



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 25 Situation & Pipeline** **Report**

December 26, 2006



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EXECUTIVE SUMMARY

The Homeowner Assistance Program continued to make progress in the number of applicants seen for the reporting period. During the period, Homeowner Program Advisors met with 4,479 applicants. Throughput decreased slightly due to early closures and Housing Assistance Centers because of weather and shortened holiday operating hours. The number of benefits calculated increased from 14,303 to 22,588. In addition, 11 closings were completed during the period (96 total). Homeowners returned 844 options letters increasing the number of benefits options selected to a total of 6,168. Option breakdown is below.

Table 1: Homeowner Program Snapshot

Activity	As of COB December 14	Weekly Activity	As of COB December 21
Number of Applications Recorded	88,414	2,191	90,605
Number of Appointment Letters Mailed	79,373	1,778	81,151
Number of 1 st Appointments Scheduled	59,779	1,251	61,030
Number of 1 st Appointments Held	45,662	4,479	50,141
Number of 1 st Appointments Completed	43,984	4,827	48,811
Number of Home Evaluations Completed	36,073	3,818,	39,891
Number of Benefits Calculated	14,303	8,285	22,588
Number of Benefits Options Letters Sent	10,108	2,299	12,407
<i>Benefit Options Selected:</i>			
<i>Number of Option One Selections</i>	4,046	706	4,752
<i>Number of Option Two Selections</i>	1,165	111	1,276
<i>Number of Option Three Selections</i>	113	27	140
Total Benefits Options Selected	5,324	844	6,168
Files Transferred for Closing	866	642	1,508
Closings Scheduled		9	
Closings Held	85	11	96

The Rental Repair Program received the approved Program Design document. Progress continues to prepare for the initiation of the program including the design and implementation of the HDS software system and on the development of the Program Guide, data elements and Communications and Outreach Plan.

The Hazard Mitigation Grant Program completed the initial training for IEM subcontract mitigation counselors and grant administrators. Planning for logistics and Center operations integration began. Full operations for mitigation counseling is anticipated for the week of January 15th in expectation that all assistance programs and federal programmatic agreements are resolved and approvals are in place.



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State Assistance Required

Deliverables

Table 2: Program Deliverables

Del. ID	Deliverables	Date
00035	Homeowner Procedures Update (monthly)	12/15/06
00072	Open New HAC in LA	12/15/06
00025	Combined Weekly & Pipeline Report	12/19/06
00002	Cash Flow Projection & Financial Dashboard	12/19/06
00087	CDBG Piggyback Program Legal Documents (due date 2/28/07)	12/21/06

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 12/14	CUMULATIVE As of 12/21	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	47,532	48,607	1,075
	MAIL IN SYSTEM	38,892	39,777	885
	PHONE IN SYSTEM	1,990	2,221	231
	APPS IN SYSTEM	88,414	90,605	2,191
APPOINTMENTS	APPS IN SYSTEM	88,414	90,605	2,191
	APPOINTMENT LETTERS SENT	79,373	81,151	1,778
	APPOINTMENTS SCHEDULED	59,779	61,030	1,251
	APPOINTMENTS COMPLETED	43,984	48,811	4,827

- Figures are cumulative through the period indicated
- 2,191 additional applicants entered the system through applicant online entry, paper transcription, and phone entry

- 4,827 appointments were completed, which allows the applicant to enter into the evaluation/third party verification/calculation process

See the Glossary for explanation of Figure 1 terms

Figure 2: Homeowner Assistance Program Pipeline - Applicant Processing

	HOMEOWNER PROCESS	CUMULATIVE As of 12/14	CUMULATIVE As of 12/21	INCREASE
CALCULATIONS	APPLICATIONS IN VERIFICATION	43,984	48,811	4,827
	BENEFITS CALCULATED	14,303	22,588	8,285
	TOTAL	\$1.06 billion	\$1.68 billion	\$.62 b
	AVERAGE	\$77,575	\$77,258	
CLOSINGS	OPTIONS LETTERS SENT	10,108	12,407	2,299
	OPTIONS SELECTED	5,324	6,168	844
	CLOSED	85	96	11
	TOTAL	\$4.4 million	\$4.99 million	\$.59 m
	AVERAGE	\$51,810	\$51,957	

- The \$1.68B total and \$77,258 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes affordable loan calculations, compensation grants, and elevation grants, but does not include ‘zero’ grant awards)

- All closed applicants have selected Option 1
 - Applicants’ initial options selection are in Appendix A

See the Glossary for explanation of Figure 2 terms

Housing Assistance Center Activity

- Decreased throughput at the 11 Centers by 10% due to early closures because of weather and shortened holiday operating hours; 4,479 appointments held (50,141 total to date)
- Continued to finalize staffing plans and strategies for implementation of the Benefits Option appointment. Second appointments scheduled to begin in late January

Award Calculation Activity

- Calculated an additional 8,285 grant benefits for the period (22,588 total); 397 'zero' grant amounts (873 total) and 8,066 'non-zero' or 'positive' grant amounts (21,175 total) calculated for the period (averaging \$77,258 per grant)

Table 3: Award Calculation Activity including LMI and Elderly Detail

	Option 1 Total	Compensation Grant Amount	Elevation Grant	Affordable Loan
Number of Total Benefits	22,588	22,588	22,588	22,588
Sum of Total Dollars	\$1,677,667,876	\$938,343,974	\$408,985,889	\$330,338,013
Number of LMI Benefits	9,911	9,911	9,911	9,911
Sum of Dollars to LMI	\$919,184,391	\$413,440,984	\$175,405,394	\$330,338,013
Number of LMI Benefits as a % of Total Population	44%	44%	44%	44%
Sum of Dollars to LMI as a % of Total Population	55%	44%	43%	100%
Number of Elderly Benefits	4,554	4,554	4,554	4,554
Sum of Dollars to Elderly	\$389,526,588	\$205,862,205	\$85,339,643	\$98,324,740
Number of Elderly Benefits as a % of Total Population	20%	20%	20%	20%
Sum of Dollars to Elderly as a % of Total Population	23%	22%	21%	30%

Data Verification and Closing Activity

- Assisted with the completion of 11 closings
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput



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Home Evaluations (Home Inspection) Activity

Table 4: Home Evaluation Team Metrics

ACTIVITY	Prior Total	11/18-11/25	11/26-11/30	12/1-12/7	12/8-12/14	12/15-12/21	Current Total	Five Week Average
Work Orders Submitted by Housing Advisor	26,930	3,091	5,058	4,114	4,856	3,437	47,486	4,111
Work Orders Dispatched	24,859	3,464	3,458	3,816	5,286	5,365	46,248 ¹	4,278
Evaluations Completed in the Field	19,383	983	3,147	4,173	8,390	3,815	39,891	4,102

¹ – Includes work orders for doubles (duplexes) that had previously been held pending finalization of the duplex policy, and 123 from last week that did not have a priority code. Does not include condos or townhomes that are still being held pending finalization of the related policies.

- Completed testing phase of Worltrac system deployment and began rollout phase
- Analyzed data to identify and resolve data outliers.
- Conducted a focus group of homeowners in New Orleans to obtain input on how best to present the results of a home evaluation in the options letter
- Finalized and began implementation of checklists for capturing damage assessments of 100% destroyed manufactured homes and partially damaged and 100% destroyed duplexes
- Began to contact duplex homeowners whose homes were evaluated prior to finalization of the duplex policy, to establish ownership details (e.g. single owner, multi-owner) and ensure accurate award calculations
- Coordinated with Policies and Procedures staff on development of policies for condominiums and for townhomes for which the duplex policy cannot be used.
- Continued work on a simple database for tracking homeowner inquiries and appeals
- Continued to resolve evaluations flagged with specs 142 or 143 (fraud investigation) through additional interviews with the evaluators

Call Center Activity

Table 5: Call Center Metrics

ACTIVITY	Prior Total	11/17-11/23	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	Current Total	Five Week Average
Calls	214,927	12,128	20,767	21,353	15,918	15,650	300,743	17,163
Applications Requested	26,166	430	653	687	600	479	29,015	570
Online Application Assists	1,641	191	243	253	202	217	2,747	221
Hardcopy Application Assists	976	42	85	94	68	58	1,323	69
Phone Applications	519	248	475	372	320	231	2,165	329



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ACTIVITY	Prior Total	11/17-11/23	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	Current Total	Five Week Average
Spanish Calls	480	35	78	90	73	59	815	67
Vietnamese Calls	132	19	26	22	15	16	230	20
Appointments Scheduled by Phone	48,637	2,760	3,286	2,936	2,181	1,251	61,051	2,483

Table 6: Resolution Team Activity

ACTIVITY	Prior Total ¹	12/8-12/14	12/15-12/21	Current Total
Calls Referred to the Resolution Team	2,636	1,010	577	4,223
Calls Resolved without Opening Resolution Issue	1,138	413	175	1,726
Calls Opened as Resolution Issues	1,498	597	402	2,497
Resolution Issues Closed	53	99	41	193
Resolution Issues Remaining Open	1,445	597	402	2,444

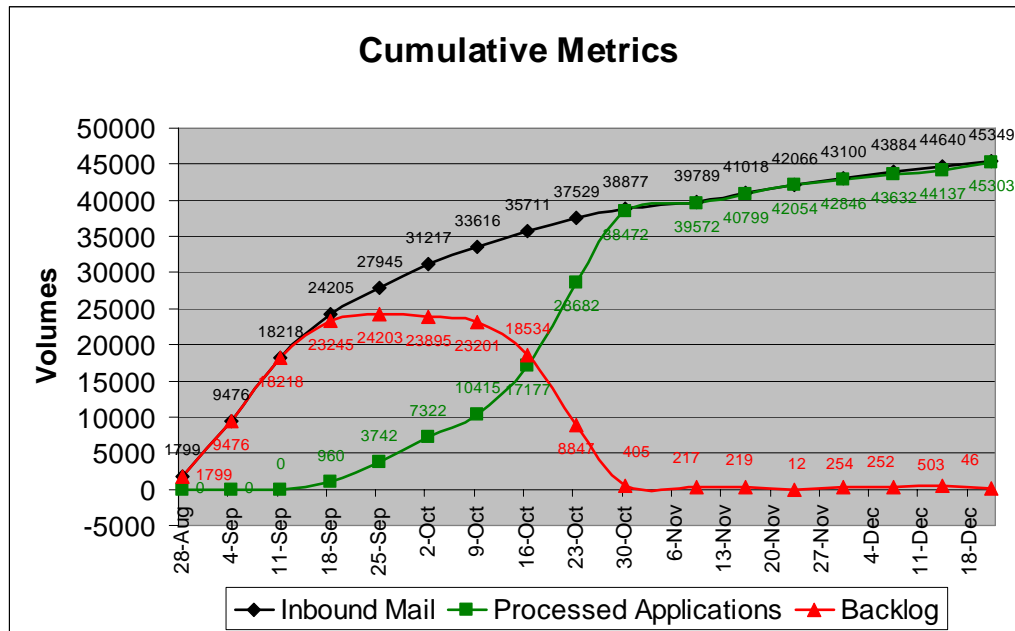
Mailroom/Data Entry Activity

Table 7: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	11/17-11/23	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	Total	Five Week Average
New paper applications received through mailroom	41,018	1,048	1,034	784	756	709	45,349	866
New paper applications entered into batch files for entry into eGrantsPlus	40,688	1,253	905	786	505	1,166	45,303	923
New paper applications remaining to be entered into eGrantsPlus	219	14	141	261	503	46	46	N/A

- Processed 709 pieces of mail this period (total 45,349 to date; averaging over 866 per week); total mail processed for entry into eGrantsPlus is 45,303
- Continued processing current week mail (within a day or two of receipt)

Figure 3: Mailroom/Data Entry Trends



Housing Assistance Center Appointment Activity

- The number of appointments was 4,479 for the week, a 10% decrease from the prior reporting period due to early closures because of weather and shortened holiday hours. Figure 4 and Table 8 show the appointment activity for the Centers by day and by week, respectively.

Figure 4: Housing Assistance Center Appointments by Day

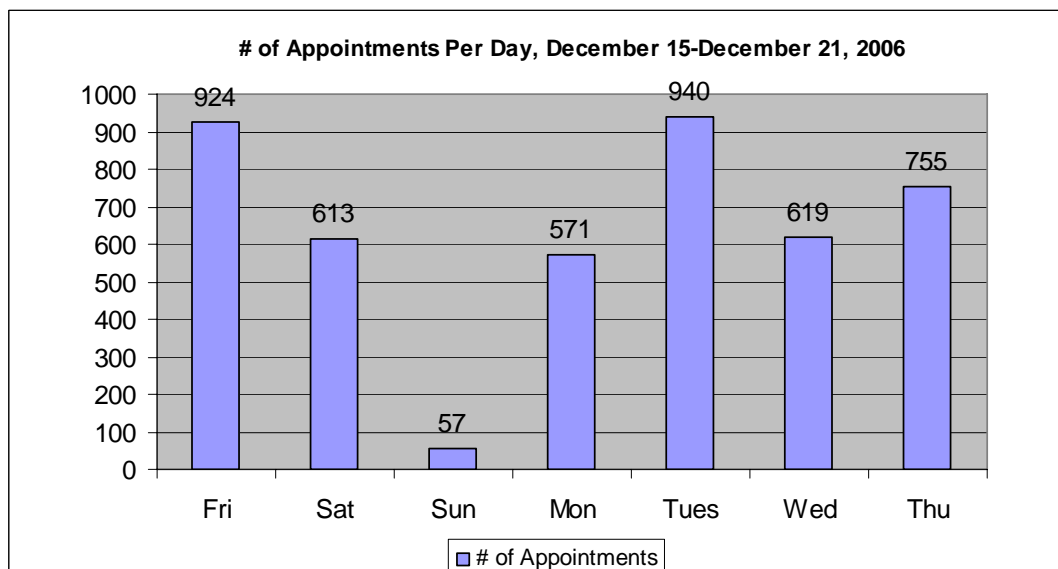
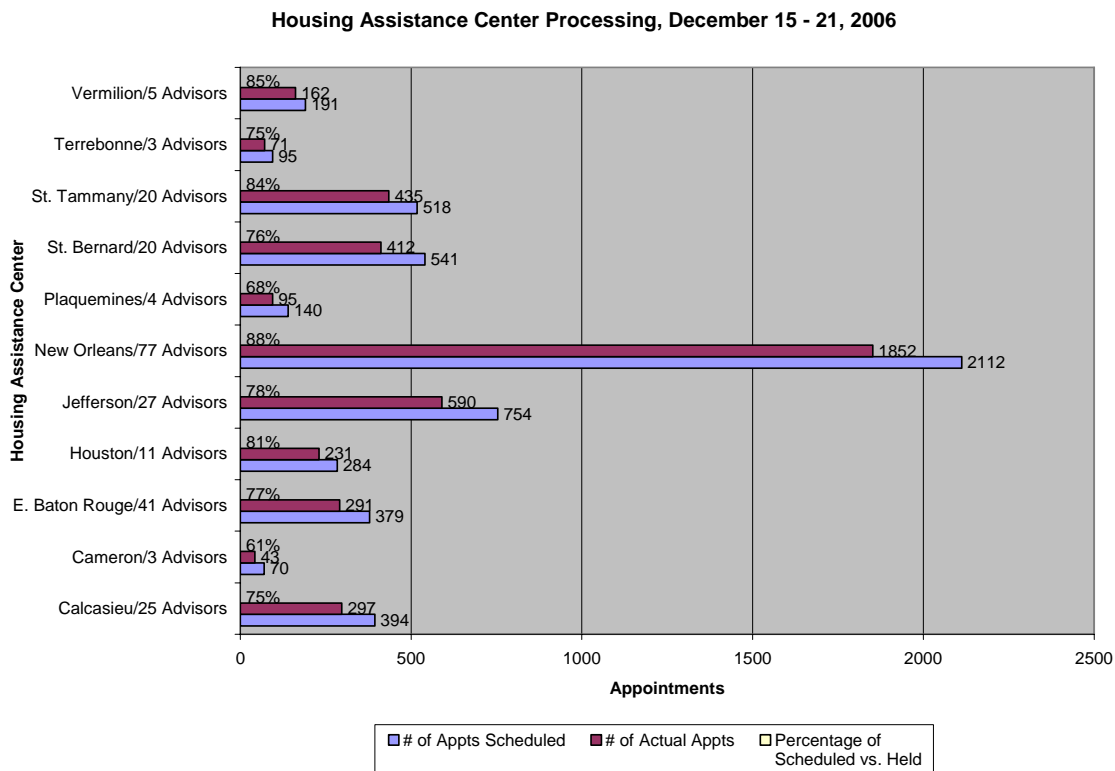


Table 8: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	11/17-11/23	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	Current Total	Five Week Average
Appointments Held	26,810	4,315	4,164	5,370	5,003	4,479	50,141	4,666
Average Daily Appointments Held		616	595	767	715	640		

Figure 5 shows the number of appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. The number of advisors per Center also is reported. St. Bernard and Plaquemines closed early December 21 due to severe weather conditions and flooding in the area. A total of 87 appointments were rescheduled.

Figure 5: Appointments Scheduled and Held by Center



Figures 6 and 7 show trends of scheduled versus held appointments and the average number of appointments per day over the current and previous periods. Figure 6 also includes the number of appointments missed. The trend illustrated by Figure 6 continues to show substantial throughput at the Centers.

Figure 6: Weekly Scheduled and Held Appointments

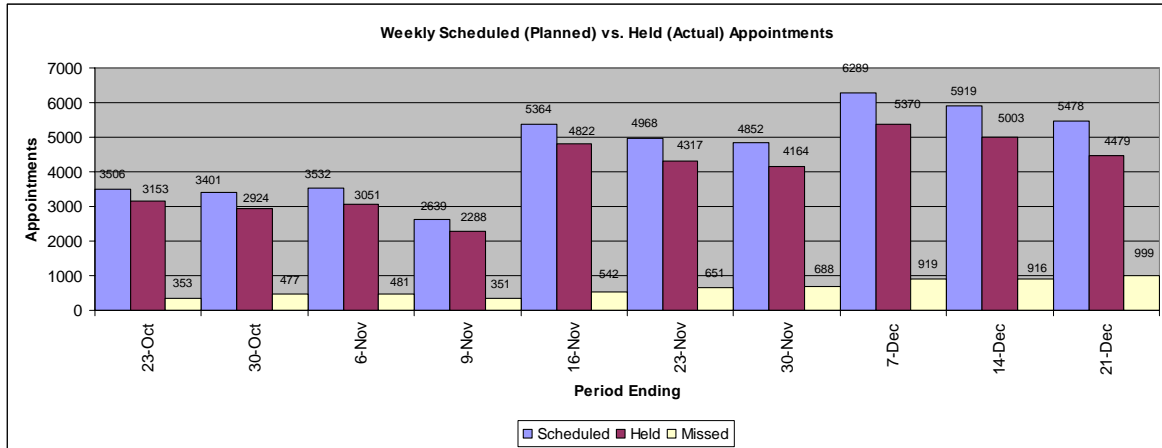


Figure 7: Average Daily Appointments by Period

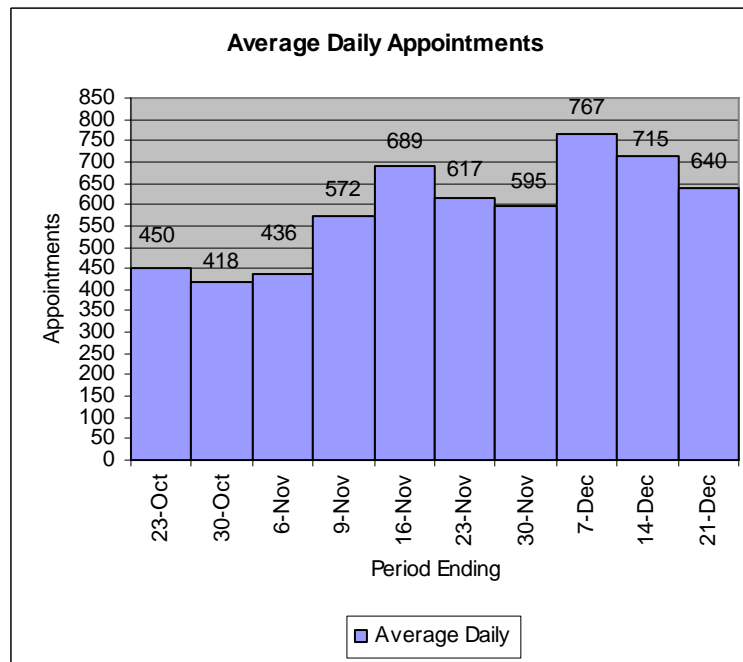


Table 9 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge, Houston and Calcasieu Centers.

Table 9: Center Appointment Availability

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment ¹
1	East Baton Rouge	December 26, 2006	5
2	Orleans	February 2, 2007	43
3	Calcasieu	December 26, 2006	5
4	Jefferson	January 5, 2007	15
5	St. Bernard	January 28, 2007	38
6	St. Tammany	February 1, 2007	42
7	Cameron	January 13, 2007	23
8	Plaquemines	February 21, 2007	61
9	Terrebonne	January 20, 2007	30
10	Vermilion	January 25, 2007	35
11	Houston	December 27, 2006	6

¹The average number of days wait until appointment is the number of days between the last day of the reporting period (December 21, 2006) and the next available appointment.

Supporting Function Activity

General: In support of Program initiatives, applicants are requested to provide demographic, income, and household data voluntarily. Table 10 shows the breakdown of applicants by race as reported by the applicant. Twenty-eight percent designated race as Black, 27% as White. Forty-one percent of the applicants available to provide race data chose not to designate race, a 2% decrease from the previous reporting period.

Table 10: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	223
American Indian/Alaska Native and White	204
American Indian/Alaskan Native/Black-African American	205
Asian	921
Asian and White	118
Black/African American	24,999
Black/African American and White	523
Native Hawaiian/Other Pacific Islander	68
Other Multi-Racial	1,131
White	24,735
Race Not Provided	37,478
Total	90,605

RENTAL PROPERTY REPAIR PROGRAM

- Signed Final Program Design document
- Accepted process for managing new issues and change in policy

- Draft of Round 1 application data elements ready for review
- Designed elements of Allocation, Program, Allotments and Initiatives in HDS software and continued to support the development of an online application.
- Designed elements of work write process
- Drafting detailed procedures to implement policy design changes from last week
- Established staffing model based upon program design discussions from last week
- Continued development of Program Guide as an education tool for Property Owners who wish to learn more about the CDBG requirements for participating in a Repair and Reconstruction Program
- Continued development of Lending and Real Estate Professionals Handbook as education tool for professional financial advisors who may assist Property Owners participating in the Program
- Continued development of Communication and Outreach Plan
- Continued development of integrated project plan for HDS software implementation for discussion and review

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Completed the initial training for IEM subcontract mitigation counselors and grant administrators
- Began planning for Logistics and Center operations integration
- Completed a compliance cross index and analysis of Road Home program IMM assistance with the requirements of HUD/CDBG and FEMA/HMGP regulations and policies

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Conducted formal opening ceremony for New Orleans East HAC
- Continued planning of relocation of the Baton Rouge HAC from Goodwood facility to the West facility

HUMAN RESOURCES

- Continued recruiting and hiring efforts to fill open positions including Constituent Advisors for Communications, 2 CAR Managers and 2 TL
- Met with Call Center Staff to confirm employment offers
- Met Requirement of hiring 53 Closing, Appeals, Resolutions Advisors
- Extended 57 job offers for Small Rental

POLICY & PLANS

- Prepared Monitoring Guide, application file binders and provided assistance to OCD staff during monitoring visit
- Delivered 2 day CDBG training workshop for OCD staff
- Drafted revisions to pre-storm value policies and provided to the State. State edited policies and returned with signed approval from OCD/LRA. Supported

- development of internal plan and State clarifications necessary to implement new pre-storm value policies
- Reviewed Release 4 eGrantsPlus requirements and collaborated with MIS on future releases
 - Assisted MIS and OCD in coordination of electronic draw request/approval system
 - Worked with First American to determine policies and necessary documentation for Option 2: Relocate closings depending on whether the homeowner has already purchased a replacement home or has identified a replacement home but has not closed on the new home yet
 - Continued efforts to collect necessary income documentation from homeowners receiving Affordable Loans
 - Initiated efforts to collect necessary appraisal documentation from homeowners who indicated they had a pre-storm appraisal
 - Participated in implementation preparations for Rental and IMM programs
 - Defined policies for condominiums for discussion with OCD staff
 - Developed FAQs addressing Assignability policies

TRAINING

- Delivered Homeowner Construction Representative training
- Delivered Small Rental Property Repair Program Orientation
- Continued development of the web-based training for Housing Assistance Center staff.

Table 11: Training Summary

Training Type	Target Audience	Location	Date	Attendees
External	Homeowner Construction Representatives	Sheraton Hotel New Orleans, LA	December 15, 2006	55
Internal	Road Home Employees (Rental Program)	East Baton Rouge Housing Assistance Center Baton Rouge, LA	December 18, 2006	17

EXTERNAL AFFAIRS

Community Outreach

Table 12: Community Outreach Metrics

Meeting Type	Events Week 12/15-12/21	People Reached Week 12/15-12/21	Events To Date	People Reached To Date
Community	5	862	179	15,959
Faith Based	5	356	38	3,502
Business	1	5	7	246
Governmental	8	56	60	2,334
Case Managers	2	45	40	961



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Meeting Type	Events Week 12/15-12/21	People Reached Week 12/15-12/21	Events To Date	People Reached To Date
TOTALS	21	1,324	324	23,002

- Met with several Federal, state and local government organizations during the period to disseminate *Road Home* information and provide assistance to various constituencies, including staffers from U.S. Senator Mary Landrieu’s office and State Senators Julie Quinn and Nick Gateaux, Calcasieu Parish Clerk of Court’s office and the Office of Community Services, New Orleans City Councilwoman Cynthia Willard-Lewis, Representative Barrow’s Christmas Evacuee Event, Governor’s office, and State Representatives Charmaine Marchand and Cheryl Grey
- In addition, the team met with the several faith based organizations to assist with the application process and provide needed information about the Program, including the St. Martin De Porres and Our Lady of the Lake churches in Delcambre, Greater St. Mary in Vermilion parish, New Home Ministries in New Orleans, Calcasieu United Methodist Disaster Recovery Ministry and Bethel AME Church in Baton Rouge
- Provided several presentations and delivered information to several parish communities, Operation Hope, and senior residents
- Had an exhibit at LSU Agricultural Center conference that provided program information to potentially 800 extension agents
- Had a dialogue with the Sugar Hill Neighborhood Association in New Orleans to discuss program process and options letters determinations
- Invited clergy, elected officials and non-profit leaders to the N.O. East HAC opening
- Provided program updates to the Abbeville Council on Aging case managers
- Held initial meeting with ACORN Housing case managers to begin the training process

Communications

- Hosted an opening media event at the New Orleans East Center with Sen. Ann Duplessis, Councilwoman Cynthia Willard-Lewis, Ellen Lee and Rev. Raymond Watson
- Wrote and distributed press release on *Road Home* support from the Blanco administration
- Conducted filming of footage for the Housing Assistance Center video
- Wrote and distributed press release on the opening of the New Orleans East Housing Assistance Center
- Coordinated educational materials from other agencies to be distributed to all HACs
- Revised format of Mitigation Booklet and press release and sent to HMGP for final review
- Finalized letters and uploaded addresses into software for Rebuild Registry email blasts
- Corresponded with LBA on outreach for fraudulent check awareness
- Continued to collaborate with Small Rental Group on Communications plan

Public Information

- Met and contacted several media outlets in Louisiana to disseminate Program information, correct errant information, and respond to questions regarding the Program, including The (Houma) Times, The Louisiana Network, The New Orleans Times-Picayune, Baton Rouge Advocate, WIST-AM, New Orleans, Eric Asher, Sunday Morning w/Dennis Woltering, WDSU-TV “Hot Seat”, Gumbomedia Network, and WWL-TV & radio
- Participated in an editorial board meeting with The Times-Picayune
- Worked to resolve several applicant complaints after they contacted various media outlets about their respective problems

MIS

- Continued Traceseurity audit with review of physical security of Headquarters and the Goodwood facility. Application testing began this week and will continue into next. Status reports will continue to be distributed on Fridays
- Commenced Business Objects Data Warehouse environment design meetings. Began server hardware and operating system installations
- Delivered and installed eGrantsPlus Release 3 in QA for testing
- Conducted eGrantsPlus requirements sessions with Homeowner and Policy teams as well as with OCD
- Conducted additional requirements definition sessions with HDS for the Small Rental program
- Established voice and data communications at New Orleans East HAC
- Completed 140 New Applicant surveys for Fairfax team reporting on why eligible homeowners have not yet applied
- Identified Issue Tracking solution (JIRA) and initiated configuration requirements analysis
- Continued progress on data exchange with insurance companies
- Finalized agreement with Freddie Mac to exchange data

FRAUD PREVENTION

Table 13: Fraud Prevention Metrics

ACTIVITY	Prior Totals	11/17-11/23	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	Current Totals
Applicant Issues Reported to Anti-Fraud	20	-	1	-	-	-	21
Evaluator Issues Reported to Anti-Fraud	-	-	-	-	-	1	1
Third-Party Issues Reported to Anti-Fraud	3	-	-	1	1	-	5

- Attended the State Anti-Fraud Task Force meeting and provided updates regarding data analytics and recent allegations; provided refresher on anti-fraud procedures and discussed upcoming file review testing

- Attended Small Rental Property Repair Program training session, and participated in several meetings to discuss signature issues, monitoring issues, and other program elements
- Performed detailed data analytics for 8,618 records provided by Shaw, 15,179 records provided by Providence, and 14,198 application related records provided by ICF MIS department
- Attended Professional Rebuild Registry training session
- Attended Applicant Outlier Resolution meeting; agreed on preliminary steps that ICF will undertake to normalize data and solve data quality issues prior to KPMG analysis to identify outliers
- Commented on draft application and reported suggestions to Rental Property Repair Program
- Began drafting anti-fraud file review procedures and workplan for applicant file anti-fraud reviews
- Worked to develop roadmap to the applicant file for use by monitors and auditors
- Participated in CCB meetings to discuss, among other issues, post-storm appraisals for pre-storm value and various rental program issues

QUALITY ASSURANCE AND CONTROL

- Reviewed 800 eGrantsPlus files for appraisal supporting documentation
- Provided detailed explanation of LMI calculations
- Participated in Closing Process Meeting with First American and other *Road Home* team members to coordinate the process and transfer of information
- Assisted OCD Monitors with understanding applicant data and eGrantsPlus online files
- Reviewed approximately 200 Benefit Option Letter PDF files to ensure integrity of data and consistency with eGrantsPlus supporting information
- Coordinated with various team members to evaluate implications and determine implementation strategies related to the Appraisal Determination Process

COMPLIANCE

- Attended Attorney General Task Force Meeting (Presented applicant statistics and received info on multi agency investigations; Presented discussion on potential contractor fraud)
- Completed Email public records request and provided info to the state for release
- Met with OCD and, subsequently, ICF officials to prepare for HUD Monitoring visit
- Met with ICF officials to answer Public records request for business records

SPECIAL NEEDS ADVISORY TEAM

- Conducted second rounds of interviews for local hires
- Finalized special needs advisory team internal intake forms
- Held Special Needs team all-hands staff meeting for program planning



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- Trained the Special Needs Liaisons in Vermilion, Cameron, and Calcasieu parishes
- Met with the Call Center to review script based on Housing Center accessibility findings
- Distributed the first weekly email to the newly trained Special Needs Liaisons that includes updates and review of other material
- Participated in weekly conference call with Houston's Katrina Aid Today organizations. The Special Needs team will plan to continue to call in on conference calls, and may attend the in-person meeting held every few months
- Met with General Counsel to discuss: need for its advice on Release of Information with respect to referring applicants to outside agencies; and HAC compliance issues



APPENDIX A

Initial Option Elections of Applicants, by Parish of Damaged Residence

Note: Parish information and option choices are as reported on applications received from homeowners and may change once validation by The Road Home Program is completed and families consider benefit amounts for each possible option.

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
ACADIA	66	5	-	12	3	86
ALLEN	110	8	1	17	3	139
ASCENSION	45	12	1	3	2	63
ASSUMPTION	48	4	-	7	-	59
BEAUREGARD	246	28	-	30	8	312
CALCASIEU	3,684	403	16	576	145	4,824
CAMERON	726	210	5	456	41	1,438
EAST BATON ROUGE	137	7	1	13	2	160
EAST FELICIANA	14	-	-	5	1	20
EVANGELINE	12	1	-	2	3	18
IBERIA	562	55	2	108	21	748
IBERVILLE	33	3	-	9	-	45
JEFFERSON	9,745	485	62	734	327	11,353
JEFFERSON DAVIS	297	28	-	47	9	381
LAFAYETTE	45	3	-	12	8	68
LAFOURCHE	197	22	1	28	10	258
LIVINGSTON	87	13	-	25	5	130
ORLEANS	27,876	3,557	697	5,031	850	38,011



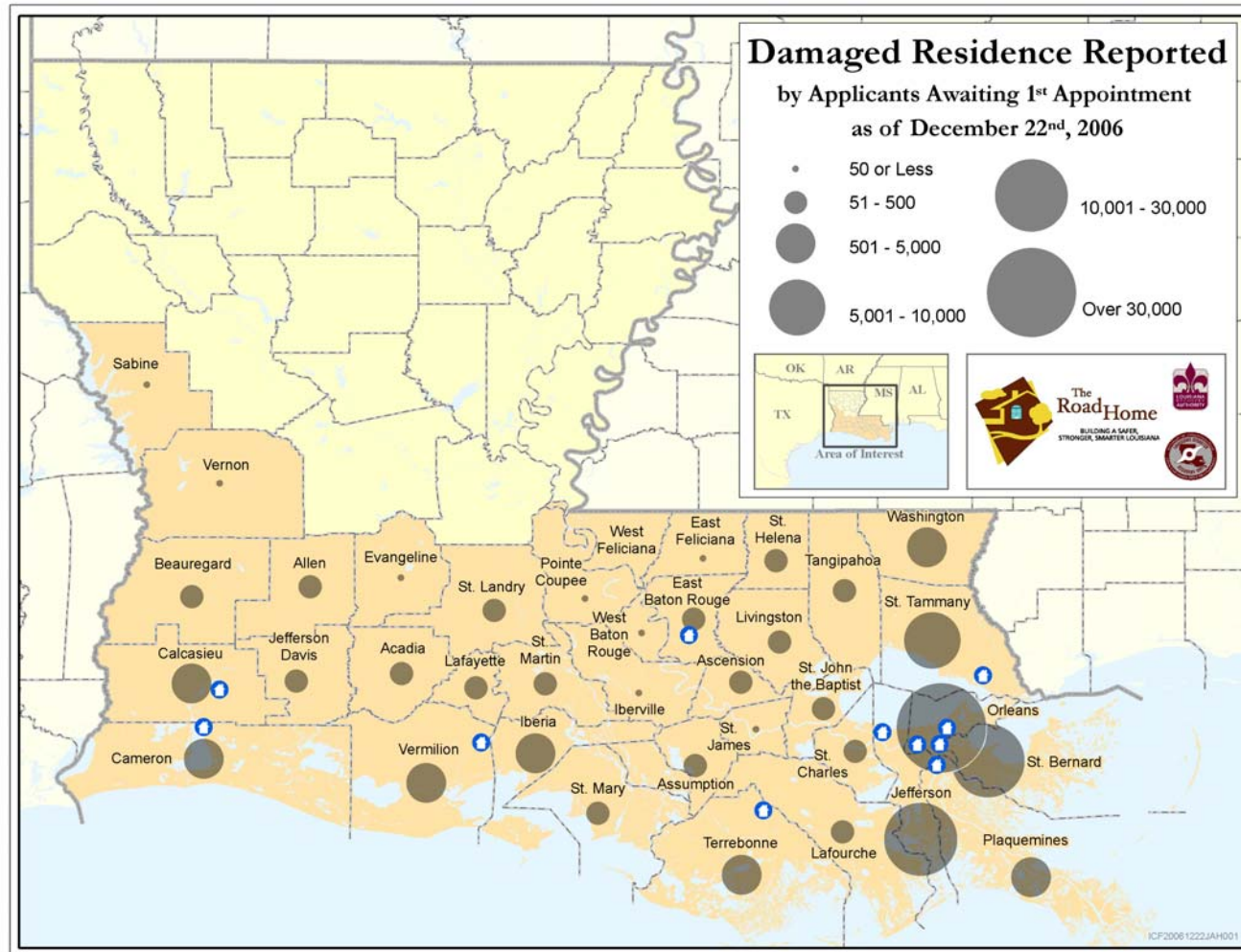
Weekly Situation & Pipeline Report

Week 25

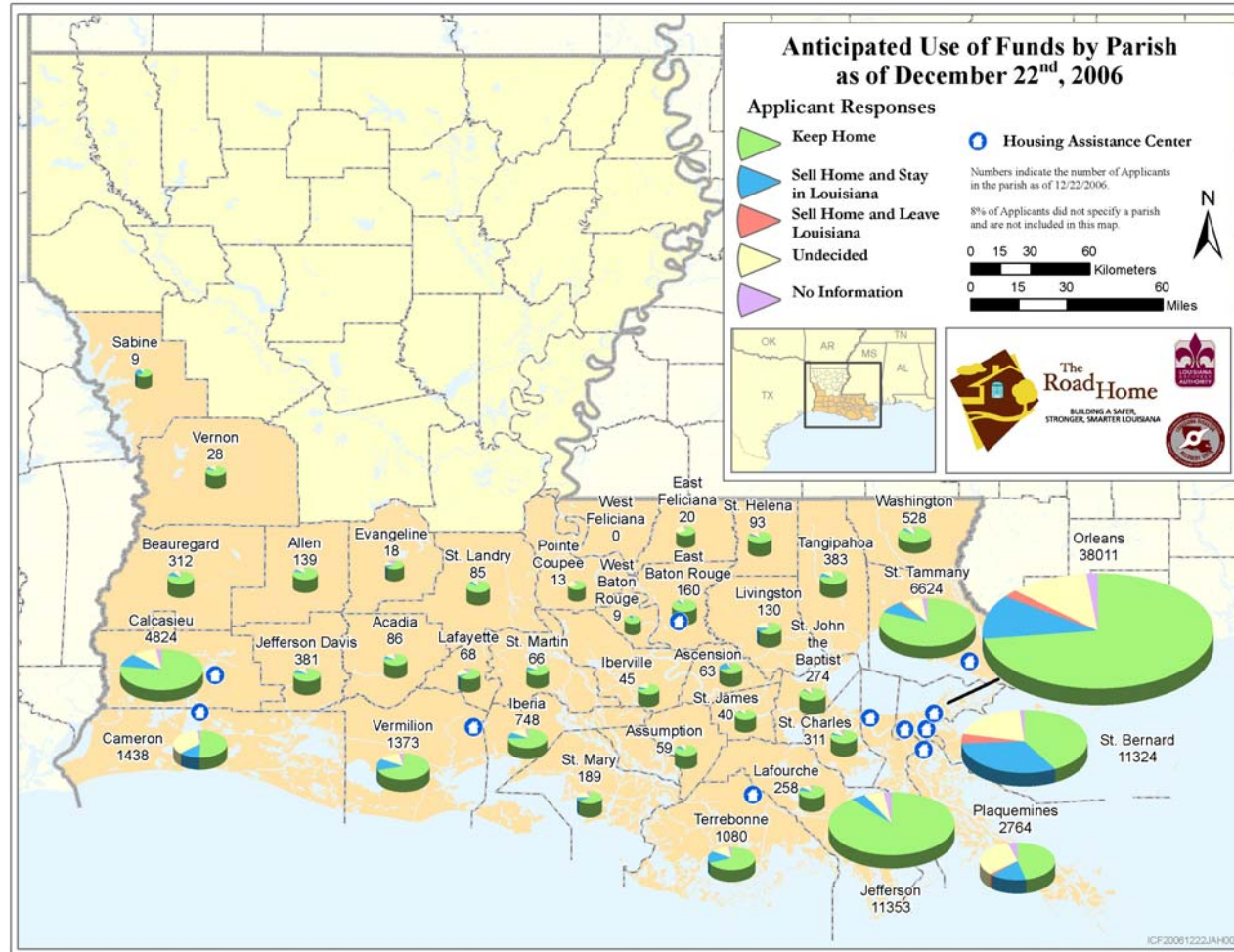
December 15 – December 21, 2006

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
PLAQUEMINES	1,246	530	33	793	162	2,764
POINTE COUPEE	9	-	-	3	1	13
SABINE	6	2	-	1	-	9
SAINT BERNARD	4,460	3,948	395	2,325	196	11,324
SAINT CHARLES	243	13	-	35	20	311
SAINT HELENA	74	3	2	12	2	93
SAINT JAMES	34	1	-	5	-	40
SAINT LANDRY	70	6	-	8	1	85
SAINT MARTIN	48	6	-	11	1	66
SAINT MARY	128	16	-	34	11	189
SAINT TAMMANY	5,297	498	68	591	170	6,624
ST JOHN THE BAPTIST	230	5	5	23	11	274
TANGIPAHOA	291	28	1	54	9	383
TERREBONNE	758	134	3	154	31	1,080
VERMILION	978	144	2	197	52	1,373
VERNON	22	2	-	4	-	28
WASHINGTON	441	23	-	48	16	528
WEST BATON ROUGE	8	1	-	-	-	9
WEST FELICIANA	-	-	-	-	-	-
No Parish Provided by Applicant	1,568	339	48	408	4,639	7,002
Non-Presidentially Declared Disaster Area Parishes	206	29	6	41	15	297
Total	60,047	10,572	1,349	11,862	6,775	90,605

APPENDIX B



APPENDIX C



GLOSSARY

Pipeline Diagram Terms (Figures 1 and 2)

APPLICATIONS

Online in System represents the cumulative number of applications in the system for applications submitted online.

Mail in System represents the cumulative number of applications in the system for hard copy applications submitted via mail.

Phone in System represents the cumulative number of applications in the system for applications taken over the phone.

Total in System represents the cumulative number of applications in the system for applications submitted online, via mail, and over the phone.

APPOINTMENTS

Appointment Letters Sent represents the cumulative number of letters sent to applicants asking them to call and schedule an appointment. Not all applicants will receive appointment letters because they may be ineligible or may have already scheduled their appointment over the phone. Appointment letters are sent in batches twice a week.

Appointments Scheduled represents the cumulative number of appointments scheduled to date.

Appointments Completed represents the cumulative number of appointments completed at Housing Assistance Centers where advisors submitted the applicants' completed applications.

CALCULATIONS

Applications in Verification represents the cumulative number of applicants whose application data is being verified to determine eligibility and basis for calculation of benefits.

Benefits Calculated represents the cumulative number of applications for which eligibility has been determined and benefits have been calculated for the various possible options.

CLOSINGS

Options Letters Sent represents the cumulative number of applicants who have been sent a benefit options letter noting their respective benefit options.

Options Selected represents the cumulative number of applicants who have replied to the options letter and selected their benefit option.

Closed represents the cumulative number of applicants who have gone through the closing process and whose funds have been disbursed.