



## 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*

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**Home Means Nevada, Inc.  
Notice & Agenda of Public Meeting  
Home Means Nevada, Inc.  
Board of Directors Public Meeting  
Monday, September 29, 2020, at 9:30 A.M.  
Meeting Location: Teleconference**

### Meeting Minutes

#### **1. Call to order and Roll Call.**

Shannon Chambers, President, called the meeting to order at approximately 9:30 a.m. Roll Call and Quorum.

#### **The following were in attendance:**

Shannon Chambers, President (By Telephone)  
Perry Faigin, Vice President (By Telephone)  
Jennifer Yim, Board Member (By Telephone)  
Robin Sweet, Board Member (By Telephone)  
Michelle Crumby, Operations Manager (By Telephone)  
Lana Smith, Project Assistant (By Telephone)  
Cynthia Ravenholt Project Assistant (By Telephone)

#### **2. Public Comment.**

There was no public comment.

#### **3. “For Discussion and Possible Action” Approval of Minutes from April 13, 2020.**

Perry Faigin, Vice President, made a motion to approve the minutes of April 13, 2020, as written. Jennifer Yim, Board Member, seconded the motion. The motion was approved unanimously without further discussion on the motion.

**4. Update on Program Statistics.** *President, Shannon Chambers and Operations Manager, Michelle Crumby, Home Means Nevada, Inc.*

Shannon Chambers, President, Home Means Nevada, Inc. (HMN) introduced this item. Ms. Chambers provided information to the Board Members on how the moratoriums on foreclosures at the State level and at the Federal level (CARES Act), because of the COVID-19 public health emergency have impacted the number of Notice of Defaults (NOD's) filed. The number of NOD's are down due to the moratoriums and forbearance options that have been made available to homeowners.

Michele Crumby, Operations Manager, provided the following information. For the period covering July 1, 2019, through June 30, 2020, there were 2,756 NOD's filed, with 2,141 in Clark County and 289 in Washoe County. In the previous fiscal year, there were 4,001 NOD's filed. The decrease is likely due to the moratoriums on foreclosures and forbearance options available to homeowners.

For the Foreclosure Mediation Program, the following was reported for the fiscal year:

- 226 new Petitions filed.
- 213 Mediation cases completed.
- 98 cases resulting in court order directing HMN not to issue a certificate to proceed with foreclosure.
- 115 certificates issued based on court order directing HMN to issue certificate.
- 1,473 certificates issued, with 1,351 being issued because no Petition was filed.

Perry Faigin, Vice President, questioned whether foreclosures would increase once the moratoriums were lifted, and what that could look like for HMN. Ms. Chambers commented that she had been having ongoing conversations with attorneys for the mortgage servicers and the industry, and that it really depends on what happens with the economy and with COVID-19, but that 2021 could see an increase in NOD's being filed and potential foreclosures once the moratoriums and forbearance periods end. Ms. Chambers informed the Board Members that she had reached out to the Nevada Legislature and other stakeholders to provide them with information on the potential for a surge in NOD's in 2021. Ms. Chambers also indicated that the situation would continue to be monitored at the State and Federal level, and that the upcoming presidential election could impact things going forward with the overall economy.

HMN will continue to engage the industry and the United Trustees Association (UTA) to stay up to date on the situation and the potential number of NOD's and foreclosures that could appear in 2021.

Robin Sweet, Board Member, commented that the foreclosure moratorium in the State was already lifted. Ms. Chambers agreed, but noted that there is confusion because, the CARES Act moratorium stays in effect through December 2020, for federally backed loans. Technically, if it is not a federally backed loan, a NOD and potential foreclosure could move forward.

The Board Members discussed the potential for confusion on what qualifies for a moratorium and/or a forbearance. Ms. Chambers stated that she would like to have some industry experts appear at a future meeting to discuss these issues and the potential for increased NOD's, foreclosures, short sales, deed in lieu, etc. once the moratoriums and/or forbearance periods end in 2020 or 2021.

**5. Update on Indisoft Foreclosure Mediation Portal and The Homeowner Connect Self-Service Portal and Home Retention Program and Housing Advocacy Platforms.** *President, Shannon Chambers, and Operations Manager, Michelle Crumby, Home Means Nevada, Inc.*

President, Shannon Chambers, presented this item. At the April 2020 Board Meeting, the Board agreed to move forward with "The Homeowner Connect" (THOC), to assist homeowners through the HMN website. Homeowners can go into THOC and talk to an approved Housing and Urban Development (HUD) counselor and have their questions answered and document these and provide documents and information for a servicer. This is a neutral platform that documents the issues the homeowner is having and provides an audit trail for both the homeowner and the service.

Ms. Chambers informed the Board Members that THOC was funded with CARES Act funds and was supported by the Governor's Office and the Nevada Legislature and has been live since July 2020, and that THOC is likely to become a useful tool for servicers and homeowners once the moratoriums and forbearance periods end. THOC can also be used to assist homeowners with potential mortgage assistance programs that could be implemented in 2021.

Ms. Chambers notified the Board Members that no action on this item was required at this time, but that HMN may be asked to assist homeowners and potentially

renters through THOC or other portals on the HMN website depending upon the COVID-19 situation and the economy.

**6. “For Discussion and Possible Action” Approval of 2019-2020 Fiscal Year Annual Outside Audit and 2019 Federal Tax Return.** *Shannon Chambers, Home Means Nevada*

President, Shannon Chambers, presented this item. Ms. Chambers informed the Board Members that the Annual Outside Audit and 2019 Federal Tax Return were completed, and that no negative findings or issues were discovered during the process. Vice President, Perry Faigin, made a motion to accept and approve the Annual Outside Audit for fiscal year 2019-2020 and to accept and approve the 2019 Federal Tax Return. Jennifer Yim, Board Member, seconded the motion. The motion was approved unanimously without further discussion on the motion.

**7. “For Discussion and Possible Action” Performance Review for Operation Manager.** *Shannon Chambers, Home Means Nevada*

President, Shannon Chambers, presented this item. Ms. Chambers informed the Board Members that no salary adjustment was being proposed for this performance review because of the current economic situation related to the COVID-19 public health emergency. Ms. Chambers also noted that this would be the same for the Project Assistant positions.

Robin Sweet, Board Member, questioned that if the NOD’s increase in 2021, and staff needs to work overtime, would that be an option? Ms. Chambers responded that “yes, that would be an option.” Ms. Chambers informed the Board Members that she would continue to monitor the situation and that hopefully in 2021, the economic picture and public health picture would look better.

Robin Sweet, Board Member, made a motion to accept and approve the Annual Performance Review for the Operations Manager. Perry Faigin, Vice President, seconded the motion. The motion was approved unanimously without further discussion on the motion.

**8. “For Discussion and Possible Action” Litigation Update.** *President, Shannon Chambers, Home Means Nevada Inc. and Colleen Platt, Legal Counsel, for Home Means Nevada Inc.*

There were no updates on this item.

## **9. Public Comment**

There was no public comment.

## **10. Adjournment.**

The meeting was adjourned at 9:58 a.m.