

SCOPE OF WORK

Quality Assurance/Improvement/Control Services

The awarded vendor will provide NAHAC with Quality Assurance/Quality Improvement/Quality Control services for NAHAC's homeowner assistance programs as described in more detail below.

Quality Assurance/Improvement/Control Services may include but are not limited to:

1. Collaborate with Operations Manager and other NAHAC staff to monitor case management, housing counseling, eligibility, processing, and pre/post-closing.
2. Act as advisor on all aspects of quality assurance for NAHAC's homeowner assistance programs including but not limited to eligibility and processing.
3. Conduct detailed review of files and documents to ensure they are complete, accurate, and comply with program guidelines.
4. As well as conduct analytical review of files and documents to identify errors and data integrity problems.
5. Complete file review forms and submit promptly to the Operations Manager according to established procedures.
6. Conduct quality assurance audits of program documents and homeowner files; Analyze and accurately report findings to Operations Manager.
7. Complete any additional paperwork as needed to maintain completed case file audits.
8. Audits are performed, based on documentation received, to ensure compliance with all applicable rules, regulations, and laws, as well as servicer, and agency guidelines, governing mortgage assistance, as applicable.
- ~~9. Provide oversight and make recommendations of any needed changes in counseling service delivery, processing, or approval process, and of homeowner case file audits to ensure transparency and effective internal controls.~~
- ~~10. Provide reports in a timeframe and format established by NAHAC to meet requirements of state and treasury.~~
- ~~11.9.~~ Ad-hoc reports may be asked to be provided at times. Formatting, information required and timeframes for ad-hoc reports shall be determined on a case-by-case basis.
- ~~12.10.~~ 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.
- ~~13.11.~~ Maintain current and up to date knowledge of NAHAC's underwriting guidelines.
- ~~14.12.~~ Perform in-depth Quality Control reviews of closed mortgage loan files for compliance with applicable agency and regulatory requirements as well as adherence to specific lender policies.
- ~~15.13.~~ Analyze individual loan files for compliance with applicable state and federal regulations and internal policies and procedures.

~~16~~.14. Stay current and maintain strong familiarity with all federal and state mortgage lending laws and regulations.

~~17~~.15. Ensure work performed meets or exceeds company standards and guidelines.