



Home Means Nevada, Inc.

Employee Performance Review

Employee Information

Name	Michelle Crumby	Hire Date	August 21, 2017
Job Title	Operations Manager	Date	August 2, 2019
Department	Home Means Nevada, Inc.	Manager	Shannon Chambers, President Perry Faigin, Vice President
Review Period	August 2018 – August 2019		

Ratings

	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Job Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comments	Ms. Crumby has demonstrated that she can perform the Tasks identified in the Job Description (Exhibit 1) at a high level, and can provide the necessary information concerning the Hope Loan Port Portal, Certificate Issuance, and the Foreclosure Mediation Program in an accurate, clear, and professional manner to all Stakeholders involved. Ms. Crumby has also gained knowledge about the Mediation Process, Judicial Process, and Legislative Process and the implementation of policies and procedures.				
Work Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Comments	Ms. Crumby performs her job duties in an efficient, professional, and accurate manner, based on the Job Description (Exhibit 1) and the directions of the Board, President, and Vice President. The work product generated is very good and of high quality. Ms. Crumby also provides the necessary information for quarterly reports, legal cases, and audits in an accurate and efficient manner.				
Attendance/Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comments	No comments.				
Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Comments	Ms. Crumby was instrumental in getting the Hope Loan Port (HLP) Portal up and running. Ms. Crumby managed that process and the interaction with stakeholders in a very positive and effective manner and took the required initiative to address problems and resolve issues in a timely manner. Ms. Crumby has shown great initiative in helping Home Means Nevada, Inc., perform the required functions of the Foreclosure Mediation Program including, the processing of Notice of Defaults and the issuance of Certificates. In consultation with the Board, President, and Vice President, Ms. Crumby has utilized the available resources and staff to create an efficient and positive working environment within Home Means Nevada, Inc. Ms. Crumby also works with Stakeholders to improve the process.				
Communication/Listening Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Comments	Ms. Crumby has performed the necessary communication requirements (Exhibit 1) at a high level, and has shown good judgment and skill in dealing with Stakeholders and addressing issues that are raised by Stakeholders involving Home Means Nevada, Inc. Ms. Crumby has also learned how to communicate with Legal Staff, Departmental Staff, Legislative Staff, Auditors, and other Stakeholders in a professional and accurate manner.				
Dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Comments	Ms. Crumby is dependable and reliable, and can be counted on to follow instructions and perform the necessary job duties and tasks related to the Operations Manager position.				
Overall Rating (average the rating numbers above)	4.83 to 5.				

Evaluation

ADDITIONAL COMMENTS FOR THIS EVALUATION CYCLE, MS CRUMBY HAS ONCE AGAIN PROVEN THAT SHE IS AN EFFECTIVE AND EFFICIENT MANAGER AND LEADER. MS CRUMBY WAS INSTRUMENTAL IN GETTING THE HOPE LOAN PORTAL UP AND RUNNING IN A VERY SHORT TIME FRAME, WHICH HAS LED A MORE EFFICIENT PROCESS FOR THE FORECLOSURE MEDIATION PROGRAM. MS. CRUMBY HAS ALSO PROVIDED THE NECESSARY GUIDANCE AND INSTRUCTION TO STAFF TO ALLOW HOME MEANS NEVADA TO PERFORM ITS FUNCTIONS UNDER THE FORECLOSURE MEDIATION PROGRAM IN AN ACCURATE AND RESPONSIVE MANNER.

GOALS

To work with other stakeholders in the Foreclosure Mediation Program to develop rules for the Portal that could be adopted and implemented by the Nevada Supreme Court.

Annually review Policies and Procedures and internal processes to determine if changes are needed.

Prepare drafts of the Yearly Report for submission to the Legislative Counsel Bureau

Continue to perform outreach and training on behalf of Home Means Nevada, Inc

Continue to work with and meet with Stakeholders to provide information as needed.

Verification of Review

By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

Employee Signature



Date

8-2-19

Manager Signature

Date

8/5/19