

## **CMAC KYHC SYSTEM – A CASE STUDY**

### **ABOUT CLIENT**

Springboard, found in 1974, is a leading non-profit consumer credit management agency in California. The mission of Springboard is to help improve the lives of Americans by offering consumer credit counselling services that promote financial literacy, homeownership and a healthy economy.

California Housing Finance Agency (CalHFA), established in 1975 is a completely self-supporting state agency. The mission of CalHFA is to finance below market rate loans to create safe, decent and affordable rental housing to assist first time home buyers in achieving the dream of homeownership.

CalHFA Mortgage Assistance Corporation (CMAC) is a non-profit organization, under CalHFA, created specifically to receive and disburse federal funding to California homeowners.

### **INTRODUCTION**

The Keep Your Home California (KYHC) is a plan by CMAC to use federal funding to help California families struggling to pay their mortgages. The plan programs are focused on assisting low and moderate income families stay in their homes and leveraging additional contributions from mortgage servicers. The primary objective of the programs is to preserve the homeownership of homeowners in California by reducing the number of delinquencies and preventing avoidable foreclosures.

CMAC has assigned Springboard the authority to collect the homeowner information and check the eligibility of the homeowners to participate in any of the KYHC programs.

### **BUSINESS REQUIREMENT**

The requirement from Springboard was to develop a web based system for collecting and verifying the homeowner information. Springboard wanted its counsellors to be able to collect the homeowner information based on a pre-defined, configurable workflow. They wanted the system to be intelligent and configurable such that based on homeowner situation, the system

should be able to prompt the homeowners to submit relevant documents. Springboard also wanted the system to be able to accept, store and retrieve the homeowner documents. With the above features, Springboard wanted the system to assist their processors in making decisions whether the homeowner is eligible or not.

## **CHALLENGE**

The challenge was to develop a highly configurable system where the workflow, program eligibility criteria and the required documents should all be configurable. The system should also have the capability to make decisions, to certain extent, based on the homeowner situations and behave accordingly (mainly in screen navigation and eligibility verification). Speridian also had the challenge to deliver the complete system in a very short span of time.

## **SOLUTION**

The solution for the above requirement consists of a web portal, a configurable workflow engine service, configurable eligibility engine service, and a Document management system. The homeowner information is collected using the web portal where the screen navigation is based on the configured workflow (workflow engine). On collecting the homeowner information, the eligibility engine will check the eligibility of the homeowner for different KYHC program. If eligible, the DMS engine will decide on the documents to be submitted by the homeowner. The fax processor, a part of the DMS, will accept and store the homeowner documents. The web portal is the core application and is closely integrated with the other supplementary applications.

## **END RESULT**

Speridian designed and developed the complete system. It helped Springboard and CMAC a great deal in removing the human errors in verification. The system provides the processors a unified view of all information and a result from the eligibility engine which makes the decision making easy and more accurate.