



HCCP Board of Governors Spotlight: Jennifer Marchand

Multifamily Compliance Technical Advisor
Oregon Housing and Community Services

Jennifer Marchand started her career in the affordable housing industry in 1997 when she was hired to work for a large property management company on the Oregon Coast that managed a large portfolio of RD, PB Section 8, LIHTC, HOME, HOME TBRA, conventional and commercial properties. Previous to that she worked in the banking industry. In 2003, Jennifer joined OHCS (State of Oregon) as a Compliance Officer, and today – 15 years later – she serves as the OHCS Multifamily Program Compliance Technical Advisor in the Asset Management and Compliance Section.

How has the HCCP designation impacted your career?

I feel like it provided me with an official title that demonstrated to others that I have knowledge and expertise in the LIHTC field. I view it as the premier and most recognized title in the industry. I think that the designation demonstrates to others that I view my work as a career and not just a “job”

How did you get into the LIHTC industry?

People usually get a kick out of this when I explain it to them at trainings. I don't think that many of the people I know in this industry actually announced in first grade that they wanted to grow up and become an LIHTC expert. In fact, most of my life I had no idea what LIHTC meant. In 1997 I was pregnant and having a hard time sleeping. I looked out my window in the middle of the night and I saw the Site Manager of the apartment complex I lived at (mixed funded with some market units) moving out suspiciously. I called the Management company the next day and asked if they knew that their Site Manager had moved and they said no with a sigh. Later on that day they called me and asked if I had

ever considered being a site manager! At first I said no, but I thought about it for a few hours and decided the extra cash would help my family. I worked my way up from a Site Manager to a Regional Manager, and then I moved to the corporate office to take on the role of Housing Director.

What are your day-to-day responsibilities?

I do not have a typical day. Every day is different and I love it! My main responsibility for the State of Oregon Housing agency is to serve as the compliance technical advisor for a variety of programs – including, but not limited to, LIHTC, HOME and numerous State-funded grants. I answer questions from internal staff and various partners. I bridge the gap between loan development and compliance as much as possible and serve on various committees that range from the QAP rewrite team to a joint Homeless Initiative team (plus many more). I train frequently for local organizations and sit on a few boards in the industry, including the HCCP board! Honestly most of my duties could be categorized as “other job duties as assigned”. I never know where I will be needed or what may pop up.

What helped with your success in the LIHTC industry?

Being flexible and willing to learn and research as situations came up during my career. I like to read everything! Manuals, notices, newsletters and basically anything I can get my hands on. I have been known to take on situations that others stayed clear of, and all of those became lifelong learning experiences. Having experience from the property management side of the industry really helped me to understand the management companies that we work with. I have a lot of respect for them and the tenants that we all serve.

What's your favorite hobby?

I have a crazy passion for dogs (including my three German Shepherds) and I love coffee. I enjoy watching Hallmark movies with my daughter and spending time with my husband and family. We love to shop at thrift stores and find treasures! I have a sincere need in my life to help and give to others, and I like to include my family as much as possible when I volunteer. I give in many different ways. I usually just listen to my heart and let it lead me in the right direction. It keeps life meaningful, and I feel like I have been blessed with so much that I have an obligation to pay it forward as much as possible.