

LEANOhio

Project Administration, Loan Approvals and Closings

January 17 – 20, 2017

How Did We Get Here?

The PA team handles all post-award project and fund management. With recent staff changes, we are presented an opportunity to evaluate and improve historic procedures while maintaining necessary compliance checks.

The Legal team handles all loan closings, due diligence reviews and transition to Finance for disbursement. We have an opportunity to streamline processes and improve communication between offices.

Red Swingline Staplers



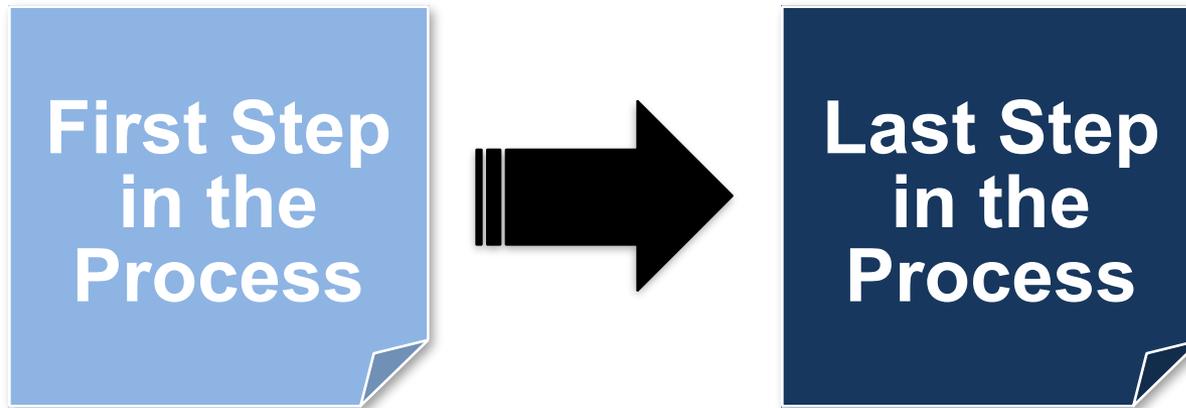
SIMPLER. FASTER. BETTER. LESS COSTLY.

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Event Scope

Our process begins with funding commitment

Our process ends with closeout



Event Baseline Data

75 draws in last 6 months

18 8609's issued in last 6 months

9 number of loan approvals and loan closings

Draws average 7 days to review

(+4 days to fiscal, +3 days to pay, +>30 days to reimburse)

8609 averages 67 days

Closings average 4-6 months between submission of due diligence documentation and loan disbursement.

Majority of draws and 8609s need additional docs from developer. Many RCs are missing or have incorrect information

Satisfaction Survey

	Overall Satisfaction	Timeliness
Loan Closings	4.2	4.2
Project Draws	4.4	4.2
Final Reporting/8609's	4.2	4.2
General Customer	4.6	4.4

“Communication with the PP&D division is excellent. You really treat your partners as PARTNERS - not just another project number.”

“Communication with partners, relationships, understanding and flexibility with unique circumstance.”

Process Improvement Goals

Improve legal closing
process

Improve Draw,
Closeout and 8609
process

Improve interoffice
communication

Change for the Better

- Customer focused
- Right people changing the process
- One week-quick and action oriented
- Necessary resources available immediately
- New process implementation begins next Monday





Day One

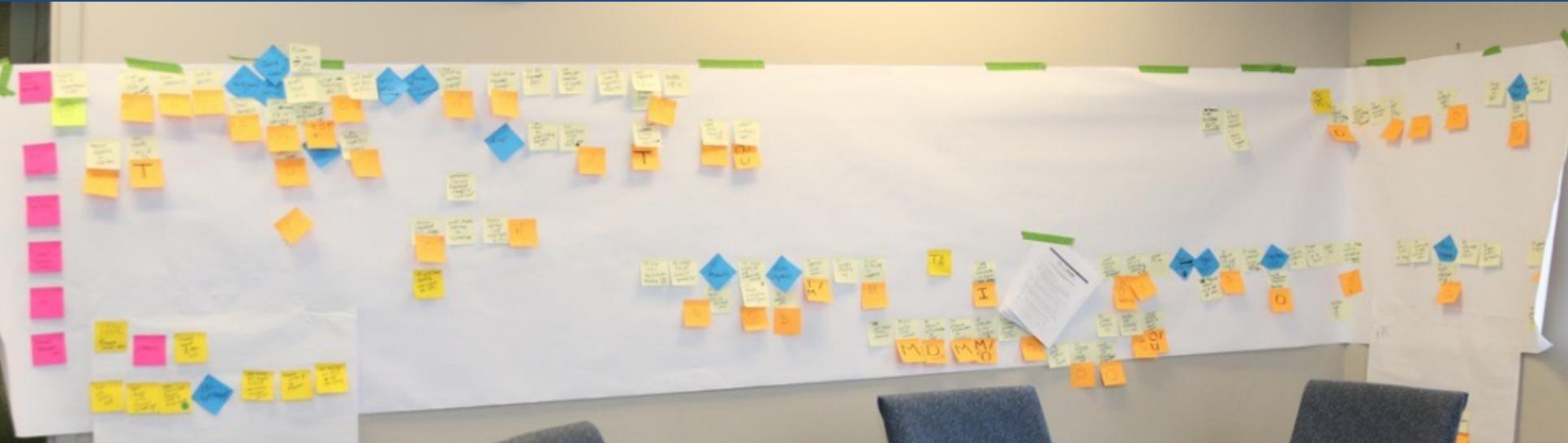
- Level setting
- Scope of event
- Stakeholder identification
- Current state mapping



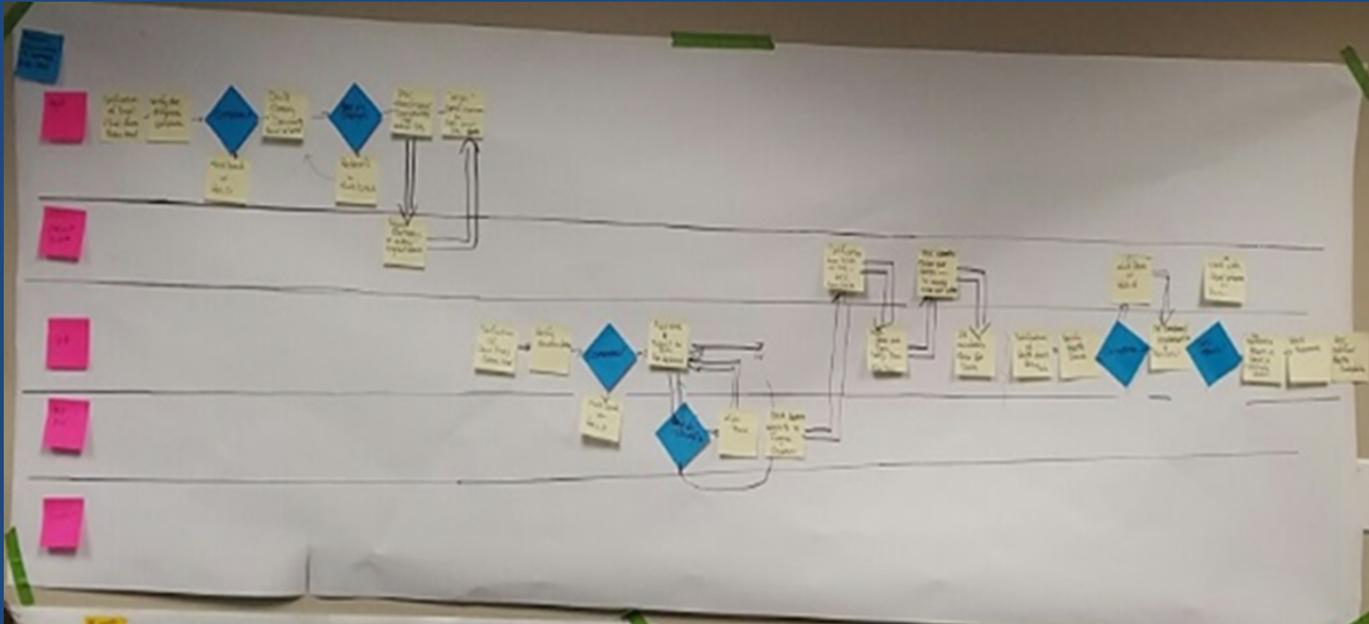
Today - Day Four

- More implementation planning
- Celebration
- Sharing results

Current State



Future State



Simpler



- Electronic submission of documents
- Utilizing more of DevCo functionality
- No longer requesting documents that we already have or don't need
- Standardize documents

Faster



- Ability to upload documents
- Accurate information available in one place and one time
- Utilize claims module in Devco for draws
- Reduce decision points
- Electronic approval process

Better



- Updated training, instructions and videos
- More lines of communication between OHFA departments and outside partners
- Able to spend more time on mission critical and value added work

Less Costly



- Reduction of costly and/or duplicative documents for partners
- Less paper, ink and postage used

Summary Scorecard

Measure	Current Level	NEW	Change
Process Steps	118	33	72%
Decision Points	15	6	60%
Handoffs	16	9	31%
Checklists	8	6	25%
Logs/Spreadsheets	6	0	100%
Process Lead Time - Draws Loan Closing	7 days 4-6 months	3-4 days 2-3 months	up to 57%

Implementation Plans

- Training
- Communication
- DevCo
- Checklists
- Timeline Tree

Special Thanks to...

Senior Leadership:

Doug Garver, Executive Director

Sean W. Thomas, Chief of Staff

Sponsor:

Kelan Craig, Director of Planning, Preservation and Development

Marlo Tannous, Chief Legal Counsel

Team Leader:

Diane Alecusan, Business and Project Administration Manager

Subject Matter Experts:

Kevin Clark, John Toth, Tina Knight, Paige Dixon, Bill Spencer, Holly Holtzen, LW Associates, Miami Valley Housing, ODSA