

Performance Report – November 2020

In November, staffing was maintained at six (6) full-time regular employees and nine (9) temporary employees. Staff primarily work remotely, and work in the office as needed.

In November the Call Center addressed 2,139 calls. A total of 3,404 intake sessions were completed under the current Unemployment Mortgage Assistance Program (UMAP). NAHAC staff completed 3,189 sessions and the Housing Counseling Agencies completed 215 sessions. The following is a breakdown by file status.

Intake Sessions Initiated	3,404	
Funded:		Funded Amounts:
- Unemployment Mortgage Assistance Program (UMAP)	235	\$1,048,545
- Mortgage Reinstatement Assistance Program (MRAP)	1	\$7,457
Approved/Pending Funding	114	
Ineligible:		
- In Pre-Eligibility	999	
- In Counseling/Eligibility	287	
Withdrawn	1,034	
To be Withdrawn	47	
Incomplete (closed out prior to completion of application)	50	
Net Remaining Pending Eligibility Review	637	

Approximately \$6.3M in reallocated program dollars and lien recoveries remain for UMAP. Through November, 236 home retention files were funded for a total of \$1,056,002. Additionally, there are approximately 751 files in review or pending funding with a commitment of approximately \$5.2M. The combined total files funded, pending funding, and in review is a commitment of approximately \$6.3M. To date, the program is fully committed.

Down Payment Assistance (DPA) Program

One file is pending invoicing from the Nevada Housing Division.

Program Wind Down

August 31, 2021 remains as the final program closure date.

Amounts Funded

Since inception NAHAC has expended approximately \$191.5M; of which \$26.3M is allocated to administrative expenses. Disbursements for programs represent \$165.6M. Approximately \$7.8M is remaining, which represents \$2.1M in program funds, \$3.4M in lien recoveries, and \$2.3M for administrative expenses.