



HOME MEANS NEVADA, INC.

*A Non-Profit Entity Established by the
State of Nevada, Department of Business and Industry*

Board of Directors

*President – Shannon Chambers
VP/Treasurer – Perry Faigin
Member at-large – Robin Sweet
Member at-large – Verise Campbell
Member at-large – Jennifer Yim*

Home Means Nevada, Inc.

Notice & Agenda of Public Meeting Home Means Nevada, Inc. Board of Directors Public Meeting

Thursday, January 18th, 2018, at 9:30 a.m.

Meeting Locations Videoconference and Teleconference between:

**Nevada Housing Division
Conference Room
3300 W. Sahara Ste. 300
Las Vegas, NV 89102**

And

**Nevada Housing Division
Director's Office Conference Room
1830 College Parkway, Suite 200
Carson City, NV 89706**

Meeting Minutes

1. Call to order, Roll Call.

President Chambers called the meeting to order at approximately 9:35 a.m. Roll Call and Quorum.

The following were in attendance:

President, Shannon Chambers (Carson City-in person)
Vice President/Treasurer, Perry Faigin (Carson City-in person)
Platt Law Group, Colleen Platt, Esq. (Carson City-in person)
Board Member, Jennifer Yim (By Telephone)
Board Member, Robin Sweet (By Telephone)
Board Member, Verise Campbell (Not Present)
Operations Manager, Michelle Crumby (Las Vegas-in Person)

Project Assistant, Lana Smith (Las Vegas-in Person)
Project Assistant, Cynthia Ravenholt (Las Vegas-in Person)
Attorney General's Office, Monica Martinez (Las Vegas-in Person)
McCarthy, Holthus, LLP, Kristin A. Schuler-Hints, Esq. (Las Vegas-in Person)
RealtyOneGroup, Mark E. Rowley (Las Vegas-in Person)
RealtyOneGroup, Doug Reinhart (Las Vegas-in Person)
Little Peoples Child Care, Desiree Devaney (Las Vegas-in Person)
The McMullen Strategic Group, Connor Cain, Esq. (Las Vegas-in Person)

President Chambers requested people present in person and on the telephone to please sign in or send Home Means Nevada their contact information.

2. Public Comment.

None.

3. "For Discussion and Possible Action" Approval of Minutes from November 2nd, 2017.

Vice President, Perry Faigin, made a Motion to approve the minutes as written. Jennifer Yim, Board Member, seconded the motion. All Members present voted in favor with no further discussion and the Motion passed unanimously.

4. Update on financial Status and Budget and Legislature.

President, Shannon Chambers, provided an update on the financial status of Home Means Nevada and legislative updates. Home Means Nevada went to the Interim Finance Committee, in August 2017 and October 2017, to have any remaining funds transferred from the old Foreclosure Mediation Program to the new program, and those transfers were approved by the Legislature. Home Means Nevada is going forward again in February 2018 to have the fees collected since the effective date of the new program until now transferred to Home Means Nevada. Home Means Nevada also provided the legislature with two (2) quarterly updates about the program to be heard at the February 2018 Interim Finance Committee meeting. President Chambers noted that Home Means Nevada was in good fiscal shape consistent with the Fiscal Note for Senate Bill 490 that had \$1million in revenue and that a clearer picture of revenues and expenses would be provided after a full six (6) months of operation. Additional information about the financial status of Home Means Nevada including, the cost of the Portal, and information about the February 2018 Interim Finance Committee meeting would be provided at the next Board Meeting.

5. "For Discussion and Possible Action" Development of Internal controls and Revisions to the Policies and Procedures of Home Means Nevada, Inc.

In December 2017, President, Shannon Chambers, of Home Means Nevada and Vice President, Perry Faigin, of Home Means Nevada, met with the Division of Internal Audits for the State of Nevada. One of the requirements of Senate Bill 490 is that the Division of Internal Audits audit Home Means Nevada once a year. President Chambers noted that Home Means Nevada is a

private, non-profit corporation, with three (3) staff members, but that the Division of Internal Audits would be auditing using the State Standards and State Internal Controls. President Chambers noted that staff would be developing Internal Controls based on the State Standards where possible. The Division of Internal Audits would not schedule the yearly audit until June 2018. Home Means Nevada staff will also be taking the Internal Controls class offered by the Division of Internal Audits.

6. “For Discussion and Possible Action” Status of Foreclosure Mediation Program and Program Statistics from Home Means Nevada.

Operations Manager, Michelle Crumby, of Home Means Nevada and President, Shannon Chambers, of Home Means Nevada and Vice President, Perry Faigin, of Home Means Nevada.

Ms. Crumby provided program statistics concerning the Foreclosure Mediation Program. Home Means Nevada has received 185 Petitions for Foreclosure Mediation and noticed all interested parties. Eighty (80) Certificates had been issued based on the following reasons: Five (5) issued for Waiver based on Judicial Court Orders; Four (4) Certificates issued under the old program with the Trustee showing correspondence that the old program was to issue Certificate; Sixty-Nine (69) No Petition filed; Two (2) District Court Orders for Petition to be Dismissed; and One (1) Judicial Court No Certificate, Modification Agreement, with several Mediator Statements.

President, Shannon Chambers stated 2,370 Notice of Defaults (NOD’s/NOD) had been filed across the State, with the bulk of those in Clark County at 1,674, for the period covering June 2017 through January 2018. These numbers could increase after the holidays.

Ms. Crumby clarified that 80 Certificates had been issued by Home Means Nevada to Trustees to proceed with foreclosure, and that the 185 number was in reference to the number of Petitions for Foreclosure Mediation that had been filed

7. “For Discussion and Possible Action” Portal and Request for Proposal Discussion.

President, Shannon Chambers, of Home Means Nevada, Vice President, Perry Faigin, of Home Means Nevada, and Operations Manager, Michelle Crumby, of Home Means Nevada.

Senate Bill 490 requires Home Means Nevada to develop a Portal where parties could submit required documentation relating to the Foreclosure Mediation Program electronically. President Chambers informed the Board that the Federal Courts, through the Federal Court Bankruptcy System, have a Portal that runs the Federal version of the Foreclosure Mediation Program. Home Means Nevada staff participated in demonstrations from four (4) different software companies, which include the Federal Court Bankruptcy System, along with other companies that run Portals for Foreclosure Mediation Programs in other states. The goal is to implement the Portal as soon as possible. Home Means Nevada sent out a Request for Proposal (RFP) and received proposals from four (4) companies. Home Means Nevada would like to reach out and include various Stakeholders to participate in a demonstration of a Portal option. Based on input from the

Stakeholders and an analysis of the costs of the Portal, a recommendation would be brought back to the Board for approval along with an implementation timeline.

A Motion by Vice President, Perry Faigin, to reach out to Stakeholders for purposes of having discussions about the Portal and their needs was made. Jennifer Yim, Board Member, seconded the Motion with no further discussion. All Board Members present voted in favor and the Motion passed unanimously.

8. “For Discussion and Possible Action” Home Means Nevada Staff Salary Adjustments.”

President, Shannon Chambers, of Home Means Nevada.

President Chambers noted that at the last meeting the issue of a potential raise for the Operations Manager was brought up. President Chambers started conversation on the issue by suggesting a policy where the Operations Manager would receive a review every six (6) months, and based on that review by the Board, a salary adjustment could be approved. For the Project Assistants an annual review of one (1) year would occur, and that would be brought to the Board for a possible salary adjustment.

Robin Sweet, Board Member, suggested that the initial review for the Operations Manager should be six (6) months, and then a follow-up in six (6) months, and then every year after that based on the one (1) year anniversary. A discussion was held and President Chambers mentioned that the one (1) year for the Project Assistants was similar to the State requirements for annual reviews. The Board agreed that a review for the Operations Manager would occur during the first six (6) months of the date of hire, and then six (6) months later, with an annual review to follow after that. Other Home Means Nevada staff would receive an annual review.

A Motion was made by Robin Sweet, Board Member. Vice President, Perry Faigin, seconded the Motion. All Members present voted in favor and the Motion passed unanimously.

9. “For Discussion and Possible Action” Home Means Nevada Strategic Plan for 2018.

President, Shannon Chambers, of Home Means Nevada and Vice President, Perry Faigin, of Home Means Nevada.

President Chambers asked the Board and others present at the meeting what type of topics and issues Home Means Nevada may want to consider or implement as part of a Strategic Plan for 2018. President Chambers noted that any proposed ideas would need to fit within the statutory and regulatory authority and mission of Home Means Nevada, and that the previous program operated by Home Means Nevada was different than the current Foreclosure Mediation Program.

Robin Sweet, Board Member, suggested the need for additional marketing and information to be provided to the public and other groups who may not be aware of the Foreclosure Mediation Program. The Board discussed adding additional information to the website and a brochure that is

currently being developed by staff. Jennifer Yim, Board Member, recommended that information concerning organizations, such as Legal Aid Groups, could be included in the Notice of Default or in correspondence from Home Means Nevada, so that homeowners had information on where they could turn for help. President Chambers stated that staff was working on including this information, but that Home Means Nevada also wanted to include the rural areas.

Colleen Platt, of the Platt Law Group, also provided information that information on Housing and Urban Development (HUD) Counselors and other information were to be included in the Notice of Default based on the revised statutes pursuant to Senate Bill 490.

Monica Martinez of the Attorney General's Office, Bureau of the Consumer Protection Program, provided comment that they manage the Home Again Program. Ms. Martinez stated that they advertise the program on their website and social media along with engaging community partners and resources, and that they would like to receive information on Home Means Nevada. President Chambers stated that this was a great idea and that Home Means Nevada would also be happy to participate in their events.

President, Shannon Chambers, thanked all parties for their comments and that they would take the ideas back to staff and research options to increase outreach and information about the program.

10. Public Comment for all parties present, in Carson City and Las Vegas, and on the telephone,

RealtyOneGroup, Mark E. Rowley, provided comments about the old Foreclosure Mediation Program and the success rates of that program along with comments about the current Foreclosure Mediation Program. Mr. Rowley asked how long the current Foreclosure Mediation Program was funded for. President Chambers stated that the current Foreclosure Mediation Program was funded and approved through June 30, 2019, but that different factors such as an improving economy and other factors could impact the number of NOD's filed, participation in the Foreclosure Mediation Program, and the number of foreclosures. Colleen Platt, Platt Law Group, also noted that the Fiscal Note for Senate Bill 490 was available on the Nevada Legislature's website.

Kristin A. Schuler-Hintz, Esq., Creditors Rights Attorney Association of Nevada suggested that part of the Strategic Plan and Mission Statement of Home Means Nevada should be how defaulted loans, foreclosure, mediation, deed in lieu, short sales, etc., impact the Nevada economy as a whole. Ms. Schuler-Hintz, Esq., suggested that education and fiscal responsibility should also be considered and that the goal of keeping everyone in their home or loan modification might not be realistic if there are other financial factors that make these goals unrealistic.

President, Shannon Chambers, again thanked everyone for their comments and input with the perspective that Home Means Nevada's primary responsibility was to be one of the agencies involved with implementing the Foreclosure Mediation Program. President, Shannon Chambers, also offered to put additional information if available on the Home Means Nevada website based on the comments and input submitted.

11. Adjournment.

Meeting was adjourned at approximately 10:36 a.m.