NORTHWEST
HOME EQUITY ASSURANCE PROGRAM
NWHEAP

Meeting Minutes — Governing Board of Commissioners, NWHEAP

Date: August 21, 2025
Time: 5:00 PM
Location: Hybrid — Zoom & 3234 N. Central Ave., Ofc. 2, Chicago, IL 60634.

1) Call to Order

The meeting was called to order at 5:10 PM by the Chair (Diane Arroyo Reyes)

2) Attendance & Introductions

Commissioners present: Thomas Simmons and Diane Arroyo Reyes,

Executive Director Ivy S. Ellis and team.

Guests: New Commissioners Dan Jacobs and Collin Murphy were introduced to the Board. (Welcome & brief backgrounds shared.)

3) Public Comment

No Public Comment

4) Approval of Agenda

Agenda approved as presented.

5) Approval of Minutes

Minutes from February 20, 2025, April 17, 2025, and June 19, 2025 approved.

6) Executive Director's Report (Summary)

Compliance & Governance

- Bylaws slated for update in Q3 2025.
- 2024 Financial Audit is in progress.
- Ethics Statements completed.

Board Composition / Appointments

- Goal to increase Governing Commissioners to the maximum seven (7); two commissioners are awaiting appointment. ED has been working with the City (spoke with Jill Stone and Ald. Cardona) and has reached out to the Mayor's Office to move appointments forward; we are awaiting a response.

Programs — Performance Highlights (Jan–Aug YTD snapshots)

Recommended strategies: targeted outreach with block clubs/aldermen; lender/realtor pipelines; monthly "HILP Help Days"; structured follow-ups; showcase DTP payouts; expand partnerships; weekly performance tracking.

Selected variances to monitor: Payroll Taxes over budget; Internet/Phone above run-rate; Property Taxes/Condo Assessments elevated; Health Insurance timing; PR/Marketing under-spend YTD; several program lines under-utilized (e.g., Loan Program, DTP, Flood Prevention).

Items of Information / Forthcoming Decisions
Annual Tax Levy Meeting set for October 16, 2025. ED recommends no levy increase given high property values, elevated rates, and household budget pressures.

7) Finance Report

The Board reviewed the FY25 Budget vs. Actuals through July 31, 2025, including major variances and cash-flow trajectory; staff will continue cost controls and plan program execution aligned to capacity and mission impact.

8) Unfinished Business

Continued monitoring of audit progress and bylaws update timeline.

9) New Business

Organizational Reorganization — Aligning to Mission
Discussion held on reorganizing NWHEAP to better align structure with program delivery, outreach, and member experience. Considerations will incorporate:

- Program performance data and pipeline needs (Membership, HILP, DTP, Flood)
- Budget realities and capacity (under-utilized program lines vs. staffing/overheads)
- Governance capacity (targeting 7 Commissioners) to support oversight and strategy.

10) Public Comment

No Public Comment

11) Adjournment

Meeting adjourned at 6:00 PM.

Action Items

1. Commissioner Appointments: ED to continue coordination with the Mayor's Office and City contacts (incl. Jill Stone/Ald. Cardona) and report status updates.
2. Reorganization Proposal: ED to draft a mission-aligned reorganization plan with org chart, staffing model, cost implications, and program KPI alignment for Board review.
3. Audit & Bylaws: Provide the Board with a timeline/checklist for 2024 Audit completion and Q3 2025 bylaws updates.
4. Tax Levy Prep: Develop materials supporting the no-increase levy recommendation for the Oct 16, 2025 meeting.