-style-type: none"> FHLB Signed Contract Completed Application sent to Ginnie Mae 	<ul style="list-style-type: none"> Approval received from Ginnie Mae Test eNote delivered to FHLB Test eNote delivered to Ginnie Mae Pilot lender able to deliver test CHFA Second eNote 	<ul style="list-style-type: none"> Live eNote delivered to FHLB Live CHFA Second eNote received by CHFA Live eNote delivered to Ginnie Mae

what we projected in February 2021.....





reality 2021

contracts

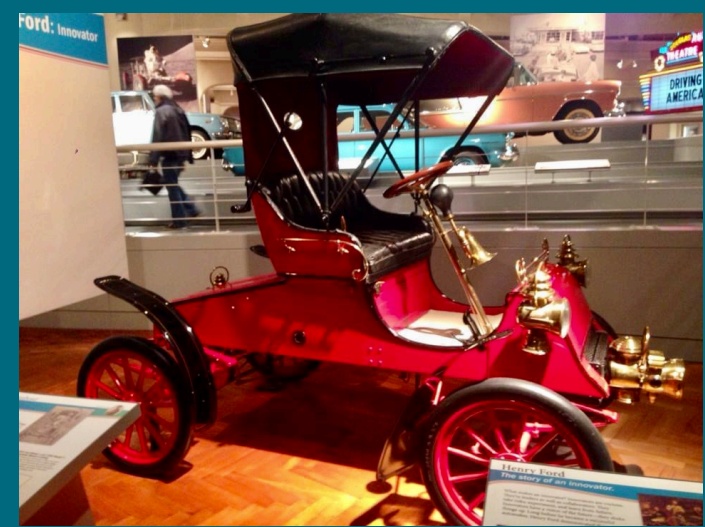
testing

complexity with warehouse banks



new territory

Down Payment Assistance eNote 2nds

GNMA – on hold



eNote Timeline

	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022
High Level Timeline	<ul style="list-style-type: none"> Warehouse Lenders – CHFA Can Receive eNote CHFA Second eNote – Process, Configure eVault, Test 			<ul style="list-style-type: none"> Ginnie Mae & US Bank Application 	<ul style="list-style-type: none"> Ginnie Mae & US Bank Process & Test eVault access 
Key Activities	<ul style="list-style-type: none"> BoA contract Freddie Mac Standard Second Note / eNote Configure Second Note in eVault Receive Test eNote from Warehouse Lender TIAA  Deliver live eNote to FHLB 	<ul style="list-style-type: none"> Expand eNote volume and pilot lenders 	<ul style="list-style-type: none"> Expand eNote volume and pilot lenders 	<ul style="list-style-type: none"> Configure access for US Bank to eVault and test process Test delivery to Ginnie Mae 	<ul style="list-style-type: none"> Confirm Ginnie / US Bank ready for production?
Deliverables	<ul style="list-style-type: none"> Live eNote delivered to FHLB 	<ul style="list-style-type: none"> Live CHFA Second eNote received by CHFA 		<ul style="list-style-type: none"> Approval received from Ginnie Mae Test eNote delivered to Ginnie Mae 	<ul style="list-style-type: none"> Live eNote delivered to Ginnie Mae

eNotes to eMortgages

- “sorry Mr. Postman, no mail for you”



chfa file room

In the future





thank you!

Thomas Haffey
Secondary Marketing Manager, CHFA
thaffey@chfainfo.com

Lien Satisfaction eRecording Solution

NCHFA





Awareness



Tidal Wave



Analysis



Vision



Addendum to SOW

Lien Satisfaction Tracking Project

IT, Legal and Servicing Group Project

Project Charter and Statement of Work

October, 2019

Addendum: August, 2020

[Project Charter](#)

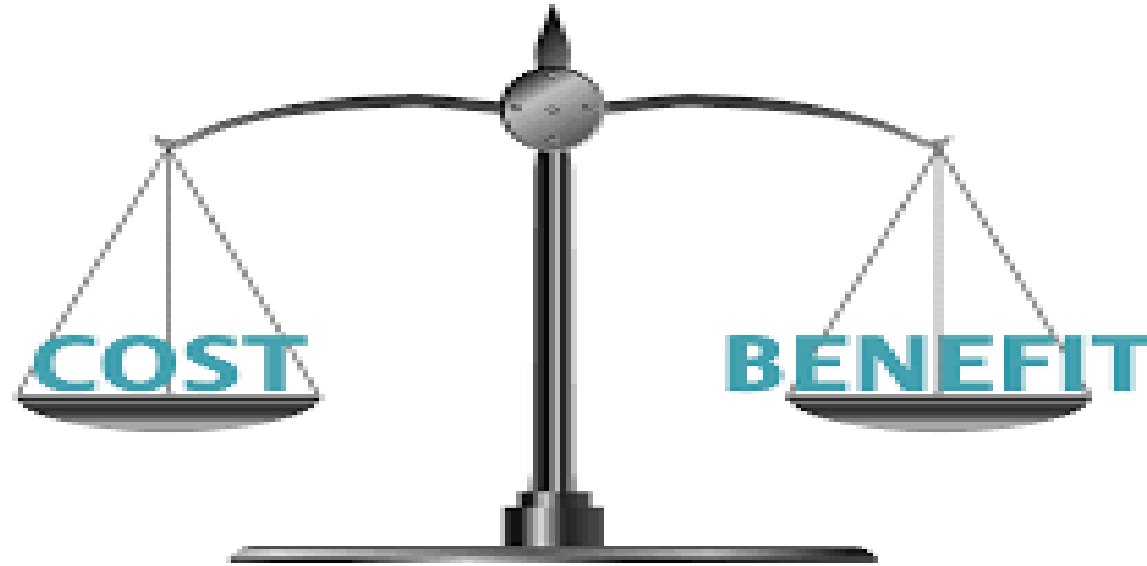
[Project Introduction/Background](#)

The tracking of Lien Satisfaction is currently happening manually for Loans that have been paid off by the borrower or the loan has reached its maturity date of the forgiveness schedule. The current process

CSC ePrepare SaaS



Cost Benefit Analysis



Sold



Re-vetted through Tech Vision



CSC ePrepare: Test Drive



Build Application



Training



LS: Intuitive Workflow Design



LS: Tracking



ePrepare: eRecording

SATISFACTION OF SECURITY INSTRUMENT

Submitted electronically by North Carolina Housing Finance Agency in compliance with North Carolina statutes governing recordable documents and the terms of the submitter agreement with the Mecklenburg County Register of Deeds.

State of North Carolina
County of Mecklenburg

The undersigned is the beneficiary of the Security Instrument Identified as follows:
Type of Security Instrument: Deed of Trust

Original Grantor(s): [REDACTED]
Original Secured Party(ies): North Carolina Housing Finance Agency
Original Trustee: A. Robert Kucab

Recording Data: The Security Instrument is recorded in Book/Reel/Liber: [REDACTED] Page/Folio: [REDACTED] as Instrument No.: [REDACTED] in the office of the Register of Deeds for [REDACTED] County, North Carolina.

This Satisfaction terminates the effectiveness of the security instrument.

Date: [REDACTED]

North Carolina Housing Finance Agency

By: NCHA TealUser

Name: Pam Eckardt
Title: QA

STATE OF North Carolina) s.s.
COUNTY OF WAKE

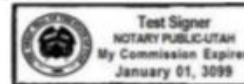
On 01/27/2021, before me, Shanthi Panchavati, Notary Public, personally appeared Pam Eckardt, QA, of North Carolina Housing Finance Agency, personally known to me (or proved to me the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument and acknowledged to me that she/he/they executed the same in her/his/their authorized capacity(ies), and that by her/his/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

Witness my hand and official seal.

Test Signer

Notary Public: Shanthi Panchavati
My Commission Expires: 2015-01-10T00:00:00

AND WHEN RECORDED MAIL TO:
North Carolina Housing Finance Agency
ATTN: Robert Terrio
3508 Bush St.
Raleigh, NC 27609

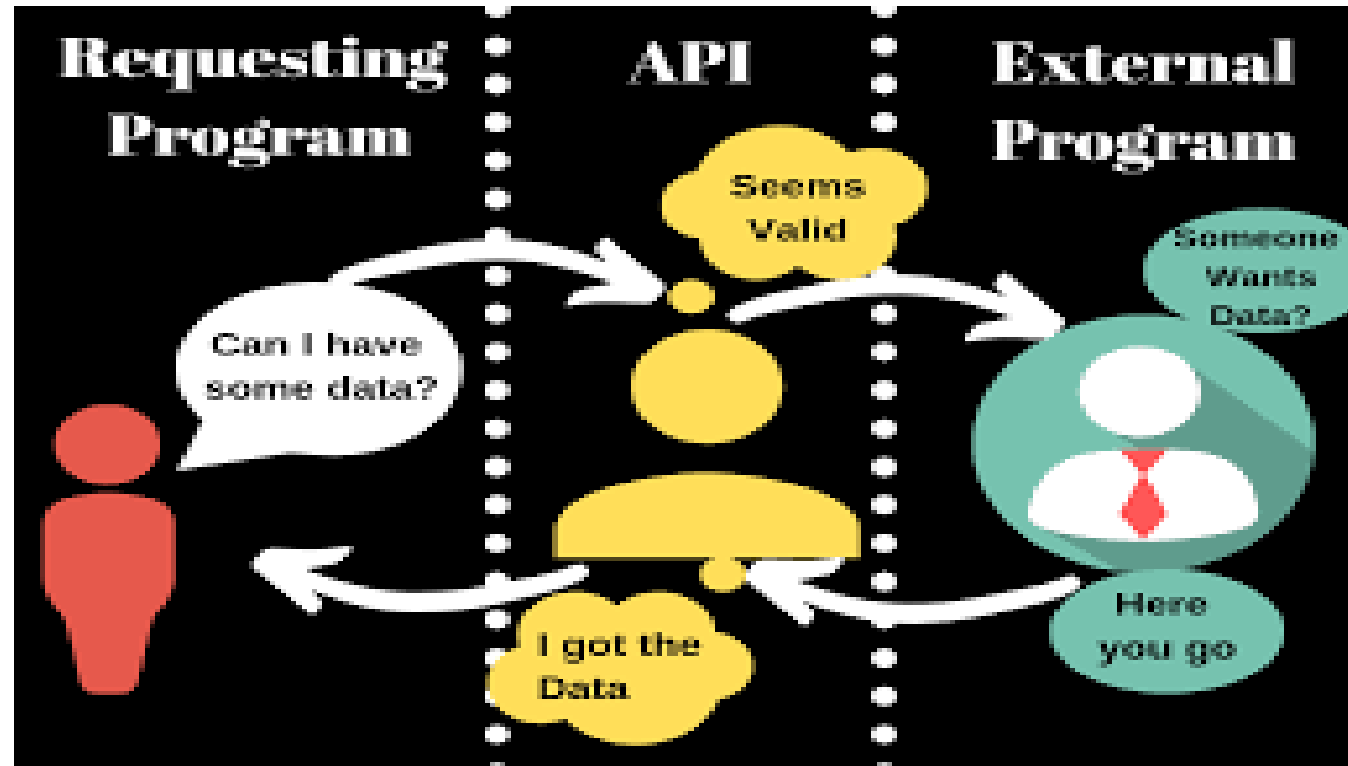


RECORDING REQUESTED AND PREPARED BY:
North Carolina Housing Finance Agency
3508 Bush St.
Raleigh, NC 27609

ePrepare: Document Template Library



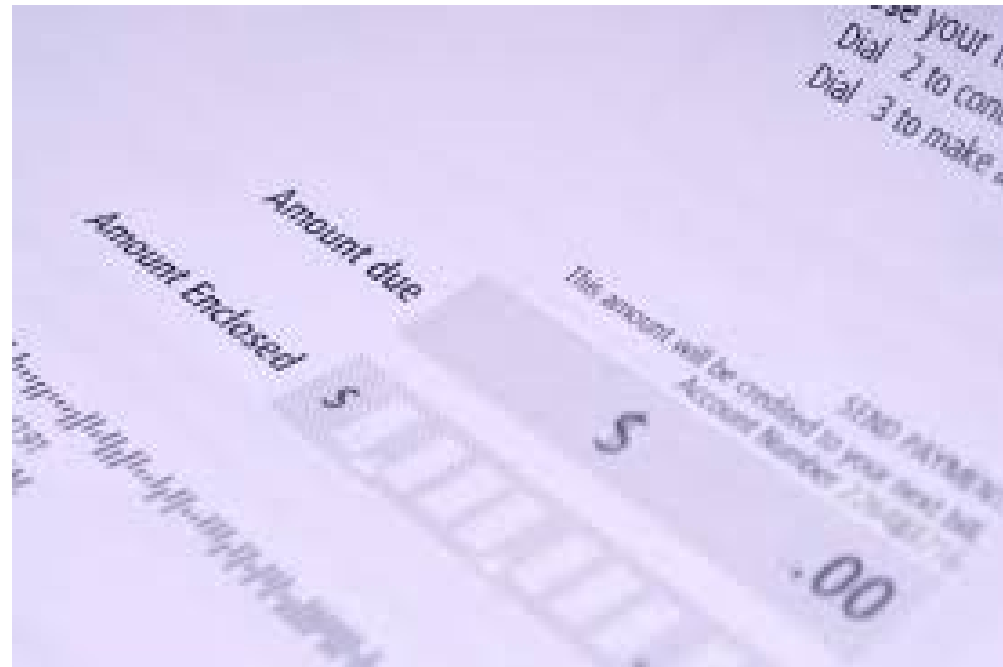
ePrepare: API Calls



ePrepare: Document transfer to our electronic document library



ePrepare: Billing



Thank You NCHFA Team!

- ▶ Jennifer Percy
- ▶ Ronda Moore
- ▶ Charlene Bass
- ▶ Aileen Hester
- ▶ Linda Odom
- ▶ Robert Terrio
- ▶ Tim Carroll
- ▶ Joe Carter
- ▶ Sue Rice
- ▶ Shanthi Panchavati
- ▶ Steve Larch
- ▶ Vaishali Rana
- ▶ Pam Eckardt
- ▶ Aparna Dahibhate

Cost Comparison: Proposed and Actuals

Cost Comparison (per month):

	Current process	Current Process New volume	New Application	New App w/eFiling	New App w/eFiling old volume
#SOSI per month	200	800	800	800	200
#SOSO per day	10	40	40	40 (38 and 2)	9 and 1
Hours per day	3	12	6.5	4	1
FTE	.5	2	1+	.67	.167
Postage per month	\$200	\$800	\$800	\$40	\$10
eFiling Fees per month	0	0	0	\$4160 ^a	\$1030 ^b

^a Filing Fees for 800 with eFiling: 760 eFiling * \$5 + 40 paper filing * \$8

^b Filing Fees for 200 with eFiling: 190 eFiling * \$5 + 10 paper filing * \$8

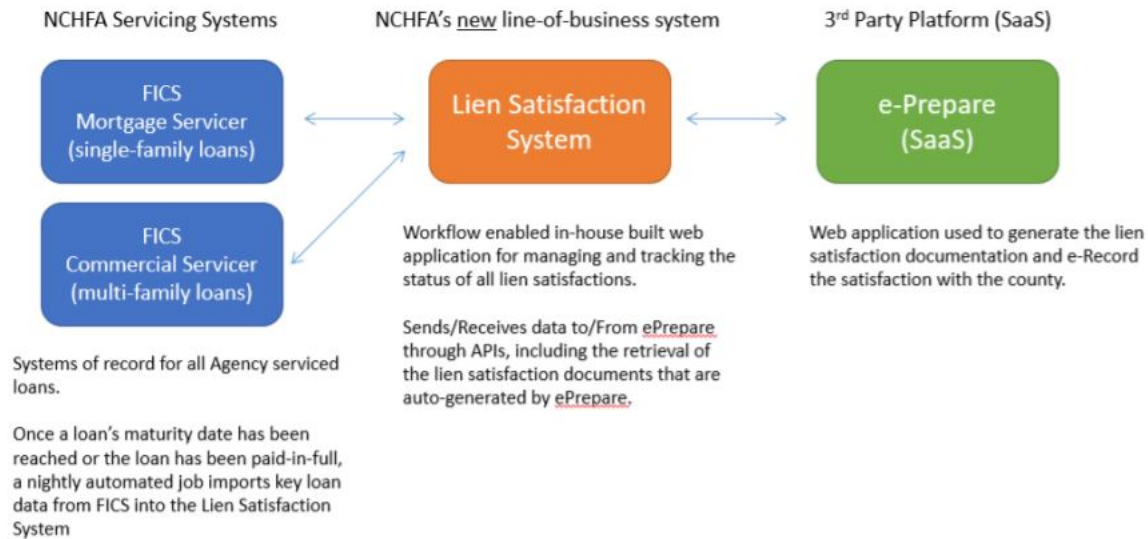
Assumptions:

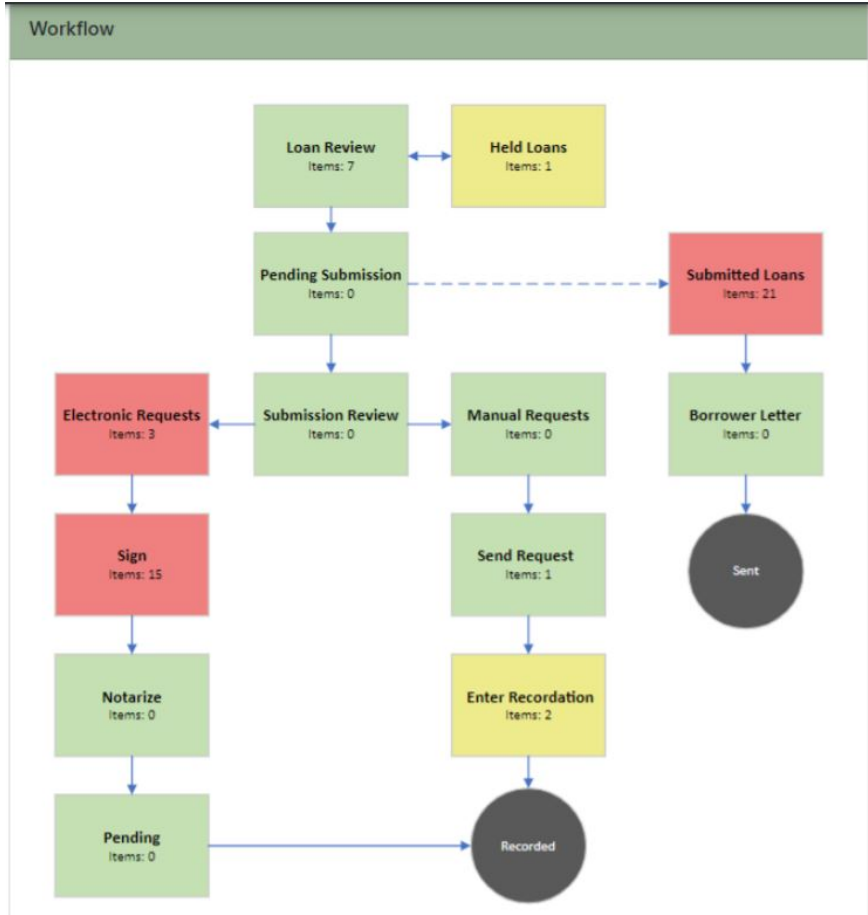
- 20 days per month
- 800 Lien Satisfactions for a peak month.

-
- 95% of loans can use eFiling 760/month. 40/month manual
 - 1FTE = 6 hours/day
 - Postage = \$1.00 per SOSI. \$0.50 to send and \$0.50 for return envelope
-

Addendum Slides

Overview of the Lien Satisfaction e-Recording Solution





CSC ePrepare > Digital Worklist

Notifications Send Us Feedback Shanthi Panchavati

WORKLIST REPORTS COUNTY KNOWLEDGE

44 Enter package name Enter state or county ADD PACKAGE

ELECTRONIC PAPER [refresh] [print] [download] [calendar] ANY STATE ANY COUNTY DISPLAY COLUMNS Search

	PACKAGE	DOCS	JURISDICTION	MODIFIED DATE	STATUS
<input type="checkbox"/>	MS-507216	1	Mecklenburg County, NC	1/27/2021 3:32 PM	Preparing
<input type="checkbox"/>	MS-502352	1	Scotland County, NC	1/26/2021 1:40 PM	Preparing
<input type="checkbox"/>	MS-527173	1	Mecklenburg County, NC	2/04/2021 3:55 PM	Preparing
<input type="checkbox"/>	MS-5535	1	Davie County, NC	2/04/2021 2:03 PM	Preparing
<input type="checkbox"/>	MS-500893	1	Alexander County, NC	1/29/2021 12:00 PM	Preparing
<input type="checkbox"/>	MS-5465	1	Catawba County, NC	1/29/2021 4:42 PM	Preparing

Page 1 of 2 25 Showing 1-25 of 42 items

SATISFACTION OF SECURITY INSTRUMENT

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North Carolina Housing Finance Agency

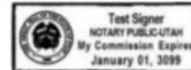
By: NCHA TextUser
Name: Pam Eckardt
Title: QA

STATE OF North Carolina) s.s.
COUNTY OF WAKE

On 01/27/2021, before me, Shanthi Panchavati, Notary Public, personally appeared Pam Eckardt, QA of North Carolina Housing Finance Agency, personally known to me (or proved to me the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument and acknowledged to me that she/he/they executed the same in her/his/their authorized capacity(ies), and that by her/his/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

Witness my hand and official seal.

Test Signer
Notary Public: Shanthi Panchavati
My Commission Expires: 2015-01-10T00:00:00
AND WHEN RECORDED MAIL TO:
North Carolina Housing Finance Agency
ATTN: Robert Terrio
3508 Bush St.
Raleigh, NC 27609



RECORDING REQUESTED AND PREPARED BY:
North Carolina Housing Finance Agency
3508 Bush St.
Raleigh, NC 27609



Multifamily Scoring Wizard

Why build this Scoring Wizard thingy?

- **Improved User Experience** – set up questions and logic in a series of flows (Wizard) that are specific to the funding round year
- **Platform Constraints** – originally built in Excel required us to send out a new version when changes were made or errors found
- **Reusable Scoring Model** – developed to dynamically store all the funding round specific data in separate sub-components, resulting in a highly manageable and reusable system.
- **Rules Change Annually** – Rules can be simultaneously configured/maintained in a rule's engine for each funding round and applied consistently
- **Save Time** – Changes to the original scoring app took 800+ hours

What's in it for Developers and Admins?

Scoring Model - 2022/2023

+ Follow Edit Delete Clone

Details Categories/Points Units Instructions

Scoring Model Name: Scoring Model - 2022/2023 Owner: Christopher Larson

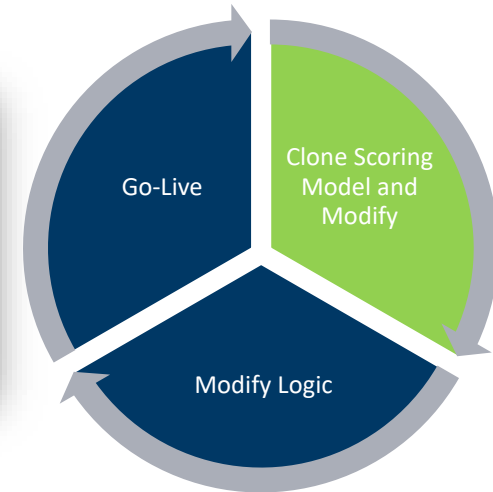
Description: Scoring Model - 2022/2023

Status: Active

Legal Disclaimer: The information provided in this Scoring Wizard is only advisory and does not guarantee that a development will receive points under a particular category or be selected for funding. While every effort is made to ensure the accuracy of the information, this material is subject to, and does not modify or override, the requirements

Post: Share an update... Share

Search this feed...



Scoring Model Point Category: Supporting Community and Economic Development

File Instructions Files Required Sort Order Maximum Files Allowed Minimum Files Required

Sort Order: 4.00

Details

Category Name: Supporting Community and Economic Development Scoring Model: Scoring Model - 2022/2023

Sort Order: 4.00

Flow Code: EconomicDevelopment Files Required:

File Level: Question Level Maximum Files Allowed:

File Instructions:

Description:

Created By: Eric Gronholz, 2/25/2021, 10:22 AM Last Modified By: Christopher Larson, 9/16/2021, 12:14 PM

Scoring Model Points (6)

Scoring Model Points: Name	Max Points	Description	Files Required
Community Development Initiative	3	Data Used: Selection Community Development Initiative	<input type="checkbox"/>
Equitable Development	3	Data Used: Selection Equitable Development	<input type="checkbox"/>
Rural and Tribal	4	Data Used: Rural and Tribal	<input type="checkbox"/>
QCT/Community Revitalization, Tribal Equivalent Areas...	3	Data Used: Located within a QCT/Community Revitaliz...	<input type="checkbox"/>
Multifamily Award History	4	Data Used: Multifamily Award History	<input type="checkbox"/>
Black, Indigenous, and People of Color--owned/Wom...	7	Data Used: Selection Black, Indigenous, People of Col...	<input type="checkbox"/>

Scoring Model - 2022/2023

Edit Building Characteristics

Category Name: Building Characteristics Scoring Model: Scoring Model - 2022/2023

Sort Order: 6.00

Flow Code: BuildingCharacteristics Files Required:

File Level: --None-- Maximum Files Allowed:

File Instructions:

Description:

Created By: Eric Gronholz, 2/25/2021, 10:23 AM Last Modified By: Eric Gronholz, 3/24/2021, 11:37 AM

Cancel Save & New Save

What's in it for Developers and Admins?

Scorsheet Setup > Minimum Threshold Req... > Greatest Need Tenant Tar... > Serves Lowest Income for... > Supporting Community a... > Efficient Use of Scarce R...

Project Information - Serves Lowest Income for Long Durations

Instructions Click to Show

Preservation and Rental Assistance

What preservation threshold does your project meet?

- Risk of Loss Due to Market Conversion
- Risk of Loss Due to Critical Physical Needs
- Risk of Loss Due to Ownership Capacity/Program Commitment
- Not Applicable

Rental Assistance - 16 Total Units

Unit Description	Total	Pct of Total Units
Enter the number of Rental Assistance units	16	100%
Enter the number of Rental Assistance units with rents restricted to 30% MTSP Income limit for minimum of 10 years	8	50%

Serves Lowest Income Tenants/Rent Reduction - 16 Total Units

Unit Description	Total	Pct of Total Units
Enter the number of non Rental Assistance units with rents restricted to households with incomes at the 50% MTSP income limit	16	100%
Enter the number of non Rental Assistance units which are further restricted to the 30% MTSP rent limit	8	50%

Long-term Affordability

Do you agree to extend the long-term affordability? If so, please select the number of years:

- 50 Years
- 40 Years
- None

Save & Close

Please see the [Selection Criteria/ Greatest Need Tenant Targeting](#) section of the Scoring Guide

****NOTE**** Large Family Housing points are automatically calculated from what was entered on the Assisted Units grid on the Minimum Threshold Requirements tab AND the selection for "What age group is your project restricted to? Points are displayed on the Claim Points tab.

[Download the 2022/2023 Self Scoring Worksheet](#) [Download the 2022 Scoring Guide](#) [Download the Scoring Wizard User Guide](#)

Instructions Click to Hide

What age group is your project restricted to?

- Seniors: 55+
- Not restricted to a particular age group

My project meets the High Priority Homeless (HPH) threshold

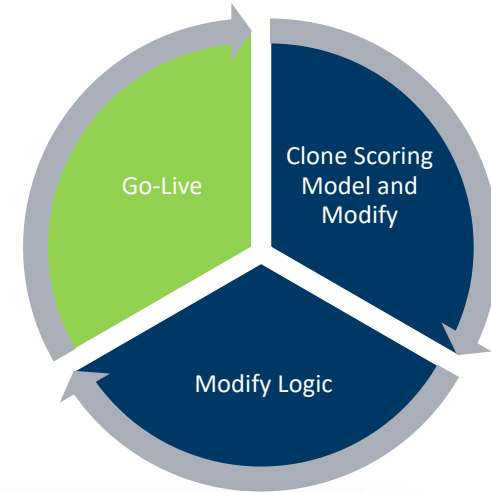
- Yes
- No

My project meets the People with Disabilities (PWD) threshold

- Yes
- No

Save & Close

<< Previous Save & Next >>



Scorsheet Setup > Minimum Threshold ... > Greatest Need Tenant... > Serves Lowest Incom... > Supporting Communi... > Efficient Use...

Project Information - Supporting Community and Economic Development

Instructions Click to Show

Geographic Choice

Project Location: Greater MN - Urbanized

Click here to go to Minnesota Housing's Community Profiles to help determine scoring for geographic priorities.

What is your Need for More Affordable Housing Options score?

10

What is your Workforce Housing Communities score?

6 - Individual Employer Growth Community

What is your Access to Transit score?

4

What is your Rural/Tribal score?

0

What is your QCT/Community Revitalization, Tribal Equivalent Area, or Opportunity Zone score?

0

What is your Multifamily Award History score?

4

Walk Score Go to <https://www.walkscore.com> to calculate your walk score

What is your project's Walk Score?

89

External Scoring



What's in it for the customer?

- **Guides the user through the scoring process** – step by step process to ensure our customer enters all the right data at the right time.
- **Test scenarios.** Not sure how claiming certain criteria will impact your score? You can create up to four scenarios!
- **Reduces duplicative data entry.** We've reduced the number of times you need to enter unit counts and other duplicative data.
- **Auto calculates formulas in real-time to reduce complexity and errors** – The scoring wizard does the calculations and re-calculations for you. **#mathIsHard**
- **Provides easy access to scoring resources** – Scoring Guide, Walk Score, and ARC GIS Map in the app at your fingertips.

Customer Scoring Process

- It may only be opened for review
- only TEST scenarios may be created
- TEST scenarios may not be converted to FINAL.

Select an Existing Scoresheet

Version	Status	Pts Available	Pts Claimed	# of Units	Created Date	Last Modified Date	
Testing the submitability	Final Version	In Process	138	138	16	4/1/2021, 03:55 PM CDT	4/6/2021, 01:59 PM CDT

Clear Selection
Delete Selected Scoresheet
Clone Selected Scoresheet
Open Selected Scoresheet

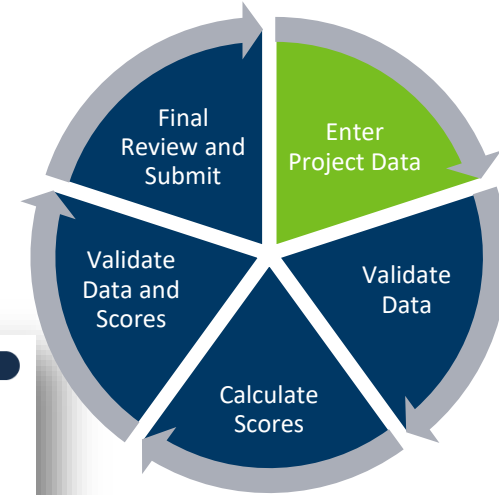
Create a new scoresheet for this project by clicking the appropriate button below

Test Scenario

Create a test scenario. You may convert to a final version at any time prior to the scoring deadline.

Final Version

Create a final scoresheet version. Only ONE final version can be created per project.



Scoresheet Setup
Minimum Threshold ...
Greatest Need Tenant...
Serves Lowest Incom...
Supporting Communi...
Efficient Use of Scarce...
Building Characteristics
Claim Points
Review and Report

Project Information - Scoresheet Setup

Download the 2022/2023 Self Scoring Worksheet
Download the 2022 Scoring Guide
Download the Scoring Wizard User Guide

Instructions Click to Hide

* Briefly describe the scenario (e.g. 9% HTC with PWD & HPH units, 4% HTC with 811 rental assistance, etc.) that you are scoring. This field is used to help you differentiate bet

9% New Construction 2

Where is your project located?

- Metropolitan Area - Minneapolis and St. Paul
- Metropolitan Area - Suburban
- Greater MN - Urbanized
- Greater MN - Rural and Small Urban

My project is a Scattered Site property

- Yes
- No

Enter your project's Unacceptable Practices points. Enter 0 if no points.

0

Total Units by Size

Unit Description	SRO	Efficiency	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	Total Units
Enter the total number of units for each size of unit	5	10	8	20	5	5	5	10	68

Save & Close

Choose Different Scoresheet

Save & Next

Scoresheet Se...
Minimum Thr...
Greatest Need...
Serves Lowest...
Supporting Co...
Efficient Use o...
Building Char...
Claim Points
Review and Re...

Project Information - Minimum Threshold Requirements

Please see the Bound 1 - Minimum Threshold Requirements Section of the Scoring Guide

Download the 2022/2023 Self Scoring Worksheet

Download the 2022 Scoring Guide

Download the Scoring Wizard User Guide

Instructions Click to Hide

Assisted Units

Assisted Units by Size

Unit Description	SRO	Efficiency	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	Total U...
Enter the number of Assisted Units for each unit size.	7	15	9	25	5	5	5	5	76
	5 max	10 max	8 max	20 max					

Validate Data Entered

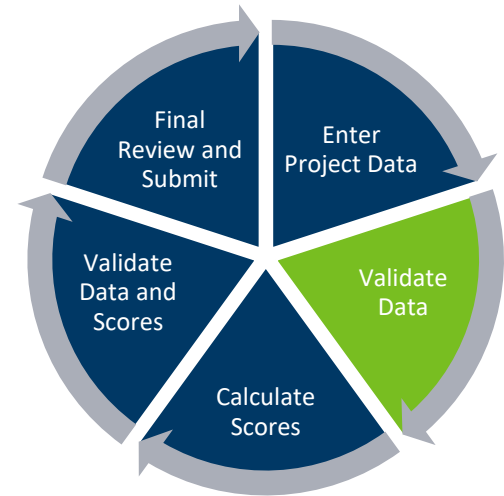
Scoring Wizard

***** Minimum Threshold Requirements Not Met *****

Due to the reason(s) listed below, your answers do not qualify you for this option. Click *Change Values* to alter your responses, or click *Leave Scoring Wizard* to end.

- The values entered under the **Minimum Threshold Requirements** section do not satisfy minimum requirements
- The number of units entered in the **Deeper Rent Targeting** grid do not satisfy the minimum threshold requirements

Leave Scoring Wizard Change Values



Scoring Wizard

***** HPH Units Exceeds Total Units *****

The total units entered for High Priority Homeless (HPH) may not exceed the total units entered for the project. Click *Change Values* to alter your responses, or click *Leave Scoring Wizard* to end.

Leave Scoring Wizard Change Values



Scoring Wizard

***** HPH and PWD811 Units Too High *****

The total units entered for High Priority Homeless (HPH) and PWD 811 may not exceed 25% of the total units entered for the project. Click *Change Values* to alter your responses, or click *Leave Scoring Wizard* to end.

Leave Scoring Wizard Change Values

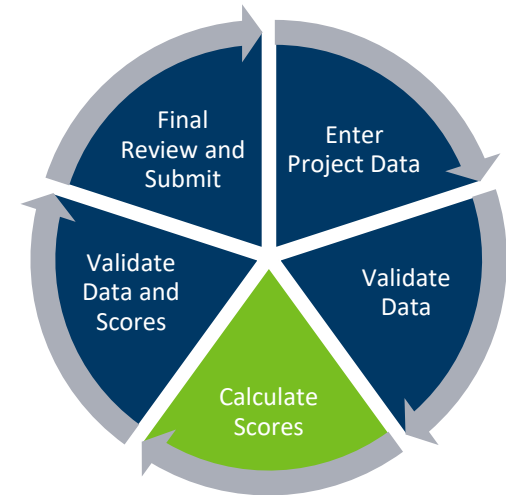
System Calculates Scores

Project Balsam Apartments II Review

Total Points Claimed: 174
Total Points Available to Claim: 174

Greatest Need Tenant Targeting	Points Claimed: 39 Points Available to Claim: 39	+
Serves Lowest Income for Long Durations	Points Claimed: 76 Points Available to Claim: 76	+
Geographic Choice	Points Claimed: 20 Points Available to Claim: 20	+
Supporting Community and Economic Development	Points Claimed: 7 Points Available to Claim: 7	+
Efficient Use of Scarce Resources and Leverage	Points Claimed: 24 Points Available to Claim: 24	+
Building Characteristics	Points Claimed: 8 Points Available to Claim: 8	+
Unacceptable Practices	Points Claimed: 0 Points Available to Claim: 0	+
Scattered Site	Points Claimed: 0 Points Available to Claim: 0	+

Save & Close << Previous Save & Review



Supporting Community and Economic Development

Points Claimed: 7
Points Available to Claim: 7

Community Development Initiative
Points To Claim: 0

Claim Points:

Data Used: Selection Community Development Initiative

Community Development Initiative Question Files

Attach Question Files:

File Title	Date Loaded	Delete?

Equitable Development
Points To Claim: 3

Claim Points:

Claimed Points: 3

Data Used: Selection Equitable Development

Equitable Development Question Files

Attach Question Files:

Or drop files

File Title	Date Loaded	Delete?

System Validates Data and Scores

Scoresheet Details
 Description: 4% only with deferred
 Version: Final Version
 Total Units: 120
 Status: In Process

Project Details
 Name: RFP Kickoff Example
 D #:
 Property:
 Submission Due Date: May 17, 2021

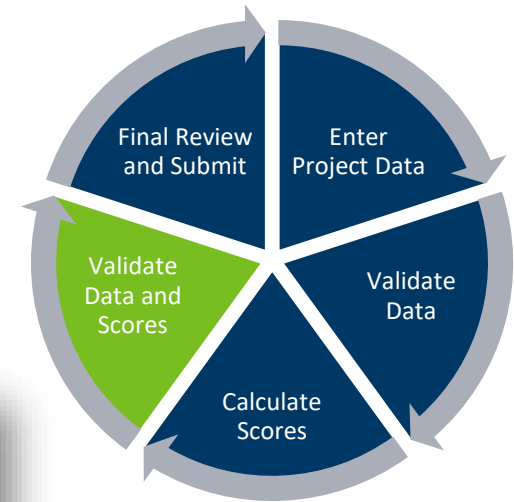
Primary Project #: M18760
 Proposal Type:
 Secondary Project #: M18761
 Proposal Type:

Scoresheet Setup | Minimum Thresh... | Greatest Need Te... | Serves Lowest In... | Supporting Com... | Efficient Use of S... | Building Characte... | Claim Points/Files | Review and Report

Instructions Click to Show

***** VALIDATION ERROR *****
 The following unit entries exceed the maximum units allowed. To resolve this issue, either update the Total Units grid on the Scoresheet Setup tab or update the data in the appropriate areas:

* Minimum Threshold - Assisted Units - Enter the number of Assisted Units for each unit size.
 * Greatest Need Tenant Targeting - Total Units - Enter the number of units targeted to Continuum of Care Household Type Priority One




What tier(s) does your project meet for the standards for Enhanced Sustainability? | Tiers 1 and 3

POINTS SUMMARY

		Max Points	Points Available	Points Claimed
Greatest Need Tenant Targeting				
Large Family Housing - 2 to 5 bedrooms	Data used: Assisted Units by Size grid AND selection for Restricted to a Particular Age Group	12	0	0
Large Family Housing - 4+ Bedrooms	Data used: Assisted Units by Size grid AND selection for Restricted to a Particular Age Group	3	0	0
Senior Housing	Data used: Senior Assisted Units grid AND selection for Restricted to a Particular Age Group	3	0	0
Senior Housing - 30% MTSP Income Limit	Data used: Senior Assisted Units grid AND selection for Restricted to a Particular Age Group	4	0	0
Permanent Supportive Housing for High Priority Homeless (HPH)	Data used: HPH Units grid	30	30	30
Continuum of Care	Data used: Greatest Need Tenant Targeting Units grid AND Total Units grid AND Continuum of Care Priority Type	2	2	2
People with Disabilities Tier 1	Data used: Greatest Need Tenant Targeting Units grid AND Total Units grid AND selection for Restricted to a Particular Age Group	10	0	0
People with Disabilities Tier 2	Data used: Greatest Need Tenant Targeting Units grid AND Total Units grid AND HPH Units grid AND selection for Restricted to a Particular Age Group	13	0	0
Serves Lowest Income for Long Durations				
Preservation	Data used: Total Units grid AND Preservation grid AND Preservation Threshold AND Preservation Tier	40	32	32
Rental Assistance	Data used: Total Units grid AND Rental Assistance grid	19	16	16
Further Restricting Rental Assistance	Data used: Total Units grid AND Rental Assistance grid	7	7	7
Serves Lowest Income Tenants/Rent Reduction affordable to households at 50% MTSP Income Limit	Data Used: Assisted Units grid AND Serves Lowest Income Units grid	13	13	13
Serves Lowest Income Tenants/Rent Reduction further restricted to the 30% MTSP Rent Limit	Data Used: Assisted Units grid AND Serves Lowest Income Units grid	7	7	7
Long Term Affordability	Data Used: Selection for Long Term Affordability	9	9	9
Supporting Community and Economic Development				
Need for More Affordable Housing	Data Used: Need for More Affordable Housing	10	8	8
Workforce Housing Community	Data Used: Workforce Housing Community Points	6	6	6
Access to Transit	Data Used: Geographic Location AND Access to Transit	7	4	4
Walkability	Data Used: Geographic Location AND Walkability Score	2	2	2
Community Development Initiative	Data Used: Selection Community Development Initiative	3	0	0
Equitable Development	Data Used: Selection Equitable Development	3	3	3
Rural and Tribal	Data Used: Rural and Tribal	4	0	0
QCT/Community Revitalization, Tribal Equivalent Areas, and Opportunity Zones	Data Used: Located within a QCT/Community Revitalization/Tribal Equivalent Areas/Opportunity Zone	3	0	0
Multifamily Award History	Data Used: Multifamily Award History	4	4	4
Black, Indigenous, and People of Color-owned/Women-owned Business Enterprise	Data Used: Selection Black, Indigenous, People of Color-owned/Women-owned Business Enterprise	7	0	0

Final Review and Scoring Submission



Scoresheet Details
 Description: 4% only with deferred
 Version: Final Version
 Total Units: 120
 Status: In Process

Project Details
 Name: RFP Kickoff Example
 D #:
 Property:
 Submission Due Date: May 17, 2021

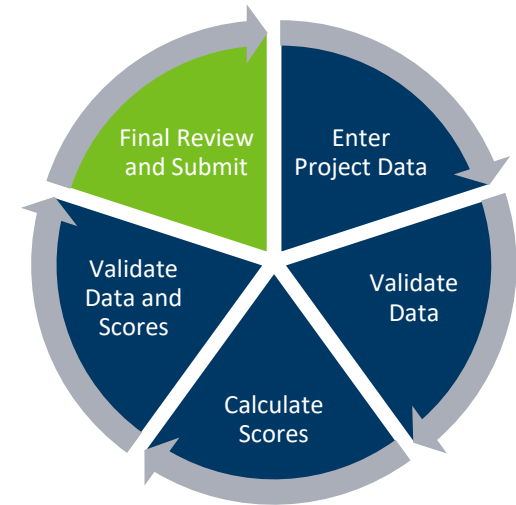
Primary Project #: M18760
 Proposal Type:
 Secondary Project #: M18761
 Proposal Type:

[Scoresheet Setup](#)
[Minimum Thresh...](#)
[Greatest Need Te...](#)
[Serves Lowest In...](#)
[Supporting Com...](#)
[Efficient Use of S...](#)
[Building Characte...](#)
[Claim Points/Files](#)
[Review and Report](#)

Instructions Click to Show

*** VALIDATION ERROR ***
 The following unit entries exceed the maximum units allowed. To resolve this issue, either update the Total Units grid on the Scoresheet Setup tab or update the data in the appropriate areas:

* Minimum Threshold - Assisted Units - Enter the number of Assisted Units for each unit size.
 * Greatest Need Tenant Targeting - Total Units - Enter the number of units targeted to Continuum of Care Household Type Priority One



[Scoresheet Setup](#)
[Minimum Thresh...](#)
[Greatest Need Te...](#)
[Serves Lowest In...](#)
[Supporting Com...](#)
[Efficient Use of S...](#)
[Building Characte...](#)
[Claim Points/Files](#)
[Review and Report](#)

The scoresheet could not be submitted for the following reasons. Please navigate to the areas specified and modify the data accordingly.

Validation Error - Supporting Community and Economic Development and Geographic Choice:
 The following fields on the "Supporting Community and Economic Development" tab require values:

- * What is your Workforce Housing Communities score?
- * What is your Access to Transit score?
- * Is your proposed project located in a census tract eligible as a Rural/Tribal Designated Area outside of the Metropolitan Area and areas in and around Duluth, Rochester, and Saint Paul? If so, please enter your Rural/Tribal score.
- * What is your QCT/Community Revitalization, Tribal Equivalent Area, or Opportunity Zone score?
- * Is your project located in a community that has not received an award or allocation of funding for HTC's from Minnesota Housing in the past five years? If so, please enter your Multifamily Award History score.
- * Does your project contribute to the active implementation of a Community Development Initiative?
- * Does your project provide Equitable Development?
- * Does your project team include and/or partner with any Black, Indigenous and People of Color -owned/Women-owned Business Enterprise?

Validation Error - Building Characteristics:
 The following fields on the "Building Characteristics" tab require values:

- * Does your project meet Universal Design criteria?

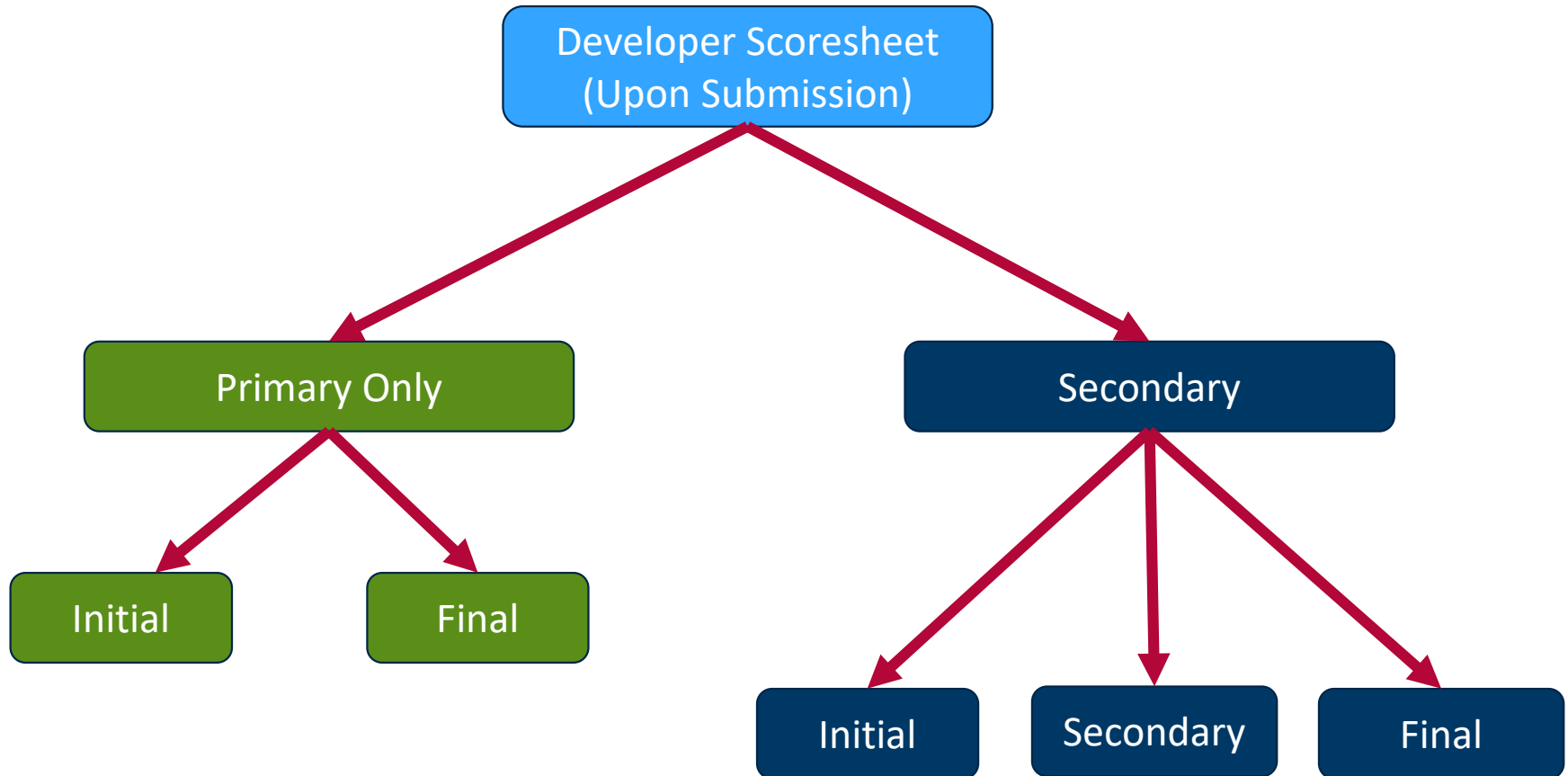


Internal Review

What's in it for internal reviewers?

- **Simplified Review Process** – reviews done within the app using same rules and Wizardly magic!
- **Data Validation** – Verify data and comments entered by developer and other reviewers, update data and points accordingly **#yayMath!**
- **Manual Calculations** – required reviewers to verify developer's calculations
- **Supporting Docs** – Provides easy access to uploaded supporting documentation and scoring resources
- **Lacked Standard Reporting Capabilities** – reports and dashboards are all the rave **#kidsStillSayThat?**

Review levels can differ by project



Review and Enter Data

[Scoresheet Setup](#)
[Minimum Threshold Req...](#)
[Greatest Need Tenant Tar...](#)
[Serves Lowest Income fo...](#)
[Supporting Community a...](#)
[Efficient Use of Scarce Re...](#)
[Building Characteristics](#)
[Claim Points](#)

Project Information - Supporting Community and Economic Development and Geographic Choice


Please see the [Selection Criteria/ Supporting Community and Economic Development](#) AND [Increasing Geographic Choice](#) sections of the Scoring Guide

[Download the 2022/2023 Self Scoring Worksheet](#)
[Download the 2022 Scoring Guide](#)
[Download the Scoring Wizard User Guide](#)

Instructions
 Click to Hide

Geographic Choice

Project Location: Metropolitan Area - Minneapolis and St. Paul


[Click here to go to Minnesota Housing's Community Profiles to help determine scoring for geographic priorities.](#)

What is your Need for More Affordable Housing Options score?


What is your Workforce Housing Communities score?

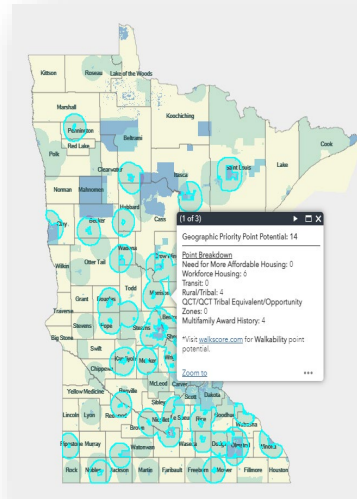
What is your Access to Transit score?

What is your Rural/Tribal score?

What is your QCT/Community Revitalization, Tribal Equivalent Area, or Opportunity Zone score?

What is your Multifamily Award History score?


[Go to https://www.walkscore.com to calculate your walk score](https://www.walkscore.com)



(1 of 27) ▶ □ ✕

Geographic Priority Point Potential: 27

Point Breakdown

- Need for More Affordable Housing: 10
- Workforce Housing: 6
- Transit: 7
- Rural/Tribal: 4
- QCT/QCT Tribal Equivalent/Opportunity Zones: 0
- Multifamily Award History: 0

*Visit [walkscore.com](https://www.walkscore.com) for Walkability point potential.

[Zoom to](#) ⋮

View reviewers scores and comments

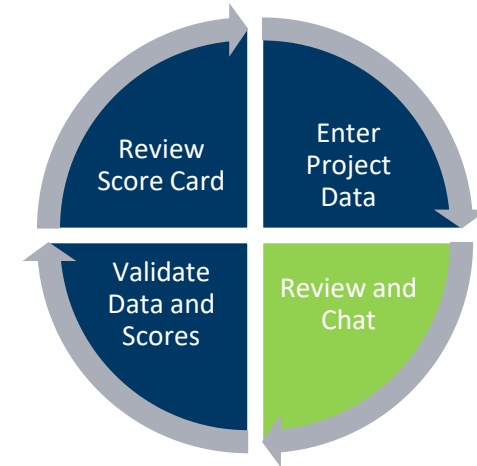
Assisted Units - Review/Comments

Senior Assisted Units - 115 Total Assisted Units

Unit Description	Total	Pct of Assisted Units
Enter the number of units restricted and marketed to seniors 55 or older	0	0%
Enter the number of assisted units restricted to seniors 55+ AND 30% MTSP Income	0	0%

Unit Description	Developer - Units	Developer - %	Initial - Units	Initial - %	Secondary - Units	Secondary - %
Enter the number of units restricted and marketed to seniors 55 or older	0	0.00%	0	0.00%	0	0
Enter the number of assisted units restricted to seniors 55+ AND 30% MTSP Income	0	0.00%	0	0.00%	0	0

Initial Reviewer Comments	Secondary Reviewer Comments	Final Reviewer Comments
Aaron Keniski - 7/8/2021 04:45 PM The units are available to everyone!	Christopher Larson - 7/8/2021 03:23 PM they are restricted...	



Project Location - Review/Comments

Where is your project located?

- Metropolitan Area - Minneapolis and St. Paul
- Metropolitan Area - Suburban
- Greater MN - Urbanized
- Greater MN - Rural and Small Urban

Developer	Initial Reviewer	Initial Reviewer Comments	Secondary Reviewer	Secondary Reviewer Co...	Final Reviewer	Final Reviewer Comments
Metropolitan Area - Minneapolis and St. Paul	Metropolitan Area - Suburban	Karin Base User - 7/20/2021 11:57 AM Here are three comments Karin Base User - 7/20/2021 11:57 AM Here is an example of multiple comments on one question. Karin Base User - 7/20/2021 11:17 AM Looks like this project is actually in the suburban metro.	Metropolitan Area - Suburban	Allison Ehlert - 7/20/2021 10:22 AM Discussed with Kody. Should be reclassified as Metro Area - Suburban.	Metropolitan Area - Suburban	

Validate and compare awarded points

[ScoreSheet Setup](#)
[Minimum Threshold Req...](#)
[Greatest Need Tenant Tar...](#)
[Serves Lowest Income fo...](#)
[Supporting Community a...](#)
[Efficient Use of Scarce Re...](#)
[Building Characteristics](#)
[Points Summary](#)
[Review and Report](#)

POINTS SUMMARY

	Developer	Initial Review	Secondary Review	Final Review
Greatest Need Tenant Targeting	57	37	0	15
Large Family Housing - 2 to 5 bedrooms Data used: Assisted Units by Size grid AND selection for Restricted to a Particular Age Group	12	12	0	12
Large Family Housing - 4+ Bedrooms Data used: Assisted Units by Size grid AND selection for Restricted to a Particular Age Group	3	3	0	3
Senior Housing Data used: Senior Assisted Units grid AND selection for Restricted to a Particular Age Group	0	0	0	0
Senior Housing - 30% MTSP Income Limit Data used: Senior Assisted Units grid AND selection for Restricted to a Particular Age Group	0	0	0	0
Permanent Supportive Housing for High Priority Homeless (HPH) Data used: HPH Units grid	30	10	0	0
Continuum of Care Data used: Greatest Need Tenant Targeting Units grid AND Total Units grid AND Continuum of Care Priority Type	2	2	0	0
People with Disabilities Tier 1 Data used: Greatest Need Tenant Targeting Units grid AND Total Units grid AND selection for Restricted to a Particular Age Group	10	10	0	0
People with Disabilities Tier 2 Data used: Greatest Need Tenant Targeting Units grid AND Total Units grid AND HPH Units grid AND selection for Restricted to a Particular Age Group	0	0	0	0
Serves Lowest Income for Long Durations	70	41	0	0
Preservation Data used: Total Units grid AND Preservation grid AND Preservation Threshold AND Preservation Tier	15	0	0	0
Rental Assistance Data used: Total Units grid AND Rental Assistance grid	10	12	0	0
Further Restricting Rental Assistance Data used: Total Units grid AND Rental Assistance grid	0	0	0	0



Unacceptable Practices	-2	-2	-2	-2
Unacceptable Practices Data Used: Unacceptable Practice Points	-2	-2	-2	-2
Scattered Site	0	0	-200	0
Data Used: Scattered Site Points	0	0	-200	0
TOTAL POINTS	204	128	-170	13

Save & Close

<< Previous

Save & Review

Review all data and points awarded

RENTAL ASSISTANCE UNIT TOTALS

Description	# of Units	Pct of Total Units
Developer		
Enter the number of Existing Federally Assisted units	0	0.00%
Enter the number of Rental Assistance units	115	100.00%
Enter the number of Rental Assistance units with rents restricted to 30% MTSP income limit for minimum of 10 years	115	100.00%
Initial Review		
Enter the number of Existing Federally Assisted units	0	0.00%
Enter the number of Rental Assistance units	57	49.57%
Enter the number of Rental Assistance units with rents restricted to 30% MTSP income limit for minimum of 10 years	32	27.83%
Secondary Review		
Enter the number of Existing Federally Assisted units	0	0.00%
Enter the number of Rental Assistance units	0	0.00%
Enter the number of Rental Assistance units with rents restricted to 30% MTSP income limit for minimum of 10 years	0	0.00%
Final Review		
Enter the number of Existing Federally Assisted units	0	0.00%
Enter the number of Rental Assistance units	0	0.00%
Enter the number of Rental Assistance units with rents restricted to 30% MTSP income limit for minimum of 10 years	0	0.00%

RENT REDUCTION UNIT TOTALS

Description	# of Units	Pct of Total Units
Developer		
Enter the number of non Rental Assistance units with rents restricted to households with incomes at the 50% MTSP income limit	115	100.00%
Enter the number of non Rental Assistance units which are further restricted to the 30% MTSP rent limit	115	100.00%
Initial Review		
Enter the number of non Rental Assistance units with rents restricted to households with incomes at the 50% MTSP income limit		
Enter the number of non Rental Assistance units which are further restricted to the 30% MTSP rent limit		
Secondary Review		



Scoring Summary Report

2021 RFP/2022 HTC Round 1
 Project: Balsam Apartments II
 Scoresheet Version: Agency Review - Final
 Scoresheet Status: Submitted
 Description: Agency Review - Final

Primary Project #: M18740
 Primary Proposal Type: 9% Housing Tax Credits Only Request
 Secondary Project #: M18741
 Secondary Proposal Type: Deferred Loan Request with 4% Housing Tax Credits

SCORESHEET SETUP

Description	Developer	Initial Review	Secondary Review	Final Review
Project Location:	Metropolitan Area - Minneapolis and St. Paul	Metropolitan Area - Minneapolis and St. Paul	Metropolitan Area - Minneapolis and St. Paul	Metropolitan Area - Minneapolis and St. Paul
My Project is a Scattered Site Property:	No	No	No	No
Unacceptable Practice Points:	0	0	0	0

TOTAL UNITS

Reviewer	SRO	Effcy	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	Total Units
Developer	10	0	20	20	20	0	10	10	90
Initial Review	10	20	20	20	20	10	10	10	120
Secondary Review	20	10	20	20	20	10	10	10	120
Final Review	20	20	20	20	20	20	20	20	160

Initial Review	Secondary Review	Final Review

ScoreSheet Setup > Minimum Threshold... > Greatest Need Ten... > Serve Lowest Inc... > Supporting Commu... > Efficient Use of Scar... > Building Characteri... > Points Summary > Review and Report

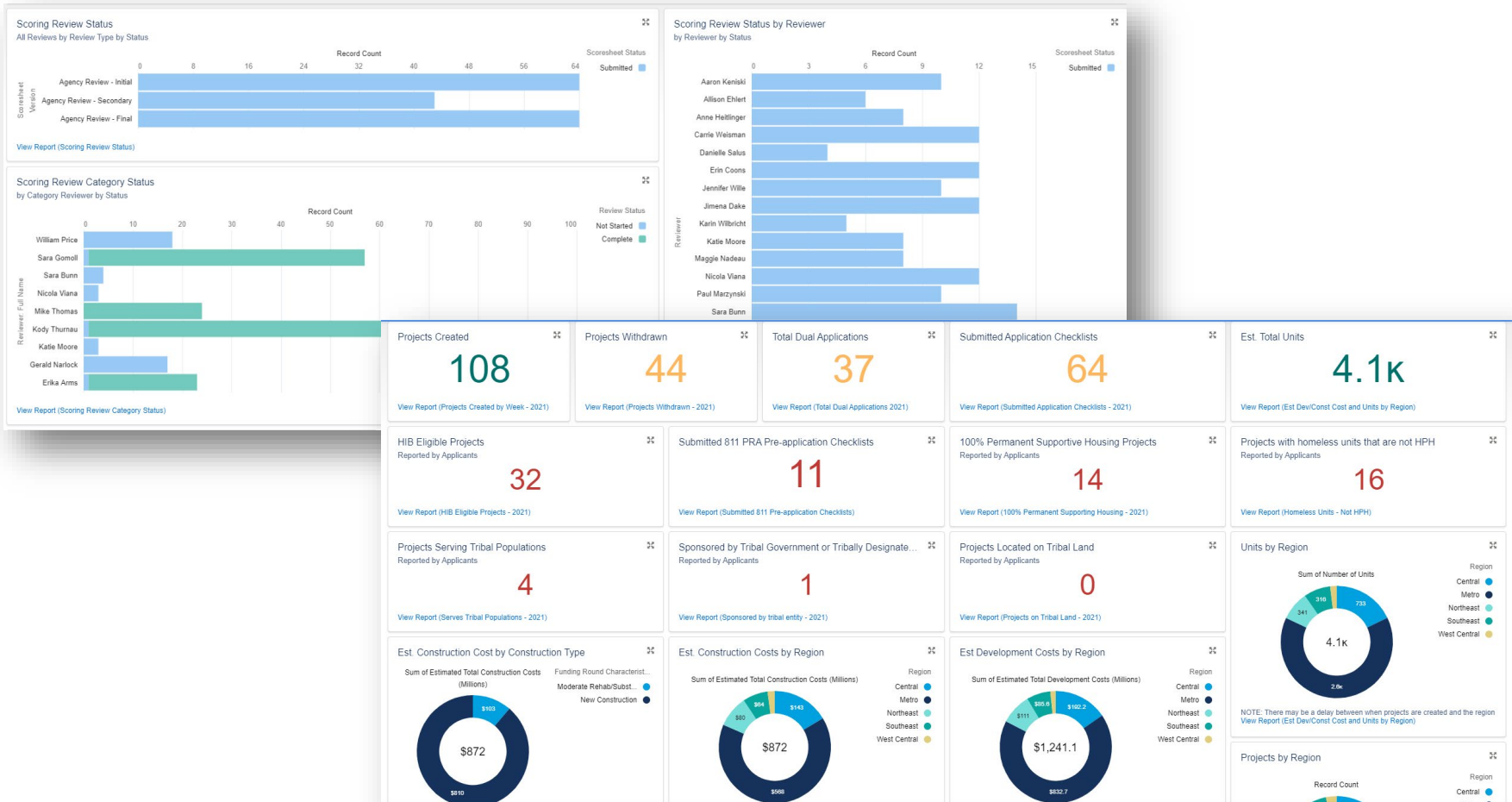
SCORESHEET SETUP

Description	Developer	Initial Review	Secondary Review	Final Review
Project Location:	Metropolitan Area - Minneapolis and St. Paul	Metropolitan Area - Suburban	Metropolitan Area - Minneapolis and St. Paul	
		Aaron Keniski - 7/8/2021 04:39 PM Project will be located in Carver, which is outside of Minneapolis and St. Paul.		
My Project is a Scattered Site Property:	No	No	Yes	No
Unacceptable Practice Points:	-2	-2		

TOTAL UNITS

Reviewer	SRO	Efficiency	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	Total Units
Developer	5	10	10	10	20	20	20	20	115
Initial Review	5	10	10	10	20	20	20	20	115
Secondary Review	5	10	10	10	20	20	20	20	115
Final Review	0	0	0	0	0	0	0	0	0

Visualize the Data



Thank you!

Christopher Larson
Chris.larson@state.mn.us



Testing the Boundaries of Rapid Implementation

Connecticut Housing Finance Authority



The Assignment

- CARES ACT 2020 funding available to CT Department of Housing (DOH)
 - CT Program named as 'Temporary Rental Housing Assistance Program' (TRHAP)
 - CHFA Assignment - Implementation of the TRHAP program
 - Funding Availability (~ 30 million)
 - Need to partner with 13 Housing Counseling Agencies in CT
 - Eligible households may receive up to \$4,000 in total assistance over the twelve-month period
 - Screening of the threshold eligibility for each potential applicant
 - Payment processing through DOH partner
 - Call Center needs to be contracted
-
- Available time < 1 month

Tasks

- **Application Intake for tenants facing COVID-related hardship**
- **Assigning them for eligibility reviews**
- **Data processing**
- **Data consistency checks**
- **Payment file generation**
- **Communication**
- **Reporting**
- **Training**

The Challenge

- COVID-19 – Remote environment
- Inability to develop a software product / license a product
- Evolving program requirements
- Lack of resources

- Partnership with 13 external entities and 3 internal teams
- Data exchange (involving PII) with partners
- Landlord contracts
- Providing status updates to applicants
- Call center setup from scratch
- Direct deposit (ACH) for funds through a 3rd party
- Data/Document exchange
- High visibility

- Available time < 1 month

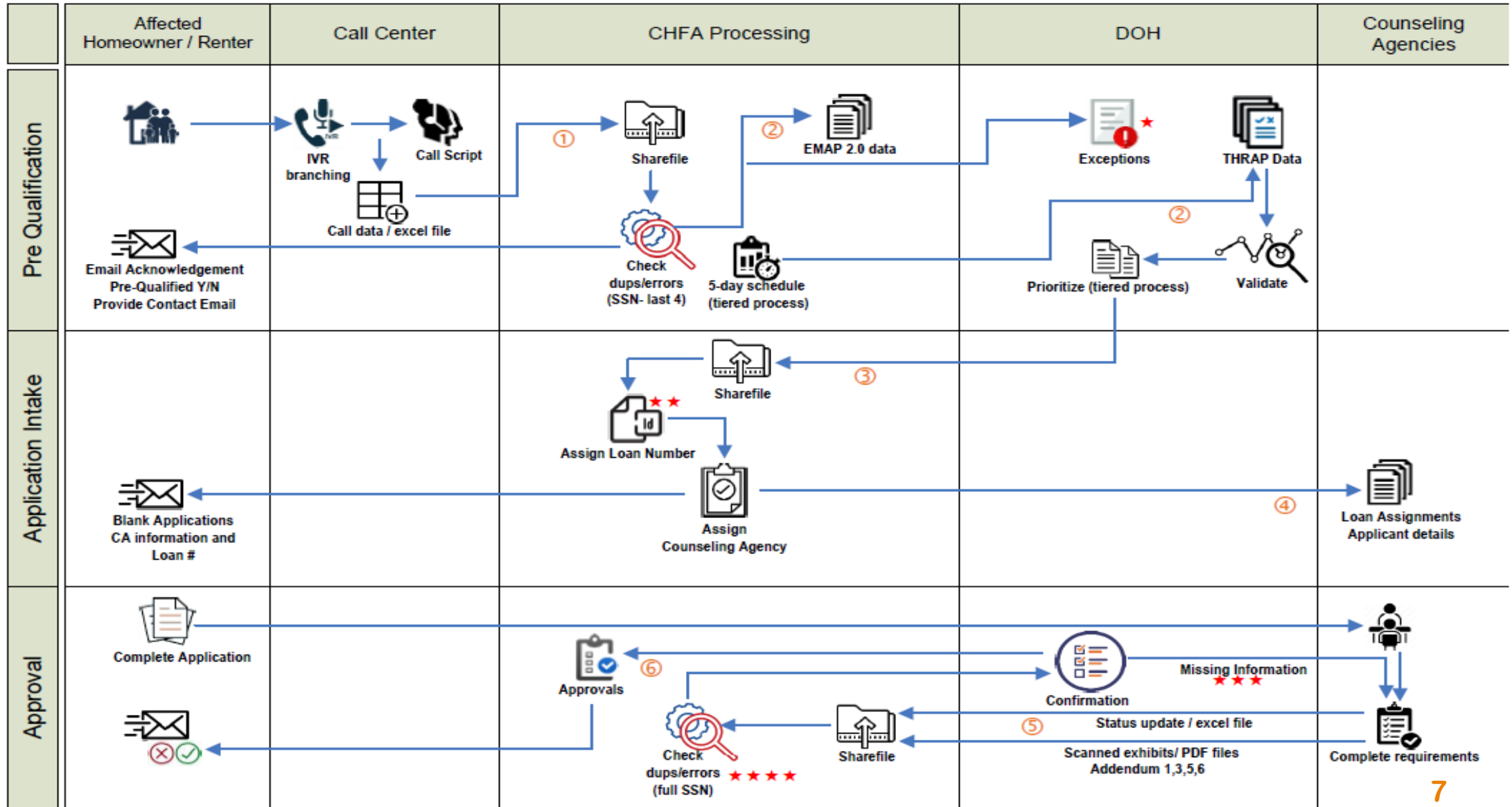
Available Tools

- **Microsoft Excel – Macro / formula embedded**
- **Adobe Acrobat – Fillable PDF's for addendum and Forms**
- **Citrix Share file – Secure File Transfers across partners**
- **Citrix Share file drop boxes – Document uploads**
- **CHFA website – Creating webforms for data intake**
- **VB scripting and coding capacity – back-office support**
- **SQL Database expertise – Maintaining a data repository**
- **Crystal Report – Letters, Approvals, Denials**
- **Email Relay Services – Mass Mailing**

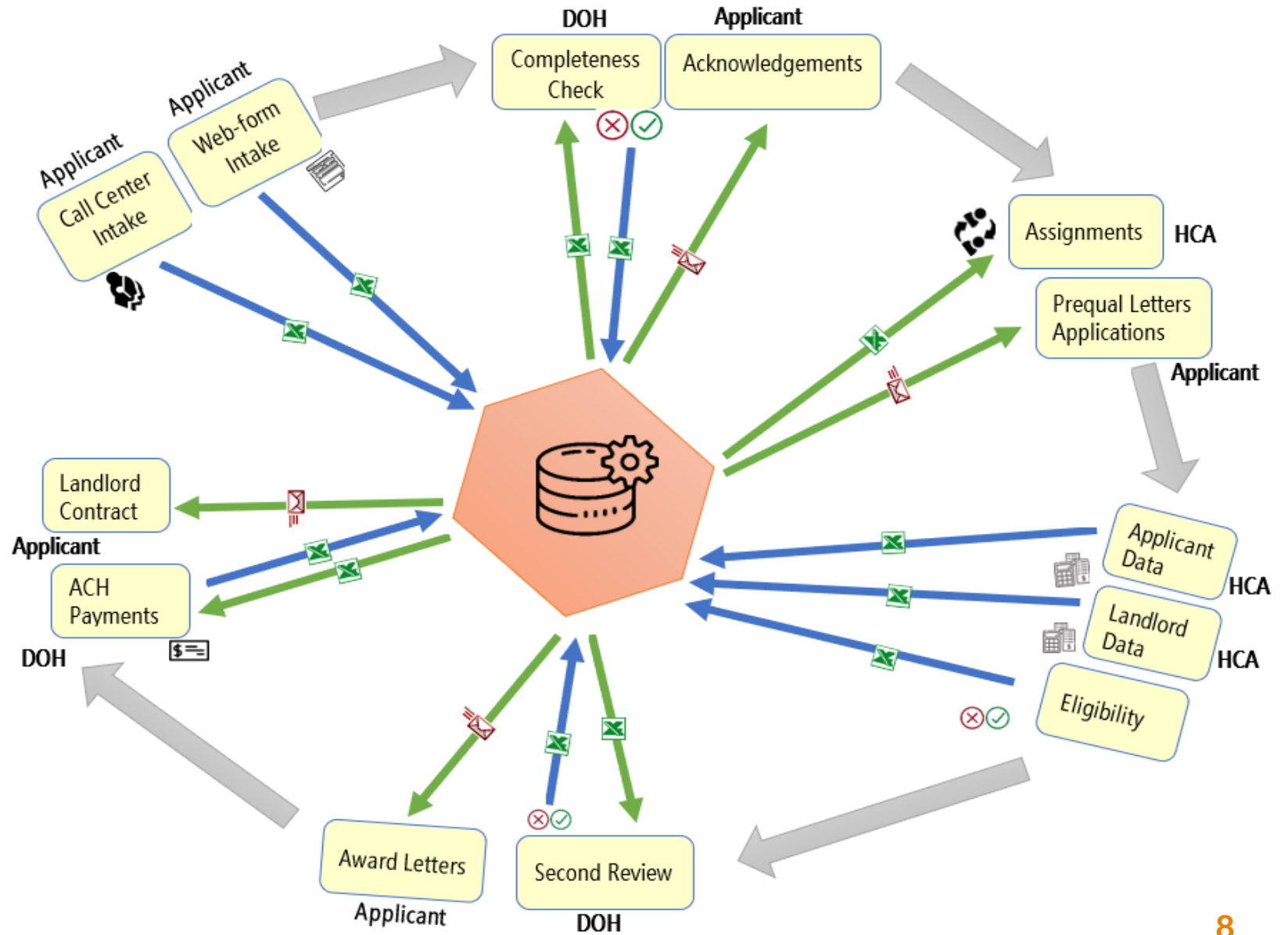
Surprises

- **Call volumes / Wait times**
- **Duplications in call data/applications**
- **Tenant Applications evolving into Landlord (bulk) applications**
- **High-volume (daily) email notifications**
- **Process changes**
- **Turn-around delays**
- **Non-responsive applicants**

The Process



The Process



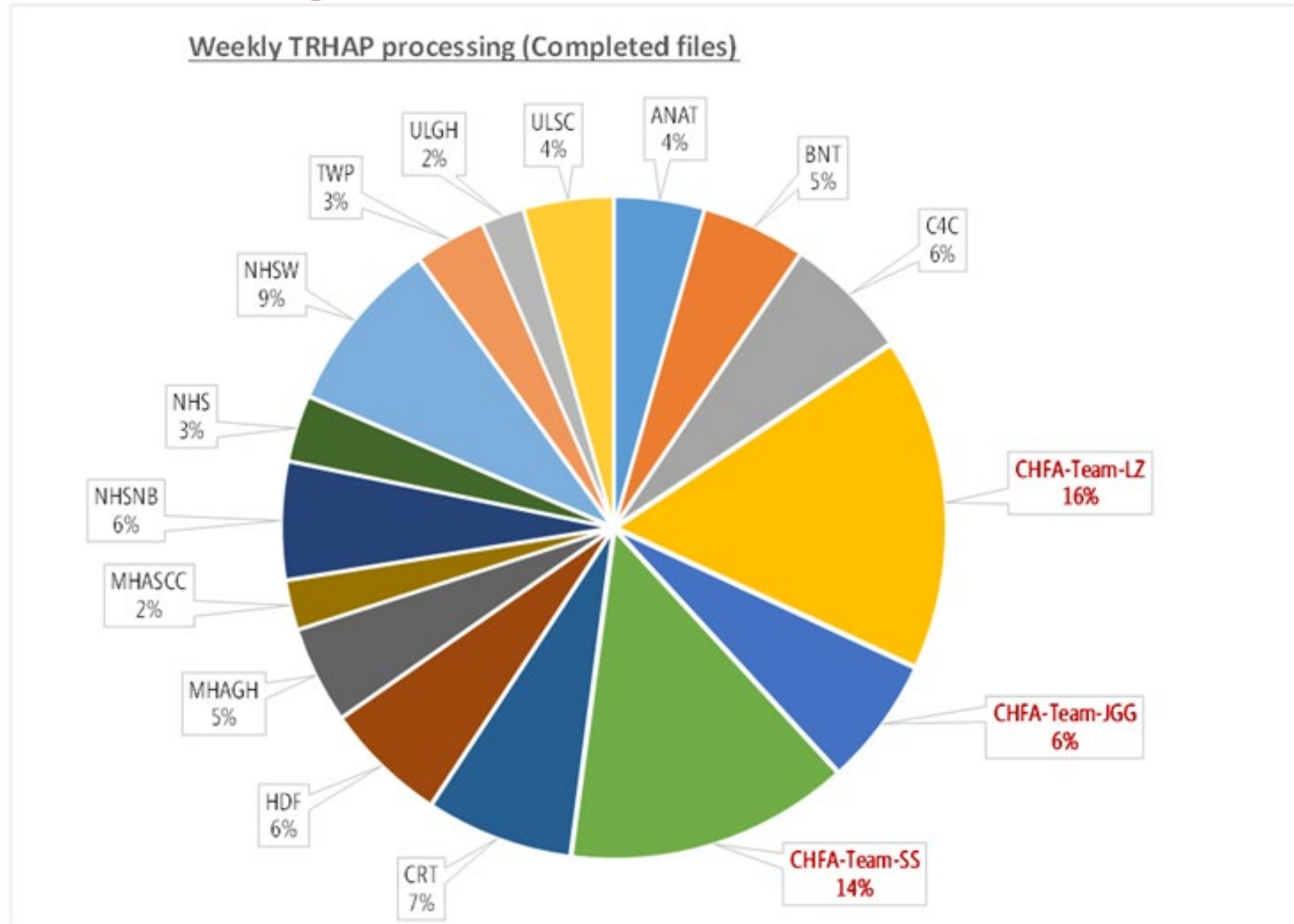
The Workflow

#	Task	Responsibility	Period
1	Data collected by Call Center / Web-form	CHFA	Daily
2	Data downloaded and formatted	CHFA	Daily
3	Data sent to DOH for validation (QC)	CHFA	Daily
4	Validate, update and prioritize data (QC)	DOH	Daily
5	Return validated data to CHFA	DOH	Daily
6	Data checks for duplicates/inconsistencies (QC)	CHFA	Daily
7	E-mail acknowledgements are sent to all callers	CHFA	Daily
8	Batch data is sent to DOH (based on priority)	CHFA	Bi-weekly
9	Evaluate data and determine eligibility/ineligibility (provide ineligibility reasons)	DOH	Bi-weekly
10	Process appeals and sends response with the Batch data	DOH	Case-by-case
11	Monitor deadlines with HCA (appeals/no-response)	DOH	Daily
12	Send Batch data with eligibility/ineligibility to CHFA	DOH	Bi-weekly
13	Letter with appeal deadline is emailed Ineligible callers	CHFA	Bi-weekly
14	Loan number is assigned to Eligible callers	CHFA	Bi-weekly
15	HCA is assigned to Eligible callers	CHFA	Bi-weekly
16	Letter with HCA contact and a blank application is mailed to Eligible callers	CHFA	Bi-weekly
17	New assignments are sent to all HCA's	CHFA	Bi-weekly
18	Applications without emails or email-bounces are regenerated	CHFA	Bi-weekly
19	Applications without emails or email-bounces and mailed (USPS)	DOH	Bi-weekly
20	Contact/co-ordinate with the applicant	HCA	Case-by-case
21	Validate initial intake data, collect additional data (QC)	HCA	Daily
22	Complete additional forms and addendums	HCA	Daily
23	Upload completed forms/addendums and status	HCA	Weekly
24	Assist HCA in completing applications / provides training	DOH	Case-by-case
25	Validate/verify uploaded forms and status (QC)	DOH	Daily
26	Contact landlord and collects direct deposit details	HCA	Daily
27	Execute contract with landlord	HCA	Daily
28	Upload landlord/contract information	HCA	Daily
29	Validate landlord/contract data received from HCA	DOH	Daily
30	Upload validated HCA data to CHFA	DOH	Weekly
31	Check data for duplications and inconsistencies (QC)	CHFA	Weekly
32	Approval letters are sent to eligible applicants	CHFA	Bi-weekly
33	Denial letters are sent to ineligible applicants	CHFA	Bi-weekly
34	Total Arrearage is calculated and a file for JDA is created	CHFA	Bi-weekly
35	Validate JDA file and submits to JDA for disbursement	DOH	Weekly
36	JDA transactions are verified/reconciled	DOH	Weekly

Application Intake and Call Stats

Date	Call Center		Webform	TOTAL		Average Wait Times	
	Calls	Applications	Applications	Calls	Applications	Homeowners	Renters
Wed, 7/15/2020	688	203		688	203	1 min 7 sec	3 min 7 sec
Thu, 7/16/2020	490	178		490	178	1 min 2 sec	4 min 12 sec
Fri, 7/17/2020	543	183		543	183	4 min 48 sec	5 min 3 sec
Mon, 7/20/2020	1405	200		1405	200	4 min 32 sec	2 min 51 sec
Tue, 7/21/2020	864	183		864	183	5 min 2 sec	4 min 36 sec
Wed, 7/22/2020	696	207		696	207	2 min 48 sec	4 min 52 sec
Thu, 7/23/2020	588	194		588	194	3 min 37 sec	5 min 35 sec
Fri, 7/24/2020	679	209		679	209	4 min 57 sec	7 min 10 sec
Mon, 7/27/2020	378	189		378	189	8 min 8 sec	9 min 28 sec
Tue, 7/28/2020	332	174	56	388	230	6 min 40 sec	11 min 23 sec
Wed, 7/29/2020	275	138	79	354	217	5 min 5 sec	9 min 7 sec
Thu, 7/30/2020	409	143	122	531	265	4 min 5 sec	7 min 14 sec
Fri, 7/31/2020	267	168	113	380	281	3 min 16 min	6 min 42 sec
Sat, 8/1/2020			78	78	78		
Sun, 8/2/2020			104	104	104		
Mon, 8/3/2020	318	189	179	497	368	3 min 41 sec	4 min 3 sec
Tue, 8/4/2020	179	114	102	281	216	3 min 43 sec	10 min 14 sec
Wed, 8/5/2020	104	97	92	196	189	2 min 43 sec	3 min 33 sec
Thu, 8/6/2020	127	109	73	200	182	3 min 34 sec	3 min 32 sec
Fri, 8/7/2020	176	112	69	245	181	3 min 33 sec	3 min 44 sec

Weekly Processing



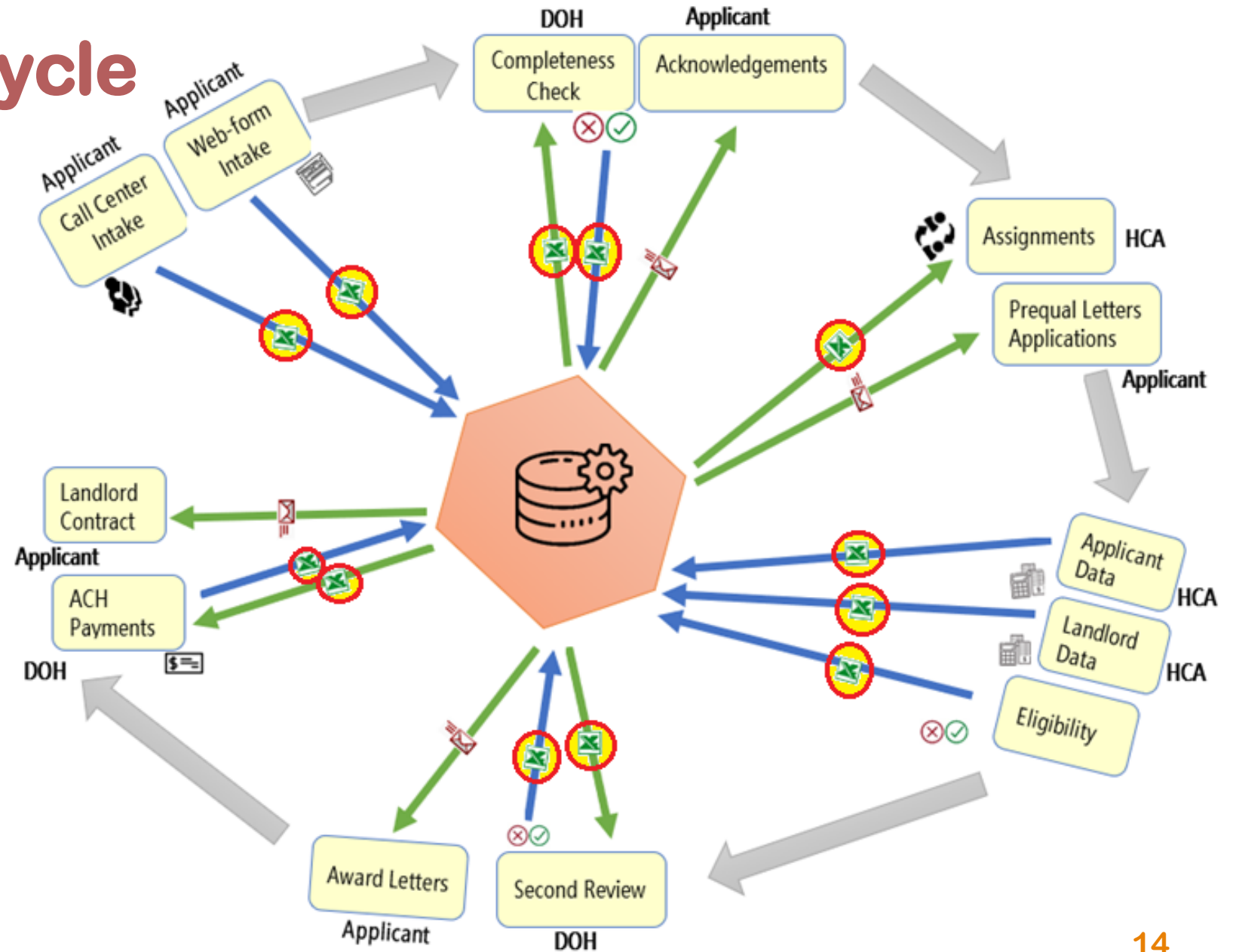
Success Factors

- A scalable dataset (Universal dataset)
- Teamwork
- Simplicity
- Continuous Integration
- Incremental changes
- Courage

The Universal Dataset

- **A single stream of data**
- **Macro driven rules and eligibility checks**
- **Built-in lookups and dropdowns**
- **Instructions / help**
- **Data / Columns mapped to database**
- **Sections by data groups**
- **Sections by audience**
- **Fields for potential scalability**
- **End to end visibility**
- **Data captured and refreshed at each round-trip**
- **All communications date stamped for reference**

The refresh cycle



The Universal Dataset

Data Log										APPLICANT/PROPERTY INFORMATION											
Internal ID	Application Number	Data Logged by	HCA Name	Ref #	Language	HCA Agent	Initial Call Date	Initial Call Time	Renter Information						Property Address						
		First Name	Last Name	SSN (Last 4)	Home Phone	Work	Cell	Email	Street	Unit/Apt #	City	State									
Internal	Internal	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	
Mailing Address						Counseling Agency				Federal/State Assistance		Income Limits									
Same as Property	Street	Unit/Apt #	City	State	Zip	#of People in Household	Primary Residence	Minor in the Household?	Yes/No	Name	Federal/State Assistance	Name	Eviction Notice	Denied un-employment	Denied pandemic un-employment	2019 Income	60% GMI	80% GMI			
DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify		
Application Information										Demographic Information											
Plan Type	Plan Qualified?	Questions	Comments	DCH Tier	Date of Pre-Approval Notification	30-day Deadline to Submit Application	DOH Verified Info Changed?			Demographic provided?	American Indian or Alaska Native	Black or African American	Asian	Caucasian	Native Hawaiian or Other Pacific Islander	Ethnicity	Sex	SSN or Equivalent	DOB		
DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Verify	Internal	Internal	DCH Verify			DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	
Applicant Eligibility										Landlord Information											
Plan Type	Future Rent Issues Expected?	Monthly Assistance	Family Contributions Towards Rent	Applicant Eligible?	Applicant Ineligibility Reason	Tier 1 Fail?	Tier 2 Fail?	First Name	Last Name	Business Name	Street	Apt. #	City	State	Zip	Phone	Email	TIN	Bank Name	Bank Routing Number	
DCH Verify	DCH Input	DCH Verify	DCH Input	DCH Verify	DCH Verify	DCH Verify	DCH Verify	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input
THRAP Contract						Ineligibility Reasons		Participant Termination Tracking (HCA Recommendation)				DOH Validated		DOH Approved for Payment							
Bank Routing Number	Bank Account Number	Account Number	Checking Account?	Effective Date	End Date	Total Assistance Payment	Questions	Comments	Date Submitted	Time Submitted	File Status	English	Spanish	Date	Time	Reason	Reason Spanish	DOH Validated	DOH Approved for Payment		
DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	DCH Input	

Do Not Use Excel Row 5

Do Not Use Excel Row 5

Built-in Instructions and help

Column	Reference Point	Instruction
D	n/a	Name/Initials of agent entering the data onto this spreadsheet
E	n/a	Housing Counseling Agency Name
H	n/a	Name/Initials of agent who processed Application
K-Q	Addendum 3-Application	Verify Information and make corrections if necessary.
R-V	Addendum 3-Application	Verify Information. If Property Address has changed, this is an indication that Applicant has moved. If so, Applicant is INELIGIBLE for reason: not primary residence
W-AB	Addendum 3-Application	Verify Information and make corrections if necessary.
AC	Addendum 3-Application	Verify Information and make corrections if necessary. Required input in order for the Income Limit to populate.
AD	Addendum 3-Application	Verify Information and make corrections if necessary. Yes = Eligible; No = Ineligible
AH	Addendum 3-Application	Verify Information and make corrections if necessary. Yes = Ineligible; No = Eligible
AM	Addendum 3-Application	Verify Information and make corrections if necessary. Whole numbers only. Required input for the Income Eligibility answer to populate.
AO	Pre-populated with formula	There is a vlookup formula to populate this data based on household size and property city. If formula is mistakenly cleared, it is available in Cell AO5. Copy and Paste or click and drag down to apply the formula
AQ	Pre-populated with formula	Yes = Eligible; No = Ineligible. There is a vlookup formula to populate this answer based on the 2019 Income compared with the Income Limit. If formula is mistakenly cleared, it is available in Cell AQ5. Copy and Paste or click and drag down to apply the formula
AS	Addendum 3-Application	Verify Information and make corrections if necessary. Yes = Eligible; No = Ineligible
AT	Addendum 3-Application	Verify Information and make corrections if necessary.
BD-BK	Addendum 3-Application	Date format
BL	Addendum 3-Application	Must be 9 digits, entered with dashes
BM	Addendum 3-Application	Data entry - Date format
BO	Lease, Receipt, Ledger, Landlord Certification	Whole numbers only
CC-CE	Landlord W-9 or Direct Deposit Form	Landlord can be a Person or Entity
CF-CL	Landlord W-9 or Direct Deposit Form	Data Entry
CM	Landlord W-9 or Direct Deposit Form	Must be 9 digits, entered with dash(es). TIN = When landlord is an Entity; SSN = When landlord is a Person
CN	Direct Deposit Form or Voided Check	Use information on voided check first; use Direct Deposit form if no voided check.
CO	Direct Deposit Form or Voided Check	Must be 9 digits. Use information on voided check first; use Direct Deposit form if no voided check. (Note that the form lists Bank Account # first then Routing #)
CP	Direct Deposit Form or Voided Check	Use information on voided check first; use Direct Deposit form if no voided check. (Note that the form lists Bank Account # first then Routing #)
CR	Direct Deposit Form	Data Entry. Both Yes or No is acceptable.
CS	Landlord Contract	Use the date of the landlord signature
CU	Addendum 1-TRHAP Total Payment Calculation Form	TRHAP Total Assistance Payment (\$4000 or less). Whole numbers only.
CW	n/a	Agent Notes (optional)

Built-in Lookups and Drop-downs

Call Logged	Caller Type	Call Type	Yes/No	Language	Covid Related Hardship Reason (RENTERS)	Counseling Agencies
Call Center	Renter	First Time	Yes	English	Job loss, furlough, layoff, or other reduction in hours, wages, or salary	Bridgeport Neighborhood Trust, Bridgeport
Counseling Agency	Homeowner	Question	No	Spanish	Loss or reduction of self employment income or income from business	Capital for Change, Wallingford
CHFA	Other	Status Check	N/A	Other	Other	Community Renewal Team, Hartford
DOH		Update	Don't Know			MHA of Greater Hartford, Hartford
Other		Other		Missed Payments		NHS of New Britain, New Britain
				0	Covid Related Hardship Reason (EMAP)	New Haven HomeOwnership Center, New Haven
Sex	Ethnicity	Voluntary Court Payment		1	Job loss, furlough or layoff	NHS of Waterbury, Waterbury
Female	Hispanic or Latino	Voluntary		2	Reduction in hours of work or pay	Neighborworks New Horizons, New Haven
Male	Not Hispanic or Latino	Court-ordered		3	Store, restaurant or office closure	Urban League of Greater Hartford, Hartford
				4	Need to miss work to care for homebound, school-age children or elderly person.	Urban League of Southern Connecticut, Stamford
Caller/Applicant Hardship Reason					Other: please provide an explanation	HDF, Stamford
Job loss, furlough, layoff, or other reduction in hours, wages, or salary						Other
Loss or reduction of self employment income or income from business						
Other						
					Race (Can select more than one)	
					American Indian or Alaska Native	Threshold Ineligible/Applicant Ineligible Reason
					Black or African American	The address you provided is not your primary residence.
					Asian	You are participating in a Federal or State monthly rental assista
					Caucasian	You have a pending court ordered eviction prior to March 11, 20
					Native Hawaiian or Other Pacific Islander	Your household's 2019 income is greater than 80% of Area Med
					Not Hispanic or Latino	You did not experience a COVID-19 related hardship that has or
						Failure to complete the TRHAP Application and provide the requ
					APPLICANT INELIGIBLE REASONS - SP	You are unwilling to pay a portion of your income toward your r
					La dirección que proporcionó no es su residencia principal.	
					Actualmente participa en un programa de asistencia de alquiler mensual federal o estatal.	
					Los ingresos de su hogar en 2019 son superiores al 80% de los ingresos medios del área.	
					No experimentó una dificultad relacionada con COVID-19 que haya tenido o tendrá un efecto en su capacidad para pagar el alquiler en su totalidad.	
					No completó la Solicitud de TRHAP y/o no proporcionó los documentos de verificación requeridos dentro de los 30 días.	
					Tiene ingresos suficientes para pagar el alquiler en su totalidad.	
					La dirección de su propiedad ya está asignada a asistencia bajo el programa TRHAP.	
Submission Status	Process Stage	Final Status	HCA Status			
Incomplete	CC-Received	Approved	Completed-Ineligible			
Duplicate	CC-Duplicate-Checked	Denied	Under Contract			
Eligible	Ack-Sent	Unknown	Voluntary Withdrawal			
Ineligible	DOH-Sent		Landlord Refusal			
Unknown	DOH-Qualified		Denied			
	Loan-Number-Assigned					
	HCA-Assigned		Voluntary Court Payment			
	HCA-Notified		Voluntary			
	HCA-Process		Court-ordered			
	Final-Duplicate-Checked		N/A			
	DOH-Approved					

The Final results

- ~ 23,000 initial applications
- ~ 15,000 qualified applicants
- ~ 12,000 approved applicants
- ~ \$23 million rental assistance awarded

The Final results



TRHAP Processing Counts

Total Calls: 20,652	Pre-Qualified: 15,069	Assigned: 12,418	Appeals: 230
Incomplete: 51	Not-Qualified: 2,992	To-be Assigned: 2,651	Reverse Eligibility: 221
Duplicates: 2,483	Landlord entries: 1,299		

Housing Counseling Agency	Assigned (% of total)	Completed (% of assigned)	Remaining	Contracted	Eligible	Ineligible	Voluntary Withdrawal	Landlord Refusal	Denied	Funding Estimate
...	849 (7%)	846 (99.6%)	3	447	0	372	8	13	6	\$1,536,956
...	782 (6%)	602 (77.0%)	180	471	0	96	20	12	3	\$1,665,335
...	756 (6%)	756 (100.0%)	0	434	0	267	17	21	17	\$1,505,052
...	429 (3%)	429 (100.0%)	0	263	0	120	17	0	29	\$851,098
...	906 (7%)	906 (100.0%)	0	545	0	289	39	12	21	\$1,913,313
...	733 (6%)	733 (100.0%)	0	418	0	265	23	17	10	\$1,427,514
...	920 (7%)	920 (100.0%)	0	556	0	292	29	25	18	\$1,926,175
...	470 (4%)	463 (98.5%)	7	202	0	235	11	8	7	\$744,009
...	817 (7%)	817 (100.0%)	0	495	1	248	44	24	5	\$1,744,345
...	457 (4%)	447 (97.8%)	10	167	0	259	10	7	4	\$576,963
...	564 (5%)	555 (98.4%)	9	370	0	148	11	21	5	\$1,299,902
...	846 (7%)	831 (98.2%)	15	483	0	311	14	18	5	\$1,696,168
...	878 (7%)	863 (98.3%)	15	411	0	433	0	11	8	\$1,539,156
...	894 (7%)	768 (85.9%)	126	475	0	277	8	6	2	\$1,668,871
...	600 (5%)	565 (94.2%)	35	310	0	243	5	3	4	\$1,099,219
...	764 (6%)	322 (42.1%)	442	248	1	53	1	11	8	\$909,075
...	822 (7%)	769 (93.6%)	53	451	0	277	11	16	14	\$1,633,966
TOTALS:	12,487	11,592 (92.8%)	895	6,746	2	4,185	268	225	166	\$23,737,117

Thank you

Q&A Discussion

