



MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF THE NEVADA HOUSING ASSISTANCE CORPORATION ON AUGUST 22, 2017

The Board of Directors of the Nevada Affordable Housing Assistance Corporation, a Nevada non-profit corporation (“NAHAC”) held a public meeting on August 22, 2017, beginning at 2:00 p.m. PST at the following locations:

NAHAC Conference Room: 3016 W. Charleston Blvd., Suite 160, Las Vegas, Nevada 89102

1. Call to order, Roll call.

The meeting was called to order by Timothy Whitright, Board Chairperson.
Roll was taken by AJ Gavilanes, Secretary.

Board Members present were: Timothy Whitright - Board Chairperson; Michael Holliday - Nevada Housing Division Director; Mohammad Nemati - Independent Director; and Rande Johnsen - Independent Director.

Board Members absent were: Sharath Chandra - Nevada Business & Industry Director

Also present were: Verise Campbell, Chief Operating Officer/Chief Executive Officer - NAHAC; Veronica Lewis, Operations Manager - NAHAC; Tony Cammisso, CPC, HCA & Marketing Manager - NAHAC; AJ Gavilanes, Office Administrator / Secretary - NAHAC; Greg Glover, Chief Information Officer (Consultant) – NAHAC; Brian Hardy (Ellsworth & Stout CPA’s), CPA – NAHAC; and Ann Morgan (Fennemore Craig P.C.), Legal Counsel – NAHAC.

Members of the public attending in person were asked to sign in, and the sign-in-sheet is attached to the original minutes as Exhibit A.

2. Public comment (1st period)¹: None. (Ms. Iris Gross, a Nevada homeowner, requested to speak during the second period of public comment)

3. Approval of Minutes:

- a. June 9, 2017
- b. June 30, 2017

*Item 3a and 3b were held for a future meeting.

4. Approval of Agenda for August 22, 2017

*Director Holliday noted that the date was August 22nd , not July 22nd .

Director Holliday moved to approve Agenda, as amended to the correct date of August 22, 2017. The Motion was seconded by Director Johnsen and approved by unanimous vote.

¹ This public comment agenda item is provided in accordance with NRS 241.020(2)(d)(3) which requires an agenda provide for a period devoted to comments by the general public, if any, and discussion of those comments. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Comments by the public may be limited to five minutes per person as a reasonable time, place and manner restriction, but may not be limited based upon viewpoint.

5. Items to be Presented for Information and Discussion:

a. Review of Financials for June 2017

Brian Hardy with Ellsworth & Stout CPA's walked the Board through the financials and congratulated NAHAC on funding that exceeded 1,000,000.00 for two months in a row.

b. Review of Financials for July 2017

Brian Hardy with Ellsworth & Stout CPA's walked the Board through the financials.

c. Update on External Audit

Brian Hardy with Ellsworth & Stout CPA's advised the Board that the External Audit was moving forward so cleanly and efficiently that Houldsworth, Russo and Co. reduced the fee by \$10,000.00.

d. Update on Internal Compliance Review

Brian Hardy with Ellsworth & Stout CPA's advised the Board of the status of the first compliance review Ellsworth and Stout CPA's is managing, and that a report should be available to the Board for review within two weeks.

e. Review of Budget for Fiscal Year 2018

Brian Hardy with Ellsworth & Stout CPA's advised the Board that the budget is in the process, about 85% done, and should be completed within two weeks and provided to the Board for approval at a future meeting.

f. Migration Analysis

Chief Operating Officer/Chief Executive Officer Campbell advised the Board that when NAHAC has rolled out the new NMAS system, it was discovered that all of the case file information was not pulling over in addition to the reporting being difficult since her tenure began.

Ms. Campbell shared that after discussion with US Treasury and the NAHAC team, it was determined it would be prudent to do a full data reconciliation, which is in process and includes examination of every single case file.

Chief Information Officer Glover advised that the analysis portion had been completed and now NAHAC is identifying what is missing. Mr. Glover stated that Speridian Technologies has been working on this almost around the clock and commended Veronica Lewis, Operations Manager for her efforts as well.

g. NAHAC Operations and Performance Report

CCPC, HCA & Marketing Manager Cammiso reviewed the performance reports for June and July.

Operations Manager Lewis reviewed the funding report and discussed the process for program changes.

CCPC, HCA & Marketing Manager Cammiso updated the Board on marketing activities including:

- Radio shows
- Events
- Website stats

Discussion followed.



6. General Board Comments, Questions and Items for Future Board Meetings: None.

7. 2nd period of Public Comment and Discussion²:

Ms. Iris Gross, a Nevada homeowner, stated that she was happy to hear about some of the changes that are taking place, because she has been frustrated with NAHAC since the end of February. Ms. Gross stated the following complaints:

- Not happy with having to speak with a California agency (Credit.org)
- She did not know what telephone number to call to reach NAHAC
- staff was not compassionate or empathetic
- staff seemed inexperienced
- Things like her post office box were treated with suspicion.
- She was asked to see her trust documents
- She said there was not much of what she would call “case management”
- When she got her application, it had been sent to the “wrong address” (her property address, not her post office box).
- She was uncomfortable with the fact that the documents she faxed never made it or did not print well and she ultimately brought them in.
- She was sent letters for more information, beyond what was requested on the application, and it seemed more like an investigation.
- She had spoken to “three dozen” different people (Mychal, Veronica, Valerie, Verise, Tracy and Tina)
- People from California (Credit.org Call Center) kept calling her to see how her case was going; which she asked them to stop calling her.
- She called her US State Senator (Senator Cortez-Masto).
- NAHAC would not take her promise of employment to calculate income.

Chairperson Whitright let Ms. Gross know that her time was over the 5 minutes and thanked Ms. Gross for bringing her concerns to the Board. Mr. Whitright then asked that the NAHAC team look into this matter.

8. Adjournment. (For Possible Action)

Director Johnsen moved to adjourn the meeting. The Motion was seconded by Director Nemati and approved by unanimous vote.

Board approval confirmation:

AJ Gavilanes
NAHAC Corporate Secretary

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