



CalHFA HRC

Mortgage Relief Program Update

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Current Progress



10,138

Applications
submitted



530

Applications approved
and payment applied



130

Servicers
signed up



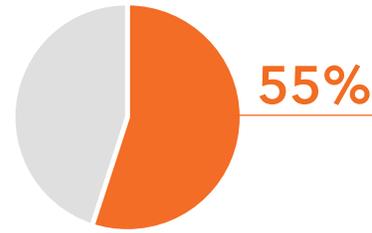
40% AMI

Average AMI of those approved



\$32,590

Average household assistance



55%

Live in socially disadvantaged areas



530

Households served



Average Days from Submission to Determination



31 days

Approved



17 days

Declined



21 days

Cancelled



17 days

All determined
applications

Applicant Survey Results



25%

Response
Rate

10,506 # of contacted

2,629 # of responses



88%

Application was
easy to complete



25%

Got help from the
call center



84%

Operator was able
to answer your
questions

What was challenging about uploading your documents?



9%

Didn't have the right
documents



15%

Didn't understand
what documents
were needed



15%

Finding the right
documents



61%

Technical difficulties



In contract with
CBO Intermediary



Servicer outreach emails
to delinquent
homeowners



Legislative
Outreach



#getcaughtup

Media Campaign

Applicants Feedbacks



"It sounded too good to be true, but I applied anyway. Just sent in a few documents and was delighted to be approved in about 30 days."

"The program was very responsive and helpful in bringing my mortgage current."

"Thank you for creating this program. It is a huge relief for many of us behind on our mortgage."

"Receiving assistance from the program is like a God send."

"Thank you for giving me hope."

"I just want to say thank you. COVID has been financially hard."

"Thank you very much for being there for us to get back on our feet again."



Future Reports and Updates



Quarterly reports



Program updates



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Questions