

# MEETING MINUTES

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

### **MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF NEVADA AFFORDABLE HOUSING ASSISTANCE CORPORATION ON FEBRUARY 25, 2022**

The Board of Directors of the Nevada Affordable Housing Assistance Corporation, a Nevada non-profit corporation (“NAHAC”), held a public meeting on February 25, 2022, beginning at 10:00 a.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 Timothy Whitright, Board Chairperson at 10:04 a.m.  
The roll was taken by Verise Campbell, Assistant Secretary.

**Board Members present:** Timothy Whitright (*Nevada Department of Business & Industry, Housing Division*) Board Chairperson; Michael Holliday (*Nevada Department of Business & Industry, Housing Division*) Director; Jim Hastings *Independent Director*.

**Board Members absent:** Sharath Chandra (*Nevada Department of Business & Industry, Real Estate Division*) Director; and Rande Johnsen - *Independent Director*.

#### **Also present:**

- Verise Campbell, Chief Operating Officer/Chief Executive Officer/Assistant Secretary
- Tracy Crayton, Operations Manager
- David Greg Glover, Chief Information Officer
- Kamelah Flintroy, Administrator/Human Resources Generalist
- AJ Gavilanes, Office Administrator
- Brian Hardy (Ellsworth & Stout)
- Ryan Garner (Ellsworth & Stout)
- Katie Hoffman (Fennemore Craig)
- Andy Firoved (HOTB)
- Jason Connolly (HOTB)

**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.**

#### **3. Approval of Minutes:**

##### **a. December 10, 2021**

Director Jim Hastings moved to approve Minutes for December 10, 2021. The Motion was seconded by Director Michael Holliday and approved by unanimous vote.

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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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### **b. January 28, 2022**

Director Holliday moved to approve Minutes for January 28, 2022. The Motion was seconded by Director Hastings and approved by unanimous vote.

### **4. Approval of February 25, 2022, Agenda**

Agenda item number 6(d) was tabled.

Director Hastings moved to approve Agenda for February 25, 2022, as noted above. The Motion was seconded by Director Holliday and approved by unanimous vote.

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

#### **a. January 2022 Financials**

Mr. Ryan Garner presented.

#### **b. NAHAC Operations**

Ms. Verise Campbell expressed her appreciation of HOTB Software Solutions, LLC (HOTB) for making the first HAF interim Treasury report likely the easiest report program report the organization has ever done due to the reporting structure of the HAFS portal. She added they hope to begin funding files in March after solidifying the processing and eligibility portions. There are approximately 200 files ready for processing and eligibility review.

- c. Ms. Campbell announced the television commercials have been filmed in English, Spanish and Tagalog starring NAHAC staff, a member of a HUD approved Housing Counseling Agency and Director Hastings. The commercials are expected to begin running statewide around March 7th. More focus will be on southern Nevada in accordance with population and demographics. Braintrust was able to maximize funds by securing quite a few free services from Cox Communications.

- January 2022 Performance Report

Ms. Tracy Crayton advised 736 applications/inquiries were submitted; 374 of which have been withdrawn, leaving 362 with seven of those being denied or ineligible and 230 ready for processing. She added, 64 percent of the applications were from individuals that were identified as socially disadvantaged, and 89 percent of the applicants had an income less than or equal to 100 percent of the U.S. median income.

Ms. Campbell advised the withdrawals will be analyzed and surveys will be sent to homeowners to identify barriers to completing HAF applications and qualification for the programs and to determine the need for program modifications and additional programs.

Chairman Whitright inquired if the 230 applicants are eligible or if continued vetting is needed. Ms. Campbell advised additional vetting was required at the processing and eligibility (underwriting) stages and there was the possibility of fallout.

Director Holliday inquired if NAHAC has seen any automated calls or fake applications. Ms. Campbell advised she has spoken to the Assistant Operations Manager about duplicate applications which are primarily attributed to homeowners trying to understand the system. NAHAC has annual training with staff to recognize instances of fraud. In the case of potential fraud, Treasury will be notified.

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**d. Resignation of current Assistant Secretary of the Corporation.**

Ms. Campbell resigned as Assistant Secretary.

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

**a. Nomination and Election of Secretary of the Corporation for two years pursuant to the Bylaws.**

Ms. Campbell inquired if a formal nomination is required to nominate and elect A.J. Gavilanes for Secretary of the Board. Ms. Katie Hoffman advised no formal nomination is required.

Director Hastings moved to approve the election of A.J. Gavilanes as Secretary of the Corporation for two years pursuant to the Bylaws. The Motion was seconded by Director Holliday and approved by unanimous vote.

Chairman Whitright congratulated Ms. Gavilanes on her election as the Secretary of the Corporation.

**b. Nomination and Election of Assistant Secretary of the Corporation for two years pursuant to the Bylaws.**

Director Holliday moved to approve the election of Kamelah Flintroy Secretary of the Corporation for two years pursuant to the Bylaws. The Motion was seconded by Director Hastings and approved by unanimous vote.

Chairman Whitright congratulated Ms. Flintroy on her election as Assistant Secretary of the Corporation.

**c. Authorization for President/Chairperson to execute First Amendment to Services Agreement with HOTB Software Solutions, LLC. in an amount not to exceed \$2,205,000 for the period through September 30, 2025, to include processing and eligibility services for Homeowner Assistance Fund (HAF).**

Ms. Campbell advised HOTB currently handles the system of record (HAFS) for NAHAC. She expressed her pleasure in the working relationship with HOTB.

HOTB addressed the board. Mr. Andy Firoved, CEO of HOTB thanked Ms. Campbell for her kind words and expressed his pleasure with the launch of the system as well. He advised HOTB has several devices to detect and mitigate fraud and have had great success across many states to mitigate those concerns. Mr. Firoved shared HOTB only offers services for processing and underwriting to clients who are utilizing their platform. Mr. Firoved shared HOTB has a common goal to make sure NAHAC is running a successful program.

Director Holliday thanked Mr. Firoved for the additional information concerning fraud mitigation.

Ms. Campbell advised the amount that will be paid for services from HOTB is the same amount the Board previously approved for another vendor, however, NAHAC will be receiving additional services at a fairer price. She also added that HOTB has been an excellent partner thus far.

Director Hastings moved to approve President/Chairperson to execute First Amendment to Services Agreement with HOTB Software Solutions, LLC. in an amount not to exceed \$2,205,000 for the period through September 30, 2025, to include processing and eligibility services for Homeowner Assistance Fund (HAF). The Motion was seconded by Director Holliday and approved by unanimous vote.

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**d. Approval of revised Teleworking - Employees and Temporary Workers policy.**

This item was tabled.

**e. Approval of NAHAC Information Security and Safeguards Program (ISSP).**

Mr. Greg Glover presented. He advised the ISSP has gone through many changes over the years and covers policies and standards for the protection of information, in particular the U.S. Treasury information of which NAHAC is steward. He shared this document covers what happens for risk assessment and responsibilities for individuals when it comes to a data breach that might occur.

Mr. Glover responded to various questions from the board.

Director Holliday moved to approve the NAHAC Information Security and Safeguards Program (ISSP). The Motion was seconded by Director Hastings and approved by unanimous vote.

**f. Authorization for President/Chairperson to execute an Amendment to the Independent Contractor Agreement with Veronica Lewis to allow NAHAC to reimburse pre-approved expenses incurred by the contractor.**

Director Hastings moved to approve President/Chairperson to execute an Amendment to the Independent Contractor Agreement with Veronica Lewis to allow NAHAC to reimburse pre-approved expenses incurred by the contractor. 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 future items would include policies and procedures and staffing changes.

**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 10:48 a.m.

**Board approval confirmation:**

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A.J. Gavilanes  
NAHAC Corporate Secretary

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