

Processing and Eligibility Services Scope of Work

The awarded vendor will provide NAHAC with industry business solutions to include Processing and Eligibility Services for NAHAC's homeowner assistance programs as described in more detail below.

1. Review Data Management System files to verify that data is complete and meets established standards.
2. Verify application and required documents meet both program and underwriting requirements.
3. Verify household income calculation.
4. Review credit report to verify accuracy of information.
5. Review completed files to determine if applicants are eligible or ineligible for programs based on Nevada's Homeowner Assistance Fund (HAF) program guidelines.
6. Provide quality review of files for completeness, eligibility, and fraud detection.
7. Files not meeting HAF program guidelines as outlined in Treasury Guidance, and NAHAC's Program Term Sheets and guiding materials will be deemed ineligible.
8. Collaborate with Operations Manager and other NAHAC staff in order to complete processing and eligibility.
9. Report to NAHAC if a file is eligible, ineligible, or withdrawn in a timely manner.
10. Study and review Nevada's Homeowner Assistance Fund program guidelines, eligibility requirements, United States Department of Treasury guidance and any other guiding materials as it pertains to NAHAC's mortgage assistance programs.
11. Analyze individual loan files for compliance with applicable state and federal regulations and internal policies and procedures.
12. Stay current and maintain strong familiarity with all federal and state mortgage lending laws and regulations.
13. Ensure work performed meets or exceeds company standards and guidelines.