

Performance Report – August 2020

The Call Center received just under 900 calls in August, a significant drop from the nearly 3,500 calls in July 2020. The sharp decrease can be attributed to many homeowner receiving large lump sums of back unemployment benefits and some homeowners returning to work. Accordingly, NAHAC regulated days and times to accept applications as it approaches its commitment threshold.

Since the program's relaunch on May 7, 2020, there have been 2,410 intake sessions initiated (2,246 – NAHAC and 164 – housing counseling agencies). The breakdown of files is as follows:

Intake Sessions Initiated	2,410	
Funded:		Funded Amounts:
- Unemployment Mortgage Assistance Program	35	\$162,102
- Mortgage Reinstatement Assistance Program	1	\$7,457
Approved/Pending Funding	58	
Ineligible:		
- In Pre-Eligibility	708	
- In Counseling/Eligibility	92	
Withdrawn	447	
Incomplete (closed out prior to completion of application)	42	
Net Remaining Pending Eligibility Review	1,013	

Approximately \$6.3M in reallocated program dollars and lien recoveries remain for the Home Retention programs. Through the month of August, 36 home retention files were funded for a total of \$169,559. Additionally, there are approximately 1,071 files in review or pending funding with a commitment of approximately \$4.8M. The combined total of files funded, pending funding, and in review is a commitment of approximately \$4.9M.

Down Payment Assistance (DPA) Program

NAHAC received invoicing from the Nevada Housing Division for 25 of the 27 files remaining to be reimbursed, funding for which is pending NAHAC board approval on September 23, 2020.

Program Wind Down

NAHAC continues to target its operations and plan its budget based on the current, approved final closure date of August 31, 2021.

Amounts Funded

Since inception NAHAC has expended just under \$190M. Just over \$164M of this total represents program disbursements; the remaining nearly \$26M represents administrative expenses. There is approximately \$9.4M remaining, comprised of \$3.5M in program funds, \$3.1M in lien recoveries, and \$2.8M in administrative dollars.