



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 108 Situation & Pipeline** **Report**

July 29, 2008



Table of Contents

EXECUTIVE SUMMARY 2

 Homeowner Assistance Program..... 2

 Small Rental Property Program 3

 Deliverables 3

HOMEOWNER PROGRAM 4

 Housing Assistance Center Activity 6

 Award Calculation Activity 6

 Award Selection Activity..... 6

 Low/Moderate Income Households 6

 Elevation Program Activity 8

 Closing Activity 10

 Condominium Project 11

 Manufactured Home Project 12

 Home Evaluations (Home Inspection) Activity..... 13

 Appeals 14

 Personal Application Liaisons (PAL) 14

 Housing Assistance Center Appointment Activity 17

RENTAL PROPERTY PROGRAM..... 20

 Underwriting..... 20

 Appeals 20

 Owner Occupant (OO) Units 21

 Tier 2 Call Center..... 21

 Financial Advisors 22

 URA 22

PROGRAM SUPPORT STATUS 23

 LOGISTICS 23

 HUMAN RESOURCES 23

 TRAINING 24

 EXTERNAL AFFAIRS 25

 Outreach..... 25

 Communications/Media Relations..... 26

 POLICY 26

 INFORMATION TECHNOLOGY 26

 FRAUD PREVENTION..... 27

 COMPLIANCE..... 27

 SPECIAL NEEDS 27

APPENDIX A 29

APPENDIX B 31

APPENDIX C 32

APPENDIX D 39

APPENDIX E 40

GLOSSARY 41

EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 266 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,192 and the total number of closings held as of July 24 increased to 115,660. Cumulatively, homeowners returned 142,001 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB July 17	Weekly Activity	As of COB July 24	Status Adjustments	
				Inactive	Ineligible
Applications Received	229,409	-	229,409		
Applications Not Valid for Processing			44,303		44,303
Applications Recorded	185,106	-	185,106		
Pre-Appointment Inactives			19,149		19,149
Total Appointments Held	223,212	266	223,478		
<i>Initial Appointments Held</i>	166,093	-	166,093	977	7,424
<i>RHAS Appointments Held</i>	57,119	266	57,385		
Benefits Calculated	160,161	31	160,192		
Benefit Options Letters Sent	152,043	7	152,050	1,103	557
Total Benefit Options Letters Returned			142,001		
<i>Number of Option One Selections</i>	124,012	99	124,111	1,866	2,285
<i>Number of Option Two Selections</i>	10,079	6	10,085	226	106
<i>Number of Option Three Selections</i>	2,843	-	2,843	160	26
<i>Decline Benefits</i>	2,166	9	2,175	102	24
<i>Delay Benefits</i>	2,695	(20)	2,675	308	106
<i>Incomplete Benefit Selection Form</i>	131	(1)	130	17	25
Benefit Options Letters Available for Transfer to Closing			132,370		
Files Transferred for Closing	121,537	370	121,907	1,135	39
Total Inactives and Ineligibles				5,894	74,044
Closings Scheduled			263		
Closings Held	115,318	342	115,660		

Small Rental Property Program

Small Rental continues to process active awardees for Round 1 and 2. Small Rental has begun processing the Round 2.1 (Waitlist) conditional awardees who have returned the signed conditional award acceptance.

Table 2: Rental Program Snapshot

Activity	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
RENTAL UNIT AWARDS				
Total Conditional Awards Issued	2,702	5,032	1,996	9,730
Manual Conditional Awards Issued/Appeals Approved	0	5	7	12
Conditional Awards Cancelled	1,983	1,341	375	3,699
Conditional Awards Reinstated	54	54	4	112
Total Active Awards *	773	3,750	1,632	6,155
Commitment Letters Mailed	642	2,559	311	3,512
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	142	139	32	313
OO Unit Award Letters Mailed	146	119	18	283

* Includes 30 applications reinstated through the Appeals Process.

Deliverables

Table 3 lists the deliverables provided during the reporting period.

Table 3: Program Deliverables

Del. ID	Deliverables	Date
00025	Weekly Combined Report	07/22/2008
00120-07222008	Rental Round 1 and 2 Matrix	07/23/2008



HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input and Calculation

	HOMEOWNER PROCESS	CUMULATIVE As of 7/17	CUMULATIVE As of 7/24	INCREASE
APPLICATIONS & APPOINTMENTS	APPS RECEIVED	229,409	229,409	-
	APPS RECORDED	185,106	185,106	-
	PRE-APPT INACTIVE APPS	19,149	19,149	-
	INITIAL APPTS HELD	166,093	166,093	-
	RHAS APPTS HELD	57,119	57,385	266
CALCULATIONS	BENEFITS CALCULATED	160,161	160,192	31
	TOTAL	\$9.35 billion	\$9.35 billion	\$ - b
	AVERAGE	\$60,645	\$60,644	

- 166,093 applicants have completed initial appointments

- The \$9.35 billion total and \$60,644 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes additional compensation grant calculations, compensation grants, and elevation grants, but does not include ‘zero’ grant awards)

Figure 2: Homeowner Assistance Program Pipeline – Option Selection and Closing Processing

	HOMEOWNER PROCESS	CUMULATIVE As of 7/17	CUMULATIVE As of 7/24	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,043	152,050	7
	OPTIONS LETTERS RETURNED	141,925	142,001	76
	BSF AVAIL FOR TRANSFER TO CLOSING	131,966	132,370	404
CLOSINGS	TRANSFERRED TO CLOSING	121,537	121,907	370
	INACTIVE CLOSING FILES	1,166	1,135	(31)
	CLOSINGS HELD	115,318	115,660	342
	TOTAL	\$6.77 billion	\$6.80 billion	\$.03 b
	AVERAGE*	\$58,734	\$58,782	

- Applicants have returned 142,001 Benefits Selection Forms. After processing and review, 132,370 of these forms are available for transfer to closing agents for further processing.
- Applicants' initial option selections are in Appendix A

- *Extrapolation of average award for populations where funds have been disbursed

See the Glossary for explanation of Figure 2 terms

Housing Assistance Center Activity

- A total of 266 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - Road Home Advisory Services (RHAS) activity decreased slightly from the previous reporting period
 - 57,385 total RHAS appointments held to date
 - 255 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,192 benefits, an increase of 31 for the week
 - The average total benefit calculated was \$60,644 (excluding ‘zero’ awards)
 - 5,956 calculations resulted in ‘zero’ grant amounts
 - 154,236 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 142,001 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,548 options selection letters have been returned from elderly applicants (Table 4)
 - The vast majority of all homeowners, including elderly homeowners, have selected Option 1 to keep their homes
 - 132,370 benefits options letters are available for transfer to closing agents
- Appendix A summarizes the option selection of applicants by Parish
- Appendix B lists the benefits calculated by Parish

Table 4: Cumulative Elderly Benefits Options Selection

Elderly Benefits Options Selected	
<i>Number of Option One</i>	26,253
<i>Number of Option Two</i>	3,119
<i>Number of Option Three</i>	2,176
Total Elderly Benefits Options Selected	31,548

Low/Moderate Income Households

- A total of 115,642 applicants had gone to closing and received their Road Home disbursement as of July 24, 2008. Of these applicants, 49,591 (43 percent) were documented as LMI.
- A total of \$6,797,630,900 in Homeowner Assistance Program awards were disbursed as of July 24, 2008. Of these disbursements, \$3,471,858,584 (51 percent) went to applicants documented as LMI.
- Extrapolating to the 115,660 awards that have closed for a total of \$6.80 billion, approximately \$3.47 billion will be documented as LMI.



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Table 5: Options Selected Activity
Total Household and Low/Moderate Income (LMI) Detail

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	124,111	10,085	2,843	137,039
Total \$ in Options Selected	\$6,668,110,915.72	\$792,929,284.10	\$187,493,258.21	\$7,648,533,458.03
Comp Grant \$ in Options Selected	\$4,816,047,087.45	\$594,099,211.27	\$187,493,258.21	\$5,597,639,556.93
Elev Grant \$ in Options Selected *	\$545,137,923.67			\$545,137,923.67
ACG \$ in Options Selected	\$1,306,925,904.60	\$198,830,072.83		\$1,505,755,977.43
Number of Options Selected by LMI	52,823	4,512	1,173	58,508
Total \$ to LMI	\$3,531,238,333.35	\$435,661,372.43	\$76,896,959.53	\$4,043,796,665.31
Comp Grant \$ to LMI	\$1,967,875,728.90	\$236,831,299.60	\$76,896,959.53	\$2,281,603,988.03
Elev Grant \$ to LMI *	\$256,436,699.85			\$256,436,699.85
ACG \$ to LMI	\$1,306,925,904.60	\$198,830,072.83		\$1,505,755,977.43
% of Total Options Selected that are LMI	43%	45%	41%	43%
% of Total \$ to LMI	53%	55%	41%	53%
% of Comp Grant \$ to LMI	41%	40%	41%	41%
% of Elev Grant \$ to LMI	47%	N/A	N/A	47%
% of ACG \$ to LMI	100%	100%	N/A	100%

* Due to changes in the Elevation program, Elevation grant dollars reported are now based on actual rather than projected dollars.

Table 6: Closings Held Activity including LMI Detail
Total Household and Low/Moderate Income (LMI) Detail

Closings Held	Option 1	Option 2	Option 3	Totals
Number of Closings Held	107,149	6,791	1,702	115,642
Total \$ in Closings Held	\$6,079,502,468.04	\$588,969,204.03	\$129,159,227.85	\$6,797,630,899.92
Comp Grant \$ in Closings Held	\$4,625,112,652.55	\$443,737,768.09	\$129,159,227.85	\$5,198,009,648.49
Elev Grant \$ in Closings Held	\$165,076,183.34	\$29,295.00		\$165,105,478.34
ACG \$ in Closings Held	\$1,289,313,632.15	\$145,202,140.94		\$1,434,515,773.09
Number of Closings Held by LMI	45,727	3,156	708	49,591
Total \$ to LMI	\$3,105,219,841.45	\$312,622,591.54	\$54,016,150.52	\$3,471,858,583.51
Comp Grant \$ to LMI	\$1,857,885,912.38	\$177,315,385.88	\$54,016,150.52	\$2,089,217,448.78
Elev Grant \$ to LMI	\$77,017,284.46			\$77,017,284.46
ACG \$ to LMI	\$1,170,316,644.61	\$135,307,205.66		\$1,305,623,850.27
% of Total Closings Held that are LMI	43%	46%	42%	43%
% of Total \$ to LMI	51%	53%	42%	51%
% of Comp Grant \$ to LMI	40%	40%	42%	40%
% of Elev Grant \$ to LMI	47%	N/A	N/A	47%
% of ACG \$ to LMI	91%	93%	N/A	91%

Elevation Program Activity

As of July 24, 113,624 Elevation letters have been sent to applicants.

- 30,633 (27%) applicants have returned letters expressing their interest in participating in the elevation program. See Figure 3 for a summary of Elevation Letter Response Activity
- 4,241 elevation disbursements totaling \$111,083,363 (average elevation award of \$26,193) have been distributed, including:
 - 2,323 disbursements of elevation funds in 2008 for a total of \$66,346,879
 - 1,918 disbursements previously distributed for a total of \$44,736,484
- 954 elevation requests for a total of \$27,660,111 are currently at the closing companies for processing. See Table 7 and Figure 4 for summary of Elevation Disbursement Activity

Table 7: Elevation Disbursement Activity

	# of Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,918	\$44,736,484
First American 2008 Elevation Disbursements	1,344	\$37,811,975
HGI 2008 Elevation Disbursements	979	\$28,534,904
Total Elevation Disbursements	4,241	\$111,083,363
Applications at Title Companies		
First American Pending Transactions	564	\$16,255,906
HGI Pending Transactions	390	\$11,404,205
Total Pending Transactions	954	\$27,660,111

Figure 3: 2008 Elevation Letter Response Activity

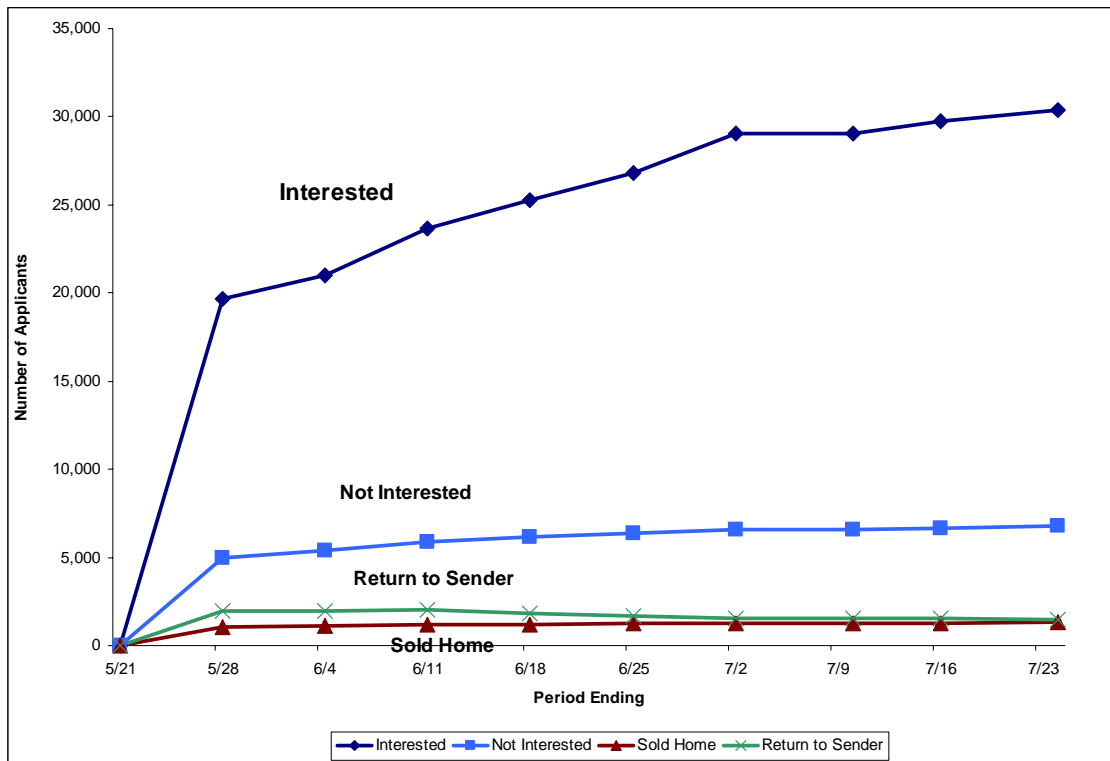
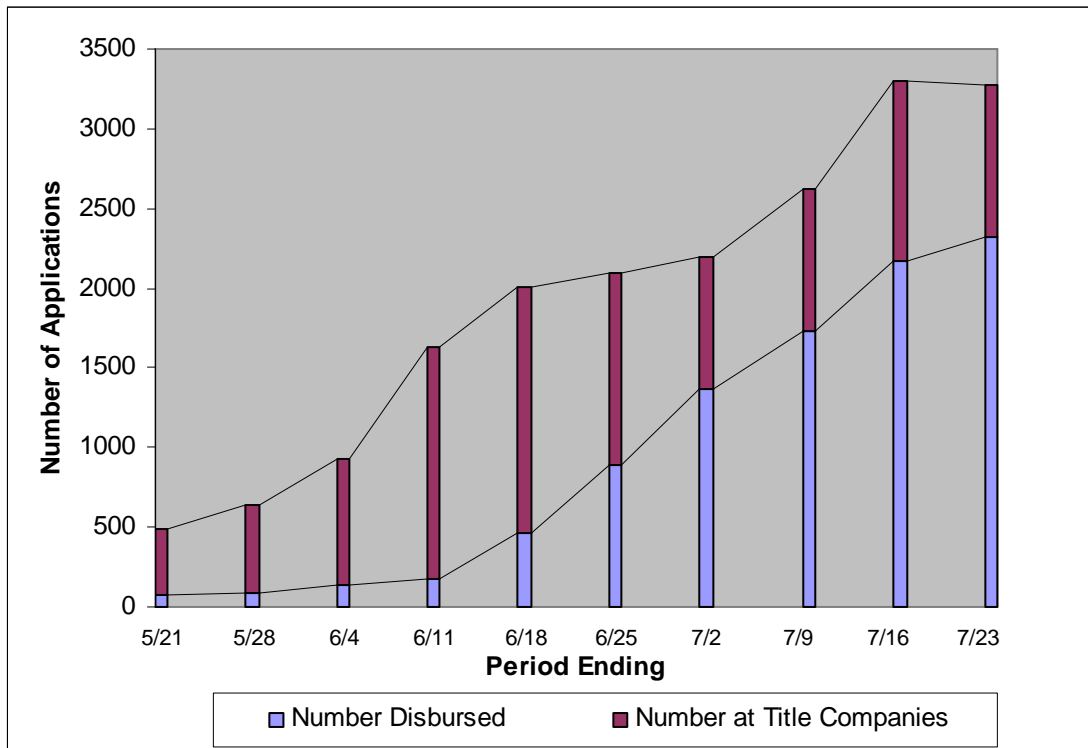


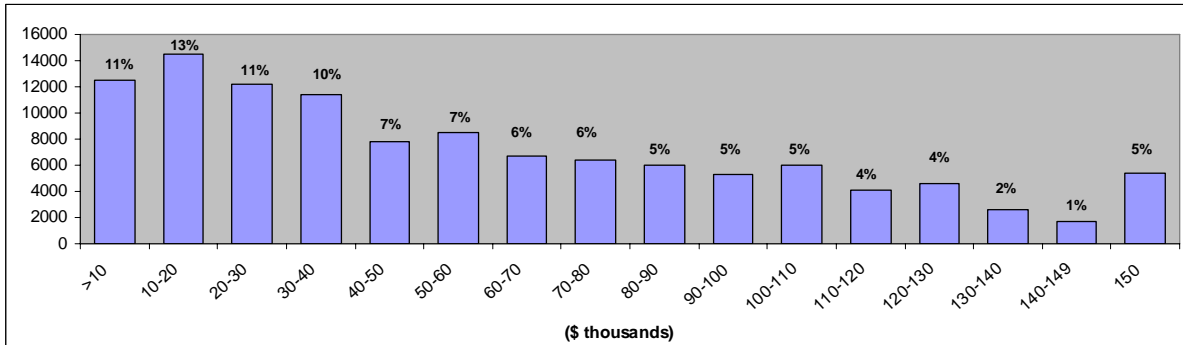
Figure 4: 2008 Elevation Disbursement Activity



Closing Activity

- As of July 24, 2008, a total of 121,907 files were transferred to closing agents, 370 files were transferred during the reporting week. Currently, 1,135 of the files transferred are in inactive status due to situations concerning mortgage or title issues.
- The closing team assisted closing agents with the completion of 342 closings
- Of the total 115,660 cumulative closings:
 - The average award is \$58,782
 - 49,591 also received additional compensation grants. The average additional compensation grant award is \$26,328
 - Closed 26,275 elderly applicants for a total of \$1,837,044,273
 - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 5,150 additional disbursements for a total of \$161,806,895
 - The average additional disbursement is \$31,419

Figure 5: Award Size



*Detailed closing data is based on population of 115,642, rather than 115,660 reported in Daily Governor's Report as of July 24, 2008, due to a variance in data feeds.

Table 8: Pre-Closing Tracking Report

ACTIVITY	Fri 7/18	Sat 7/19	Sun 7/20	Mon 7/21	Tues 7/22	Wed 7/23	Thurs 7/24	Weekly Total
Files Transferred for Closing	235	-	-	-	135	-	-	370

Table 9: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	459	>1%
American Indian/Alaska Native and White	530	>1%	333	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	264	>1%
Asian	2,925	2%	1,948	2%
Asian and White	300	>1%	195	>1%
Black/African American	65,837	36%	48,161	42%
Black/African American and White	1,153	1%	821	1%
Native Hawaiian/Other Pacific Islander	183	>1%	121	>1%
Other Multi-Racial	3,419	2%	2,325	2%
White	72,046	39%	45,363	39%
A race was not provided	37,668	20%	15,652	14%
Total	185,106		115,642	

*Detailed closing data is based on population of 115,642, rather than 115,660 reported in Daily Governor's Report as of July 24, 2008, due to a variance in data feeds.

Condominium Project

Following the approval of policies for condominium evaluations, a special project was begun to identify and move condominium properties to closing. To date the project has yielded the following progress summarized in Table 10.



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Table 10: Condominium Pipeline Progress

Activity	Prior Total	6/20-6/26	6/27-7/03	7/04-7/10	7/11-7/17	7/18-7/24	Current Total
Total number of Condo Applications	1,065	-	-	-	-	-	1,065
Total CSIR forms mailed	1,097	-	-	-	-	-	1,097
Total CSIR forms received	1,113	-	-	-	-	-	1,113
Total Evaluations Requested	1,097	-	-	-	1	-	1,098
Total Evaluations Completed	1,055	(32)	-	-	-	1	1,024
Total Option Calculations Completed	847	1	6	-	-	4	858
Option Letters Created	816	1	6	-	-	4	827
Option Letters Mailed*	816	1	6	-	-	4	827
Option Letters Received	516	13	2	-	-	1	532
Transmitted for Closing	263	4	4	8	13	2	294
Closings Held	165	35	20	3	2	2	227
Elevation Only Awards	188	-	-	-	-	-	188
Inactive Applications	399	(2)	151	-	-	(27)	521
Ineligible Applications	130	7	22	-	-	(32)	127

*This count is also included in the overall Road Home option letter count.

Manufactured Home Project

Following the approval of the policies for manufactured home evaluations and Pre-Storm Values for manufactured homes without land, a special manufactured home project was begun utilizing staff from the Calcasieu Housing Assistance Center. Efforts have resulted in 87% manufactured home applications being released into the letter generation process. To date the project has yielded the following progress summarized in Table 11:

- Have identified 16,264 manufactured home applicants to date
- Well into process of updating/ensuring valid HEs are in data warehouse
- Working through PSV process
 - For nearly all cases, we have established whether or not land is owned – used application data or called homeowner
 - Where land is owned, have determined whether or not the existing BPO is based on manufactured home comparables; if not ordered new BPO
 - Received special set of NADA data for values as of August 2005 on 3/9/07
 - Confirmed 14,215 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation underway



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Table 11: Manufactured Home Pipeline Progress

Activity	Prior Total	6/20-6/26	6/27-7/03	7/04-7/10	7/11-7/17	7/18-7/24	Cumulative Total
Total number of Manufactured Home Applications	16,230	2	1	3	27	1	16,264
Total Manufactured Home Evaluations verified	15,984	2	(3)	3	12	1	15,999
Total Pre-Storm values verified	13,980	96	61	23	23	32	14,215
Total Applications released into letter generation process	13,976	89	61	31	25	32	14,214

Home Evaluations (Home Inspection) Activity

Table 12: Home Evaluation Team Metrics

ACTIVITY	Prior Total	6/20-6/26	6/27-7/03	7/04-7/10	7/11-7/17	7/18-7/24	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,085	8	2	3	3	2	165,103 ^a	3
Work Orders Dispatched	162,865	14	4	2	4	2	162,891	5
Evaluations Completed in the Field	160,760	-	-	214	12	6	160,992 ^b	46

^a Discrepancy between work orders received from HACs and dispatched to subcontractors is due to a number awaiting resolution at HACs, awaiting priority code assignment, properties that are condominiums, or were received but are not yet processed.

^b Totals include original and re-evaluations.

- Addressed 10 Strike and Stealth Team issues
- Addressed 75 appeals
- Addressed 60 CAD disputes
- Addressed 13 OCD issues
- Addressed 12 Critical issues
- Completed 80 Option Selection calls
- Addressed 58 FEMA eligibility appeals
- Conducted 50 grant reviews
- Addressed 225 Structure type issues
- Completed 51 Elevation Grants
- Addressed 14 Pre-Closing Issues
- Addressed 17 Elevation appeals



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

- Reviewed 47 post-accepted evaluation edit cases and identified 2 cases for additional review

Appeals

As of July 24, 2008, 11,613 cases have been processed through the Appeals department, 9,283 have been resolved and 2,071 are active. Table 13 shows the status of these cases.

Table 13: Status of Appeals

ACTIVITY	As of COB 6/26	As of COB 7/03	As of COB 7/10	As of COB 7/17	As of COB 7/24
Total Cases Processed in Appeals	10,733	10,891	11,114	11,281	11,613
Appeal Cases Pending Decision/Research	1,695	1,772	1,887	1,896	2,074
Ineligible Status Appeal	441	402	374	309	256
Total Active Cases	2,136	2,174	2,261	2,205	2,330
Total Cases Resolved	8,597	8,717	8,853	9,076	9,283

Further analysis of the resolved appeals cases (9,283) shows that:

- 3,221 (35%) have resulted in additional funds being awarded to applicants for a total of \$82,021,199. The average additional disbursement is \$25,465
- 343 (4%) resulted in a reduction of award for a total of \$4,938,324. The average reduction is \$14,397
- 2,699 (29%) resulted in no change to the award amount
- 3,020 (33%) were reviewed for an eligibility determination, 1,254 were approved and 1,766 were denied

As of July 24, 2008 there were 795 appeal cases transferred to the State appeals process and of the 795 cases, 471 are closed, and 324 are in progress.

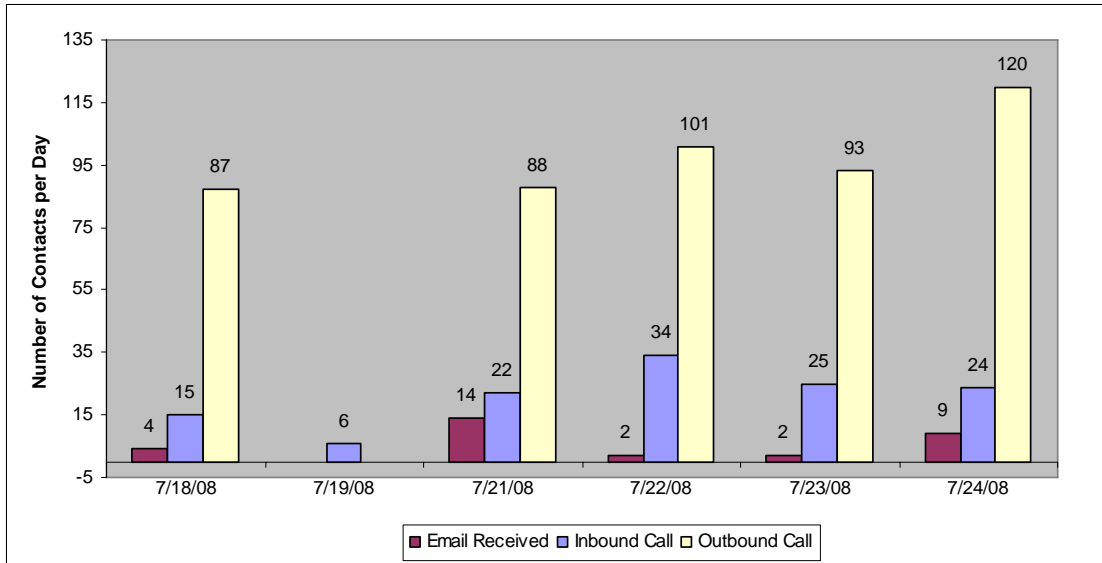
Personal Application Liaisons (PAL)

During the reporting week, 646 contacts were made through the PAL initiative. Table 14 and Figure 6 detail these contacts by type and day.

Table 14: PAL Metrics

ACTIVITY	Prior Total	6/20- 6/26	6/27- 7/03	7/04- 7/10	7/11- 7/17	7/18- 7/24	Current Total
Email Received	897	30	30	13	17	31	1,018
Inbound Calls	14,265	157	66	57	133	126	14,804
Outbound Calls	51,375	804	354	276	653	489	53,951
Total Contacts	66,537	991	450	346	803	646	69,773

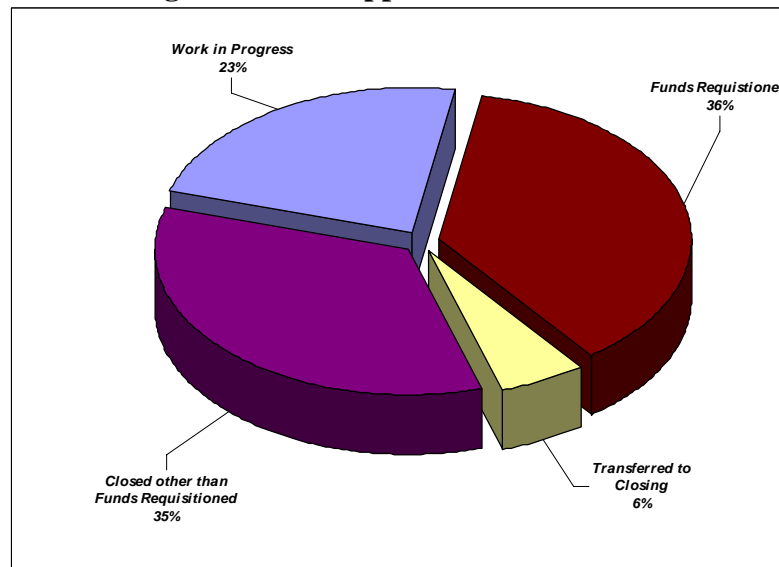
Figure 6: PAL Contacts by Day



As of July 24, 2008, a total of 35,956 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 8,263 applicant files are being worked by PAL staff
- A total of 27,693 applicant files have progressed to the closing process as the result of PAL efforts
 - 2,007 have been transmitted to closing
 - 13,261 have closed and are at a status of Funds Requisitioned
 - 12,425 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown



Additionally, Table 15 shows a breakdown of issues by categories that are being handled through the PAL initiative.

Table 15: PAL Issues by Category

Issue Category	# Apps
Advisory Services	4
Affordable Compensation Loan	47
APPEALS	50
Applicant Info	143
Application Completion	58
Appraisal	85
BPO	23
CREDCO	110
Delay of Benefit	75
ECD	51
EGrant Calculation	103
Elevation	283
FEMA	22
FEMA Ind Assist	20
Flood Ins (NFIP)	1
Grant Recovery	3
Grant Review	11
Home Evaluation	128
Homeowner dispute or decision pending	298
Info Request	14
Insurance	89
Legal Costs	1
Miscalc At Closing	1
Missing Documentation	642
Multiple Issues	122
Option Change	16
Option Letter	60
Other	602
Outlier	20
Owner Occupancy	229
Ownership	527
Parish Damage	7
Policy Appeal	28
Pre-Storm Value	107
Program eligibility pending	338
Request Appraisal	2
SBA	1
Status Change	148
Title	664
Title - Post Closing	2
Zero Benefit	199
Total	5,135

Housing Assistance Center Appointment Activity

There were a total of 268 RHAS appointments held at the Housing Assistance Centers during the reporting period. The Centers continued to see applicants on Saturdays (Figure 8).

Figure 8: Housing Assistance Center RHAS Appointments by Day

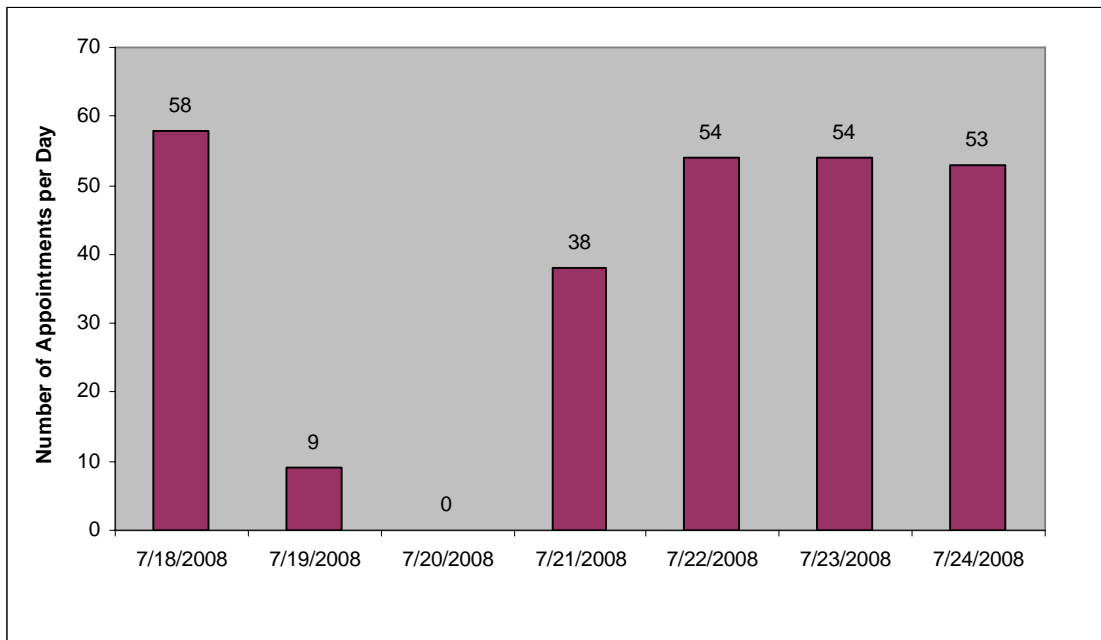


Table 16: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	6/20-6/26	6/27-7/03	7/04-7/10	7/11-7/17	7/18-7/24	Current Total	Five Week Average
RHAS Appointments Held	56,069	276	309	197	268	266	57,385	263
Average Daily RHAS Appointments Held		46	52	33	45	44		

Figure 9 shows the number of RHAS appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. There were 255 walk-ins for RHAS appointments during this reporting period.

Figure 9: RHAS Scheduled, Held and Walk-Ins by Center

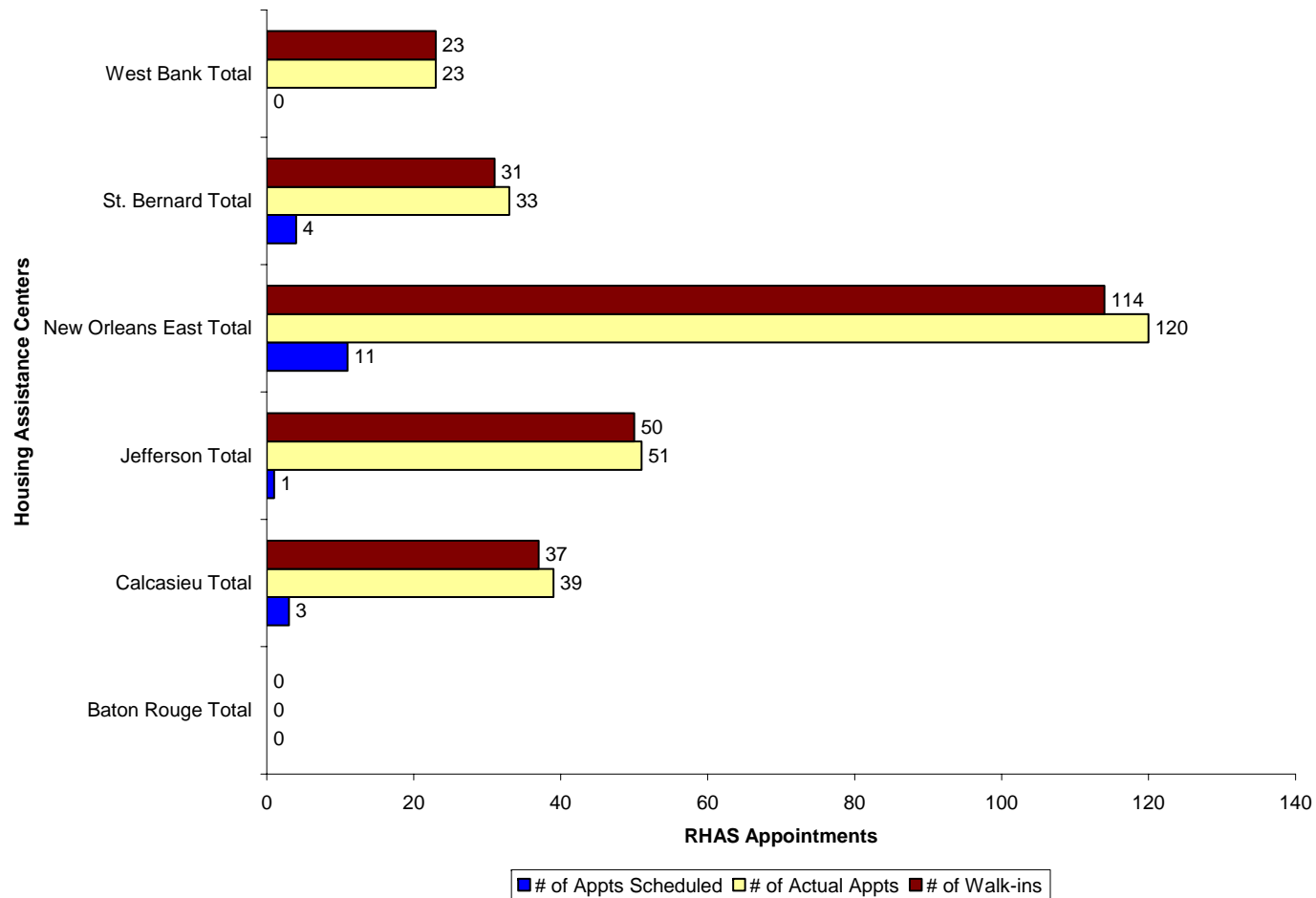
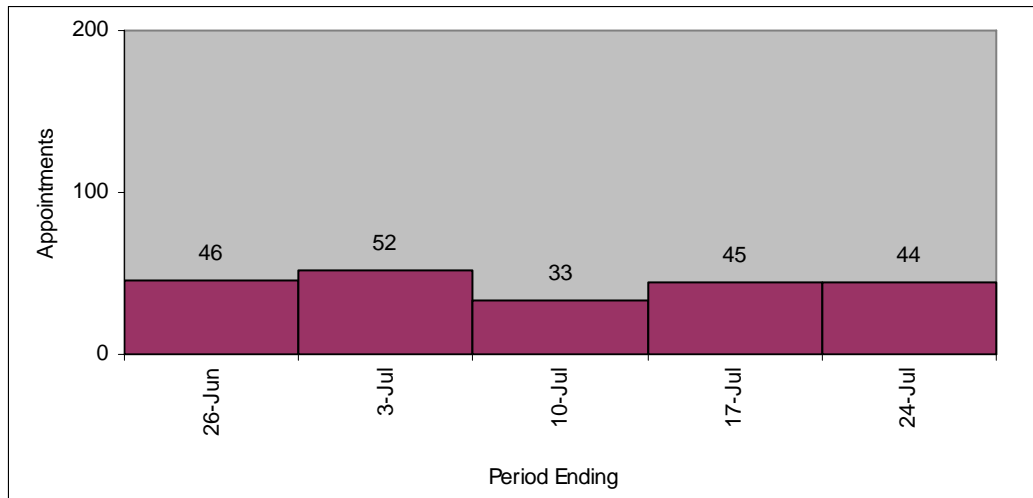


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

Figure 10: Average Daily Appointments by Period



RENTAL PROPERTY PROGRAM

Underwriting

- Continued processing of returned, signed Round 1 and 2 Conditional Award documents (See Table 17)

Table 17: Conditional Award Processing

	Round 1		Round 2		Round 2 Waitlist (Round 2.1)	
CONDITIONAL AWARD STAGE						
Conditional Awardees	2,702		5,032		1,996	
Manual Conditional Awards Issued/Appeal Approved	0		5		7	
VERIFICATION STAGE						
Active Awards	773		3,750		1,632	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	642		2,559		311	
Commitment Letters Returned by Applicant		448		1,082		37
POST COMMITMENT STAGE						
0 - 24% Construction Complete		119		379		6
25 - 49% Construction Complete		50		98		7
50 - 74% Construction Complete		38		95		3
75 - 100% Construction Complete		241		510		21
Total	448		1,082		37	

Appeals

- Received 17 new appeals
- Completed 32 Appeal Review Determinations
- Researched and resolved 3 requests for Constituent Services
- Mailed 41 Determination letters

Table 18: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	284	428	535	1,247
Level II Issue Determinations Made	271	380	515	1,166
Level II Issues Remaining to be Resolved	13	48	20	81

Table 19: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	217
Denied	871
Dismissed	68
Withdrawn	10

Owner Occupant (OO) Units

- Mailed additional OO Letters
- Submitted OO files to QC for pre-closing review and pre-letter review

Table 20: Owner Occupant Award Activity

Owner Occupant Unit Awards	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Active OO Unit Awards	142	139	32	313
OO Unit Award Letters Mailed	146	119	18	283
No Acceptance Required	22	25	0	47
Award Cancelled Post Mailing	2	2	0	4
OO Unit Award Acceptance Received	114	82	13	209
Outstanding OO Unit Award Acceptances	8	10	5	23
OO Unit Award Cancelled Post Acceptance	5	3	0	8
OO Unit Award Closings Held	93	37	1	131

Tier 2 Call Center

- Answered applicants' questions on de-obligation, denial, contradictory, incomplete letters and status of their Round 1 & 2 applications

Table 21: Tier 2 Call Center Metrics

Inbound Calls	
Round 1	14
Round 2	81
Round 2 Waitlist (Round 2.1)	105
Other	32
Total Inbound Calls	232

Financial Advisors

- Coordinated upcoming Outreach Events
- Scheduled and completed appointments with applicants who request financial advice or counseling

Table 22: Financial Advisor Appointment Activity

Financial Advisor Appointments	Cumulative Total
Applicants Contacted	2,159
Appointments Not Required	1,002
Appointments Required	1,157
Appointments Completed	864
Appointments to be Completed	293

URA

- Continued to process URA case files by scheduling appointments with owners and tenants

Table 23: Relocation Activity

Occupied Properties				
Owner Occupants with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	178	82	2	262
Tenant Occupied (Relocation possibly needed)	115	52	2	169
Vacant Units	63	34	0	97
General Pool with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	66	321	50	437
Tenant Occupied (Relocation possibly needed)	53	231	45	329
Vacant Units	13	90	5	108

PROGRAM SUPPORT STATUS

LOGISTICS

- Planned for turnover of Poydras Housing Assistance Center property
- Began preparing for mobile events in August

HUMAN RESOURCES

- Customized and conducted third HUD Section 3 Training Workshop emphasizing -- "*Expanding Employment Opportunity in an Urban Environment*," designed for low- and very low-income persons, veterans, people with disabilities and individuals living in public housing in partnership with the West Bank Center of JOB 1/New Orleans, located in Algiers
- Completed schedule for series of HUD Section 3 Training Seminars and Workshops on pre- and post-employment options for Native Americans in Louisiana, beginning with the Calcasieu Tribal Community in Lake Charles during September with the Louisiana State Office of Indian Affairs
- Provided continuing education and training information to Road Home Employees in Gonzales and surrounding communities to secure Federally Funded Vouchers to enroll in post-secondary education career programs
- Completed curriculum materials and Road Home Media Advisory for new series of HUD Section 3 Training Workshops for LA Works Center in Houma, focusing on sub-income persons with disabilities seeking first-time job opportunities
- Continued recruiting and hiring for multiple positions in support of the Rental and Homeowner programs including Operations and AMA



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

- Continued recruiting and hiring efforts for Homeowner program including AMA Analysts, Appeals Team Leads and Appeals Intake Specialists
- Continued recruiting and hiring efforts for Rental including Rental Application Advisors, Financial Advisors, File Clerks, Staff Assistants and Loan Reviewers/Underwriters

TRAINING

- Completed rollout of Elevation Additional Disbursements Training to 250+ Homeowner Program Closing Staff
- Began developing Appeals Fact Sheets to be sent out in Appeals Packets to homeowners

Table 24: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	RH Information Security and Management Online Training	All Road Home Staff	Online	As of July 24, 2008	2,563
Internal	Housing Assistance Center Standard Operating Procedures Online	Homeowner Program Staff	Online	As of July 24, 2008	278
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of July 24, 2008	1,234
Internal	Assisting Applicants Who Need Additional Services Training	All Road Home Staff	Online	As of July 24, 2008	90
Internal	Elevation Additional Disbursements Training	QC Advisors	Customer Assistance Center Baton Rouge, LA	July 18, 2008	24
Internal	Finance Invoice Systems One-on-One Training	Finance Invoice System New User	Goodwood Office Baton Rouge, LA	July 18, 2008	1
Internal	Owner Occupant Training for OCD	OCD	Office of Community Development Baton Rouge, LA	July 18, 2008	2
Internal	Elevation Additional Disbursements Training	QC Advisors	Customer Assistance Center Baton Rouge, LA	July 18, 2008	24
Internal	Owner Occupant Audit Review Training	OCD	Office of Community Development Baton Rouge, LA	July 21, 2008	2
Internal	Elevation Additional Disbursements Training	Pre-Closing Advisors	Calcasieu Housing Assistance Center Lake Charles, LA	July 21, 2008	30
Internal	Rental Orientation	Rental New Hires	Goodwood Office Baton Rouge, LA	July 21, 2008	1



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	Elevation Additional Disbursements Training	Pre-Closing Advisors	Orleans East Housing Assistance Center New Orleans, LA	July 22, 2008	30
Internal	Elevation Additional Disbursements Training	Pre-Closing Advisors, QC Advisors (3)	Customer Assistance Center Baton Rouge, LA	July 22, 2008	19
Internal	Elevation Additional Disbursements Training	Pre-Closing Advisors	Orleans East Housing Assistance Center New Orleans, LA	July 22, 2008	25
Internal	Case Management for New Hires	Homeowner Program New Hires	Goodwood Office Baton Rouge, LA	July 22-23, 2008	4
Internal	Elevation Additional Disbursements Training	Pre-Closing Advisors	Customer Assistance Center Baton Rouge, LA	July 23, 2008	21
Internal	Elevation Additional Disbursements Training	Pre-Closing Advisors	Customer Assistance Center Baton Rouge, LA	July 23, 2008	16
Internal	Owner Occupant Desk Reference Training	Rental Advisors	Goodwood Office Baton Rouge, LA	July 24, 2008	8

EXTERNAL AFFAIRS

Outreach

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish, Lower 9th Ward Homeowners' Association in Orleans Parish, Sen. Cheryl Gray event in Orleans Parish, UNO Rebuilding Information Station in Orleans Parish, Rep. Jonathan Perry's office in Vermilion Parish and Cameron Planning and Development Office
- Assisted First American and HGI title in locating and scheduling unreachable applicants
- Reviewed cases in Sen. Cheryl Gray's district for upcoming outreach event working to bring to resolution and toward closing
- Assisted HGI title in locating and scheduling unreachable applicants
- Continued to provide application assistance to Hispanic and Vietnamese communities
- Gained authorization from Secretary of State Jay Dardenne to access his database to assist with occupancy status
- Worked with elected officials and staff regarding constituent issues including:
 - Sen. Cheryl Gray
 - Sen. Julie Quinn
 - Rep. A. B. Franklin
 - Rep. Neil Abramson
 - Rep. Cedric Richmond
 - Plaquemines Parish President Billy Nungesser
 - Plaquemines Parish Councilman Burghart Turner

- Provided homeowner information, status checks and process guidance at Beacon of Hope in Orleans Parish
- Provided information, status checks, and process guidance to rental applicants at the Bullard HAC in Orleans Parish

Table 25: Community Outreach Metrics

Meeting Type	Events held 7/18-7/24	People reached 7/18-7/24	Events To Date	People Reached To Date
Community	7	67	850	44,790
Faith-Based	1	9	218	19,782
Business	-	-	32	1,402
Governmental	-	-	314	9,703
Case Managers	-	-	167	3,427
Rental	1	27	113	2,254
TOTALS	9	103	1,694	81,358

Communications/Media Relations

In support of Homeowner program:

- Drafted letters for new sold home policy
- Distributed weekly metrics report to media and posted to website

In support of Rental program:

- Submitted and received approval from State to post Rental Operations Status Report on Web
- Submitted updated Final Inspection Checklist to State for approval
- Submitted July 2008 External Affairs Update for Outreach and Communications to Rental for review and approval
- Updated Tenant Income Verification fact sheet and submitted to Rental for approval
- Completed first of three July Rental Outreach events at Bullard Housing Assistance Center for July
- Continued finalizing report and site index recommendation for Rental program Website update
- Coordinated Rental program communications support and registering applicants for July Outreach events
- Coordinated the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content
- Updated portal with rental property photos and program materials for Round 2 and Round 2 Waitlist

POLICY

- Answered policy questions from staff
- Prepared eligibility forms and procedural clarification memorandums for review by the State

INFORMATION TECHNOLOGY

- Continued finalizing Red Ribbon requirements for approval

- Reviewed Microsoft Owner Occupant Tool with OCD
- Assisted SRPP with a calculation for the ACG value
- Began the beta testing of HDS 8.02
- Rejected the fix for defect 275 Service Configuration tool
- Submitted a new defect 292 related to the Borrowers data in the Award Summary
- Met with HDS for the BA of Tenant Compliance Phase II
- Created an amendment to the Commitment Letter per SRPP request

FRAUD PREVENTION

- Continued to address investigations
- Held biweekly small rental and homeowner antifraud update meeting with ICF

Table 26: Fraud Prevention Metrics

ACTIVITY	Prior Totals	6/20-6/26	6/27-7/03	7/04-7/10	7/11-7/17	7/18-7/24	Current Totals
Applicant Issues Reported to Anti-Fraud	1,253	26	8	5	20	47	1,359
Evaluator Issues Reported to Anti-Fraud	5	-	-				5
Third-Party Issues Reported to Anti-Fraud	29	-	-				29

COMPLIANCE

- Researched and responded to subpoenas, advocacy group requests, and applicant requests served on the Program
- Investigated matters reported via the Ethics and Anti-Fraud Help Lines
- Continued investigation on internal Program matters
- Reviewed and updated investigative reports on external matters

SPECIAL NEEDS

- Continued to provide guidance to *Road Home* staff on applicants who need advice on special needs issues and or need resources for applicant referrals.
- Worked with *Road Home* applicants going to closing to fulfill their requests for accommodations.
- Assisted External Communications Team with AGC and AMA Projects by providing quality control review and document research of applicant files.
- Continued ongoing discussions with RH-ADA official on accessibility factors of the HUD-Section 3 Training Program
- Continued to work with Outreach Team to coordinate homebound visits



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

- Developed talking points for possible press article on *Road Home* programs for assisting applicants with Literacy and Special Needs concerns



APPENDIX A

Option Selections of Applicants, by Parish of Damaged Residence

Note: All Damaged Residence information is as provided by the applicant during the application process. Actual damaged residence information may differ from what the applicant provided. Eligibility information is properly confirmed during the verification process

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Option 4. Decline Benefits	Option 5. Delay Selection of Benefit	Option 6. Unable to Determine Selection	Total
ACADIA	315	4		2			321
ALLEN	523	14		3	1		541
ASCENSION	160	2		2			164
ASSUMPTION	232	3		1	1		237
BEAUREGARD	1,014	18		9	3		1,044
CALCASIEU	13,526	202	12	199	106	6	14,051
CAMERON	1,648	204	5	67	34	1	1,959
EAST BATON ROUGE	198	5	1	2			206
EAST FELICIANA	27	1					28
EVANGELINE	66	1		1			68
IBERIA	1,094	29	2	5	3	4	1,137
IBERVILLE	61	2			1		64
JEFFERSON	26,457	252	56	385	619	23	27,792
JEFFERSON DAVIS	937	19	2	6	10	4	978
LAFAYETTE	123	3		1	1		128
LAFOURCHE	835	13	1	7	1	1	858
LIVINGSTON	232	7	1	2	2		244
ORLEANS	42,692	4,298	1,847	776	1,128	40	50,781



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Option 4. Decline Benefits	Option 5. Delay Selection of Benefit	Option 6. Unable to Determine Selection	Total
OTHER	2						2
PLAQUEMINES	3,158	362	41	73	105	10	3,749
POINTE COUPEE	15						15
SABINE	30	1					31
SAINT BERNARD	7,735	4,177	806	397	340	19	13,474
SAINT CHARLES	1,076	7	1	9	10	1	1,104
SAINT HELENA	285	2			1		288
SAINT JAMES	385			2			387
SAINT LANDRY	169	6		1		1	177
SAINT MARTIN	105	6		1			112
SAINT MARY	891	10		1	4		906
SAINT TAMMANY	11,287	225	57	142	224	11	11,946
ST JOHN THE BAPTIST	1,323	3	1	5	13	1	1,346
TANGIPAHOA	1,587	12	2	3	1	1	1,606
TERREBONNE	2,637	84	3	23	19	6	2,772
VERMILION	1,663	89	4	41	15	1	1,813
VERNON	151	3		1	2		157
WASHINGTON	1,455	21	1	8	13		1,498
WEST BATON ROUGE	14						14
WEST FELICIANA	3						3
	124,111	10,085	2,843	2,175	2,657	130	142,001



APPENDIX B

Benefits Calculated by Damaged Residence Parish

Note: All Damaged Residence information is as provided by the applicant during the application process. Actual damaged residence information may differ from what the applicant provided. Eligibility information is confirmed during the verification process

Parish	Number of Calculations
Acadia	354
Allen	657
Ascension	195
Assumption	281
Beauregard	1,177
Calcasieu	15,417
Cameron	2,112
East Baton Rouge	321
East Feliciana	38
Evangeline	88
Iberia	1,324
Iberville	93
Jefferson	33,363
Jefferson Davis	1,173
Lafayette	153
Lafourche	993
Livingston	297
Orleans	55,501
Other	2
Plaquemines	4,117
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,649
Saint Charles	1,446
Saint Helena	324
Saint James	464
Saint Landry	216
Saint Martin	135
Saint Mary	1,072
Saint Tammany	13,458
St John the Baptist	1,748
Tangipahoa	1,799
Terrebonne	3,175
Vermilion	2,003
Vernon	178
Washington	1,790
West Baton Rouge	19
West Feliciana	6
	160,192



APPENDIX C

Closings by Parish and Zip Code –

***Note:** All Damaged Residence information is as provided by the applicant during the application process. Actual damaged residence information may differ from what the applicant provided. Eligibility information is confirmed during the verification process. *Detailed closing data is based on population of 115,642 rather than 115,660 reported in Daily Governor’s Report as of July 24, 2008 due to a variance in data feeds.*

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Acadia	259	2		261
Allen	429	6		435
Ascension	129			129
Assumption	180			180
Beauregard	861	8	1	870
Calcasieu	11,810	90	6	11,906
Cameron	1,364	88	2	1,454
East Baton Rouge	164	3	1	168
East Feliciana	27			27
Evangeline	48			48
Iberia	920	14	1	935
Iberville	43	1		44
Jefferson	22,474	189	20	22,683
Jefferson Davis	751	6		757
Lafayette	103	2		105
Lafourche	692	6	2	700
Livingston	184	1		185



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Orleans	37,496	2,937	1,068	41,501
Other	2			2
Plaquemines	2,388	168	10	2,566
Pointe Coupee	13			13
Sabine	23			23
Saint Bernard	7,070	3,020	560	10,650
Saint Charles	879	3	1	883
Saint Helena	223	1		224
Saint James	311			311
Saint Landry	142	5		147
Saint Martin	88	3		91
Saint Mary	696	3		699
Saint Tammany	10,035	144	26	10,205
St John the Baptist	1,094			1,094
Tangipahoa	1,335	4		1,339
Terrebonne	2,176	32	1	2,209
Vermilion	1,438	40	2	1,480
Vernon	120	1		121
Washington	1,167	14	1	1,182
West Baton Rouge	12			12
West Feliciana	3			3
	107,149	6,791	1,702	115,642



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Closings by Zip Code

Zip Code	Number of Closings
A zip code was not provided	23
70001	799
70002	872
70003	2,144
70005	689
70006	1,311
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,634
70033	1
70036	171
70037	419
70038	230
70039	75
70040	311
70041	603
70042	7
70043	4,493

Zip Code	Number of Closings
70044	3
70045	3
70046	11
70047	142
70048	1
70049	137
70050	186
70051	53
70052	37
70053	644
70054	2
70056	1,718
70057	100
70058	2,877
70059	5
70062	838
70063	6
70064	5
70065	3,421
70066	7
70067	376
70068	661
70069	9
70070	116
70071	43
70072	4,036

Zip Code	Number of Closings
70073	6
70074	1
70075	1,272
70076	12
70077	1
70078	18
70079	20
70080	15
70082	111
70083	644
70084	221
70085	1,339
70086	60
70087	283
70090	148
70091	84
70092	1,833
70093	2
70094	1,783
70095	3
70096	2
70101	13
70104	1
70105	1
70107	1
70109	1



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Zip Code	Number of Closings
70110	1
70112	68
70113	369
70114	1,152
70115	1,249
70116	664
70117	5,146
70118	2,144
70119	3,145
70120	2
70121	375
70122	7,081
70123	474
70124	3,234
70125	1,466
70126	5,578
70127	3,589
70128	3,208
70129	1,767
70130	190
70131	1,295
70132	1
70150	1
70164	1
70170	1
70174	1
70175	3
70177	7
70179	1
70183	1
70185	1
70186	1

Zip Code	Number of Closings
70189	1
70217	1
70219	1
70224	1
70230	1
70301	169
70302	2
70339	5
70340	17
70341	42
70342	5
70343	26
70344	559
70345	84
70346	55
70352	1
70353	167
70354	48
70355	6
70356	137
70357	47
70358	197
70359	76
70360	117
70361	4
70363	662
70364	117
70372	9
70373	15
70374	37
70377	244
70380	75
70381	2

Zip Code	Number of Closings
70390	99
70391	4
70392	35
70394	6
70394	227
70395	28
70397	139
70401	154
70403	215
70404	13
70420	101
70421	11
70422	253
70423	1
70424	1
70426	158
70427	652
70429	4
70430	1
70431	100
70433	270
70434	9
70435	237
70436	14
70437	124
70438	326
70440	1
70441	144
70442	5
70443	160
70444	171
70445	613
70446	41



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Zip Code	Number of Closings
70447	73
70448	455
70449	15
70450	52
70451	24
70452	383
70453	8
70454	171
70455	12
70456	100
70457	1
70458	3,126
70459	11
70460	1,843
70461	2,613
70462	58
70463	14
70464	6
70465	31
70466	54
70467	3
70469	3
70470	5
70471	208
70478	1
70485	1
70501	21
70503	4
70506	12
70507	12
70508	7
70510	550
70511	3
70512	13

Zip Code	Number of Closings
70514	106
70515	11
70516	2
70517	41
70518	12
70519	3
70520	9
70521	1
70522	12
70523	19
70524	2
70525	20
70526	107
70528	281
70529	9
70531	9
70532	108
70533	606
70534	2
70535	31
70537	3
70538	395
70540	1
70542	48
70543	23
70544	184
70546	219
70548	98
70549	56
70550	2
70551	2
70552	9
70554	8
70555	12

Zip Code	Number of Closings
70556	9
70559	18
70560	627
70562	1
70563	20
70569	2
70570	90
70575	2
70576	1
70577	3
70578	55
70581	22
70582	39
70583	7
70584	5
70585	1
70586	18
70589	8
70591	145
70592	21
70601	2,792
70602	7
70605	1,575
70606	12
70607	1,879
70609	1
70610	1
70611	948
70612	5
70614	1
70615	1,144
70616	6
70621	1
70630	112



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Zip Code	Number of Closings
70631	532
70632	173
70633	436
70634	439
70637	14
70638	2
70639	2
70640	31
70641	2
70643	103
70644	2
70645	249
70646	60
70647	570
70648	149
70650	12
70651	11
70652	64
70653	56
70654	9
70655	132
70656	11
70657	213
70658	21
70659	12
70660	101
70661	223
70662	3
70663	1,222
70664	12
70665	531
70666	1
70667	1
70668	351
70669	595

Zip Code	Number of Closings
70702	1
70706	13
70707	2
70711	16
70714	17
70716	1
70717	2
70718	3
70719	4
70721	14
70722	18
70723	36
70725	7
70726	29
70727	1
70728	1
70729	1
70730	4
70733	5
70734	6
70737	31
70739	6
70740	2
70744	14
70748	1
70749	1
70753	1
70754	8
70757	2
70760	6
70761	1
70763	15
70764	9
70767	9
70769	14

Zip Code	Number of Closings
70770	3
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	1
70783	1
70785	21
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	10
70814	15
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1



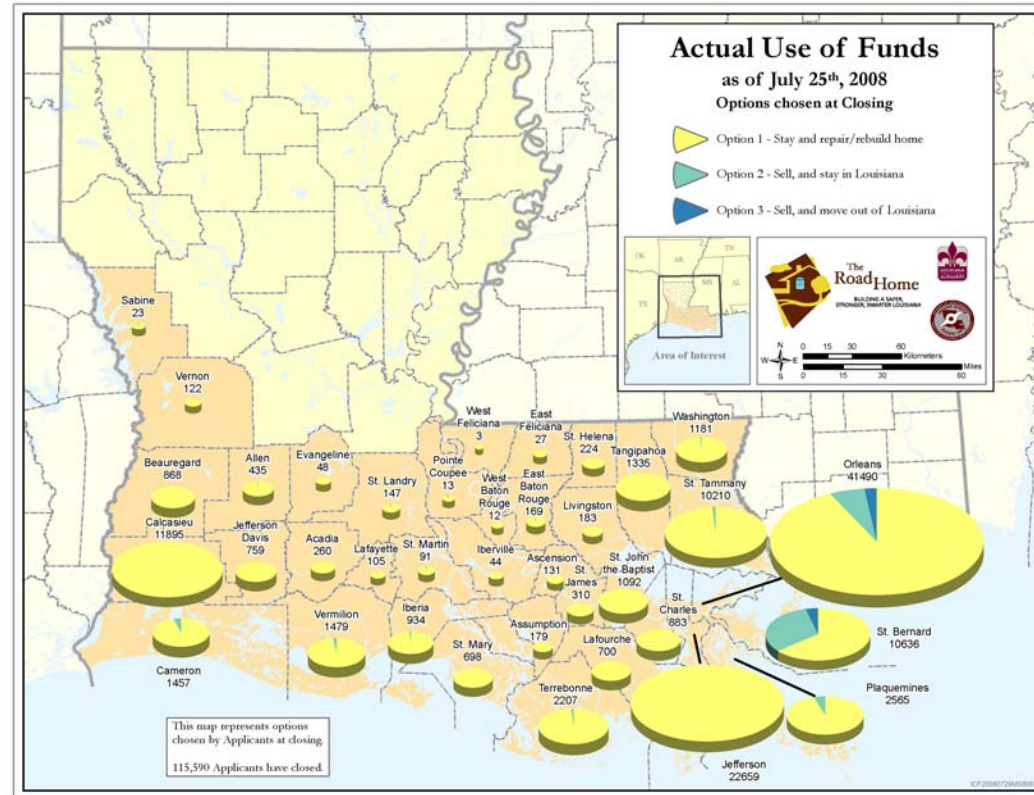
Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

Zip Code	Number of Closings
71119	1
71126	1
71295	1
71302	1
71322	1
71353	4
71367	11
71403	11
71419	1
71429	2
71433	1
71439	2
71446	65
71449	10
71458	1
71460	1
71461	3
71462	1
71463	64
71474	2
71486	5
71496	1
	115,642

APPENDIX E



GLOSSARY

Table 1 Terms:

Applications Received represents the cumulative number of all applications entered in the system. This number includes applications that are incomplete, test and multiple submissions.

Applications Not Valid for Processing represents the cumulative number of applications that are not valid. This number accounts for applications that are incomplete, test and multiple submissions.

Applications Recorded represents the cumulative number of applications entered in the system.

Pre-Appointment Inactives represents the cumulative number of applications entered that were previously Inactive and are now Ineligible for not having a completed appointment as of December 15.

Total Appointments Held represents the cumulative number of appointments held including Road Home Advisory Services (RHAS) appointments held.

Initial Appointments Held represents the cumulative number of all “first” appointments held.

Road Home Advisory Services (RHAS) Appointments Held represents the cumulative number of all Road Home Advisory Services appointments held.

Benefits Calculated represents the cumulative number of benefits calculated.

Benefit Options Letters Sent represents the cumulative number of benefit options letters sent to applicants.

Total Benefit Options Letters Returned represents the cumulative number of applicants who have selected their benefit options.

Number of Option One Selections represents the cumulative number of applicants who have returned their selection of benefit option one – Stay.

Number of Option Two Selections represents the cumulative number of applicants who have returned their selection of benefit option two – Relocate.

Number of Option Three Selections represents the cumulative number of applicants who have returned their selection of benefit option three – Sell.

Decline Benefits represents the cumulative number of applicants who have returned a letter to the program indicating they are declining all Road Home assistance.

Delay Benefits represents the cumulative number of applicants who have indicated that they are delaying their benefit selections.

Incomplete Benefit Selection Form represents the cumulative number of benefit option letters that have been returned to the program, but are incomplete or are not ready to be processed for closing. Because some applicants with open resolution cases also return their letters to the program, there is potential for overlap in this category.

Benefit Option Letters Available for Transfer to Closing represents the cumulative number of returned options letters that are complete and ready for final verifications required to close

Files Transferred for Closing represents the number of files transferred for closing to closing agents.



Total Inactives and Ineligibles represent the cumulative number of applicants who can not move forward in the program due to an issue that can not be resolved without action by the homeowner. This number also includes homeowners who have requested that their application not be processed at the current time. Reasons for an inactive status include:

- Homeowners who have not responded to requests for additional application information in over 90 days
- Applicants who have not returned benefit selection letters in over 90 days or have chosen to delay their option selection
- Applicants who only qualify for elevation funds
- Applicants who have mortgage or title issues that prevent them from closing

Ineligible represents the total number of applicants who do not meet the basic eligibility criteria for the program or did not complete an initial appointment by the December 15 deadline.

Closings Scheduled represents the daily additional number of closings scheduled and the total represents all closings currently scheduled to occur in the future. The number of closings scheduled to occur reflects the actual number of closings scheduled but not yet held.

Closings Held represents the cumulative number of closings that have taken place (applicants completed signing).

Pipeline Diagram Terms (Figures 1 and 2):

APPLICATIONS & APPOINTMENTS

Applications Received represents the cumulative number of all applications entered in the system. This number includes applications that are incomplete, test submissions and multiple submissions.

Applications Recorded represents the cumulative number of applications entered in the system.

Pre-Appointment Inactives represents the cumulative number of applications entered that were previously Inactive and are now Ineligible for not having a completed appointment as of December 15.

Initial Appointments Held represents the cumulative number of all “first” appointments held.

Road Home Advisory Services (RHAS) Appointments Held represents the cumulative number of all Road Home Advisory Services appointments held.

CALCULATIONS

Benefits Calculated represents the cumulative number of benefits calculated.

OPTION SELECTION

Benefit Options Letters Sent represents the cumulative number of benefit options letters sent to applicants.

Total Benefit Options Letters Returned represents the cumulative number of applicants who have selected their benefit options.



Weekly Situation & Pipeline Report

Week 108

July 18 – July 24, 2008

BSF Available for Transfer to Closing represents the cumulative number of returned options letters that are complete and ready for final verifications required to close

CLOSINGS

Files Transferred for Closing represents the number of files transferred for closing to closing agents.

Inactive Closing File represents the cumulative number of applicants who can not move forward in the program due to an issue that can not be resolved without action by the homeowner. This number also includes homeowners who have requested that their application not be processed at the current time. Reasons for an inactive status include:

- Homeowners who have not responded to requests for additional application information in over 90 days
- Applicants who have not returned benefit selection letters in over 90 days or have chosen to delay their option selection
- Applicants who only qualify for elevation funds
- Applicants who have mortgage or title issues that prevent them from closing

Closings Held represents the cumulative number of closings that have taken place (applicants completed signing).