



Home Means Nevada, Inc.

Employee Performance Review

Employee Information

Name	Michelle Huey	Hire Date	August 21, 2017
Job Title	Operations Manager	Date	March 12, 2026
Department	Home Means Nevada, Inc.	Manager	Perry Faigin, President
Review Period	For Period FY2025		

Ratings

	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Job Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Michelle continues to demonstrate strong institutional knowledge of the Foreclosure Mediation Program (FMP) and the broader goals of Home Means Nevada, Inc. Her ability to manage complex program requirements and state compliance measures remains a significant strength that benefits the organization.				
Work Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Her work reflects a high level of accuracy, completeness, and professionalism. FY2025 program metrics—including 123 petitions received, 1,190 certificates issued, and three waivers processed—were completed under her direct operational oversight. These results demonstrate her consistent delivery of high-quality outcomes.				
Attendance/Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>	Michelle meets attendance expectations and manages her schedule in accordance with organizational needs. She is consistently present for key meetings and deadlines.				
Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Michelle consistently takes initiative in managing the ongoing demands of the FMP, including coordination with stakeholders and timely reporting. She meets expectations and is encouraged to further strengthen her performance by anticipating operational changes and stakeholder needs, which will improve program responsiveness and impact given the program's limited resources. Moving forward, it will also be important for Ms. Crumby to take the lead in scheduling board meetings and ensuring they occur at least annually as required by the bylaws.				
Communication/Listening Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Michelle communicates effectively and professionally with stakeholders and board members. To further strengthen her leadership, she is encouraged to improve responsiveness to time-sensitive communications, particularly those requiring quick clarification or resolution as the program evolves and potential NRS/NAC changes are considered..				
Dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Comments</i>	Michelle remains a reliable and trusted leader. She meets deadlines, manages vendor coordination, and ensures regulatory and program compliance with minimal oversight. Her accountability in both daily responsibilities and long-term projects is commendable.				
Overall Rating (average the rating numbers above)	5.82 out of 6				





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Evaluation

MICHELLE

HAS PLAYED AN IMPORTANT ROLE IN MAINTAINING OPERATIONAL CONTINUITY AND SUCCESS FOR THE FORECLOSURE MEDIATION PROGRAM. IN FY2025, SHE OVERSAW THE ISSUANCE OF MORE THAN 1,100 CERTIFICATES AND THE PROCESSING OF MORE THAN 120 PETITIONS, SUPPORTING HOMEOWNERS ACROSS NEVADA. HER LONG-STANDING KNOWLEDGE OF THE PROGRAM'S INFRASTRUCTURE CONTINUES TO SUPPORT HMN'S OPERATIONAL STABILITY. AS THE PROGRAM ADAPTS TO CHANGING NEEDS, CONTINUED FOCUS ON TIMELY COMMUNICATION AND PROACTIVE STAKEHOLDER SUPPORT WILL REMAIN IMPORTANT. HER DEDICATION IS RECOGNIZED AND APPRECIATED BY BOTH THE BOARD AND STATE LEADERSHIP.

GOALS

- Enhance responsiveness to internal and external communications within **24-48 hours when possible**.
- Continue supporting the Foreclosure Mediation Program and work toward transitioning the current portal to a system that better automates program functions, particularly reporting.
- Identify process improvements or technological upgrades that reduce turnaround time for petition and certificate processing.
- Review the existing webpage and identify opportunities to modernize and enhance it by **the end of calendar year 2026**.

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	<i>Mitchell Harvey</i>	Date <i>3/12/2026</i>
Manager Signature	Perry Faigin, Deputy Director	Digitally signed by Perry Faigin, Deputy Director Date: 2026.03.12 10:30:16 -07'00'

Job Description

JOB TITLE: Operations Manager

Reports To: Board of Directors

Status: Exempt

Prepared by:

Approved:

Job Description: Operations Manager

General Purpose: Under the direction of the Board of Directors, the Operations Manager is responsible for overall management and operation of Home Means Nevada Corporation (HMN) Foreclosure Mediation Program and protection of the organization's financial assets by providing operational support and leadership for the program and assuring appropriate compliance with Board directives and applicable grantor, federal, and state requirements. This position will be responsible for meeting and exceeding the Foreclosure Mediation Program goals, quality metrics and applicable regulation controls and guidelines and serves at the pleasure of the board.

Tasks

- Develop and provide recommendations to Board of Directors to ensure an effective issuance and monitoring program
- Implement and maintain Foreclosure Mediation Program Portal
- Demonstrate the ability to identify program needs and use them to drive strategy, processes, and reporting
- Maintain official records and documents, and ensure implementation, enforcement and compliance with federal, state and local rules and regulations.
- Drive the consistent interpretation and execution of all business policies and procedures for the FMP.
- Prepare and present program enhancements focusing on cost, benefits, and stability
- Analyze and document business processes and problems
- Accountable for group communication and various management reporting
- Manage and work with vendors to escalate issues for quick problems resolution
- Resolve customer issues or questions
- Other duties as assigned

In communication, Operations Manager will:

- See that the Board is kept fully informed on the condition of the organization and all important factors influencing it.

- Establish sound working relationships and cooperative arrangements with Trustees, Grantors, Courts and other entities that would use our services.
- Provide monthly reports to the Board, Department of Business and Industry, Governor's Office, and Quarterly reports to the Nevada Interim Finance Committee (IFC).

In relations with staff, Operations Manager will:

- Be responsible for the recruitment, employment, and release of all personnel.
- Ensure that job descriptions are developed, that regular performance evaluations are held, and that sound human resource practices are in place.
- Encourage staff development and education, and assist program staff in relating their specialized work to the total program of the organization.
- Maintain a climate which attracts, keeps, and motivates a diverse staff of top quality people.
- Develop and maintain relationships with Financial Institutions, Government Sponsored Entities State of Nevada Court systems and others stakeholders.

In budget and finance, Operations Manager will:

- Be responsible for developing and maintaining sound financial practices.
- Work with the staff and the board in preparing a budget; see that the organization operates within budget guidelines.
- Jointly, with the Board of Directors, conduct official correspondence for the organization.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

- Requires a bachelor degree in Information Technology /Business or equivalent
- Minimum of 4 years of experience in mortgage servicing/foreclosure mediation programs and mortgage operations management or related field
- Knowledge of SB490 and other federal and state foreclosure mediation regulations
- Strong technical acumen with MS Office products required including advanced skills in Excel and Word.
- Excellent analytical and problem solving skills

- Exceptional written and oral communication skills
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Good judgment with the ability to make timely and sound decisions
- Strong attention to detail and accuracy
- Ability to multitask and prioritize accordingly
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm

Communication Skills: The Operations Manager must exhibit the ability to work in a collaborative environment with loan servicers, housing counseling agencies, legal counsels, State and Federal government agencies and a Board of Directors/Advisors.

Computer Skills: Very proficient with MS Office Suite, especially with Excel. Experience developing systems and reports that are easily understood and comply with audits and oversight.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable challenged individuals to perform the essential functions. Ability to maintain manual dexterity with prolonged computer operation; to sit for extended periods and to lift files, rarely exceeding 40 pounds.

Work Environment: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to moderate noise distractions.

Direct Report: The Operations Manager reports directly to the Board of Directors and serves at the pleasure of the Board. The Operations Manager may also be required to provide reports to the State of Nevada Department of Business & Industry Housing Division overseeing the program.

Important Notices:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job when circumstances change; i.e., emergencies, rush jobs, changes in personnel, workload, technological developments, etc.

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