

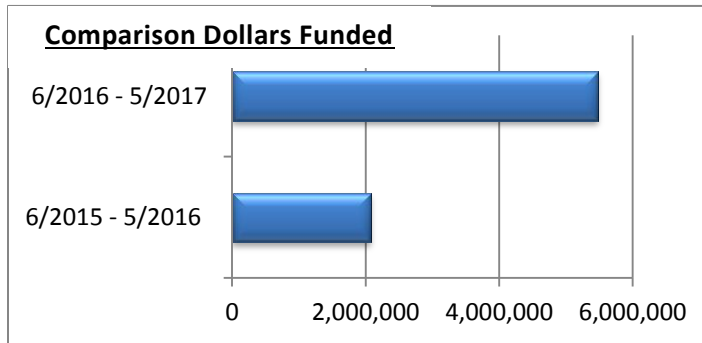
To: Board of Directors

From: Verise V. Campbell  
CEO/COO

Date: June 8, 2017

Re: Justification – Salary Increase for Operations Manager

This memo outlines the justification for the request to increase the salary of Veronica Lewis, Operations Manager from \$60,000 to \$65,000. Veronica has been with the organization for approximately five years. She was initially hired as a Document Collector, and subsequently held the positions of Escalation Supervisor; Reconveyance Agent, and Post Closing Manager prior to being promoted to Operations Manager in December 2016. Since the beginning of my tenure with NAHAC (June 2016), I have relied on Veronica to draft term sheets, study California HHF systems and program models, draft workflows and restructure pipeline workflows, staff and processes. She has been successful in every area, and as a result files are processed effectively and efficiently, and required program changes are identified and implemented quickly. Because of Veronica’s direct involvement in these key areas, production has increased year over year by 57 percent.



The proposed adjustment to Veronica’s salary will place her just under the median salary for positions similar to the Operations Manager position (According to Apple One 2017 Salary Guide the salary range is \$45,137 - \$86,317 for Operations Manager, median salary is \$65,727).