

## Performance Report – December 2020

Overall staff was reduced by two (2) temporary employees. Current staff consists of six (6) full-time regular employees and seven (7) temporary employees. Recruitment for accounting personnel and temporary staff is ongoing. Staff primarily work remotely, and work in the office as needed.

In December the Call Center addressed 1,163 calls. A total of 3,447 intake sessions were completed under the current Unemployment Mortgage Assistance Program (UMAP). NAHAC staff completed 3,232 sessions and the Housing Counseling Agencies completed 215 sessions. The following is a breakdown by file status.

|  |       |                 |
|--|-------|-----------------|
| Intake Sessions Initiated                                  | 3,447 |                 |
| Funded:  |       | Funded Amounts: |
| - Unemployment Mortgage Assistance Program (UMAP)          | 321   | \$1,513,446     |
| - Mortgage Reinstatement Assistance Program (MRAP)         | 1     | \$7,457         |
| Approved/Pending Funding                                   | 295   |                 |
| Ineligible:  |       |                 |
| - In Pre-Eligibility                                       | 1,005 |                 |
| - In Counseling/Eligibility                                | 309   |                 |
| Withdrawn  | 1,122 |                 |
| Incomplete (closed out prior to completion of application) | 50    |                 |
|  |       |                 |
| Net Remaining Pending Eligibility Review                   | 344   |                 |

Approximately \$6.3M in reallocated program dollars and lien recoveries remain for UMAP. Through December, 322 home retention files were funded for a total of \$1,520,903. Additionally, there are approximately 639 files in review or pending funding with a commitment of approximately \$4.6M. The combined total files funded, pending funding, and in review is a commitment of approximately \$6.1M. Although applications are no longer being solicited, additional applications will be accepted as funds become available due to fallout.

### 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 \$192.6M; of which \$26.6M is allocated to administrative expenses. Disbursements for programs represent \$166M. Approximately \$7.2M is remaining, which represents \$1.6M in program funds, \$3.6M in lien recoveries, and \$2M for administrative expenses.