

Performance Report – January 2021

In January the Call Center addressed 516 calls. To date a total of 3,465 intake sessions have been completed under the Unemployment Mortgage Assistance Program (UMAP). NAHAC staff completed 3,250 and Housing Counseling Agencies completed 215. The following is a breakdown by file status:

Intake Sessions Initiated	3,465	
Funded:		Funded Amounts
- Unemployment Mortgage Assistance Program (UMAP)	556	\$3,028,559.78
- Mortgage Reinstatement Assistance Program (MRAP)	4	\$52,407.81
Approved/Pending Funding	276	
Ineligible:		
- In Pre-Eligibility	1,008	
- In Counseling/Eligibility	332	
Withdrawn	1,139	
Incomplete (closed out prior to completion of application)	50	
Net Remaining Pending Eligibility Review	100	

Overall staff increased by one (1) full-time regular employee (Accounting Clerk). Current staff consists of seven (7) full-time regular employees and seven (7) temporary employees. Most staff are working remotely, and others are in the office as needed.

Of the \$6.3M in reallocated program dollars and lien recoveries made available for the relaunch of UMAP, funds were allocated as follows: 560 home retention files funded (\$3,080,968) and 376 (Pending Eligibility Review and Approved/Pending Funding (\$2.7M)). Although applications are no longer being solicited, additional applications will be accepted as funds become available due to fallout.

Down Payment Assistance (DPA) Program

The one remaining DPA file was funded on January 18, 2021.

Program Wind Down

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

Amounts Funded

Since inception NAHAC has expended approximately \$194.4M; of which \$26.8M is allocated to administrative expenses. Disbursements for programs represent \$167.6M. Approximately \$5.6M is remaining, which represents \$41K in program funds, \$3.7M in lien recoveries, and \$1.9M for administrative expenses.