



Nevada Attorney General's Office
Home Again Program
National Mortgage Settlement
Budget 1045
Quarterly Report
April 2014- June, 2014

NEVADA ATTORNEY GENERAL'S HOME AGAIN PROGRAM

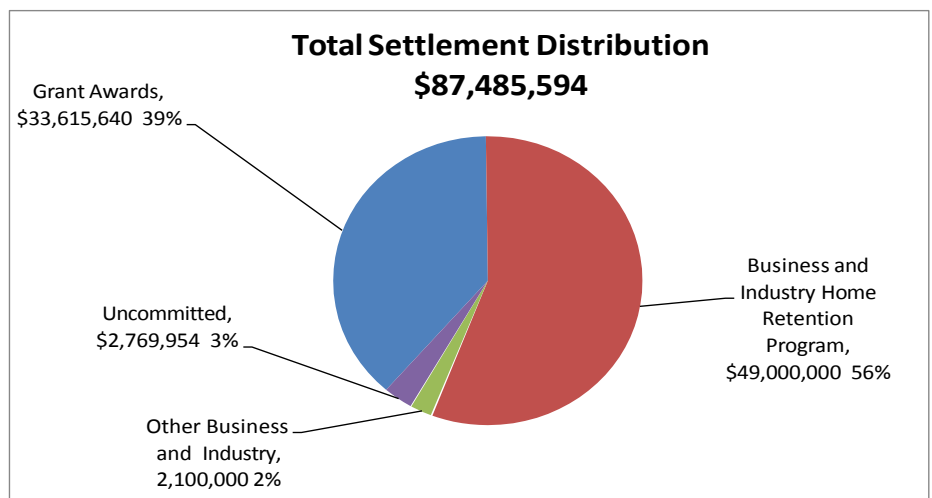
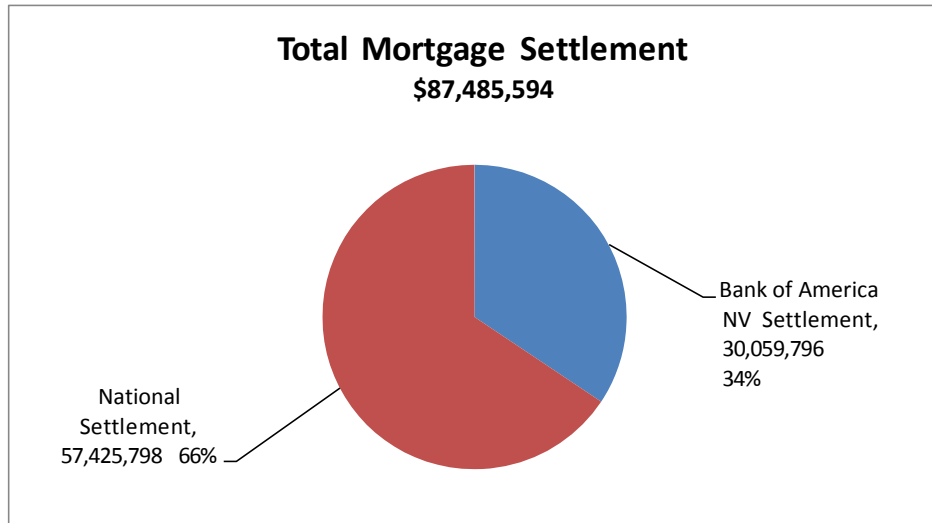
The Office of the Attorney General submits the Quarterly Report for the Nevada Attorney General's Home Again Homeowner Relief Program (Home Again) for the fourth quarter of Fiscal Year 2014. This program is funded by the National Mortgage Settlement (NMS) and by a separate settlement with Bank of America. Payments of \$57 million and \$30 million respectively were directed to the Nevada Attorney General (AG).

Home Again officially launched in January 2013 with a three-year budget of \$33 million as approved by the Nevada Legislature on August 23, 2012. The program is a free central resource for Nevada's homeowners, many of whom find themselves in distressed financial situations due to the significant housing downturn in Nevada over the past several years. Home Again provides free access to financial guidance services and legal counsel, as well as to specialized information about available state and federal housing assistance programs. The program is a partnership between the Attorney General's Office, Financial Guidance Center (FGC), Nevada Legal Services (NLS), Legal Aid Center of Southern Nevada, and Housing and Urban Development (HUD) approved agencies including Housing for Nevada, Community Services of Nevada, Neighborhood Housing Services, Novadebt, Springboard, and Chicanos Por La Causa.

I. Performance Review

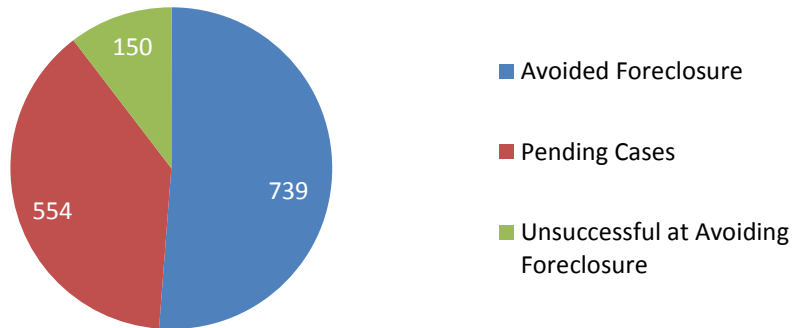
A review over a 60-day period to measure the use of the Home Again Call Center documented very low usage during the early morning (7:00am – 8:00am) and early evening (6:00pm -7:00pm). During this 60-day period, over the approximately 48 hours involved, there were only a total of eleven (11) incoming calls. Beginning September 1, 2014 Call Center hours will be changed to run from 8:00am to 6:00pm to make better use of funding while still offering ten hours of service daily. An automated message is available in all off-hours to inform callers of the hours of operation as well as to offer callers the option to leave a message via voice mail, which will be returned during active hours of operation.

FUNDING FROM MORTGAGE SETTLEMENT

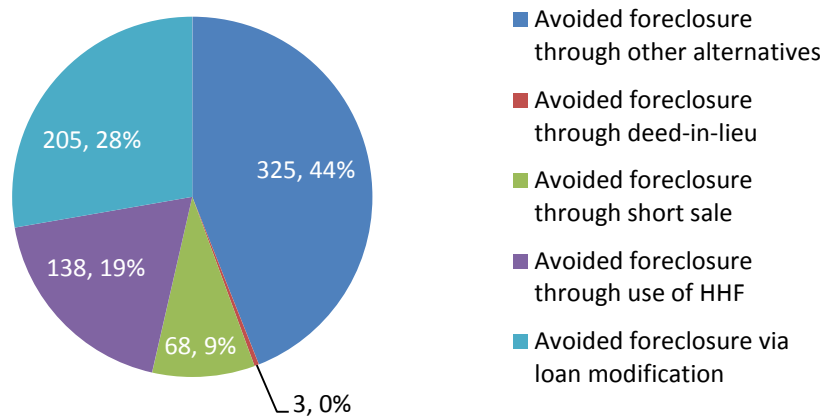


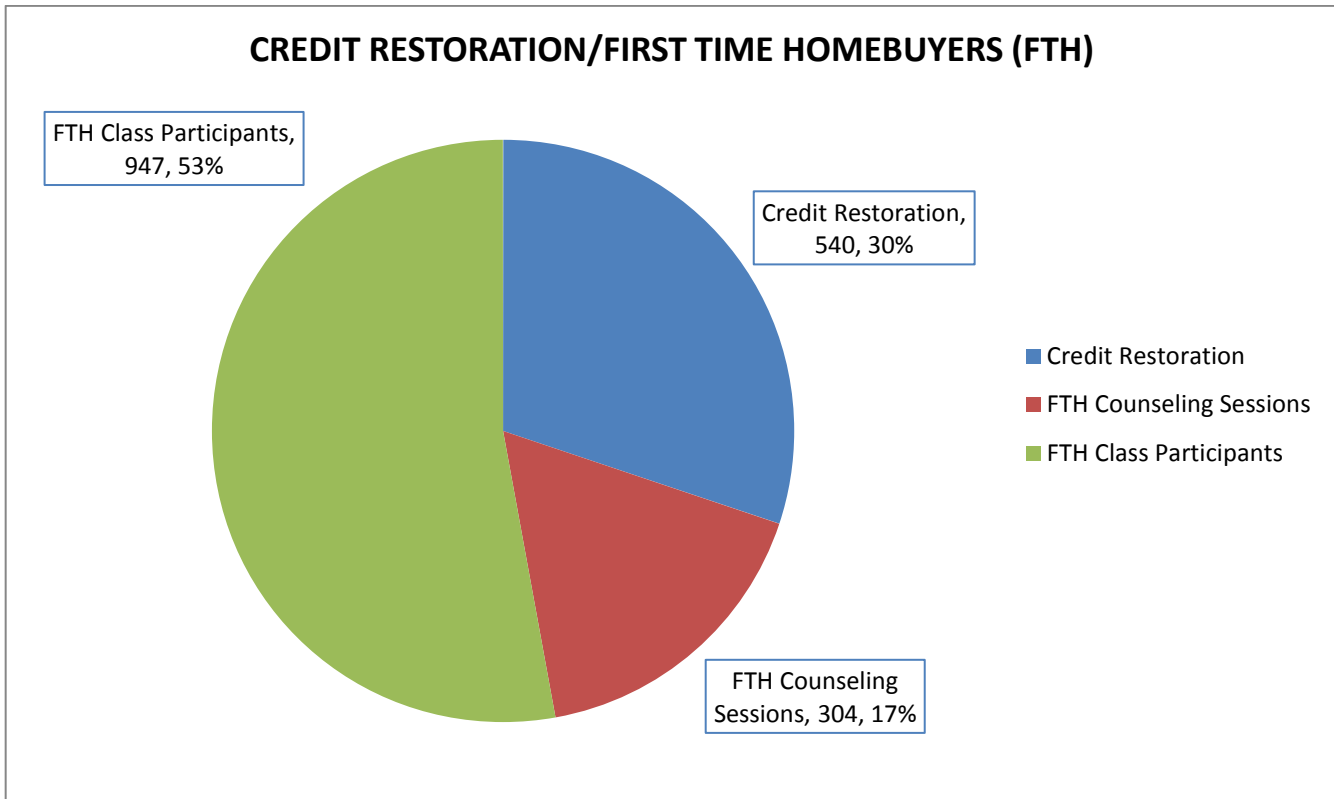
HOME AGAIN – QUARTERLY HIGHLIGHTS

4th QTR, FY14 FORECLOSURE PREVENTION



RESOURCE USED TO AVOID FORECLOSURE





II. Financial Literacy and Educational Programs

Home Again Outreach events during this quarter include:

- Booth at Nevada Trucking Association Fair
- Booth at Fiesta Rancho
- Twitter Town Hall Series
- Presentation at Richmond America
- New Mayors Commercial launched
- Reno Housing Report Card event
- Las Vegas Housing Report Card event
- Home Again inserts in utility bills (Reno)

III. Public Relations – Outreach

In this quarter, the Call Center received 1,327 inquiries for a total of 14,909 inquiries since the official Home Again Program launch on January 7, 2013. This quarter, 304 Nevadans attended one-on-one, primarily face-to-face counseling sessions, including 947 attending an 8 hour first time homebuyer education class, and 540 participated in credit restoration programs. Since inception, a total of 19,529 Nevadans have received comprehensive services provided by the resources and services of the Home Again Program.

The Home Again Program “Community Partnerships” outreach initiative, which aims to attract participants to share the Home Again resource with their employees, members, and congregants through community grassroots outreach activities continue to expand

IV. Legal Aid Services

In addition to housing counseling services, Home Again provides Nevada residents with free legal services statewide through its partners, Legal Aid Center of Southern Nevada and Nevada Legal Services. These organizations represent homeowners in foreclosure mediations, bankruptcy proceedings, consumer protection activities, and other legal assistance as needed.

A. Nevada Legal Services

Nevada Legal Services, a state wide nonprofit organization, currently has an office in Las Vegas, two in Reno, one in Elko, and a part-time office in Carson City.

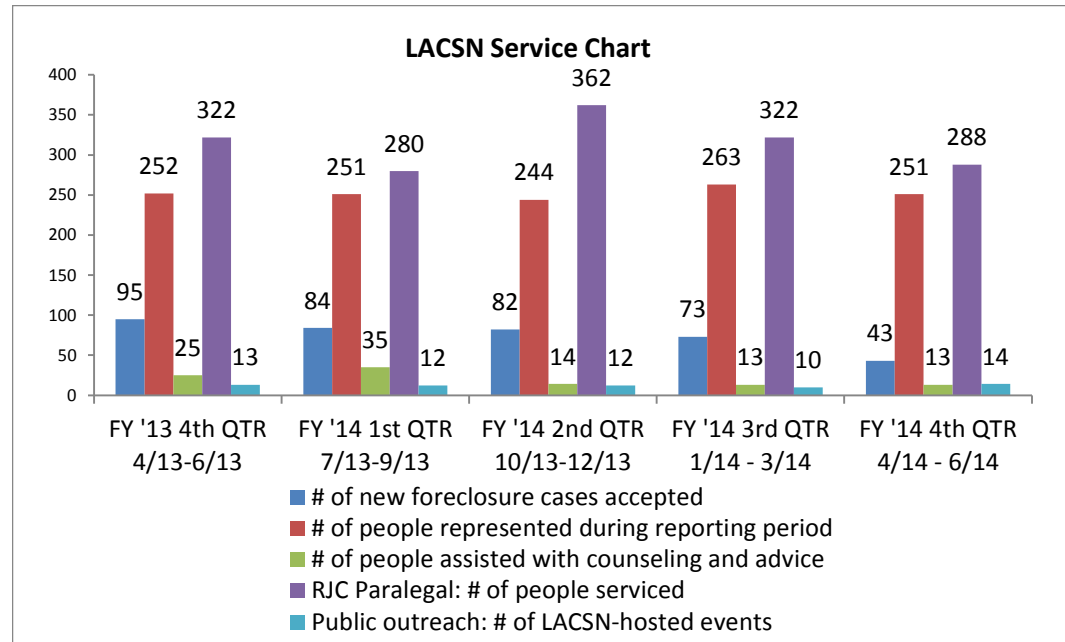
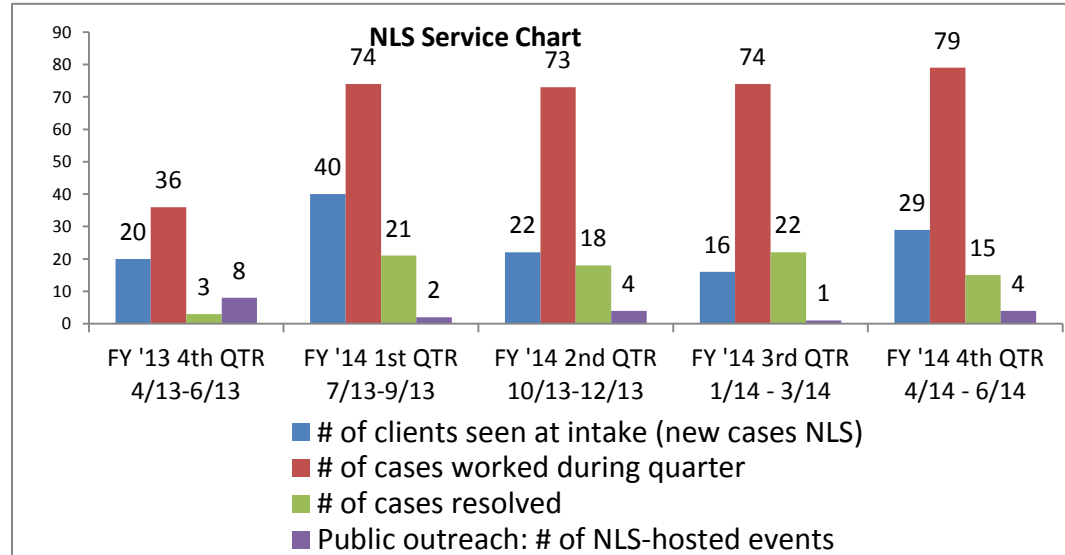
B. Legal Aid Center of Southern Nevada

Legal Aid Center of Southern Nevada, (LACSN) a nonprofit organization established in 1958, had a fully developed Foreclosure Prevention Program when the center became a partner in the Home Again Program. LACSN also offers a Foreclosure “Ask a Lawyer” program, a Self Help Center at the Regional Justice Center.

**Legal Aid Services, Legal Aid Center of Southern Nevada 2013 Service Delivery
FY '14 Quarter 4/14- 6/14**

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Nevada Legal Services (NLS)	
# of clients seen at intake (new cases NLS)	29
# of cases worked during quarter	79
# of cases resolved	15
Public outreach: # of NLS-hosted events	4



Legal Aid Services of Southern Nevada (LACSN)	
# of new foreclosure cases accepted	43
# of people represented during reporting period	251
# of people assisted with counseling and advice	13
RJC Paralegal: # of people serviced	288
Public outreach: # of LACSN-hosted events	14

V. Home Again Budget

The Home Again program is operating within budget. All funding is provided on a reimbursement basis, after documentation of delivery of services. For the period of April to June, 2014, the program has spent \$1,502,832. The allocation of quarterly expenditures is shown in the table below and illustrated in the two following charts.

The Office of the Attorney General estimates National Mortgage Settlement funds of approximately \$30.3 million will be unspent at the end of State Fiscal Year (SFY) 2014. These funds have been carried forward to SFY 2015. During the 77th (2013) Legislative Session, the committees approved SFY 2015 funding of approximately \$13.9 million for expenditures relating to the four Home Again Grantees, AG Administration Expense, and Department of Business and Industry programs. If all of the SFY 2015 legislatively approved funding of \$13.9 million is utilized, an estimated \$16.9 million reserve will be available for use in the SFY 2016-2017 biennium.

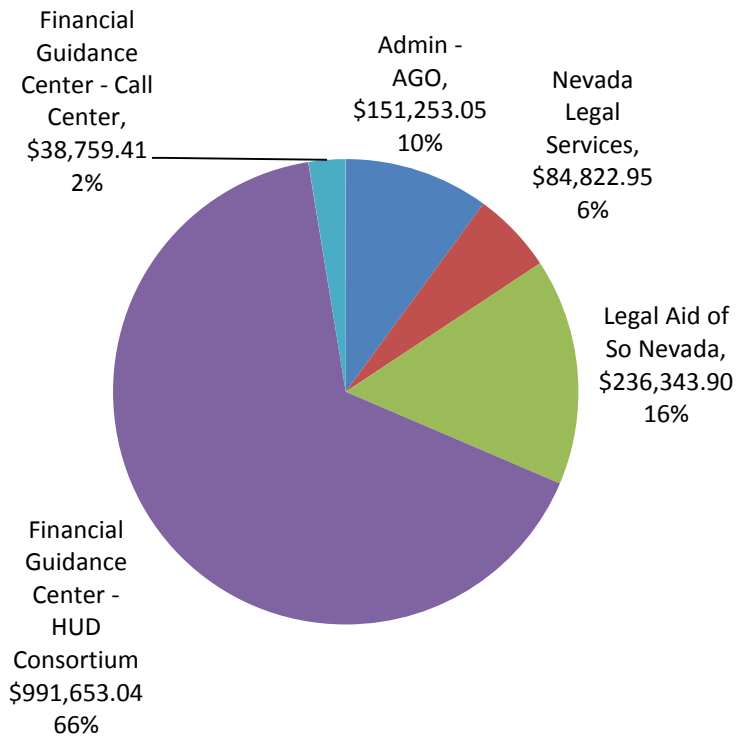
Qtr Expenditures – Each

Grantee

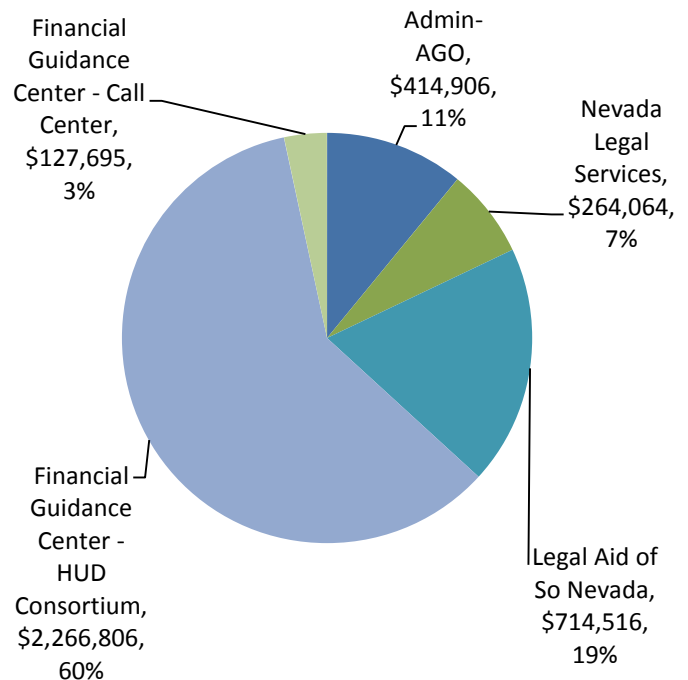
Administration - AGO	\$151,253.05
Nevada Legal Services	\$84,822.95
Legal Aid of So Nevada	\$236,343.90
Financial Guidance Center - HUD Consortium	\$991,653.04
Financial Guidance Center - Call Center	\$38,759.41
QUARTERLY TOTAL	\$1,502,832.35

SFY 2014 YTD TOTAL \$3,787,987.56

GRANTEE EXPENDITURES 4/14 - 6/14



SFY 2014 YTD EXPENDITURES, 7/13-6/14



VI. ADVOCACY AND OUTREACH

While still servicing clients who need foreclosure prevention and assistance from legal services and HUD counseling services, Home Again has adjusted its outreach and advocacy efforts to respond to changing needs of Nevadans and the current economic climate.

Adjustments to our program emphasis have been made with an increased focus on promoting and helping Nevadans with down payment assistance and first time homebuyer programs. Credit restoration and credit counseling programs are also being offered to help potential homebuyers succeed in qualifying for new loans or to overcome bad credit history. Home Again is also providing renter's assistance to help Nevadans qualify for homeownership and ensure sustainability of housing expenses for renters and homeowners. And the program continues in its consumer protection efforts to focus on outreach to educate and inform consumers about scams and fraud in the marketplace. The program has also developed new advertising options, including a more robust social media outreach strategy to advertise program offerings as well as to provide information about related resources at the local, state, and federal levels.

In addition, recent trends noted by Home Again's legal service agencies this quarter include longer-term delinquencies on mortgages due to failed attempts by homeowners for loan modifications. The agencies have reported that these cases are more complicated to resolve than the simpler and shorter-term delinquencies that had been prevalent in previous quarters because the homeowners are faced with large amounts of accrued payments and interest. The agencies have also noted that many of their current clients under the Home Again program are experiencing specific challenges to prove income to mortgage servicers for resolution of their loan modification applications, such as senior citizens with fixed incomes, single parents, and underemployed individuals who work sporadically. Free legal assistance through the Home Again program has proven increasingly useful and necessary in resolving these cases.

These internal Home Again program monitoring and evaluation reports continue to clearly reflect what has been reported by independent economic and housing experts. According to various media sources, Nevada is third in the nation for default activity, with a foreclosure filing affecting one in every 717 households. Default filings generally tend to be higher in Nevada than in other states because of the higher number of underwater homes and the high rate of unemployment. As the job market begins to recover, it is also worth noting that fewer homes are underwater today than before the Home Again program was launched.

Home Again remains ready to respond to the needs of Nevadans with an established reputation for offering much-needed housing counseling and, when appropriate, free

8/15/14

legal services through a unique program coordinating the knowledge and strengths of various public service organizations. Home Again has helped thousands of Nevadans since its 2013 program launch and will continue to ensure that current and new homeowners, and those who may simply need support in rehabilitating their credit, are aware of their options and have quality assistance available to them during this critical period of recovery.