



OREGON DEPARTMENT
of VETERANS' AFFAIRS

HOME LOANS SERVICING IT PROJECT

Senate Interim Committee on Veterans and Emergency Preparedness | 3 June 2022



PRESENTED BY

Michelle Lovejoy, Interim Deputy Director



AGENCY PROGRAMS

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 post-secondary 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 non-profit 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 (skilled-nursing 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.

Application No. 10 County Multnomah

L-00001
0870

APPLICATION FOR CITY OR SUBURBAN LOAN

from
DIRECTOR OF VETERANS' AFFAIRS OF OREGON

Earl A. Taw Address 10715 N. Libya Street
(APPLICANT'S FULL NAME) (STREET NO.)
Portland 3, Oregon
(CITY)

Lois Taw Address 10715 N. Libya Street
(HUSBAND'S OR WIFE'S FULL NAME) (STREET NO.)
Portland 3, Oregon
(CITY)

I hereby apply for a loan of Three thousand and no/.00 ————— Dollars (\$ 3000.00),
repayable in 18.18 monthly instalments of \$ 18.18 per month, from the Director of Veterans' Affairs of Oregon, all in
accordance with Chapter 463, General Laws of Oregon, 1945.

The said loan to be secured by a first mortgage upon the following described real estate located in the City of Portland
County of Multnomah, State of Oregon:

(LEGAL DESCRIPTION)

Lots twenty-two (22) and twenty-three (23), Block one (1), Lewis Park, in the County of Multnomah and State of 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 LOANS SERVICING IT PROJECT

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



CURRENT STATE OF HOME LOANS SERVICING PROJECT

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