

HOME LOANS SERVICING IT PROJECT

House Veterans and Emergency Management (HVEM) Committee | 2 June 2022



PRESENTED BY Kelly Fitzpatrick, Director



SUMMARY OF SERVICES

HOME LOAN PROGRAM

STATEWIDE VETERAN SERVICES

AGING VETERAN SERVICES

OREGON VETERANS' HOMES

» HOME LOAN PROGRAM Provides home loans to qualified veterans

» STATEWIDE VETERAN SERVICES

Provides claims and appeals assistance, monitoring of postsecondary institutions through the State Approving Agency function, partnerships with counties and national veterans' service organizations to assist veterans, and grant programs that direct funding to veterans and governmental and nonprofit organizations

» AGING VETERAN SERVICES

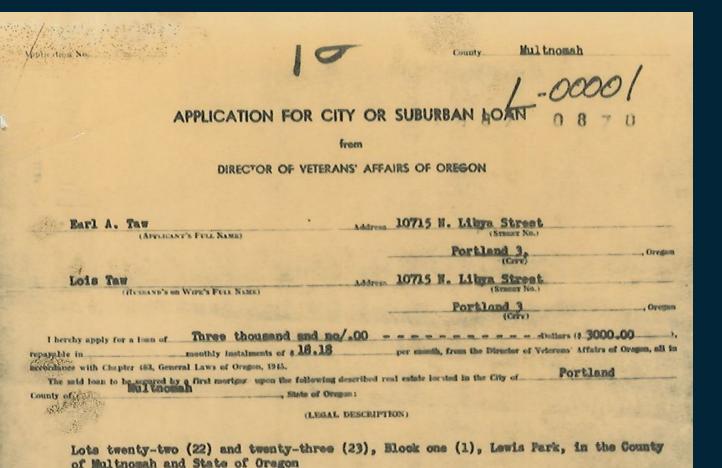
Provides expertise and outreach in aging veterans' benefits and services, veteran volunteer program, and conservatorship and representative payee services

» OREGON VETERANS' HOMES

Provides oversight of the two Oregon Veterans' Homes (skillednursing and memory care facilities) in The Dalles and Lebanon



OREGON VETERAN HOME LOAN PROGRAM



Background

- Separate and distinct from federal VA loan guarantee, Oregon citizens voted in 1945 to create a veterans' home loan, establishing it in Article XI-A of the Oregon Constitution.
- Oregon is one of only five states in the nation that has been grandfathered under federal tax law to offer a state veteran home loan program.
- More than \$8 billion lent to more than 300,000 veterans to purchase homes in Oregon.

OREGON VETERAN HOME LOAN PROGRAM



Oregon Veteran Home Loan Benefit

- This historically self-sufficient program provides low-interest rate mortgages on single-family, owner-occupied homes located in Oregon to qualified and eligible veterans.
- Lifetime benefit can be used up to 4 times for non-concurrent home loans.
- Loan limit set by Federal Housing Finance Authority (FHFA) and currently maxed at \$647,200.
- Program issues federal bonds called Qualified Veteran Mortgage Bonds (QVMB) to fund veteran mortgages.



Home Loans Servicing IT Project Activity Reflects Agency Maturation

- Project Management Structure
 - Home Loans Servicing IT Project Team
 - Home Loans Servicing IT Project Steering Committee
- Agency IT Governance
 - Agency Executive Leadership, including CIO
 - DAS EIS



Home Loan Servicing IT Project Team developed criteria to evaluate options

- On-premises solution (Commercial-off-the-shelf, or COTS)
- Vendor-hosted solution (Software as a Service, or SaaS)
- Contracting with a sub-servicer

Home Loan Servicing *Project Steering Committee* performed a comprehensive review and formal evaluation of options (solutions analysis)

- Forwarded their recommendation of a SaaS solution to the ODVA director
- Director approved Steering Committee's recommendation to move forward with a SaaS solution to replace the current legacy system



Request for Proposals in Pursuit of Software as a Service (SaaS) Solution

- Project team, in collaboration with DAS, is in the final stages of developing a Request for Proposal
- The SaaS model will be
 - a cloud-based platform
 - will ensure that home loan servicing work remains at ODVA

QUESTIONS

