OREGON HOUSING AND COMMUNITY SERVICES

Oregon Centralized Application (ORCA)

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House Committee On Housing and Development

Brief Overview Former Process and Need for Change

Increased NOFA Complexity:
- 13+ NOFAs released in 2022, compared to only 2 in 2016.
- Varied timelines and evaluation standards created inconsistency and burden.
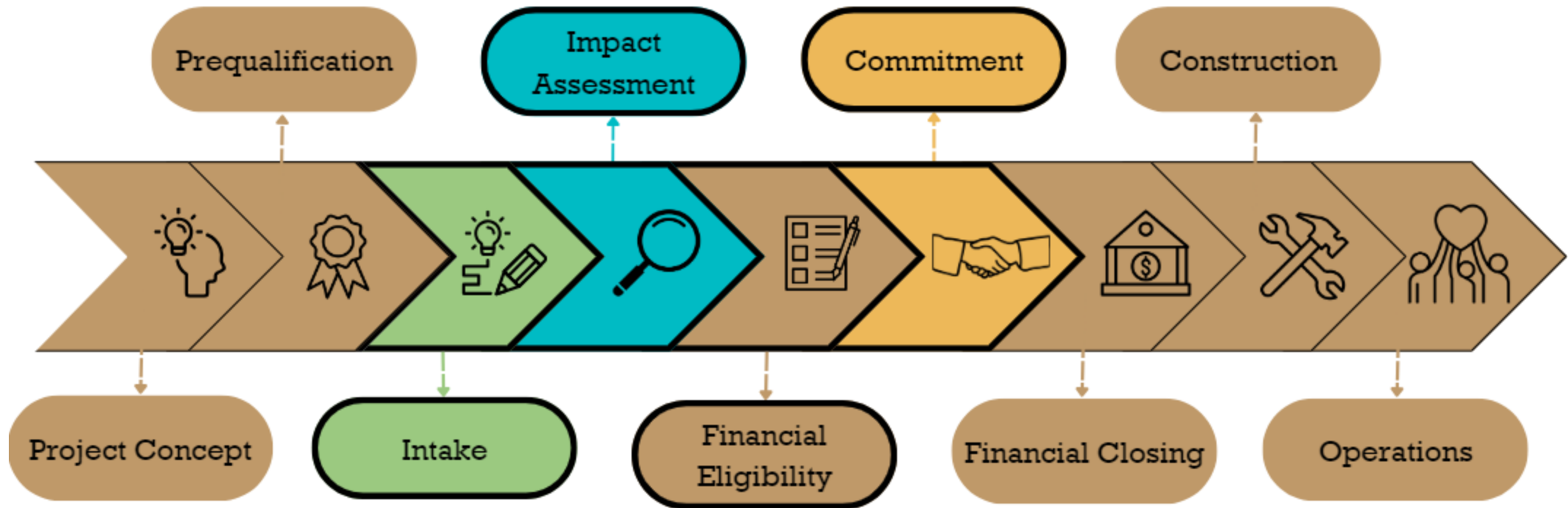
Bottlenecks and Delays:
- Slow processing, overlapping deadlines, and limited feedback cycles delayed projects and frustrated partners.

Stakeholder-Driven Redesign:
- Extensive outreach and feedback informed our new, more streamlined process, ORCA.

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Development Lifecycle through ORCA

Prequalification · Impact Assessment · Commitment · Construction

Project Concept · Intake · Financial Eligibility · Financial Closing · Operations

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Overview of New Systems

- Single application across multiple funding streams.
- Real-time tracking and automation through integrated software.
- Assembly-line like process
- Scalable to meet future growth.

New Division Structure
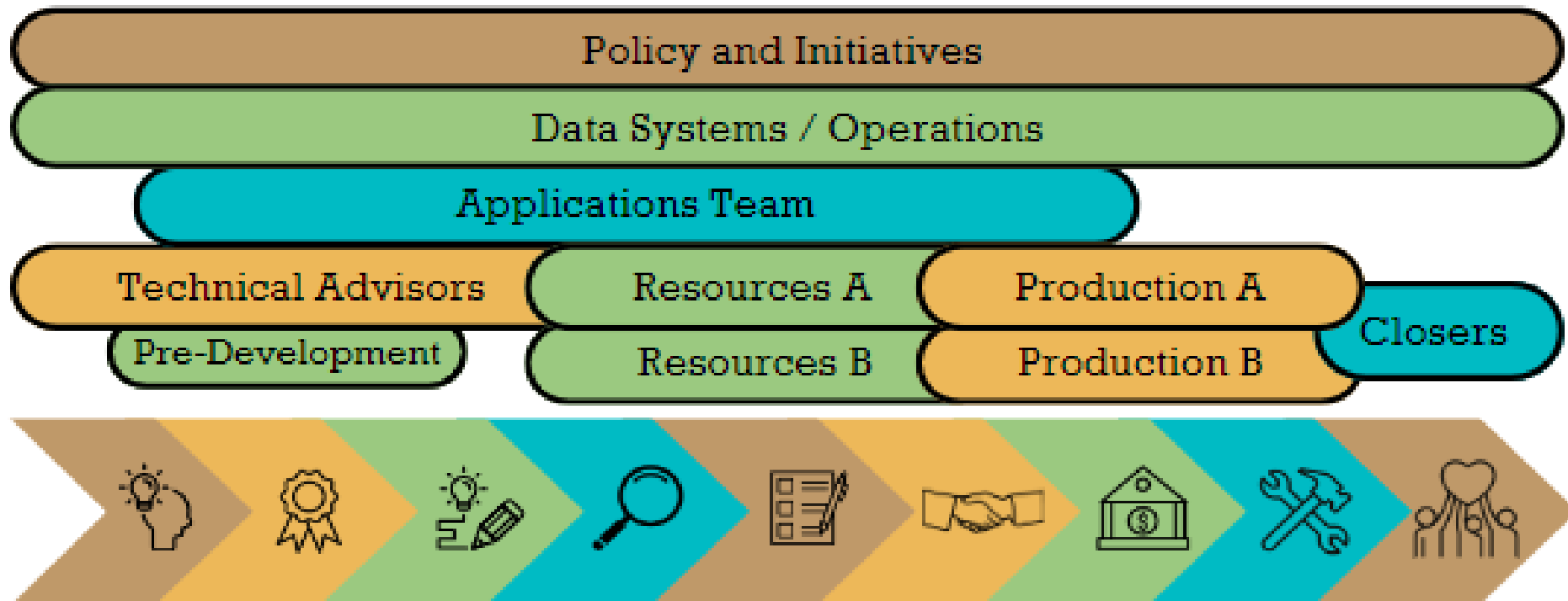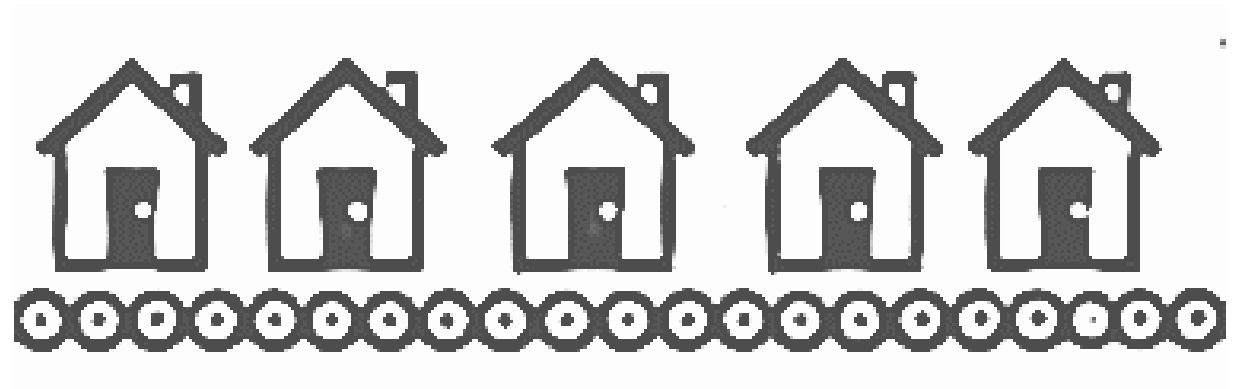
- Teams now specialize in different stages of the process.
- Easier staff replacement due to specialized roles.
- Higher consistency and faster processing.

Rollout of the Launch

- Tiered rollout to avoid overwhelming staff and the system.
- Managed workload and stretched pipeline.
- Real-time refinement and feedback loop.

  - Late Summer 2023: Gathered partner and stakeholder feedback.
  - Fall 2023: Reorganized teams.
  - Winter 2023 - Launch: Designed and developed the new ORCA system.
  - March 18: Released new Intake form.
  - April 28Provided system trai: Beta testing early access.
  - May 30: Launched ORCA Manual.
  - June 6: Provided system training.
  - June 12: Broad system launch.

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Early Numbers

- Intake Form Submissions - 201
  - 71 For-profit, 102 Nonprofit, 27 Housing Authority, 1 Tribe
- 71 - Projects are actively working toward application submission
- 35 - Applications Submitted
- Projects taken to Housing Stability Council for Motion - 6
  - $114,825,263
  - 473 new units
  - Salem, Corvallis, North Plains, Bend, Lincoln City, Portland, Corvallis
- 290 questions submitted and answered through the new ORCA questions portal

Continuous Improvement

- Learning from past mistakes to refine the process.
- Future-proofing ORCA for scalability and long-term use.

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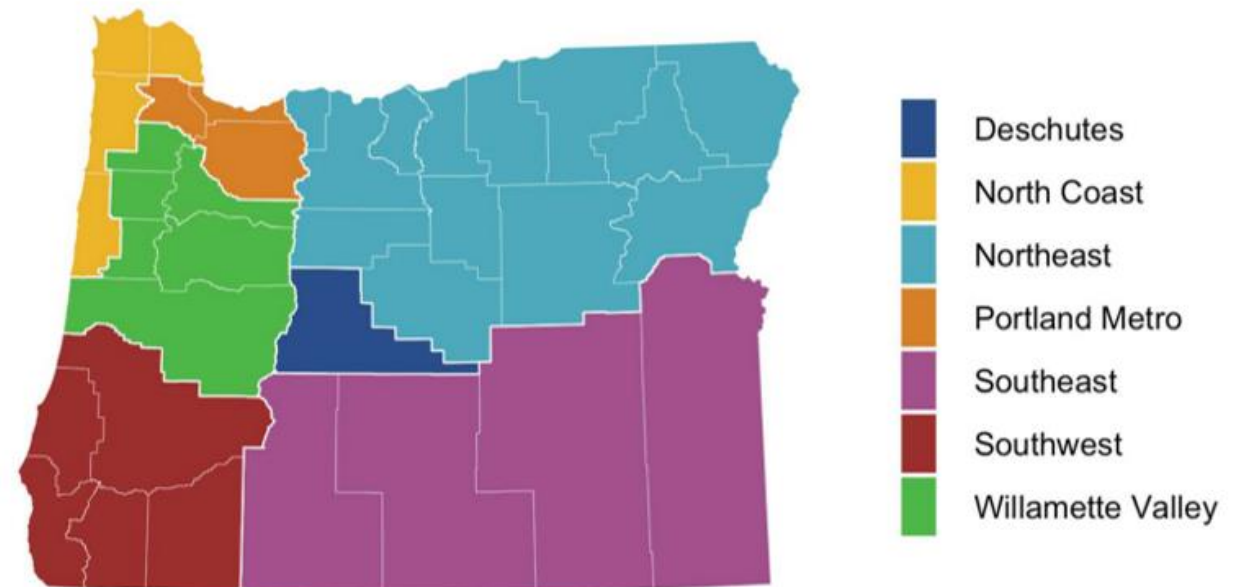# Resources

Available Resources and Set-asides

25% of total funding available is set-aside for the following organizations for 2024-25:
- Culturally specific organizations
- Nonprofit development in rural communities

75% of total funding available will distributed by
    Geographic set-asides:
- Eastern (Deschutes, Northeast, Southeast): 15%
  $60 million
- Metro (Portland metro area): 40%
  $160 million
- Western (North Coast, Southwest, Willamette Valley): 45%
  $180 million

Legend:
- Deschutes
- North Coast
- Northeast
- Portland Metro
- Southeast
- Southwest
- Willamette Valley

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Resources cont.

Technical Advisors Email: technical.advisors@hcs.oregon.gov

Application Team Email: app.team@hcs.oregon.gov

- ORCA Manual (pdf)

- ORCA Questions Portal

- Intake Form

- Funding Allocation Tracking Dashboard

- ORCA Help Page