



Minutes

NHLP Monthly Meeting

📅 Tue May 19th, 2020

🕒 3:00pm - 4:00pm EDT

👤 **In Attendance**

I. **Opening**

a. **Welcome**

Mr. Ben Welter called the meeting to order at 3:05

b. **Verbal authorization to begin recording**

The meeting was recorded.

c. **Call Meeting to Order**

d. **Roll Call**

Present at the meeting: Ben Welter, Paul Tobin, Thom DeLilla, Katie Medlock, Eddie Hall.

Absent: James Bayonne

e. **Adjustments to the Agenda**

There were no adjustments to the agenda.

f. **Approval of the Agenda**

Motion by Mr. Thom DeLilla, seconded by Mr. Paul Tobin. Motion carries.

g. **Recognition of Conflict of Interest**

No conflicts were reported.

II. **Reading and Approval of the Minutes from the Previous Meeting**

Minutes from the March and April NHLP committee meetings are presented for approval.

Motion by Mr. Tobin, second by Mr. DeLilla. Motion carries.

III. **ACF Report**

a. **Current accounts and balances**

Mr. Eric Reed provided updates to the loan portfolio, bringing attention to the growth of the program despite the current economic situation. The investment balances began to

show improvements after the earlier drop in values. Mr. Reed also mentioned that there has been an increase in new applications over the past week. Mr. Tobin asked about outreach to mobility dealers through a mailing. Mr. Hall provided support through contacts at Mobility Works.

Task: Mr. Reed will work on a letter and outreach effort to mobility dealers statewide.

b. **Past Due Updates**

Mr. Reed provided an update that there are no new past due concerns and provided updates on the ongoing concerns. He did not have an attorney report due to a death in the attorney's family resulting in the report not being provided prior to the meeting.

1. **RP**

There have been no new updates or contact/response from the borrower. Mr. Reed suggested that continued legal action should take place.

Decision: Mr. Tobin motioned that Mr. Reed report back on RP during the next meeting. Mr. Hall seconded and the motioned carried.

2. **JC**

Mr. Reed did provide some basic information regarding possible next steps which would include paying off the current lienholder of the subject modified truck and selling the truck to help capture some or all of the amount JC owes us.

Decision: After discussion by the committee, Mr. DeLilla stated that he thinks that the repossession process should begin. Mr. Tobin motioned to proceed with repossession, with a warning to the borrower first to allow for payment. Mr. DeLilla seconded. The motioned passed unanimously.

3. **DH**

Mr. Reed provided the update that there has been no successful contact through the attorney. Mr. Tobin suggested that there is no formal charge-off at this time and collection efforts continue until at least the end of the fiscal year. The committee was in agreement.

4. **DE**

This loan has been paid current.

c. **COVID 19 deferred payments**

Mr. Reed informed the committee that six borrowers requested deferred payments due to COVID19 impacts.

IV. **Self-Help Credit Union potential partnership**

Mr. Reed provided a brief background on the credit unions involvement with the SC AT program and their financial loan program. They have contacted FFAST to see how they might partner with our loan program. There might be opportunities for expanding the hearing aid loans. Additional conversations will take place and reported back to committee.

V. **Online statements and payments**

Mr. Reed reported that both online statements and payments are now available. About 1/3 of borrowers are receiving statements online now and about 25 borrowers are paying online. That is a good start but more borrowers joining will help eliminate administrative work. Mr. Tobin suggested a discount for borrowers that sign up for online payments. Mr. Welter added that it should be for recurring payments only.

Task: Committee asked Mr. Reed to bring ideas for a proposed plan to a future meeting.

VI. **Time for Adjustments to the Agenda**

VII. **Closing**

a. **Public Comment**

b. **Adjourn**

Mr. Welter thanked Ms. Julie Kates from VR for joining the meeting and welcomed Mr. Hall and Ms. Medlock to the board and committee.

Decision: Mr. DeLilla motioned to adjourn. Mr. Tobin seconded. The meeting was adjourned at 4:08