



OREGON VETERAN HOME LOAN SERVICING IT REPLACEMENT PROJECT

Joint Interim Committee On Ways and Means Subcommittee on Transportation and Economic Development
January 11, 2024



PRESENTED BY
Dr Nakeia Daniels, Interim Director



THE MISSION CONTINUES

SERVING AND HONORING VETERANS IN OREGON SINCE 1945



MISSION

To honor and serve all Oregon veterans and their families by aligning and delivering earned benefits and services that enhance and improve their lives in recognition of their service to our nation.



VISION

All veterans and their families thrive in Oregon.



VALUES

Stewardship
Excellence
Respect
Vision
Inclusivity
Commitment
Equity



AGENCY PROGRAMS SUMMARY OF SERVICES

HOME LOAN PROGRAM

STRATEGIC PARTNERSHIPS

APPEALS AND SPECIAL ADVOCACY

AGING VETERAN SERVICES

OREGON VETERANS' HOMES

» HOME LOAN PROGRAM

Provides home loans to qualified veterans and is 1 of only 5 DVA's in the nation to offer this loan to veterans.

» STRATEGIC PARTNERSHIPS

Monitoring of post-secondary institutions through the State Approving Agency function, partnerships with state agencies, tribal governments, counties, and national veterans' service organizations to assist veterans, and grant programs that direct funding to veterans and governmental and non-profit organizations

» APPEALS AND SPECIAL ADVOCACY

Claims and appeals assistance to all veterans, and focuses special advocacy assistance to historically underserved communities of veterans including women, LGBTQ+, and houseless veterans

» 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



VETERAN HOME LOAN PROGRAM



Oregon welcomes you home with a lifetime
veteran home loan.

The ODVA Home Loan program requirements mentioned below are general in nature and are not to be construed as the only and final authority on eligibility or lending decisions. Currently, the Home Loan program offers eligible veterans fixed-rate financing for:

- Owner-occupied single-family residence
- Financing up to \$766,550
(Federal Housing Finance Agency loan limit)
- Purchase only (no refinancing is available)
- Fixed (30) home loan maturities
- Life-time benefits
- Property must be located within the state of Oregon; however, veteran borrowers are not required to be an Oregon resident upon application.

Since 1945, the Oregon Department of Veterans' Affairs (ODVA) has offered home loans exclusively to Oregon veterans, typically at lower than market interest rates, for the purchase of owner-occupied, single-family residences in the state of Oregon. This veteran program is separate and distinct from the federal VA Home Loan Guarantee program as ODVA is the lender and servicer of all loans made to more than 334,000 veterans and their families since inception.

Contact ODVA at 800-633-6826 or visit www.orvethomeloans.com
More program information can be found on page 32.



OVERVIEW

- » Oregon citizens voted in 1945 to create a Veterans' Home Loan program, establishing it in Article XI-A of the Oregon Constitution
- » This historically self-sufficient program provides low-interest rate mortgages on single-family owner-occupied homes to eligible and qualified veterans
- » State benefit is separate and distinct from the federal VA Home Loan Guaranty
- » Borrow up to \$766,550 (FHFA limit as of 2024)
- » ODVA is the lender and servicer of veteran home loans
- » 1,557 home loans totaling more than \$381 million in current portfolio
- » In calendar year 2023, ODVA funded 223 veteran loans totaling nearly \$87 million.
- » Nearly \$9 billion in low-interest home loans have been made to more than 336,000 veterans since 1945



OREGON HOME LOAN SERVICING (HLS) IT PROJECT

BACKGROUND

10

County Multnomah

1-00001

0870

APPLICATION FOR CITY OR SUBURBAN LOAN

from

DIRECTOR OF VETERANS' AFFAIRS OF OREGON

Earl A. Taw
(APPLICANT'S FULL NAME)

Address 10715 N. Libya Street
Portland 3, Oregon
(City)

Lois Taw
(APPLICANT'S OR WIFE'S FULL NAME)

Address 10715 N. Libya Street
Portland 3, Oregon
(City)

I hereby apply for a loan of Three thousand and no/100 \$3000.00
payable in monthly installments of \$18.18 per month, from the Director of Veterans' Affairs of Oregon, all in accordance with Chapter 485, General Laws of Oregon, 1943.

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)

Lot twenty-two (22) and twenty-three (23), Block one (1), Lewis Park, in the County of Multnomah and State of Oregon

1. Size of ground 124 ft. x 150 ft.
2. Street and No. 134 N. E. 97th Avenue
3. View of Barnside and Olsson
4. Distance from city center Six MI.
5. Distance to public transportation Two MI.
6. Distance to schools Seven MI.
7. Distance to nearest structure 30 ft.
8. Age of dwelling Two years
9. Dwelling to be occupied by self
10. Size of dwelling 776 sq. ft.
11. Number of stories one
12. Location on lot Northwest corner
13. Exterior finish siding
14. Exterior last painted 1944
15. If remodeled, when 1944
16. Last improvements 1943
17. When last material furnished 1944
18. Amount due, labor and material \$3750.00
19. When purchased September, 1945
20. Contract or cash Cash
21. Purchase price \$4250.00
22. If traded, cash value \$ = = =
23. Amount purchase price unpaid \$3750.00
24. Lot grade sloping level X above base
25. Continuous walk to city center no
26. Walk to front no to house yes
27. Street graded X curbs paved
28. If dwelling completed and (1) picture of dwelling, (2) street view including dwelling, (3) new construction and (4) picture of lot, (5) plan and specifications.

30. Number of rooms 1st floor Four
31. Number of rooms 2nd floor none
32. 3rd floor completed none
33. Number bedrooms 1st floor One
34. Number bedrooms 2nd floor none
35. Dining room No Yes No
36. Hardwood floors 1st floor No Maple
37. Hardwood floors 2nd floor No
38. Fireplaces No
39. Interior walls Gyman Board
40. Interior wall finish Painted
41. Entrance hall No Vinyl sheet NO
42. Closets 1st floor CDR 2nd floor = = =
43. Ventilation Midea-1st floor NO 2nd floor = = =
44. Disposal bath Shower, Toilet, Lav.
45. Extra bath none
46. Single kitchen built-in yes
47. Wired for range No
48. Foundation-Mud Concrete condition Good
49. Roof-Mud Shingles condition Good
50. Water (City, private, well, etc.) City
51. Sewer (City, septic, cesspool) Septic
52. Basement-parted Yes No
53. Basement floor Concrete
54. Basement walls (concrete, brick, etc.) Wood
55. Disinfectant (al building system, Oil, etc.)
(1) water heater No
56. Laundry trays Yes
57. Garage GAR 12 ft. x 20 ft.

ODVA has originated and serviced Home Loans for more than 75 years.

ISSUE

ODVA's current Loan Servicing and Accounting Management Software (LSAMS) was designated end-of-life and has not been supported by original vendor since Dec. 2022.

SOLUTION

ODVA determined that purchasing a replacement SaaS solution would be the most strategic option for replacing the LSAMS system.

SCOPE

The HLS Project scope includes a configuration of interfaces between the future solution and the current Home Loan Origination platforms, as the current process includes automated exchange of key loan information between the platforms.



TIMELINE

Milestone	Target Completion Date
ITI Submitted	10/19/21
Project Initiation Complete	4/4/22
Stage Gate 1 Endorsement Received	4/12/22
Special Procurement Approved	7/5/22
RFP Posted to OregonBuys	7/6/22
RFP Solicitation Closed	9/9/22
RFP Round 1 Evaluation (Scoring) Completed	10/26/22
RFP Round 2 Evaluation (Scoring) Completed	12/2/22
iQMS Contract Executed	3/4/23
RFP Round 3 Evaluation (Scoring) Completed	4/21/23
Stage Gate 2/3 Endorsement Received	12/18/23
Solution Vendor Contract Executed	12/18/23
Solution Design Completed	3/20/24
User Acceptance Testing Completed	10/31/24
New HLS System "Go Live"	12/27/24
Build and Configure System Complete	3/21/25
Stage Gate 4 Approval Received	6/27/25
Project Closeout Complete	7/1/25

2023 MILESTONE HIGHLIGHTS

- Stage Gate 2/3 Endorsement
- Solution Vendor Contract Signed
- Moving into Execution/Implementation Phase



PROJECT STATUS

	REPORTING PERIOD		
	Nov 30	Current	
Overall	Yellow	Yellow	Overall health is Yellow due to project seeking approval for funding to cover iQMS and contract expenses.
Schedule	Yellow	Green	
Scope	Green	Green	
Finance	Yellow	Yellow	Finance health is Yellow due to funding needing approval for iQMS, new costs added to the solution vendor contract to account for more insurance and added contingency to the overall budget.
Resource	Green	Green	
Vendor	Grey	Grey	Status to remain gray until the SaaS solution vendor contract is signed. Tracking work for iQMS contract execution as well.
Contract	Grey	Grey	



BUDGET

REVISED PROJECTED COSTS *As of Nov 2024

Position Requirements	Estimated Cost
State FTE/LD/Temp <i>(Not factored into total project costs.)</i>	\$ 2,788,588

Project Items	Estimated Cost
Project Management Services	\$ 276,000
DAS Procurement Services	\$ 156,000
DOJ Services	\$ 200,000
Software License	\$ 50,000
Software Yearly Maintenance/Support (over 5 years)	\$ 1,195,215
SaaS Hosting, Cloud Service	\$ 772,268
Independent Quality Management Services (iQMS)	\$ 360,000
Contingency	\$ 450,000
Total Project Cost	\$3,459,483

Note: Cost includes both implementation and operational funding through 2025-27 biennium.

REVISED PROJECTED FUNDING FOR IMPLEMENTATION

2023-25 L.A.B.

Project Allocation: \$1,000,000

2024 INTERIM

Expenditure Authority: \$1,457,682

QUESTIONS