

# NEVADA AFFORDABLE HOUSING ASSISTANCE CORPORATION

## BOARD OF DIRECTORS MEETING MINUTES SEPTEMBER 13, 2021

The Board of Directors of the Nevada Affordable Housing Assistance Corporation, a Nevada non-profit corporation (“NAHAC”), held a public meeting on September 13, 2021, beginning at 2:00 p.m. PST at the following location:

Housing Division, 3rd Floor Conference Room: 3300 W Sahara Ave Ste 300, Las Vegas, NV 89102

### 1. Call to order, Roll call.

The meeting was called to order by Rande Johnsen - Independent Director at 2:06 p.m.  
Roll was taken by AJ Gavilanes, Secretary.

**Board Members present:** Michael Holliday (*Nevada Department of Business & Industry, Housing Division*) Director; Sharath Chandra (*Nevada Department of Business & Industry, Real Estate Division*) Director; Rande Johnsen - Independent Director; and Jim Hastings - Independent Director.

**Board Members absent:** Timothy Whitright (*Nevada Department of Business & Industry, Housing Division*) Board Chairperson;

#### Also present:

- Verise Campbell, Chief Operating Officer/Chief Executive Officer
- Veronica Lewis, Operations Manager
- Jennifer Varsallona, Assistant Operations Manager
- Tony Cammiso, Call Center Manager & Payroll Manager
- David Greg Glover, I.T. Systems Manager
- AJ Gavilanes, Office Administrator/Secretary
- Brian Hardy, Ellsworth & Stout, LLC
- Ryan Garner, Ellsworth & Stout, LLC
- Katie Hoffman, Fennemore Craig P.C.
- Chris Byrd, Fennemore Craig P.C.
- Kurt Ouchida, BTMC, LLC (dba BRAINtrust)
- Chad Elder, BTMC, LLC (dba BRAINtrust)
- Iolanda Focsa, BTMC, LLC (dba BRAINtrust)
- Anna Staursky, BTMC, LLC (dba BRAINtrust)
- Dustin Klein, BTMC, LLC (dba BRAINtrust)

**Participating members of the public are asked to identify themselves and are noted on the attendance sheet attached to the original minutes as Exhibit A.**

### 2. Public comment (1st period)<sup>1</sup>: None.

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<sup>1</sup> This public comment agenda item is provided in accordance with NRS 241.020(2)(d)(3) which requires an agenda provide for a period devoted to comments by the general public, if any, and discussion of those comments. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Comments by the public may be limited to five minutes person as a reasonable time, place and manner restriction, but may not be limited based upon viewpoint.

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### 3. Approval of August 25, 2021 Minutes

This item was tabled.

### 4. Approval of September 13, 2021 Agenda

Agenda item number three was tabled.

Director Holliday moved to approve Agenda for September 13, 2021, as noted above. The Motion was seconded by Director Hastings and approved by unanimous vote.

*Director Chandra joined the meeting.*

### 5. Items to be Presented for Information and Discussion:

#### a. NAHAC Operations

Mr. Brian Hardy provided the following updates related to finance:

- The independent audit is still undergoing, as a few things are being completed.
- Funds were returned to US Treasury for the Hardest Hit Fund program.
- New bank accounts for the HAF program have been established.
- NAHAC will use the funds in the unrestricted account to pay current expenditures for now.
- The remaining funds in the Bank of New York Mellon account will be transferred to the unrestricted account.
- Any expenditures specifically related to the HAF program will be reimbursed to the unrestricted account with once funds for the HAF program are received.

Mr. Tony Cammiso advised the final report for US Treasury (Treasury) is in the final draft stage and will be provided to Nevada Housing Division (NHD) for review and input before submission to the board and Treasury.

Mr. Cammiso also provided updates related to staffing. Recruitment is in full swing, and the following positions have been filled:

- Accounting Clerk
- Accounting Clerk
- Floater (candidate in process of onboarding, formerly temporary staff)

Candidates have been identified for the following positions:

- Operations Manager
- Helpdesk Technician II
- Data Analyst
- Floaters (2)

Ms. Jennifer Varsallona provided the following regarding Request for Proposals (RFP's).

- Decisioned RFP's pending Board approval include Finance, Legal, Marketing and Payroll
- Open RFP's include Quality Control, Data Services, Processing/Eligibility, Unified Communications System, and I.T. Solutions (System of Record).

Ms. Verise Campbell advised NAHAC has decided on an I.T. Solutions (System of Record), and it will be presented at the next Board meeting.

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## 6. Items for Board Information, Discussion and Possible Action:

- a. **Authorization for President/Chairperson to enter into an agreement with Fennemore Craig P.C. in an annual amount not to exceed \$204,000 for legal services.**

Ms. Campbell presented.

One response to this RFP was received.

Director Hastings moved to approve President/Chairperson to enter into an agreement with Fennemore Craig P.C. in an annual amount not to exceed \$204,000 for legal services. The Motion was seconded by Director Holliday and approved by unanimous vote.

- b. **Authorization for President/Chairperson to enter into an agreement with ADP, LLC in an annual amount not to exceed \$25,000 for payroll, background check and training services.**

Ms. Campbell presented.

Two responses to this RFP were received.

Director Chandra moved to approve President/Chairperson to enter into an agreement with ADP, LLC in an annual amount not to exceed \$25,000 for payroll, background check and training services. The Motion was seconded by Director Hastings and approved by unanimous vote.

- c. **Authorization for President/Chairperson to enter into an agreement with Ellsworth & Stout, LLC in an annual amount not to exceed \$174,000 for finance and compliance services.**

Ms. Campbell presented.

One response to this RFP was received.

Director Holliday moved to approve President/Chairperson to enter into an agreement with Ellsworth & Stout, LLC in an annual amount not to exceed \$174,000 for finance and compliance services. The Motion was seconded by Director Chandra and approved by unanimous vote.

- d. **Authorization for President/Chairperson to enter into an agreement with BTMC, LLC (dba BRAINtrust) for marketing and public relations in a total amount not to exceed \$530,000 estimated as follows:**

- i. **First 12 months in an amount not to exceed \$285,000.**
- ii. **September 2022 – August 2023 in an amount not to exceed \$140,000**
- iii. **September 2023 – August 2024 in an amount not to exceed \$100,000**
- iv. **September 2024 – August 2025 in an amount not to exceed \$5,000**

Ms. Campbell presented.

One response to this RFP was received.

Director Hastings moved to approve President/Chairperson to enter into an agreement with BTMC, LLC (dba BRAINtrust) for marketing and public relations in a total amount not to exceed \$530,000, with an estimated breakdown as shown above. The Motion was seconded by Director Holliday and approved by unanimous vote.

- e. **Approval to provide a 3 percent cost of living wage adjustment to all eligible, hourly, NAHAC full-time regular employees who have been employed for the last 12 months.**

Ms. Campbell advised staff had not received a wage increase in several years, and this applies to two full-time regular employees.

Director Holliday inquired if this change would keep the budget in line. Mr. Hardy advised this

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amount is included within the budget for the Homeowner Assistance Fund (HAF) program and the annual budget.

Director Hastings moved to approve to provide a 3 percent cost of living wage adjustment to all eligible, hourly, NAHAC full-time regular employees who have been employed for the last 12 months. The Motion was seconded by Director Holliday and approved by unanimous vote.

**f. Approval to provide a 3 percent cost of living salary adjustment to the Call Center Manager/Payroll Manager.**

Ms. Campbell advised this employee successfully wears several hats and is worthy of the cost-of-living increase. Mr. Hardy advised this amount is included within the budget for the HAF program and the annual budget.

Director Holliday moved to approve to provide a 3 percent cost of living salary adjustment to the Call Center Manager/Payroll Manager. The Motion was seconded by Director Chandra and approved by unanimous vote.

**g. Approval to establish and fill Chief Information Officer position with existing Regular Full-Time Employee – Salaried/Exempt – Not to exceed \$103,000 annually.**

Ms. Campbell advised NAHAC desires to move the existing IT Systems Manager into this position. Ms. Campbell stated the individual has written numerous, very lengthy technical information technology documents to satisfy US Treasury requirements, in addition to managing multiple IT vendors. She further advised this individual acted as the Chief Information Officer as a contractor for NAHAC. Ms. Campbell added NAHAC is bringing on additional IT positions to ensure the CIO will have adequate support.

Mr. Hardy advised this amount is included within the budget for the HAF program and the annual budget.

Director Hastings moved to approve to establish and fill Chief Information Officer position with existing regular, full-time, salaried/exempt employee not to exceed \$103,000 annually. The Motion was seconded by Director Holliday and approved by unanimous vote.

**h. Approval of new contract of employment with existing Chief Executive Officer/Chief Operating Officer with salary range of \$127,330 to \$131,150, effective retroactively to August 1, 2021.**

Director Johnsen expressed Ms. Campbell has done “a gold star job” for the Hardest Hit Fund program and the new HAF program. Director Hastings echoed those sentiments. Director Holliday added he appreciates Ms. Campbell’s hard work to right the ship, and he was happy to see this item on the agenda. Director Chandra echoed those sentiments, and stated Ms. Campbell has done an incredible job.

Ms. Campbell thanked the board for their kind words.

Mr. Hardy advised this amount is included within the budget for the HAF program and the annual budget.

Director Johnsen moved to approve new contract of employment with existing Chief Executive Officer/Chief Operating Officer with salary range of \$127,330 to \$131,150, effective retroactively to August 1, 2021. The Motion was seconded by Director Chandra and approved by unanimous vote.

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**i. Approval to fill existing Operations Manager position with Regular Full-Time Employee – Salaried/Exempt – Not to exceed \$75,000 annually.**

Ms. Campbell advised this request is to fill the existing part-time position with a full-time regular employee. The part-time Operations Manager will remain for a while for training and operations continuity. Ms. Campbell will bring an item to the Board if she can work out a deal to bring Mrs. Lewis on as a consultant.

Ms. Campbell shared the current and longtime Operations Manager, Mrs. Veronica Lewis, was recently selected to participate in the National Council of State Housing Agencies (NCSHA) calls as a subject matter expert on the Hardest Hit Fund programs and Common Data File (CDF) protocols.

Mr. Hardy advised this amount is included within the budget for the HAF program and the annual budget.

Director Hastings moved to approve to fill existing Operations Manager position with regular, full-time employee, salaried/exempt not to exceed \$75,000 annually. The Motion was seconded by Director Chandra and approved by unanimous vote.

**j. Approval to establish and fill new positions – Regular Full-Time Employee – Salaried/Exempt:**

- i. IT Helpdesk Technician II – Not to exceed \$52,000 annually**
- ii. Systems Administrator – Not to exceed \$65,000 annually**
- iii. Data Analyst – Not to exceed \$72,000 annually**

Ms. Campbell advised these positions will round out the IT division. Candidates were identified for two of these positions.

Mr. Hardy advised these amounts are included within the budget for the HAF program and the annual budget.

Director Johnsen inquired if all items under agenda item “J” could be included in one consolidated vote. Ms. Katie Hoffman confirmed they could.

Director Holliday moved to approve to establish and fill all new regular, full-time employee, salaried/exempt t positions as listed above. The Motion was seconded by Director Hastings and approved by unanimous vote.

**k. Approval to establish and fill new position – Regular Full-Time Employee – Non-exempt:**

- i. Administrative Assistant – Not to exceed \$35,360 annually**

Ms. Campbell advised this position would assist in the administrative area. Mr. Hardy advised this amount is included within the budget for the HAF program and the annual budget.

Director Chandra moved to approve to establish and fill new regular, full-time employee, non-exempt Administrative Assistant position not to exceed \$35,360 annually. The Motion was seconded by Director Hastings and approved by unanimous vote.

**l. Approval to establish and fill new positions – Temporary Staff:**

- i. Customer Service Representative (6) – Not to exceed \$23.00 (Estimated hourly rate \$16.00, plus agency fee)**
- ii. Customer Service Lead – Not to exceed \$25.00 (Estimated hourly rate \$17.00, plus agency fee)**
- iii. Closing/Post-Closing Lead – Not to exceed \$27.00 (Estimated hourly rate \$18.00, plus agency fee)**

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- iv. **Document Collector (Floater) (7) – Not to exceed \$23.00 (Estimated hourly rate \$16.00, plus agency fee)**
- v. **Servicer Liaison (Floater) (2) – Not to exceed \$23.00 (Estimated hourly rate \$16.00, plus agency fee)**
- vi. **Closing Agent (Floater) (2) – Not to exceed \$25.00 (Estimated hourly rate \$17.00, plus agency fee)**
- vii. **Recertification Clerk (Floater) (4) – Not to exceed \$23.00 (Estimated hourly rate \$16.00 plus agency fee)**
- viii. **Document Preparer (Floater) (2) – Not to exceed \$25.00 (Estimated hourly rate \$17.00 plus agency fee)**
- ix. **Scheduler (Floater) (2) – Not to exceed \$23.00 (Estimated hourly rate \$16.00 plus agency fee)**

Ms. Campbell asked the Board to disregard any specific agency fee shown on agenda items 6(l)(vii) through 6(l)(ix) as that amount is based on a certain scale and not known for certain. She advised these positions are to allow NAHAC to ramp up quickly and roll out the new program.

Mr. Hardy advised these amounts are included within the budget for the HAF program and the annual budget.

Director Johnsen inquired if all items under agenda item “L” could be included in one consolidated vote. Ms. Katie Hoffman confirmed they could.

Director Hastings moved to approve to establish and fill new Temporary Staff positions as listed above with the changes noted above per Ms. Campbell. The Motion was seconded by Director Holliday and approved by unanimous vote.

### **m. Approval of Job Descriptions:**

- i. **Chief Information Officer**
- ii. **Chief Executive Officer/Chief Operating Officer (Revised)**
- iii. **Operations Manager (Revised)**
- iv. **IT Helpdesk Technician II**
- v. **Systems Administrator**
- vi. **Data Analyst**
- vii. **Administrative Assistant**
- viii. **Customer Service Representative (Revised)**
- ix. **Customer Service Lead**
- x. **Closing/Post-Closing Lead**
- xi. **Floater (Revised)**
- xii. **Outreach Coordinator (Revised)**

Ms. Campbell clarified on item 6(xii) the language “Customer Service Representative (Revised)” at the end of “xii. Outreach Coordinator (Revised)” on the agenda is a typo and should be disregarded as that position was listed under item “viii”.

Director Johnsen inquired if all items under agenda item “M” could be included in one consolidated vote. Ms. Katie Hoffman confirmed they could.

Director Chandra moved to approve all job descriptions as listed above with the changes noted above per Ms. Campbell. The Motion was seconded by Director Holliday and approved by unanimous vote.

### **n. Approval of revised Organizational Chart.**

Ms. Campbell presented.

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Director Hastings moved to approve revised Organizational Chart. The Motion was seconded by Director Holliday and approved by unanimous vote.

**7. General Board Comments, Questions and Items for Future Board Meetings:**

Ms. Campbell advised the following items are expected for future board consideration:

- System of Record (IT Solution)
- Independent Contractor Agreement (Veronica Lewis)
- Vendors for outstanding RFPs


**8. 2nd period of Public Comment and Discussion<sup>2</sup>: None.**

**9. Adjournment.**

Director Hastings moved to adjourn the meeting. The Motion was seconded by Director Holliday.

The meeting adjourned at 2:57 p.m.

**Board approval confirmation:**

  
AJ Gavilanes  
NAHAC Corporate Secretary

<sup>2</sup> This public comment agenda item is provided in accordance with NRS 241.020(2)(d)(3) which requires an agenda provide for a period devoted to comments by the general public, if any, and discussion of those comments. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Comments by the public may be limited to five minutes person as a reasonable time, place and manner restriction, but may not be limited based upon viewpoint.

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Director Hastings moved to approve revised Organizational Chart. The Motion was seconded by Director Holliday and approved by unanimous vote.

**7. General Board Comments, Questions and Items for Future Board Meetings:**

Ms. Campbell advised the following items are expected for future board consideration:

- System of Record (IT Solution)
- Independent Contractor Agreement (Veronica Lewis)
- Vendors for outstanding RFPs

**8. 2nd period of Public Comment and Discussion<sup>2</sup>:** None.

**9. Adjournment.**

Director Hastings moved to adjourn the meeting. The Motion was seconded by Director Holliday.

The meeting adjourned at 2:57 p.m.

**Board approval confirmation:**

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AJ Gavilanes  
NAHAC Corporate Secretary

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**EXHIBIT A**

**ATTENDANCE SHEET SEPTEMBER 13, 2021**

**(Attached)**



## PUBLIC MEETING ATTENDANCE RECORD & SIGN-IN

### Board of Directors - Nevada Affordable Housing Assistance Corporation (NAHAC)

Date & Time of Meeting: September 13, 2021 2:00 PM

| <b>NAHAC Directors, Officers, Employees and Contractors</b> |   |   |                                     |                                     |                                      |
|---|---|---|-------------------------------------|-------------------------------------|--------------------------------------|
| Attendee Name   | Organization(s)<br><i>(N/A if none)</i>                   | Title(s)<br><i>(N/A if none)</i>                                | Attended<br>via Phone               | Not In<br>Attendance                | Signature<br><i>(In-Person Only)</i> |
| Timothy Whitright   | Nevada Housing Division /<br>NAHAC Board of Directors     | Deputy Administrator / NHD<br>Director & President, Chairperson | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |                                      |
| Michael Holliday  | Nevada Housing Division /<br>NAHAC Board of Directors     | CFO / NHD Director & Treasurer                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Sharath Chandra   | Nevada Real Estate Division /<br>NAHAC Board of Directors | Administrator / Nevada Bus. &<br>Industry Director              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Rande Johnsen   | NAHAC Board of Directors                                  | Independent Director,<br>Vice President & Vice Chairperson      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Jim Hastings  | NAHAC Board of Directors                                  | Independent Director  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Verise V. Campbell  | NAHAC   | Chief Executive Officer &<br>Chief Operating Officer            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Veronica Lewis  | NAHAC   | Operations Manager  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Jennifer Varsallona   | NAHAC   | Assistant Operations Manager                                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Tony Cammiso  | NAHAC   | Call Center Manager & Payroll<br>Manager                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| David Greg Glover   | NAHAC   | I.T. Systems Manager  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| A.J. Gavilanes  | NAHAC   | Office Administrator & Secretary                                | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Brian Hardy   | Ellsworth & Stout, LLC                                    | NAHAC Financial/Compliance                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Ryan Garner   | Ellsworth & Stout, LLC                                    | NAHAC Financial/Compliance                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |
| Katie Hoffman   | Fennemore Craig P.C.                                      | NAHAC Legal Counsel   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |



**PUBLIC MEETING ATTENDANCE RECORD & SIGN-IN**

**Board of Directors - Nevada Affordable Housing Assistance Corporation (NAHAC)**

Date & Time of Meeting: September 13, 2021 2:00 PM

| <b>NAHAC Directors, Officers, Employees and Contractors (continued)</b> |   |  |                                     |                              |  |
|---|---|--|-------------------------------------|------------------------------|--|
| <b>Attendee Name</b>  | <b>Organization(s)<br/><i>(N/A if none)</i></b> | <b>Title(s)<br/><i>(N/A if none)</i></b> | <b>Attended<br/>via Phone</b>       | <b>Not In<br/>Attendance</b> | <b>Signature<br/><i>(In-Person Only)</i></b> |
| Kurt Ouchida  | BTMC, LLC<br>(dba BRAINtrust)                   | NAHAC Marketing                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>     |  |
| Chad Elder  | BTMC, LLC<br>(dba BRAINtrust)                   | NAHAC Marketing                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>     |  |
| Iolanda Focsa   | BTMC, LLC<br>(dba BRAINtrust)                   | NAHAC Marketing                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>     |  |
| Anna Starsky  | BTMC, LLC<br>(dba BRAINtrust)                   | NAHAC Marketing                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>     |  |
| Dustin Klein  | BTMC, LLC<br>(dba BRAINtrust)                   | NAHAC Marketing                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>     |  |

| <b>Members of the General Public</b> |   |  |  |                  |
|--------------------------------------|---|--|--|------------------|
| <b>Attendee Name</b>                 | <b>Organization(s)<br/><i>(N/A if none)</i></b> | <b>Title(s)<br/><i>(N/A if none)</i></b> | <b>Number(s) of agenda<br/>item(s) to comment on</b> | <b>Signature</b> |
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