



As housing agencies are asked to do more with less, choosing a streamlined software solution to manage multifamily tax credit investments, development activities, and compliance requirements is critical in optimizing the impact of the portfolio mission.

When the Kansas Housing Resources Corporation (KHRC) sought out an enterprise wide software solution, they knew they needed a unified system to coordinate all multifamily compliance and tax credit allocation activities. KHRC administers affordable housing programs with five primary areas of emphasis. These programs represent more than 500 properties and thousands of individual units across the state. Each program has individual income and rent restrictions. Each has differing compliance monitoring requirements. And, in many cases, more than one program can be used on a project.

KHRC's primary requirement when selecting a new software solution was to deliver a secure, web-based portal to connect property owners with KHRC staff and other Federal Agencies. Federal and State based affordable housing requirements are strict and the overflow of emails, physical mails, phone calls, and data consolidation resulted in significant agency cost and overhead.

Our Software Solution:

ProLinkHFA is the first, and only, HFA enterprise management system that incorporates your back office processes and captures all communication between the related parties of a deal. It is delivered as an integrated suite of solutions to capture all project information from Deal Origination, through Construction, onto Compliance, Asset Management, and Preservation. By including this critical data in a single location, all the teams within an HFA are working on the same set of information.



is your back office, single database for deal origination, and asset management. [Learn more here!](#)



is your communication portal for external and internal parties. [Learn more here!](#)



is your tool to push and pull data from Excel and Word into your database. [Learn more here!](#)

THE CHALLENGE:

Compliance

Like all HFA's, KHRC must maintain significant compliance standards for all Federal and State affordable housing programs in their portfolio. Affordable housing deals often contain a variety of funding sources which present significant challenges in ongoing property manager support and regulatory compliance.

Previously, KHRC compliance technology provided limited ability to accept property and tenant data updates from property owners and managers. KHRC staff spent significant time and energy consolidating data from their properties, communicating with third party agents, and providing required information to their Federal and State partners.

Additionally, KHRC required a technical solution to better integrate agency data with the Real Estate Assessment Center (REAC), Housing and Urban Development (HUD), and the U.S. Department of Agriculture (USDA) Rural Development.

Asset Management

KHRC leadership needed a way to more proactively report on property health in order to optimize portfolio effectiveness. Previous processes had become a challenge due to the dependency on manual communication methods such as email, fax, standard mail, and on-site inspection review.

To fully support their asset management goals, KHRC collected financial information from each property to analyze and mitigate property risk. While the processes were in place, KHRC lacked the technical tools needed to ensure the timely submission and accuracy of data provided from property owners.

KHRC'S TAILORED PROLINK SOLUTION:

To meet KHRC's business goals, ProLink delivered a custom implementation of the ProLinkHFA Software Suite. Comprised of three flexible products, ProLink worked closely with KHRC staff to ensure the software met their program requirements head-on.

With the ProLinkHFA Suite of Solutions implemented, KHRC automated the following processes:

- Tax Credit Allocation
- Affordable Housing Compliance
- Asset Management
- External and Internal Project Management
- Document Collaboration
- Workflow Efficiencies

GOALS ACHIEVED:

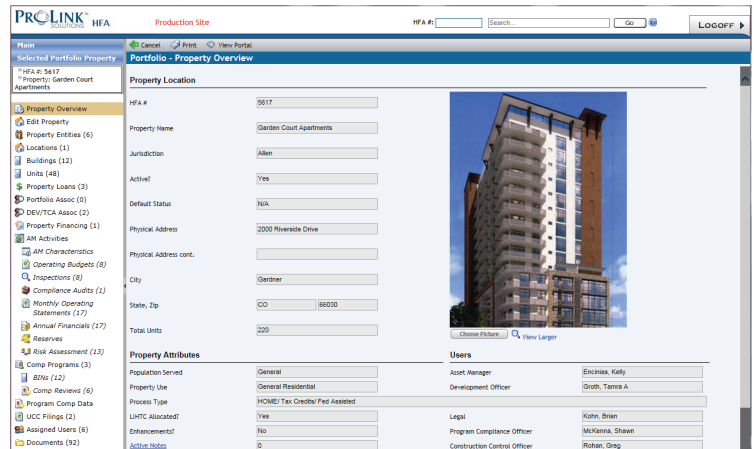
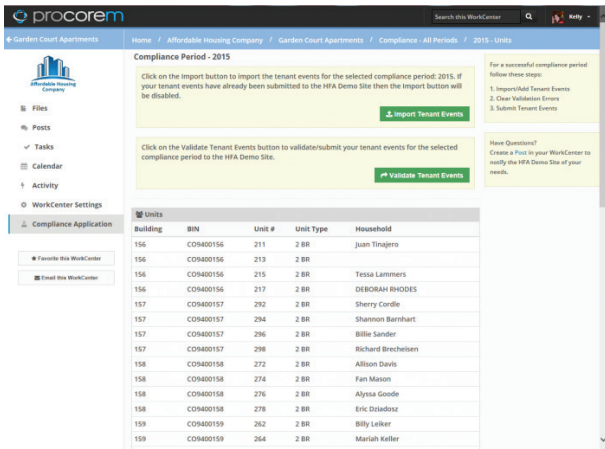


Compliance

KHRC is now able to accept tenant event data from third party agents through a secure, portal application. With integration into the ProLinkHFA database, KHRC staff can quickly see when information is submitted, which properties are out of compliance, and report on both property and portfolio health in an instant.

“Due to ProLink and Procorem and your forward thinking we are finishing our upload of pertinent compliance documents relieving ourselves of the need to have paper files stored in the office. The documents needed are immediately available for view in both ProLink and Procorem while sitting at your desk, out of the office inspecting, or on other KHRC business. The use of the software, and some internal changes in inspection protocols, are contributing to a 30% cost savings in travel and a 66% savings in our annual postage bill.”

- Craig Salminen, Director of Asset Management, KHRC



Asset Management

KHRC adopted the ProLinkHFA Suite of Solutions to automate the Asset Management process. Financials are now submitted electronically through the Procorem portal, reviewed directly within agency Excel templates, and stored in a central database with the push of a button. Staff can access and review data from anywhere with an internet connection, which has led to more accurate monitoring reviews, risk assessments, and improvements on the quality of data submitted by property owners and managers.

“The ProLink Asset Management Module, developed for Housing Tax Credit and HOME programs, is assisting our Housing Finance Agency (HFA) staff monitor program compliance. ProLink personnel pursue partnerships with the HFAs furthering a spirit of cooperation. We have found the ProLink staff accessible, willing to listen, and ready to address software upgrades to meet the regulatory requirements and enhance the ease of use. The asset management software will give us the ability to conduct quicker and more accurate monitoring reviews, risk assessments, and a more defined analysis of data input by owner/agents.”

- Craig Salminen, Director of Asset Management, KHRC

About Kansas Housing Resource Corporation:

Kansas Housing Resources Corporation (KHRC) is a self-supporting, public corporation which serves as one of the primary administrators of federal housing programs for the State of Kansas. Our mission is to increase the availability of affordable, decent and accessible housing for lower-income Kansans. To achieve our goal, KHRC collaborates with many partners across the state, including lenders, developers, builders, real estate agents, service providers, homeless advocates, non-profit organizations and government agencies.

About ProLink Solutions:

ProLink Solutions specializes in orchestrating the workflow and business processes of our clients by developing tailored software based on the ProLink Framework. Our team is experienced in providing solutions for enterprise investment management in a variety of industries, including Housing Finance Agencies, tax credit syndicators, lenders, and international real estate companies.

