

Performance Report – February 2021

In February the Call Center addressed 551 calls. To date, a total of 3,537 intake sessions have been completed under the Unemployment Mortgage Assistance Program (UMAP). NAHAC staff completed 3,307 sessions and Housing Counseling Agencies completed 230. The following is a breakdown by file status:

Intake Sessions Initiated	3,537	
Funded:		Funded Amounts
- Unemployment Mortgage Assistance Program (UMAP)	703	\$4,027,562.89
- Mortgage Reinstatement Assistance Program (MRAP)	8	\$117,390.28
Approved/Pending Funding	193	
Ineligible:		
- In Pre-Eligibility	1,012	
- In Counseling/Eligibility	337	
Withdrawn	1,156	
Incomplete (closed out prior to completion of application)	50	
Net Remaining Pending Eligibility Review	78	

Overall staff increased by one (1) full-time regular employee (Analyst). Current staff consists of eight (8) full-time regular employees and seven (7) temporary employees. Most staff continue to work remotely, and other staff 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 have been allocated as follows: 711 home retention files funded (\$4,144,953) and 271 (Pending Eligibility Review and Approved/Pending Funding (\$1.8M)). NAHAC has suspended accepting applications.

Program Wind Down

Program closure date remains August 31, 2021.

Amounts Funded

Since inception NAHAC has expended approximately \$195.7M; of which \$27M is allocated to administrative expenses. Disbursements for programs represent \$168.6M. All Treasury dollars have been expended, and we are currently spending down lien recovery dollars. Approximately \$4.5M is remaining, which represents \$2.9M in lien recoveries and \$1.6M for administrative expenses.