



MULTIFAMILY WEST REGION OVERVIEW

Western Mortgagee Advisory Council Annual Conference

September 21, 2021



MULTIFAMILY WEST REGION UPDATES

Regional Director

Matt Naish

Production Director

Larry Flood

MULTIFAMILY HOUSING WEST REGION

Who We Serve

SAN FRANCISCO REGIONAL CENTER
(seven states) Alaska, California,
Hawaii, Oregon, Nevada,
Oregon, Washington



DENVER SATELLITE OFFICE (seven states):
Arizona, Colorado, Idaho, North
Dakota, South Dakota, Wyoming,
Utah

What We Do

167 FY20 Firms issued, 29% of all MFH firms

\$4.5 B FY20 Firms \$s, 32% of all MFH firm \$s in Nation

4,103 Assets, 17% of all MFH Assets

\$2.5 B Total annual rental assistance

212,685 Assisted Units

310,764 Total population with rental assistance

148,964 Total elderly in assisted households

332,306 Total children in assisted households

\$14,043 Median income of population

Who We Are

152 employees

Regional Director
Matt Naish
San Francisco

Production Director
Larry Flood
San Francisco
49 staff

AM Director
Eileen Hearty
Denver
40 staff

AM Director
Janea Jackson
San Francisco
53 staff

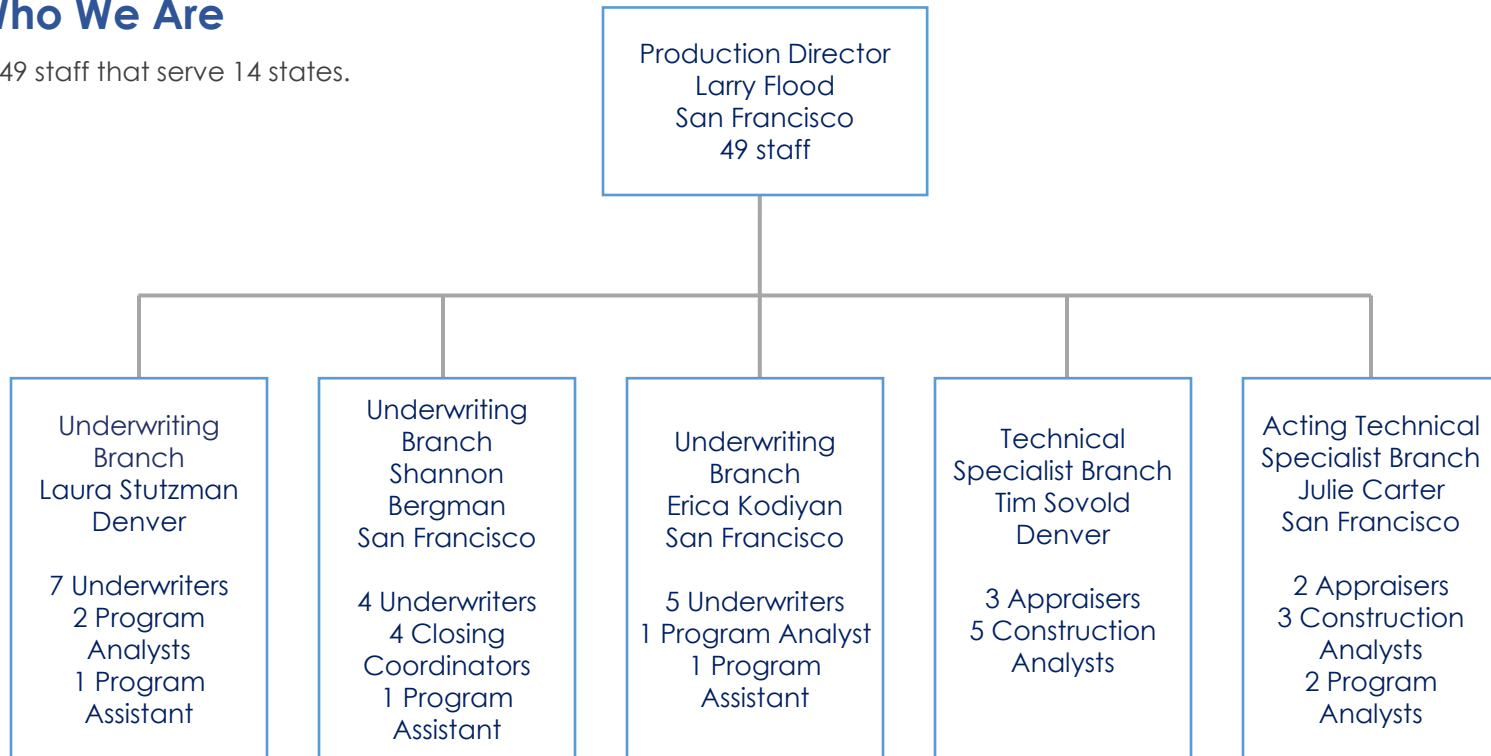
Operations Officer
Chris Thornton
San Francisco
4 staff



PRODUCTION

Who We Are

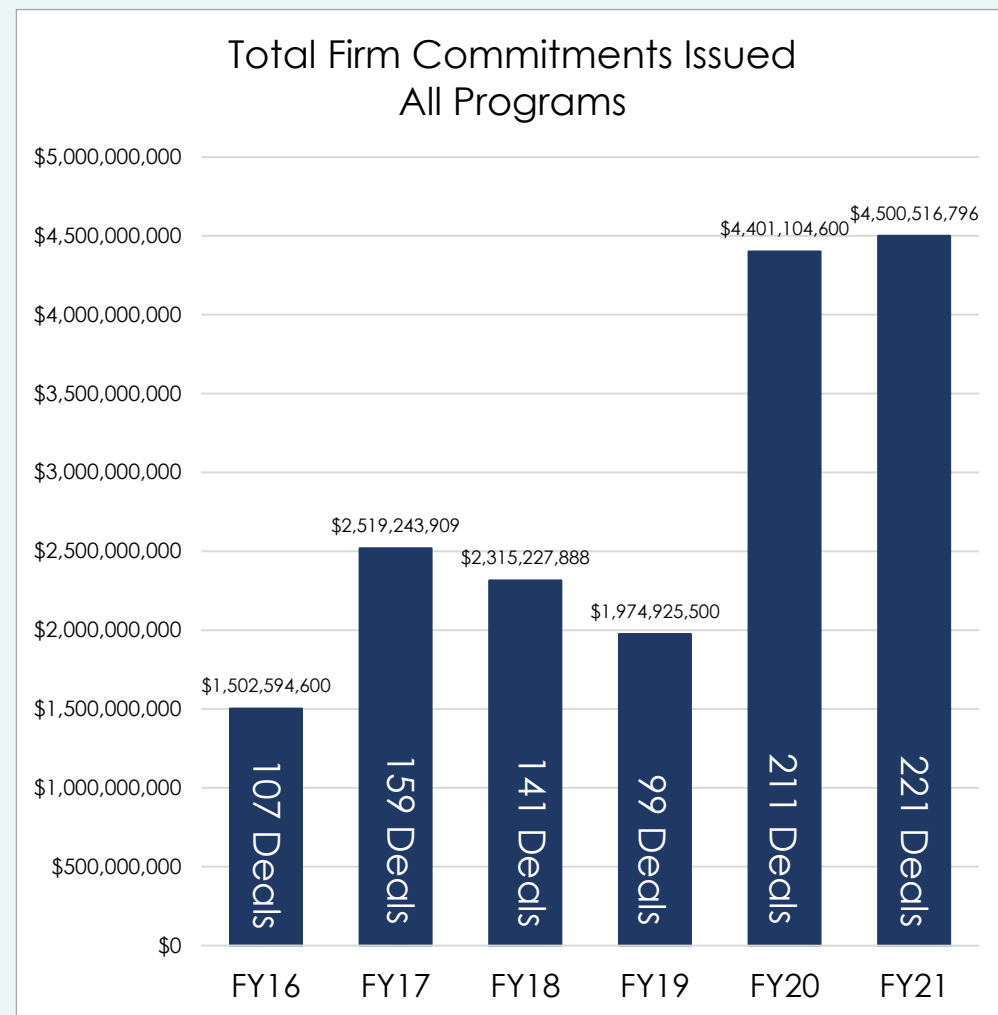
49 staff that serve 14 states.





FY 17 – FY21 FIRM COMMITMENTS (ALL PROGRAMS)

Over the 2021 fiscal year, the West region has issued 19% (221 out of 1,193) of all firm commitments. Since 2016, the West region has generated 16% (\$17.2 Billion of \$108 Billion) of all new dollars financed in the country.

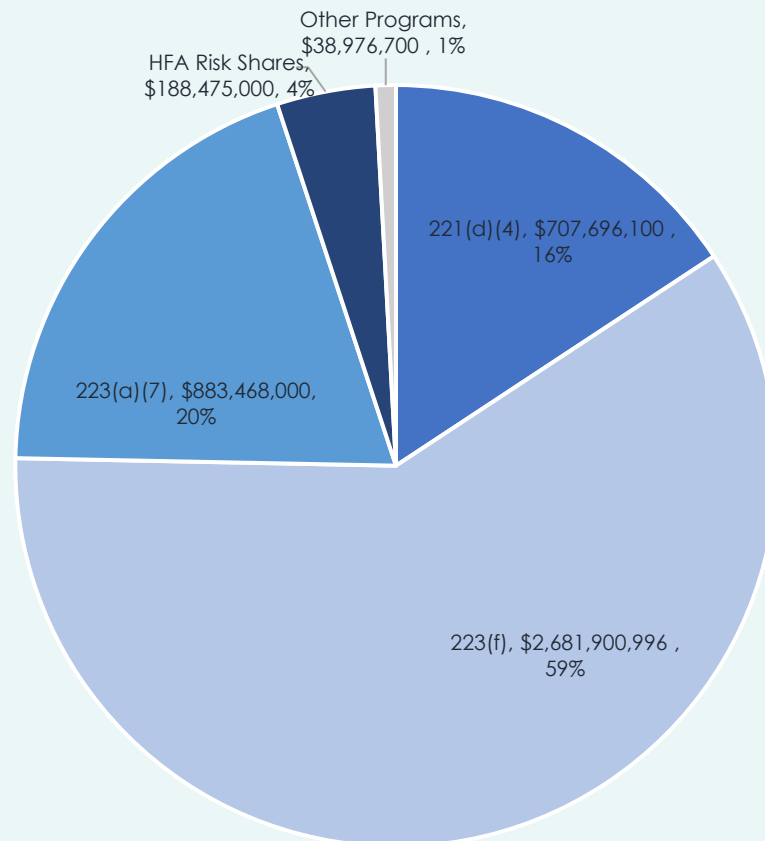




FY 21 FIRM COMMITMENTS (ALL PROGRAMS)

Region VIII	\$1,170,323,200
CO	\$558,834,400
ND	\$43,947,500
MT	\$77,374,900
SD	\$91,414,500
UT	\$393,861,900
WY	\$4,890,000
Region IX	\$1,663,379,300
AZ	\$598,089,300
CA	\$1,065,290,000
NV	\$215,697,900
Region X	\$1,451,116,396
AK	\$34,038,800
ID	\$106,992,000
OR	\$470,633,696
WA	\$839,451,900
Grand Total	\$4,500,516,796

FY21 Total Firms by Program
West Region

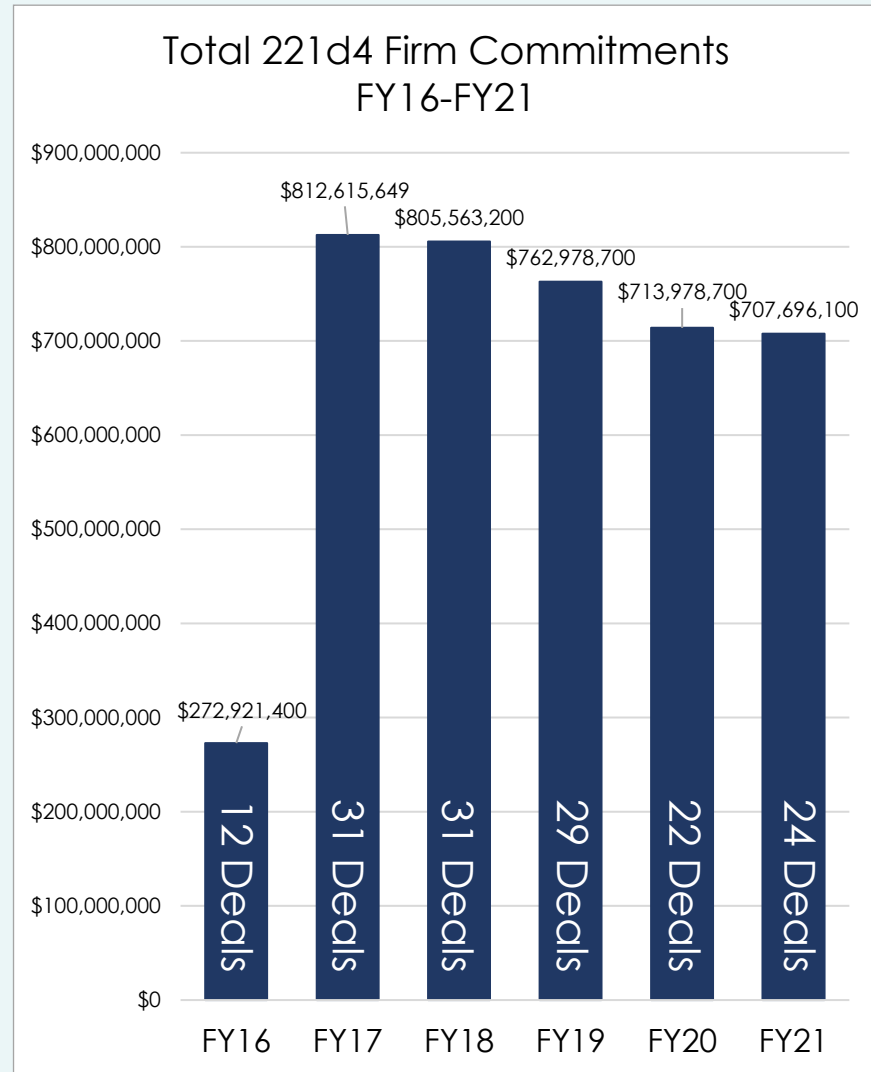




TOTAL 221D4 FIRM COMMITMENTS ISSUED

Total 221d4 Firms FY16-FY21

Region VIII	\$1,897,754,149
CO	\$1,027,355,900
ND	\$13,665,400
MT	\$75,213,500
SD	\$42,230,500
UT	\$715,680,349
WY	\$23,607,500
Region IX	\$1,092,036,700
AZ	\$549,779,700
CA	\$426,227,700
HI	\$14,000,000
NV	\$101,979,300
Region X	\$812,309,100
AK	\$26,000,000
ID	\$68,127,400
OR	\$148,096,900
WA	\$570,084,800
Grand Total	\$3,802,098,949

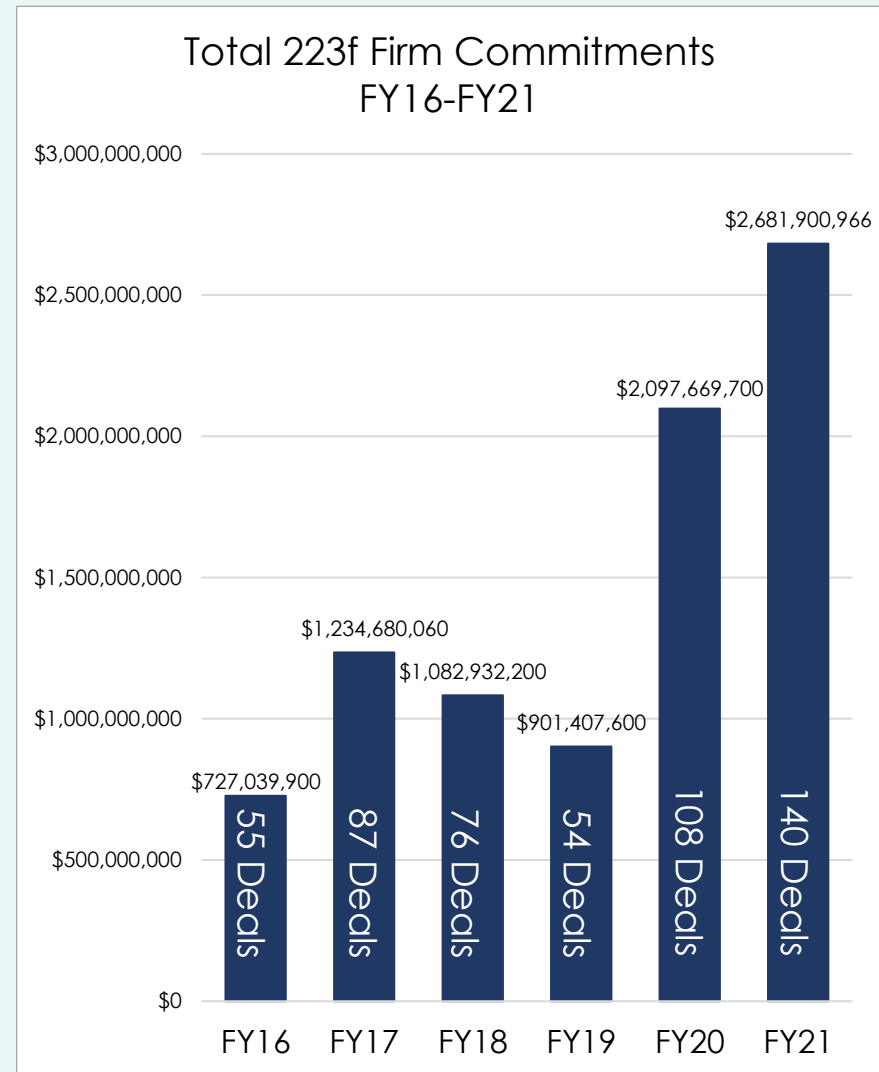




TOTAL 223F FIRM COMMITMENTS ISSUED

Total 223f Firms FY16-FY21

Region VIII	\$1,607,059,100
CO	\$699,013,000
ND	\$109,869,800
MT	\$79,141,700
SD	\$99,881,500
UT	\$603,229,600
WY	\$15,853,500
Region IX	\$4,440,717,460
AZ	\$848,921,700
CA	\$2,778,762,360
NV	\$813,033,400
Region X	\$2,788,347,696
AK	\$838,921,700
ID	\$111,746,200
OR	\$475,849,996
WA	\$1,361,829,800
Grand Total	\$7,998,590,556

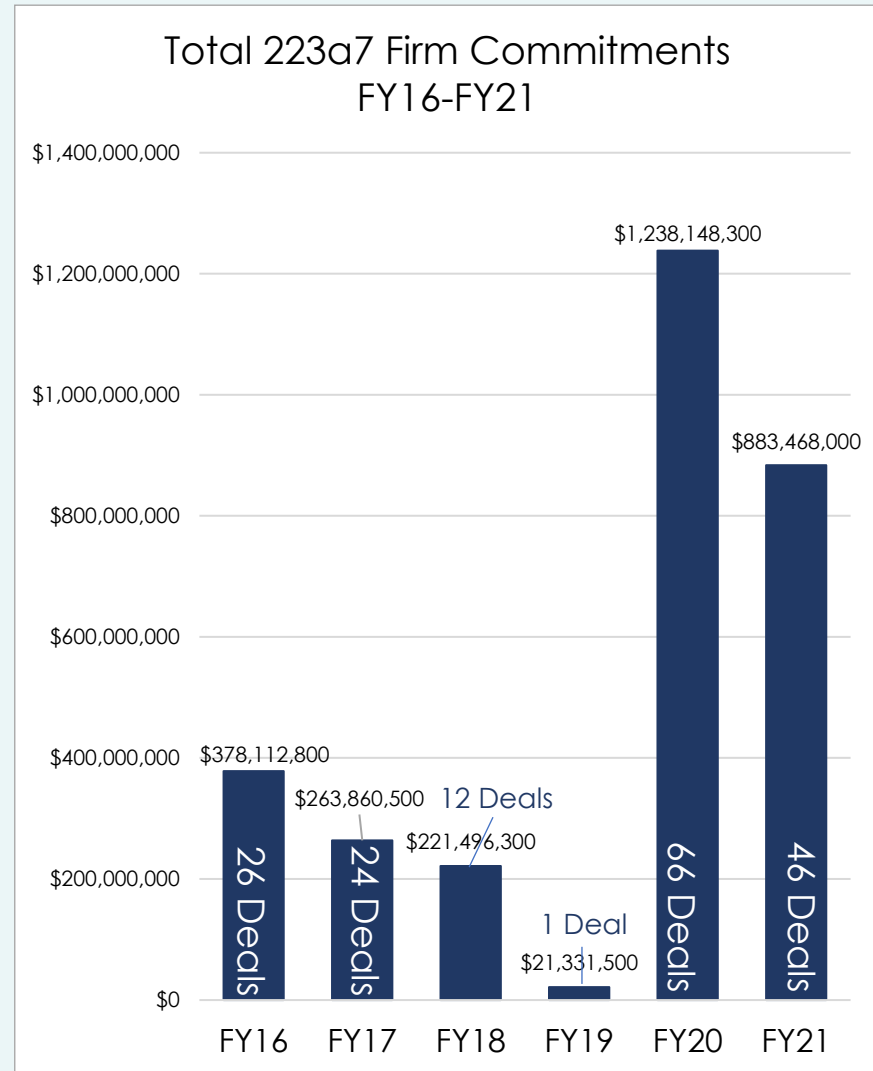




TOTAL 223A7 FIRM COMMITMENTS ISSUED

Total 223a7 Firms FY16-FY21

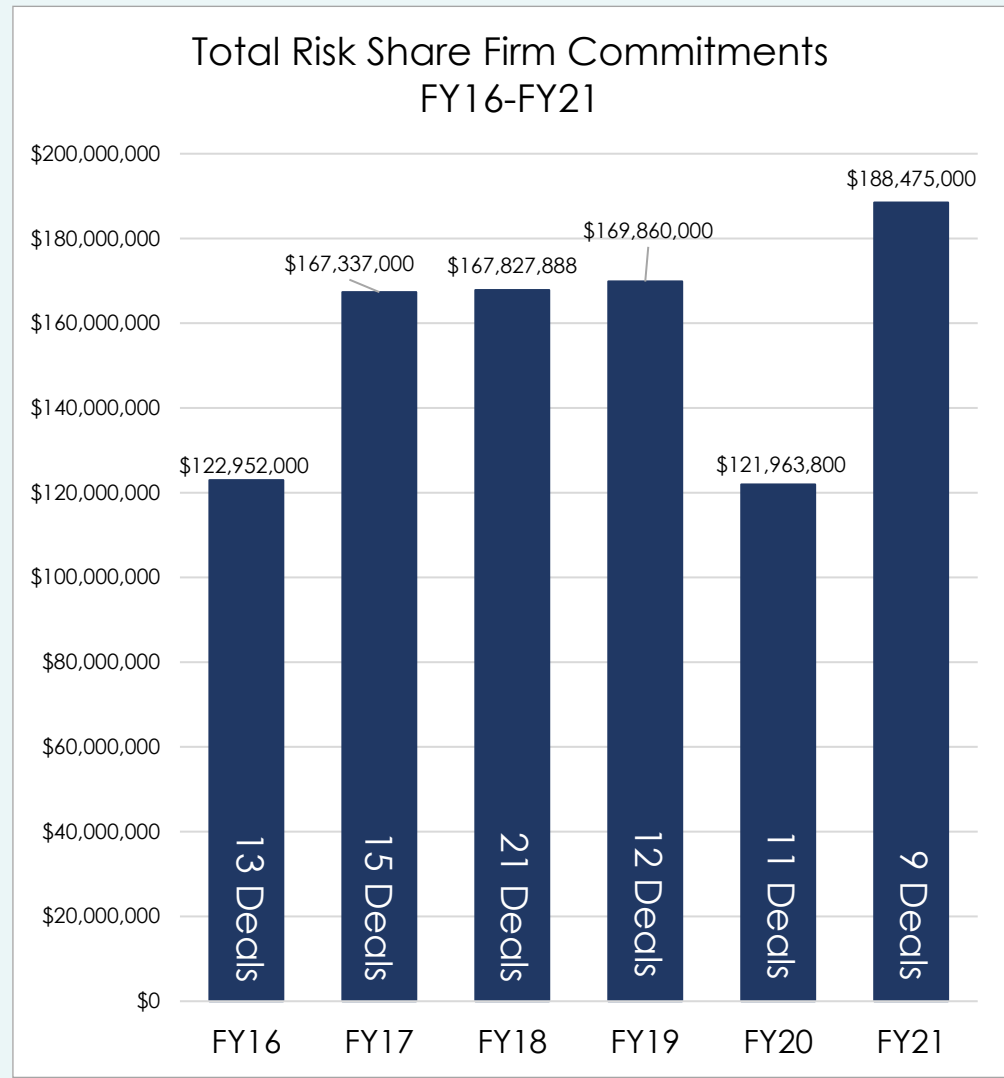
Region VIII	\$845,458,600
CO	\$362,214,000
MT	\$63,844,500
SD	\$19,807,500
UT	\$385,055,000
WY	\$14,537,600
Region IX	\$1,174,840,600
AZ	\$377,116,100
CA	\$594,442,200
NV	\$203,282,300
Region X	\$608,005,400
AK	\$13,689,500
ID	\$92,565,200
OR	\$312,048,400
WA	\$189,702,300
Grand Total	\$2,628,304,600





TOTAL RISK SHARE FIRM COMMITMENTS ISSUED

Total Risk Share Firms FY16-FY21	
San Francisco	\$339,934,000
Denver	\$598,481,688
Grand Total	\$938,415,688





FY21 FIRM COMMITMENTS TO-DATE

Total Firms FY21 to-date

Region VIII	\$1,170,353,200
CO	\$558,834,400
ND	\$43,947,500
MT	\$77,374,900
SD	\$91,414,500
UT	\$393,891,900
WY	\$4,890,000
Region IX	\$1,879,077,200
AZ	\$508,089,300
CA	\$1,065,290,000
NV	215,697,900
Region X	\$1,451,116,396
AK	\$34,038,800
ID	\$106,992,000
OR	\$470,633,696
WA	\$839,451,900
Grand Total	\$4,500,546,796

The West has issued 221 firms in FY21, 19% of all firms issued in the country, which is \$4.5 billion in new financing, 21% of all dollars financed in the country.





MULTIFAMILY WEST REGION

Production Process Improvements

2020 - 2021



WHY FOCUS ON PROCESS IMPROVEMENTS?

- Record Application Volume
- Need to Process and Communicate Virtually
- Need for Modernized Workflow System
- Need to Process Capital Advance and FFB Risk Share Transactions alongside 223(f) and 221 (d) (4) Transactions
- Need for Systematic Records Management
- Need for ongoing collaboration and support to Asset Management on long-term Servicing Portfolio:
 - Coordination on FHA-Insured Loans, 202s, 811s, and RAD transactions to ensure long-term preservation of projects
 - HEROS Reviews on Section 8 Ch. 15 Capital Repairs and 8bb Transfers
 - Rent Comp. Study Reviews
 - Partial Release of Subsidy Reviews and Effect of Lot-Line Adjustments
 - ALCP Grant Reviews



HOW ARE WE IMPROVING?

- Mapped Steps in Application Review Process
- Identified Waste in Process Flows
- Categorized Applications by Priority and Risk Level
- Built regional processing platform accessible to everyone regardless of HUD office
- Improved communication tools between Production and Asset Management
- Created Regional Loan Committee
 - Streamlined required documentation
 - Cut committee decision time in half



WHAT ARE WE IMPROVING?

Application Triaging:

- Triage applications faster and more effectively using Lender Survey and Automated News

Application Assignment:

- Track and Evaluate Application Assignment Strategy with Enhanced Data Collection & Analysis

Application Processing:

- Create and Launch a Centralized Processing Platform
- Track Application Processing Obstacles & Milestones

Application Approval:

- Standardize Loan Committee Exhibits
- Establish Committee Review Expectations

Application Servicing:

- Utilize HHQ Standard of Work to Service Applications through the 223(f) Repair Period and 221(d)(4) Construction Term



WE ARE HIRING!

Onboarding Now:

Number of Positions:	Position:	Start Date:
1	Underwriter	August 2021
2	Construction Analysts	September 2021
1	Program Analyst	September 2021

Onboarding Soon:

Number of Positions:	Position:	Start Date:
1	Underwriters	September 2021
1	Construction Analysts	October 2021
3	Program Analysts	September & October 2021



MULTIFAMILY WEST REGION

DOING BUSINESS WITH THE
WEST REGION



WHAT YOU SHOULD KNOW:

2021 Closings:

- December 17th is our cut-off for closings for the 2021 Calendar Year.

Assignments:

- Once the last of the Pre-March 18th apps is assigned, we will begin assigning apps to underwriters without regard to office, or project location.

HEROS:

- Once new staff are trained, we will begin processing HEROS reviews at intake to reduce Choice Limiting Actions while app is sitting in the queue.