



Mass HAF

MHP Board Highlights

August 2022

Top 5 Highlights for July and August:

1. **Program** - Received over **5,300** completed applications to date
2. **Operations** – Over **\$30M** paid out on behalf of homeowners (over **1,800** homeowners assisted)
3. **Servicer Participation**- Over 200 servicers now participating in the Program
4. **Compliance** - Third Party vendor under contract and undertaking a risk assessment and making recommendations for MHP compliance work.
5. **Marketing** - Completed a successful CBO outreach program in conjunction with MassHousing & held info sessions on program changes for CBOs and legislature.

Upcoming Decision Points/Tasks:

1. **Policy/Programmatic Changes** - ANF requested a \$50k cap, which is being made operational as of September 1st. In conjunction with the cap, Mass HAF is joining a new servicer created program through which the top 25 largest servicers (plus others) provide loss-mit solutions when a state cannot cure an entire delinquency (for MA, those delinquencies over \$50k).
2. **Budget/Program Life** - We are working with ANF to fine tune projections related to the length of the program and ensuring that it is consistent with ANF goals/timelines. Meeting their goals may include tweaking the program's eligibility standards further.
3. **Marketing** - ANF approved continuing the paid advertising campaign into the fall and undertaking additional outreach on program changes.
4. **Compliance** - Updating and making any necessary changes to our compliance functions after the risk analysis is completed.
5. **Operations** - We will be focusing on increasing program efficiencies (reducing the aging timeline for application processing, streamlining any staff functions, reviewing and analyzing HCA and vendor roles.



Mass HAF

Weekly Status Update

8/10/22 – 8/17/22

Highlight of the Week

A 67-year-old Russian-American homeowner was granted a \$6.7k Mass HAF award, clearing her mortgage balance after severe reduction of her household income and providing her much needed peace of mind.

Key Metrics:

- ★ \$102.71M in assistance has been requested
- ★ \$27.64M in assistance has been paid
- ★ 5,295 completed applications have been submitted
- ★ 1,466 homeowners assisted
- ★ 70 foreclosure sales have been postponed

Servicers

- 213 servicers have agreed to participate in the program
- 206 servicers have been fully onboarded

Applications Submitted by Top 5 Cities:

Top 5 Cities	Applications
Springfield	600
Boston	294
Brockton	259
Worcester	181
Lynn	141

Marketing & Outreach

- 8/16 meeting held to inform ~35 stakeholders of the 9/1 \$50k cap and P-program

Important Updates & Key Dates

Program Updates:

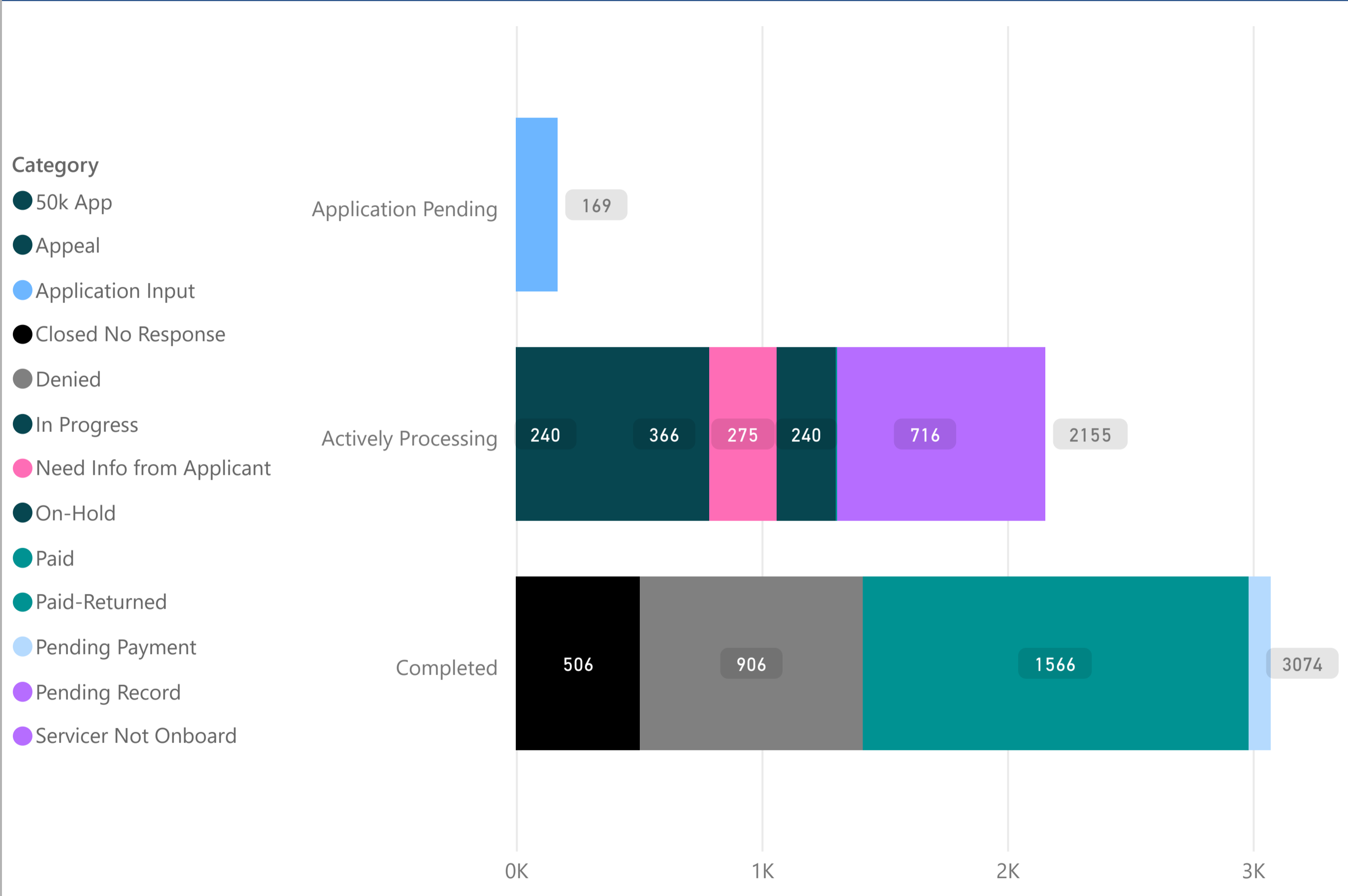
- Quarterly Treasury report successfully submitted

Important Dates:

- 8/23 Legislative Briefing scheduled

Current Application Status Overview I

Application Status and Responsible Party



Category Status	Number of Apps	% of Total Apps	Amount Requested	% of Amount Requested	Sum of Amount Paid
Application Pending	169	3.14%	\$1,369,537	1.31%	
Application Input	169	3.14%	\$1,369,537	1.31%	
Actively Processing	2,145	39.81%	\$45,777,445	43.69%	\$0
50k App	240	4.45%	\$18,359,890	17.52%	
Appeal	181	3.36%	\$3,685,341	3.52%	
In Progress	366	6.79%	\$4,819,024	4.60%	
Need Info from Applicant	275	5.10%	\$4,845,948	4.62%	
On-Hold	240	4.45%	\$2,120,760	2.02%	
Paid-Returned	6	0.11%	\$187,808	0.18%	\$0
Pending Record	716	13.29%	\$10,407,644	9.93%	
Servicer Not Onboard	131	2.43%	\$2,113,997	2.02%	
Completed	3,074	57.05%	\$57,630,426	55.00%	\$29,714,417
Closed No Response	506	9.39%	\$10,172,260	9.71%	
Denied	906	16.82%	\$15,072,889	14.39%	
Paid	1,566	29.06%	\$30,525,939	29.13%	\$29,714,417
Paid-Returned	6	0.11%	\$140,046	0.13%	\$0
Pending Payment	0	0.00%	\$1,710,000	1.64%	
Total	5,388	100.00%	\$104,777,409	100.00%	\$29,714,417

Note: \$50k Apps may include applications pending records or currently on-hold due to it being a \$50k; however, if the \$50k Applicant's servicer is not onboard, it is in an appeal or needs information from the applicant then it will fall within that category.

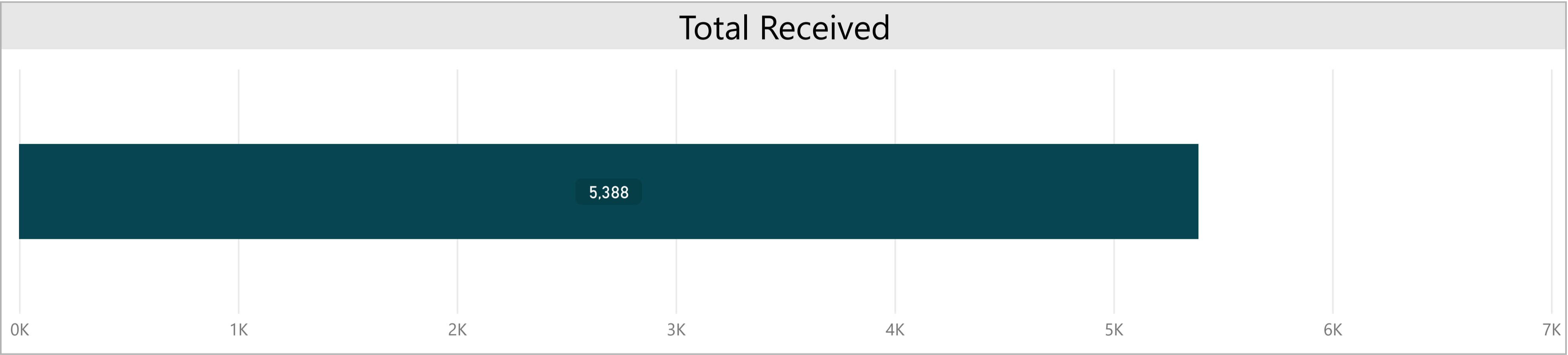
Responsible Party

- Tidal Basin and/or MHP
- HCA
- Servicer
- Applicant

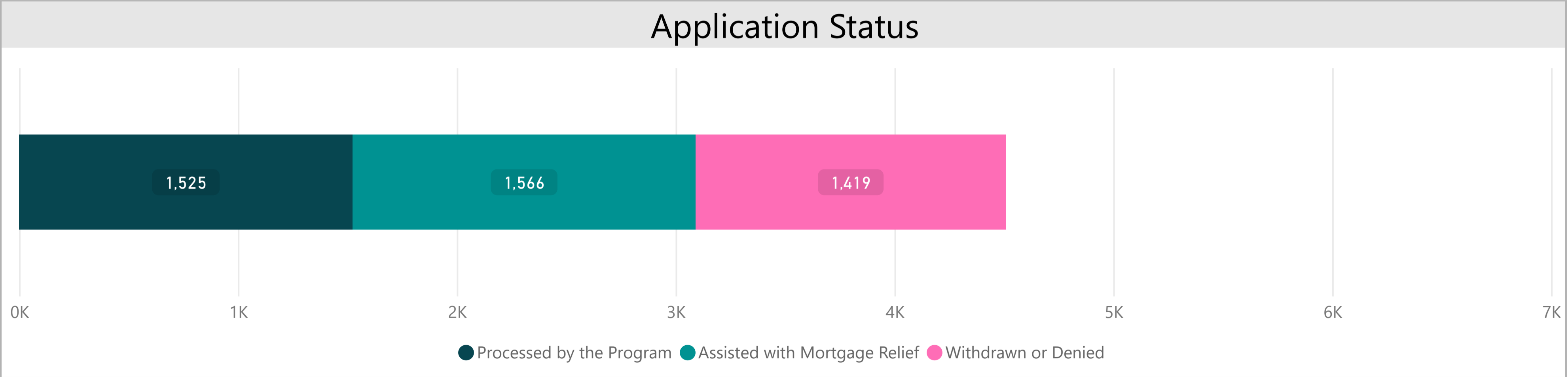
August 23, 2022
Application Data Refreshed

Current Application Status Overview II

Total Received



Application Status



Total Homeowner Applications Submitted

5,388

Homeowner Applications Processed by Program

1,525

Homeowner Applications Withdrawn or Denied

1,419

Homeowners Assisted with Mortgage Relief

1,566



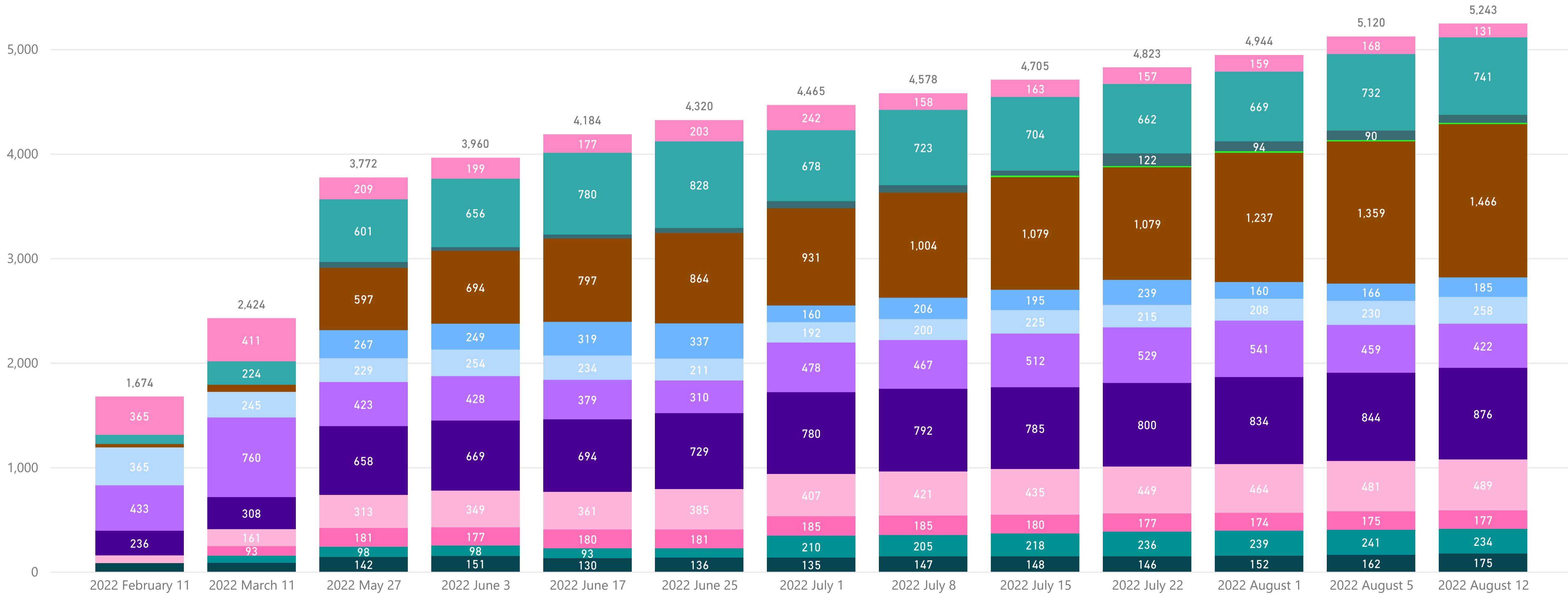
August 23, 2022

Application Data Refreshed

Application Status Overview III - Week over Week

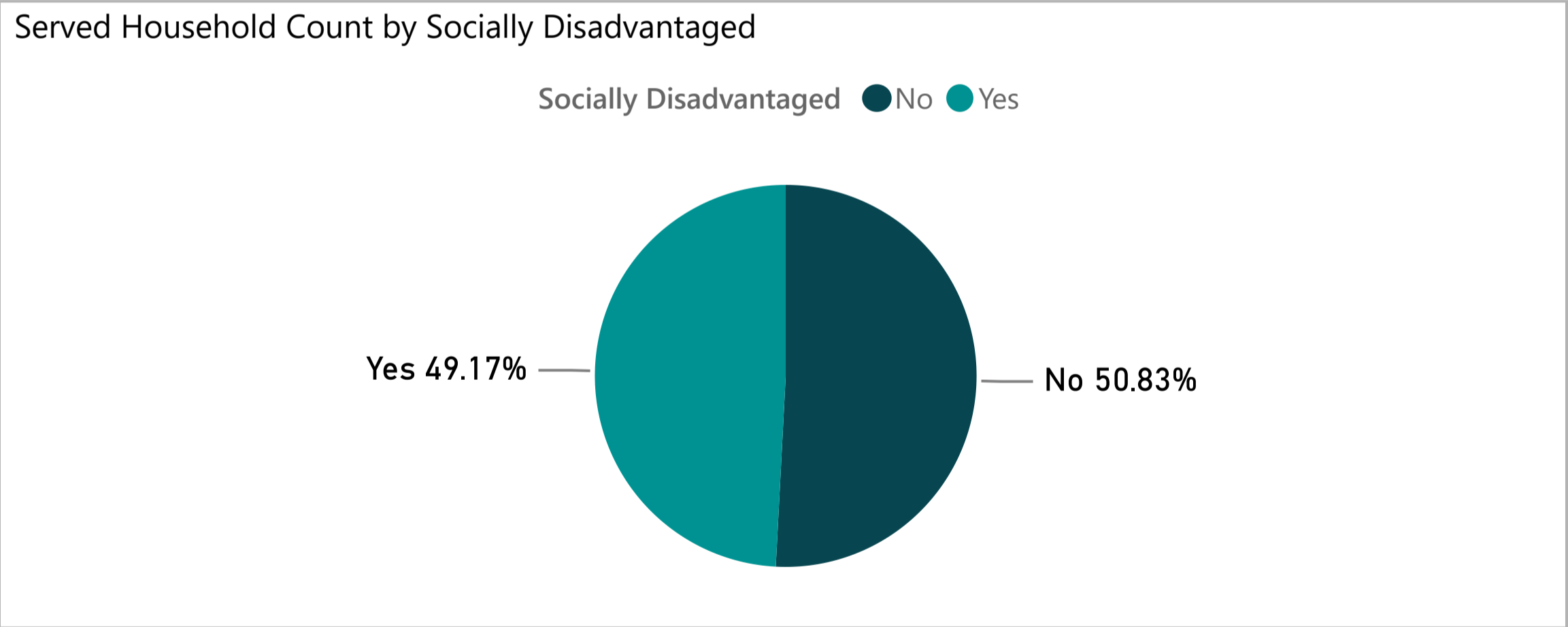
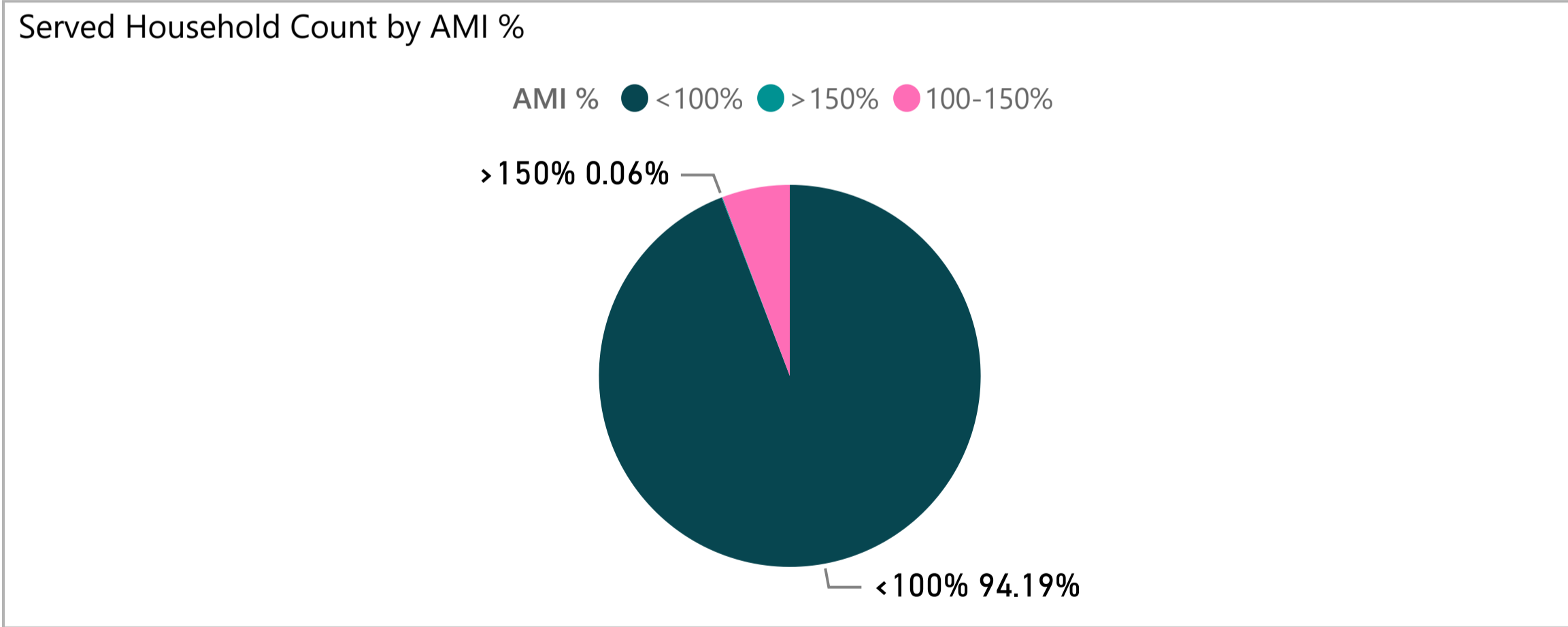
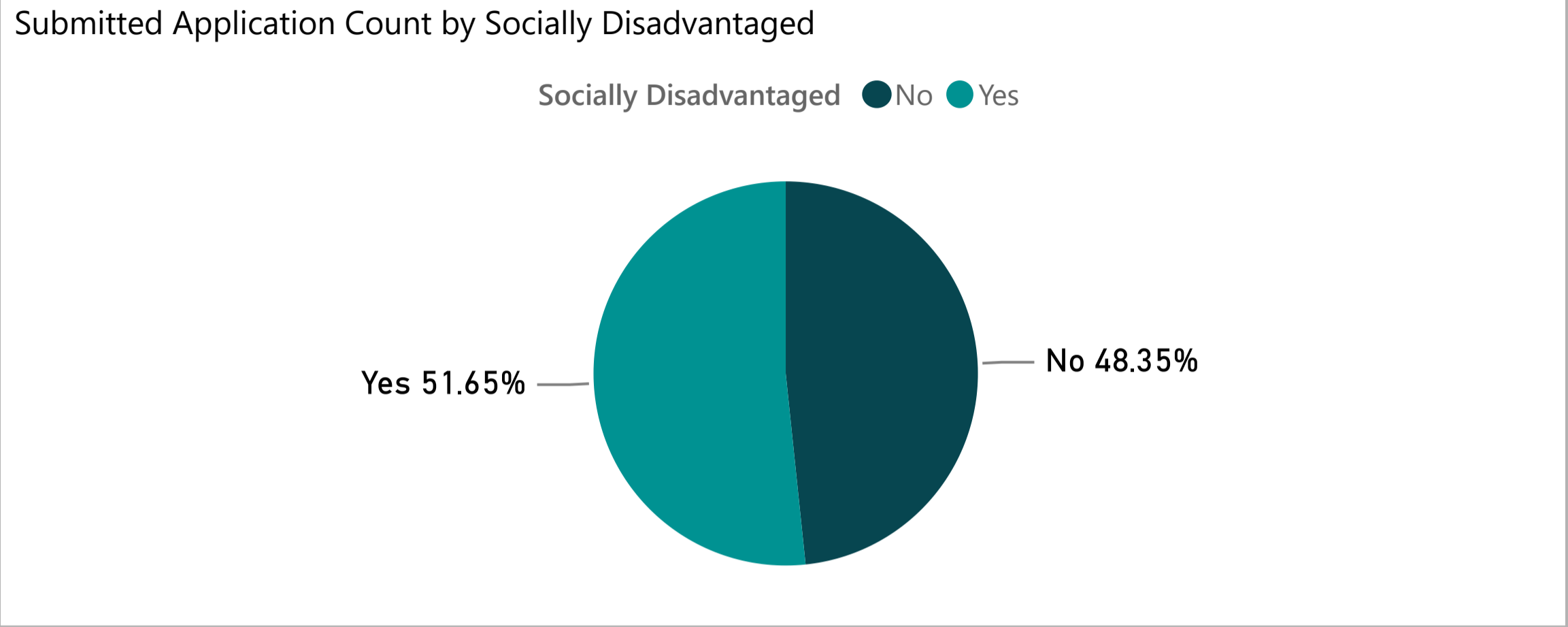
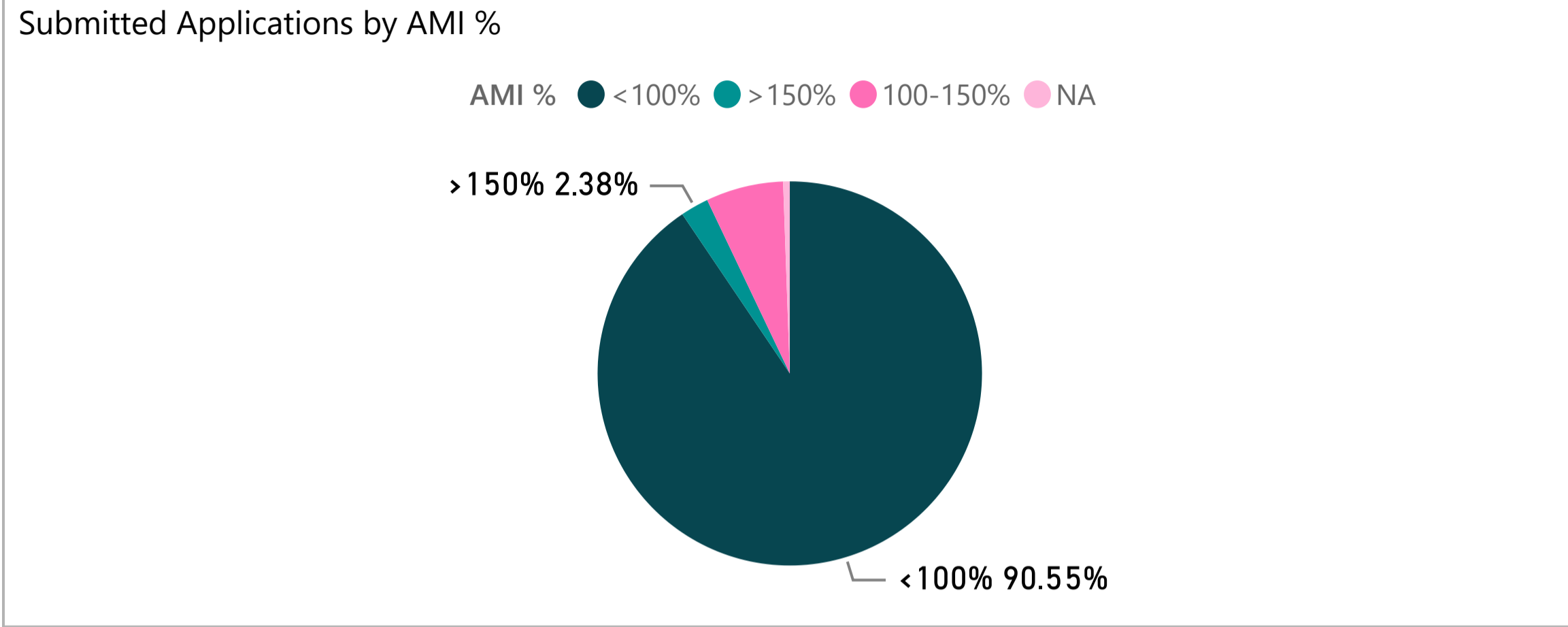
Number of Apps by Week Ending and Status

Status ● Application Input ● 50k App ● Appeal ● Closed No Response ● Denied ● In Progress ● Need Info from Applicant ● On-Hold ● Paid ● Paid-Returned ● Pending Payment ● Pending Record ● Servicer Not Onboard



August 23, 2022
Application Data Refreshed

Program Goals



Goal: 60% of Households Served <100% AMI

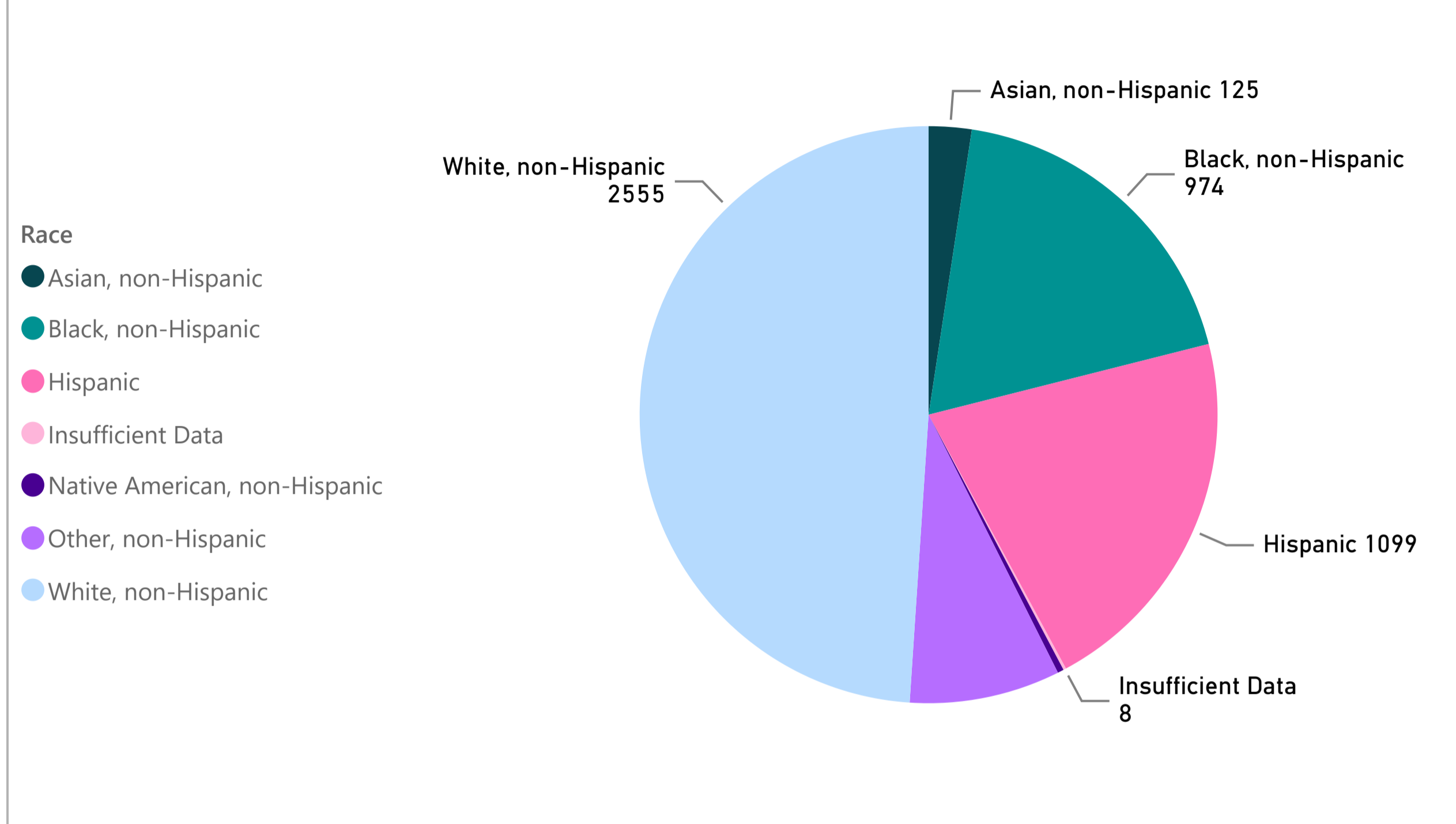
Goal: 25% of Households Served are Socially Disadvantaged



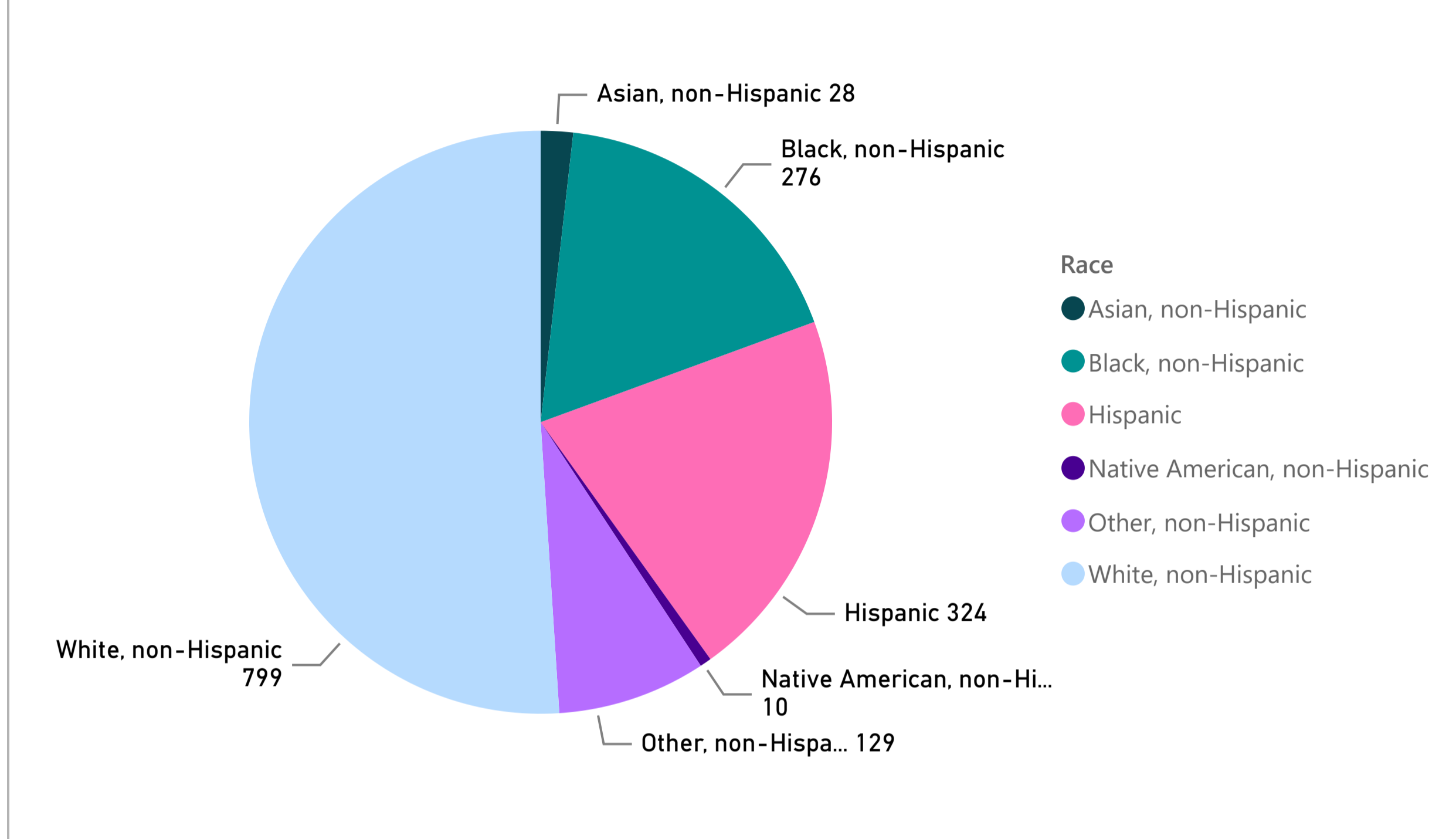
Socially Disadvantaged Definition: If primary language is not English, ethnicity is Hispanic or race is non-white (includes choose not to respond race)

Program Overview by Race/Ethnicity

Submitted Applications by Race/Ethnicity



Paid Applications by Race/Ethnicity



Submitted Applications by Race/Ethnicity

Race	# of Apps	% of Total
White, non-Hispanic	2,555	48.96%
Hispanic	1,099	21.06%
Black, non-Hispanic	974	18.66%
Other, non-Hispanic	440	8.43%
Asian, non-Hispanic	125	2.40%
Native American, non-Hispanic	18	0.34%
Insufficient Data	8	0.15%
Total	5,219	100.00%

Submitted Applications by Race/Ethnicity

Race	# of Apps	% of Total
White, non-Hispanic	799	51.02%
Hispanic	324	20.69%
Black, non-Hispanic	276	17.62%
Other, non-Hispanic	129	8.24%
Asian, non-Hispanic	28	1.79%
Native American, non-Hispanic	10	0.64%
Total	1,566	100.00%



Other Race/Ethnicity Definition: If other race was selected, if more than one race was selected, or if choose not to respond was selected

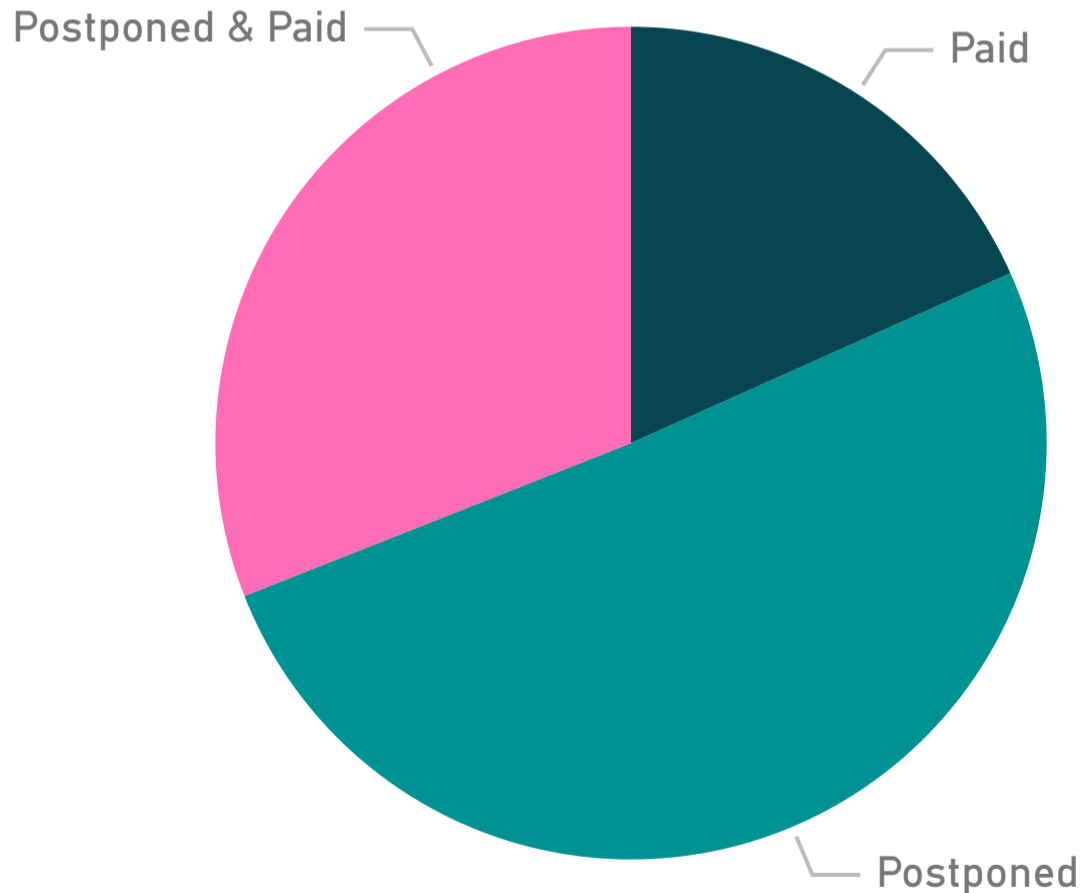
August 23, 2022
Application Data Refreshed

Foreclosure Sales Postponed

71

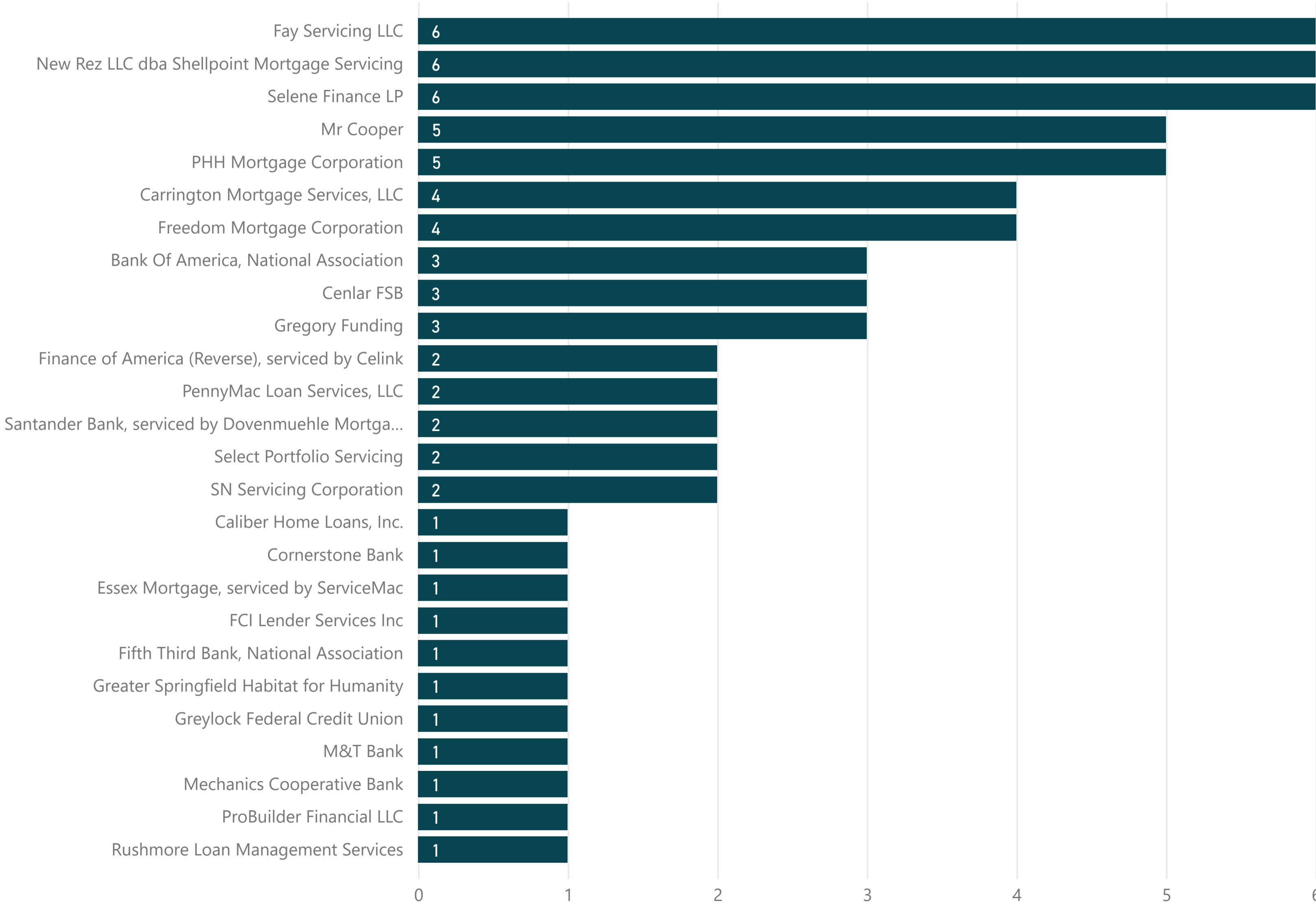
Foreclsoures Postponed

Count by Foreclosure Postponement Status



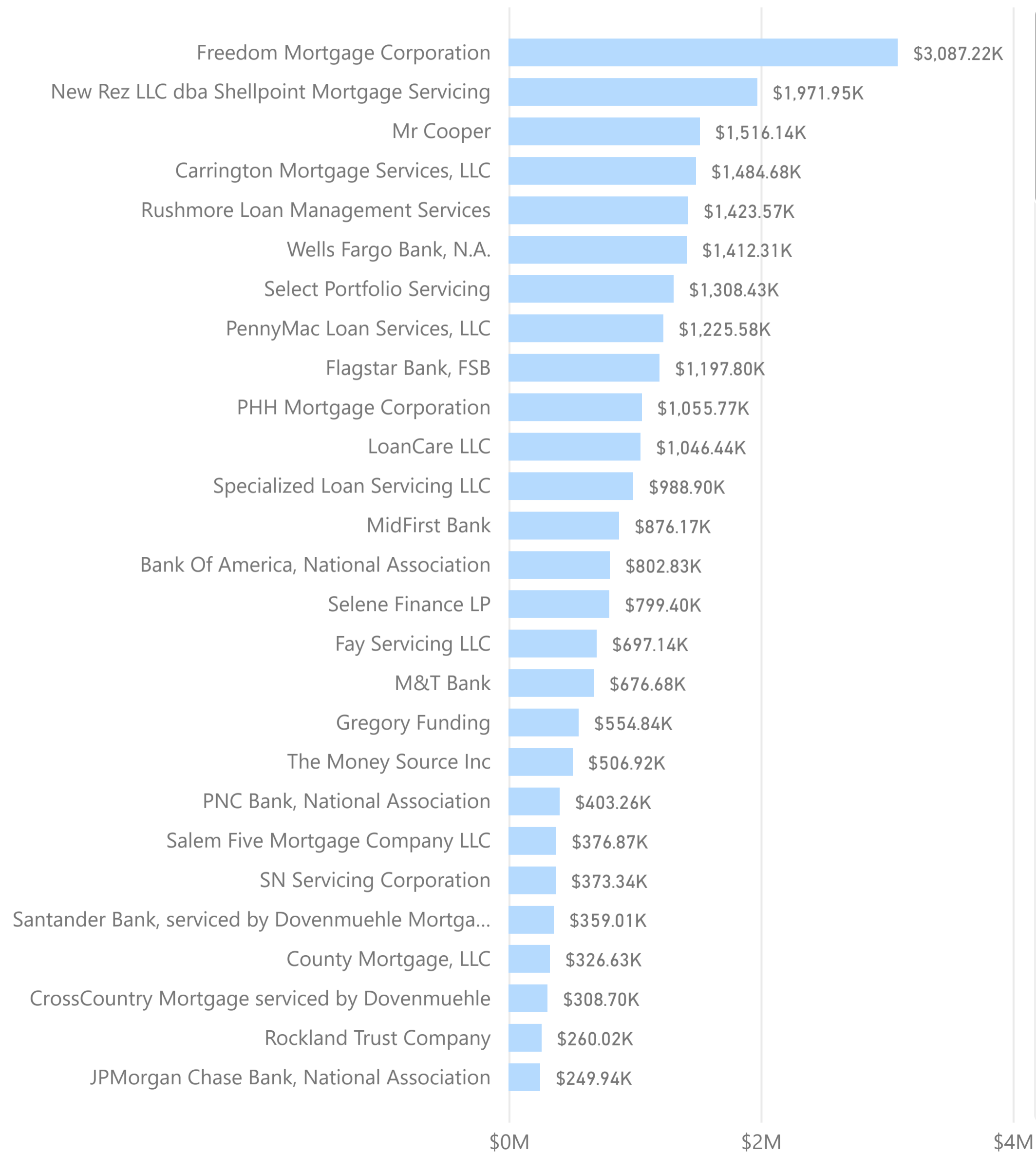
Foreclosures Postponed by Servicer

Executed SLA? ● Executed

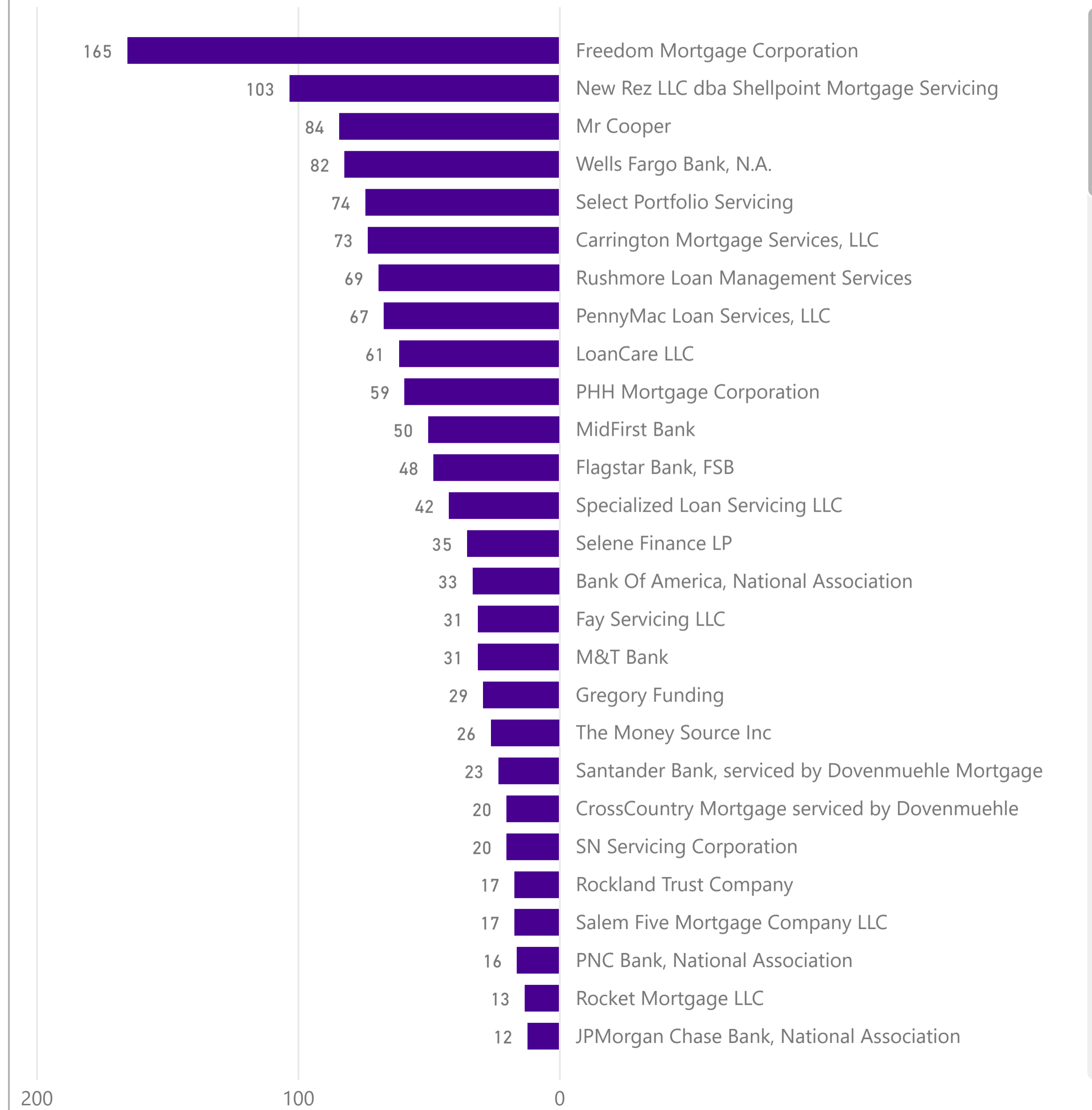


Provider Overview

Paid Providers by Amount



Paid Providers by Application Count



Submitted Applications - Top 25 Cities

City	Count of Apps
Springfield	599
Boston	287
Brockton	256
Worcester	178
Lynn	138
Lawrence	120
New Bedford	113
Chicopee	105
Fall River	82
Randolph	80
Taunton	77
Attleboro	70
Methuen	69
Lowell	68
Fitchburg	61
Haverhill	56
Revere	53
Pittsfield	50
Plymouth	50
Barnstable	49
Holyoke	45
Malden	39
Quincy	38
West Springfield	37
Westfield	37
Total	2,757



Paid Applications - Top 25 Cities

City	Count of Apps
Springfield	192
Brockton	82
Boston	77
Lynn	39
Worcester	39
Lawrence	36
New Bedford	33
Chicopee	31
Taunton	29
Fall River	26
Randolph	25
Pittsfield	24
Attleboro	23
Barnstable	21
Haverhill	21
Methuen	20
Holyoke	17
Lowell	17
Agawam	16
Fitchburg	16
Westfield	16
Framingham	14
Quincy	14
Weymouth	13
Yarmouth	13
Total	854



Amount Requested Overview

Amount Requested	# of Applications	% of Applications	Total Amount Requested	% of Amount Requested
Over \$500K	2	0.04%	\$1,496,287	1.45%
\$75k-\$100k	94	1.80%	\$8,108,316	7.84%
Over \$100k	79	1.51%	\$10,672,476	10.32%
\$50k-\$75k	277	5.31%	\$16,809,293	16.26%
\$25k-\$50k	829	15.88%	\$29,442,442	28.47%
\$0-\$25k	3,938	75.46%	\$36,879,057	35.66%
Total	5,219	100.00%	\$103,407,871	100.00%

Category Status	# of Applications	% of Applications	Total Amount Requested	% of Amount Requested
Actively Processing	2,145	41.10%	\$45,777,445	44.27%
\$0-\$25k	1,594	30.54%	\$13,682,581	13.23%
\$25k-\$50k	261	5.00%	\$9,451,921	9.14%
\$50k-\$75k	174	3.33%	\$10,567,490	10.22%
\$75k-\$100k	63	1.21%	\$5,493,238	5.31%
Over \$100k	53	1.02%	\$6,582,215	6.37%
Completed	3,074	58.90%	\$57,630,426	55.73%
\$0-\$25k	2,344	44.91%	\$23,196,476	22.43%
\$25k-\$50k	568	10.88%	\$19,990,521	19.33%
\$50k-\$75k	103	1.97%	\$6,241,803	6.04%
\$75k-\$100k	31	0.59%	\$2,615,077	2.53%
Over \$100k	26	0.50%	\$4,090,261	3.96%
Over \$500K	2	0.04%	\$1,496,287	1.45%
Total	5,219	100.00%	\$103,407,871	100.00%

AMI %	# of Applications	% of Applications	Total Amount Requested	% of Amount Requested
< 100%	4,765	91.30%	\$93,316,118	90.24%
\$0-\$25k	3,604	69.06%	\$33,774,280	32.66%
\$25k-\$50k	761	14.58%	\$26,986,274	26.10%
\$50k-\$75k	250	4.79%	\$15,170,370	14.67%
\$75k-\$100k	78	1.49%	\$6,756,508	6.53%
Over \$100k	70	1.34%	\$9,132,398	8.83%
Over \$500K	2	0.04%	\$1,496,287	1.45%
> 150%	114	2.18%	\$2,269,241	2.19%
\$0-\$25k	83	1.59%	\$630,181	0.61%
\$25k-\$50k	19	0.36%	\$764,752	0.74%
\$50k-\$75k	7	0.13%	\$410,209	0.40%
\$75k-\$100k	3	0.06%	\$237,729	0.23%
Over \$100k	2	0.04%	\$226,369	0.22%
100-150%	340	6.51%	\$7,822,512	7.56%
\$0-\$25k	251	4.81%	\$2,474,596	2.39%
\$25k-\$50k	49	0.94%	\$1,691,415	1.64%
\$50k-\$75k	20	0.38%	\$1,228,713	1.19%
\$75k-\$100k	13	0.25%	\$1,114,079	1.08%
Over \$100k	7	0.13%	\$1,313,709	1.27%
Total	5,219	100.00%	\$103,407,871	100.00%

Note: Excludes Saved applications currently in progress with HCAs

Amount Requested Overview II

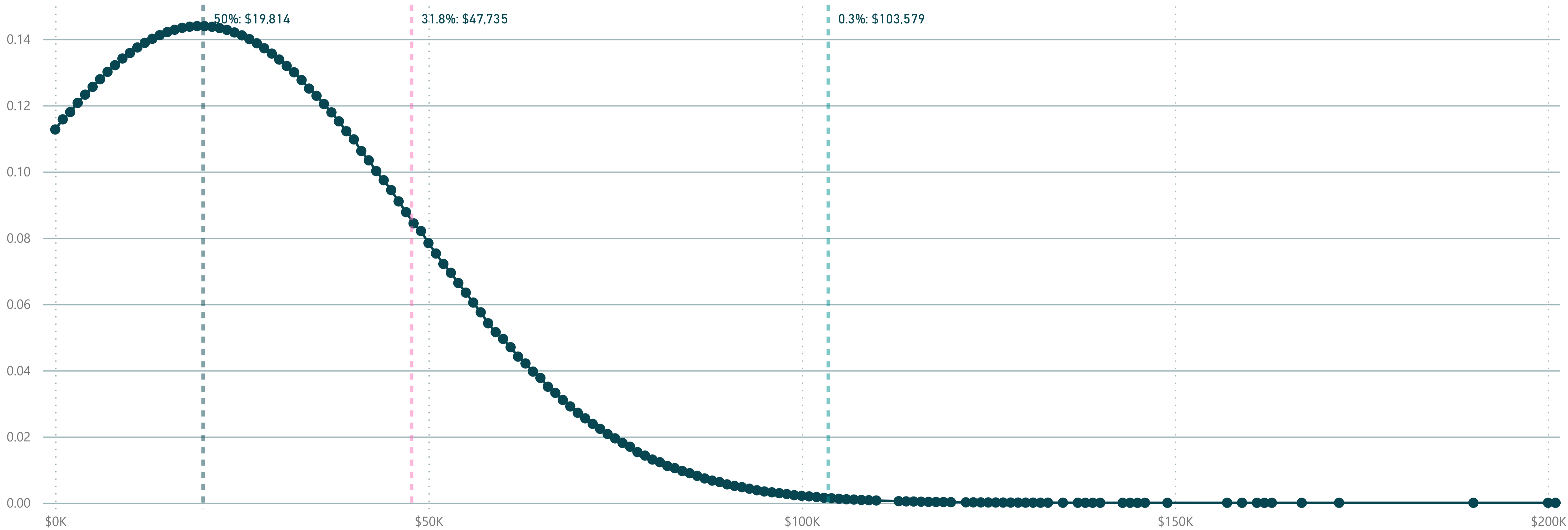
Race	# of Applications	% of Applications	Total Amount Requested
Asian, non-Hispanic	125	5.67%	\$3,844,063
\$0-\$25k	74	3.35%	\$764,977
\$25k-\$50k	26	1.18%	\$967,749
\$50k-\$75k	15	0.68%	\$972,593
\$75k-\$100k	8	0.36%	\$657,352
Over \$100k	2	0.09%	\$481,392
Black, non-Hispanic	974	44.15%	\$18,813,708
\$0-\$25k	779	35.31%	\$7,700,782
\$25k-\$50k	113	5.12%	\$4,005,167
\$50k-\$75k	44	1.99%	\$2,750,670
\$75k-\$100k	18	0.82%	\$1,582,675
Over \$100k	20	0.91%	\$2,774,415
Hispanic	1,099	49.82%	\$17,826,791
\$0-\$25k	895	40.57%	\$7,432,945
\$25k-\$50k	141	6.39%	\$4,840,820
\$50k-\$75k	35	1.59%	\$2,053,398
\$75k-\$100k	15	0.68%	\$1,285,700
Over \$100k	12	0.54%	\$1,567,528
Over \$500K	1	0.05%	\$646,400
Insufficient Data	8	0.36%	\$80,326
\$0-\$25k	7	0.32%	\$25,505
\$50k-\$75k	1	0.05%	\$54,821
Total	2,206	100.00%	\$40,564,888

Race	# of Applications	% of Applications	Total Amount Requested
Native American, non-Hispanic	18	0.60%	\$558,639
\$0-\$25k	12	0.40%	\$139,812
\$25k-\$50k	3	0.10%	\$92,439
\$50k-\$75k	1	0.03%	\$58,360
Over \$100k	2	0.07%	\$268,028
Other, non-Hispanic	440	14.60%	\$8,399,596
\$0-\$25k	326	10.82%	\$2,815,322
\$25k-\$50k	80	2.66%	\$2,915,828
\$50k-\$75k	17	0.56%	\$1,020,243
\$75k-\$100k	12	0.40%	\$1,001,104
Over \$100k	5	0.17%	\$647,099
White, non-Hispanic	2,555	84.80%	\$53,884,749
\$0-\$25k	1,845	61.23%	\$17,999,715
\$25k-\$50k	466	15.47%	\$16,620,440
\$50k-\$75k	164	5.44%	\$9,899,209
\$75k-\$100k	41	1.36%	\$3,581,485
Over \$100k	38	1.26%	\$4,934,013
Over \$500K	1	0.03%	\$849,887
Total	3,013	100.00%	\$62,842,984

Note: Excludes Saved applications currently in progress with HCAs

Amount Requested Overview III

Frequency by Amount Requested



\$103,407,871
Total Requested Amount

5219
of Apps

\$0
Min

\$849,887.46
Max

\$19,813.73
Average

\$27,716.06
StdDev

Note: Excludes Saved applications currently in progress with HCAs