

## Performance Report – September 2020

NAHAC increased its staffing by one new temporary employee in September for a total of seven (7) full-time employees and nine (9) temporary employees. Most staff continued to work remotely due to the COVID-19 pandemic. In September the Call Center addressed 2,580 calls.

Since the relaunch of the Unemployment Mortgage Assistance Program (UMAP) on May 7, 2020, a total of 2,679 intake sessions were completed (NAHAC staff completed 2,502 and Housing Counseling Agencies completed 177). Below is a breakdown by file status:

Intake Sessions Initiated	2,679	
Funded:		Funded Amounts:
- Unemployment Mortgage Assistance Program (UMAP)	95	\$439,139
- Mortgage Reinstatement Assistance Program (MRAP)	1	\$7,457
Approved/Pending Funding	60	
Ineligible:		
- In Pre-Eligibility	767	
- In Counseling/Eligibility	181	
Withdrawn	805	
Incomplete (closed out prior to completion of application)	44	
Net Remaining Pending Eligibility Review	726	

Approximately \$6.3M in reallocated program dollars and lien recoveries remain for UMAP. Through September, 96 home retention files were funded for a total of \$446,595. Additionally, there are approximately 786 files in review or pending funding with a commitment of approximately \$3.3M. The combined total of files funded, pending funding, and in review is a commitment of approximately \$3.8M.

### Down Payment Assistance (DPA) Program

In September 2020, the NAHAC Board of Directors approved funding in the amount of \$463,289 for 25 of the 27 files remaining to be reimbursed to the Nevada Housing Division (NHD), and payment was made accordingly. Of the remaining 2 files, 1 was cancelled and the other is pending invoicing from NHD.

### Program Wind Down

As previously communicated, NAHAC is forecasting a final program closure date of August 31, 2021.

### Amounts Funded

Since inception NAHAC has expended just under \$191M. Approximately \$165M of this total represents program disbursements; the remaining nearly \$26M represents administrative expenses. There is approximately \$8.5M remaining, comprised of \$2.7M in program funds, \$3.2M in lien recoveries, and \$2.6M in administrative dollars.