



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 110 Situation & Pipeline** **Report**

August 12, 2008



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EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 353 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,228 and the total number of closings held as of August 7 increased to 116,169. Cumulatively, homeowners returned 142,204 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB July 31	Weekly Activity	As of COB August 7	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	223,748	353	224,101		
<i>Initial Appointments Held</i>	166,093	-	166,093	965	7,422
<i>RHAS Appointments Held</i>	57,655	353	58,008		
Benefits Calculated	160,222	6	160,228		
Benefit Options Letters Sent	152,095	5	152,100	1,084	566
Total Benefit Options Letters Returned			142,204		
<i>Number of Option One Selections</i>	124,214	136	124,350	1,856	2,343
<i>Number of Option Two Selections</i>	10,092	3	10,095	222	104
<i>Number of Option Three Selections</i>	2,840	4	2,844	158	26
<i>Decline Benefits</i>	2,177	2	2,179	102	29
<i>Delay Benefits</i>	2,630	(20)	2,610	306	108
<i>Incomplete Benefit Selection Form</i>	128	(2)	126	16	26
Benefit Options Letters Available for Transfer to Closing			132,580		
Files Transferred for Closing	122,285	37	122,322	1,249	38
Total Inactives and Ineligibles				5,958	74,114
Closings Scheduled			291		
Closings Held	115,918	251	116,169		

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	8	13
Conditional Awards Cancelled	1,983	1,364	393	3,740
Conditional Awards Reinstated	53	54	3	110
Total Active Awards *	772	3,727	1,614	6,113
Commitment Letters Mailed	643	2,606	429	3,678
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	142	140	34	316
OO Unit Award Letters Mailed	146	120	18	284

* Includes 30 applications reinstated through the Appeals Process.

Deliverables

Table 3 lists the deliverables provided during the reporting period.

Table 3: Program Deliverables

	Deliverables	Date
00035	The Road Home Weekly Combined Report	08/06/2008
00123	Closeout Business Plan	08/05/2008
00049-07312008	Mitigation Training Program	08/04/2008
00054-07312008	Report on Conflict of Interest	08/04/2008
00060-07312008	Outreach Activities Conducted by Non-Profit or Faith-Based Organizations	08/04/2008



HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 7/31	CUMULATIVE As of 8/07	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	57,655	58,008	353
CALCULATIONS	BENEFITS CALCULATED	160,222	160,228	6
	TOTAL	\$9.35 billion	\$9.38 billion	\$.03b
	AVERAGE	\$60,594	\$60,800	

- 166,093 applicants have completed initial appointments

- The \$9.38 billion total and \$60,800 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 7/31	CUMULATIVE As of 8/07	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,095	152,100	5
	OPTIONS LETTERS RETURNED	142,081	142,204	123
	BSF AVAIL FOR TRANSFER TO CLOSING	132,488	132,580	92
CLOSINGS	TRANSFERRED TO CLOSING	122,285	122,322	37
	INACTIVE CLOSING FILES	1,268	1,249	(19)
	CLOSINGS HELD	115,918	116,169	251
	TOTAL	\$6.82 billion	\$6.84 billion	\$.02 b
	AVERAGE*	\$58,806	\$58,876	

- Applicants have returned 142,204 Benefits Selection Forms. After processing and review, 132,580 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 353 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - Road Home Advisory Services (RHAS) activity increased 31% from the previous reporting period
 - 58,008 total RHAS appointments held to date
 - 332 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,228 benefits, an increase of 6 for the week
 - The average total benefit calculated was \$60,800 (excluding ‘zero’ awards)
 - 5,904 calculations resulted in ‘zero’ grant amounts
 - 154,324 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 142,204 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,610 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
 - 132,580 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>	26,306
<i>Number of Option Two</i>	3,131
<i>Number of Option Three</i>	2,173
Total Elderly Benefits Options Selected	31,610

Low/Moderate Income Households

- A total of 116,148 applicants had gone to closing and received their Road Home disbursement as of August 7, 2008. Of these applicants 49,720 [43 percent] were documented as LMI.
- A total of \$6,838,366,188 in Homeowner Assistance Program awards were disbursed as of August 7, 2008. Of these disbursements, \$3,488,683,418 [51 percent] went to applicants documented as LMI.
- Extrapolating to the 116,169 awards that have closed for a total of \$6.84 billion, approximately \$3.49 billion will be documented as LMI.



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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	124,350	10,095	2,844	137,289
Total \$ in Options Selected	\$6,711,755,714.47	\$795,498,581.74	\$187,837,875.27	\$7,695,092,171.48
Comp Grant \$ in Options Selected	\$4,831,848,921.56	\$596,727,451.42	\$187,837,875.27	\$5,616,414,248.25
Elev Grant \$ in Options Selected *	\$574,251,754.85			\$574,251,754.85
ACG \$ in Options Selected	\$1,305,655,038.06	\$198,771,130.32		\$1,504,426,168.38
Number of Options Selected by LMI	52,855	4,511	1,172	58,538
Total \$ to LMI	\$3,547,674,673.01	\$436,587,218.13	\$76,929,058.33	\$4,061,190,949.47
Comp Grant \$ to LMI	\$1,971,605,034.83	\$237,816,087.81	\$76,929,058.33	\$2,286,350,180.97
Elev Grant \$ to LMI *	\$270,414,600.12			270,414,600
ACG \$ to LMI	\$1,305,655,038.06	\$198,771,130.32		\$1,504,426,168.38
% 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	107,563	6,855	1,730	116,148
Total \$ in Closings Held	\$6,112,106,702.17	\$594,780,512.35	\$131,478,973.79	\$6,838,366,188.31
Comp Grant \$ in Closings Held	\$4,636,180,583.17	\$447,667,716.31	\$131,478,973.79	\$5,215,327,273.27
Elev Grant \$ in Closings Held	\$179,797,303.76	\$29,295.00		\$179,826,598.76
ACG \$ in Closings Held	\$1,296,128,815.24	\$147,083,501.04		\$1,443,212,316.28
Number of Closings Held by LMI				
Number of Closings Held by LMI	45,822	3,178	720	49,720
Total \$ to LMI	\$3,118,454,618.42	\$315,401,400.92	\$54,827,399.01	\$3,488,683,418.35
Comp Grant \$ to LMI	\$1,860,909,807.89	\$178,984,619.02	\$54,827,399.01	\$2,094,721,825.92
Elev Grant \$ to LMI	\$85,630,109.41			\$85,630,109.41
ACG \$ to LMI	\$1,171,914,701.12	\$136,416,781.90		\$1,308,331,483.02
% of Total Closings Held that are LMI				
% of Total Closings Held that are LMI	43%	46%	42%	43%
% of Total \$ to LMI				
% of Total \$ to LMI	51%	53%	42%	51%
% of Comp Grant \$ to LMI				
% of Comp Grant \$ to LMI	40%	40%	42%	40%
% of Elev Grant \$ to LMI				
% of Elev Grant \$ to LMI	48%	N/A	N/A	48%
% of ACG \$ to LMI				
% of ACG \$ to LMI	90%	93%	N/A	91%

Elevation Program Activity

As of August 7, 115,196 Elevation letters have been sent to applicants.

- 30,896 (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
- 5,228 applicants have received elevation disbursements totaling \$139,145,417 (average elevation award of \$26,615) including:
 - 3,221 initial and 89 additional disbursements of elevation funds in 2008 for a total of \$94,776,795
 - 1,918 disbursements previously distributed for a total of \$44,368,623
- 2,379 elevation requests for a total of \$68,651,178 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	\$44,368,622
2008 Elevation Disbursements	3,310	\$94,776,795
Total Elevation Disbursements	5,228	\$139,145,417
Applications at Title Companies		
First American Pending Transactions	1,451	\$41,847,242
HGI Pending Transactions	928	\$27,003,936
Total Pending Transactions	2,379	\$68,851,178

Figure 3: 2008 Elevation Letter Response Activity

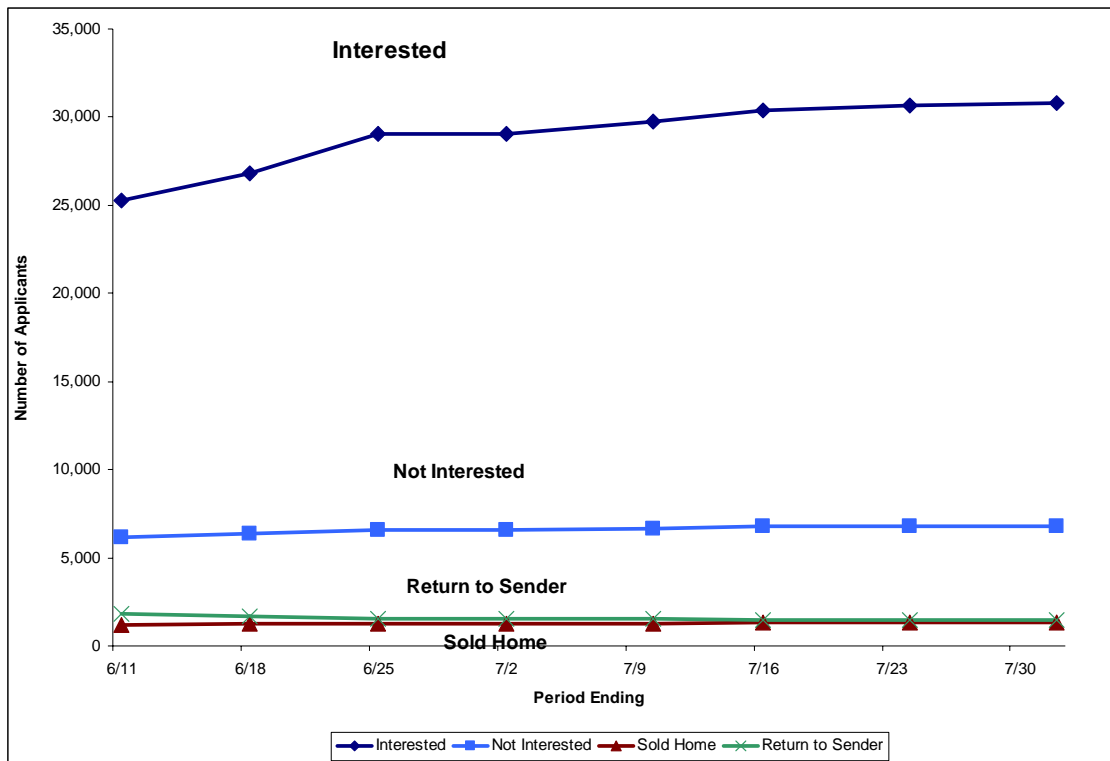
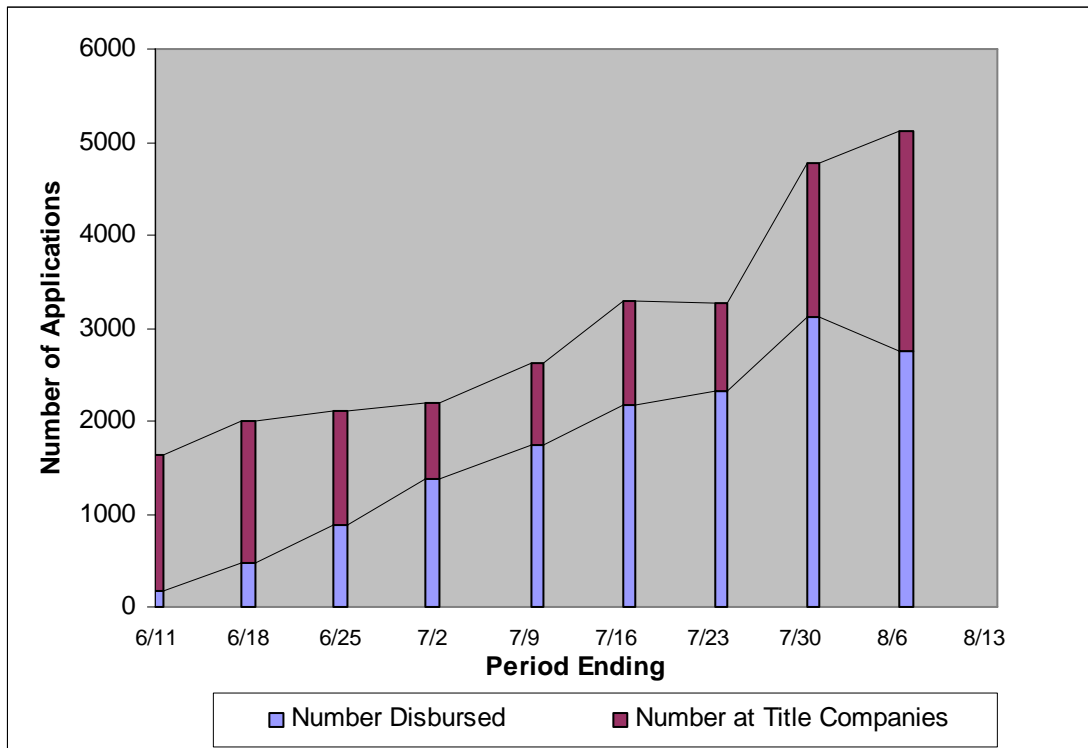


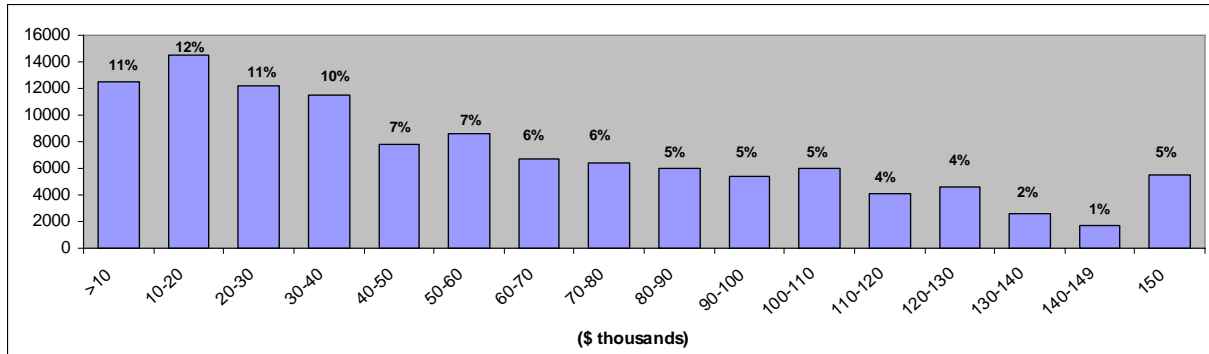
Figure 4: 2008 Elevation Disbursement Activity



Closing Activity

- As of August 7, 2008, a total of 122,322 files were transferred to closing agents, 37 files were transferred during the reporting week. Currently, 1,249 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 251 closings
- Of the total 116,169 cumulative closings:
 - The average award is \$58,876
 - 49,720 also received additional compensation grants. The average additional compensation grant award is \$29,027
 - Closed 26,388 elderly applicants for a total of \$1,848,727,171
 - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 5,752 additional disbursements for a total of \$180,201,471
 - The average additional disbursement is \$31,328

Figure 5: Award Size



*Detailed closing data is based on population of 116,849, rather than 116,169 reported in Daily Governor's Report as of August 7, 2008, due to a variance in data feeds.

Table 8: Pre-Closing Tracking Report

ACTIVITY	Fri 8/01	Sat 8/02	Sun 8/03	Mon 8/04	Tues 8/05	Wed 8/06	Thurs 8/07	Weekly Total
Files Transferred for Closing	-	-	-	8	23	6	-	37

Table 9: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	15,711	14%
American Indian/Alaska Native and White	530	>1%	464	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	336	>1%
Asian	2,925	2%	266	>1%
Asian and White	300	>1%	1,955	2%
Black/African American	65,837	36%	196	>1%
Black/African American and White	1,153	1%	48,369	42%
Native Hawaiian/Other Pacific Islander	183	>1%	820	1%
Other Multi-Racial	3,419	2%	120	>1%
White	72,046	39%	2,334	2%
A race was not provided	37,668	20%	45,577	39%
Total	185,106		116,148	

*Detailed closing data is based on population of 116,849, rather than 116,169 reported in Daily Governor's Report as of August 7, 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.



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Table 10: Condominium Pipeline Progress

Activity	Prior Total	7/04-7/10	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	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	1,023	-	-	1	-	-	1,024
Total Option Calculations Completed	854	-	-	4	-	1	859
Option Letters Created	823	-	-	4	-	1	828
Option Letters Mailed*	823	-	-	4	-	1	828
Option Letters Received	531	-	-	1	-	1	533
Transmitted for Closing	271	8	13	2	1	5	300
Closings Held	220	3	2	2	20	5	252
Elevation Only Awards	188	-	-	-	-	-	188
Inactive Applications	246	-	-	(27)	3	1	223
Ineligible Applications	159	-	-	(32)	5	-	132

*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 16,268 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 14,242 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation underway



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Table 11: Manufactured Home Pipeline Progress

Activity	Prior Total	7/04-7/10	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	Cumulative Total
Total number of Manufactured Home Applications	16,233	3	27	1	4	-	16,268
Total Manufactured Home Evaluations verified	15,983	3	12	1	22	-	16,021
Total Pre-Storm values verified	14,137	23	23	32	22	5	14,242
Total Applications released into letter generation process	14,126	31	25	32	22	5	14,241

Home Evaluations (Home Inspection) Activity

Table 12: Home Evaluation Team Metrics

ACTIVITY	Prior Total	7/04-7/10	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,087	3	3	2	5	3	165,103 ^a	3
Work Orders Dispatched	162,883	2	4	2	5	3	162,899	3
Evaluations Completed in the Field	160,760	214	12	6	12	4	161,008 ^b	50

^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 12 Strike and Stealth Team issues.
- Addressed 61 appeals.
- Addressed 69 CAD disputes.
- Addressed 6 State Appeals.
- Addressed 8 Critical issues.
- Completed 57 Option Selection calls.
- Addressed 22 FEMA eligibility appeals.
- Conducted 252 grant reviews.
- Addressed 240 Structure type issues.
- Completed 46 Elevation Grants.
- Addressed 14 Pre-Closing Issues.
- Addressed 19 Elevation appeals.

- Reviewed 28 post-Accepted evaluation edit cases and identified 2 cases for additional review.

Appeals

As of August 7, 12,036 cases have been processed through the Appeals department, 9,672 have been resolved and 2,364 are active. Table 13 shows the status of these cases.

Table 13: Status of Appeals

ACTIVITY	As of COB 7/10	As of COB 7/17	As of COB 7/24	As of COB 7/31	As of COB 8/01
Total Cases Processed in Appeals	11,114	11,281	11,613	11,843	12,036
Appeal Cases Pending Decision/Research	1,887	1,896	2,074	2,119	2,119
Ineligible Status Appeal	374	309	256	240	245
Total Active Cases	2,261	2,205	2,330	2,359	2,364
Total Cases Resolved	8,853	9,076	9,283	9,484	9,672

Further analysis of the resolved appeals cases (9,672) shows that:

- 3,416 (35%) have resulted in additional funds being awarded to applicants for a total of \$93,355,147. The average additional disbursement is \$27,329
- 341 (4%) resulted in a reduction of award for a total of \$4,937,430. The average reduction is \$14,479
- 2,824 (29%) resulted in no change to the award amount
- 3,069 (32%) were reviewed for an eligibility determination, 1,269 were approved and 1,822 were denied

As of August 7, 2008 there were 832 appeal cases transferred to the State appeals process and of the 832 cases, 556 are closed, and 276 are in progress.

Table 14: Status of State Panel Review Appeals

ACTIVITY	As of COB 7/24	As of COB 7/31	As of COB 7/31
Total Cases Requested for State Panel Review	795	795	832
State Appeal Cases in Progress	469	290	276
State Appeal Cases Resolved	471	505	556

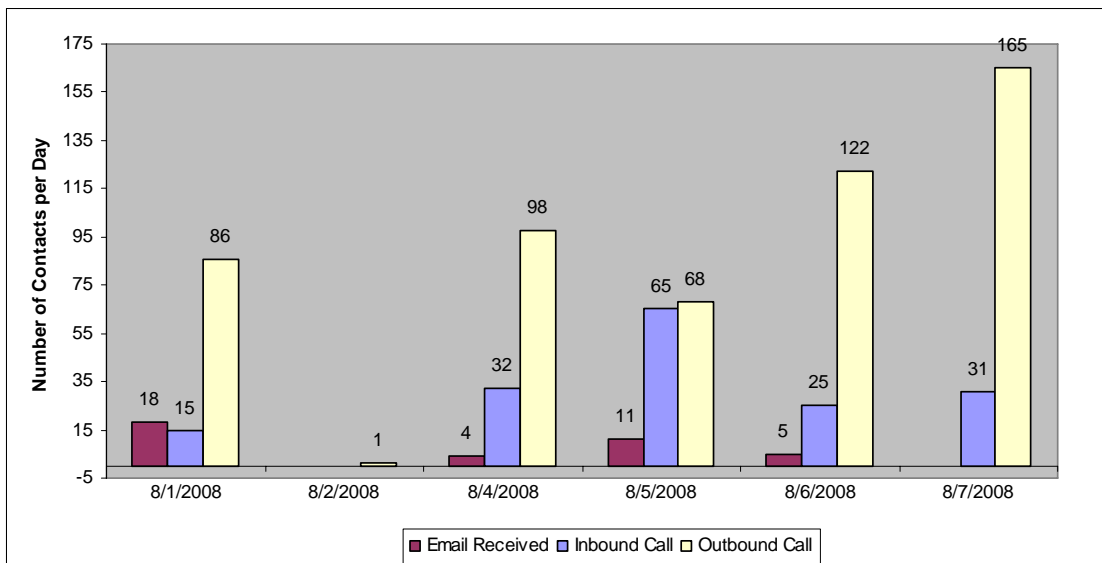
Personal Application Liaisons (PAL)

During the reporting week, 746 contacts were made through the PAL initiative. Table 15 and Figure 6 detail these contacts by type and day.

Table 15: PAL Metrics

ACTIVITY	Prior Total	7/04-7/10	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	Current Total
Email Received	957	13	17	31	16	38	1,072
Inbound Calls	14,488	57	133	126	135	168	15,107
Outbound Calls	52,533	276	653	489	399	540	54,890
Total Contacts	67,978	346	803	646	550	746	71,069

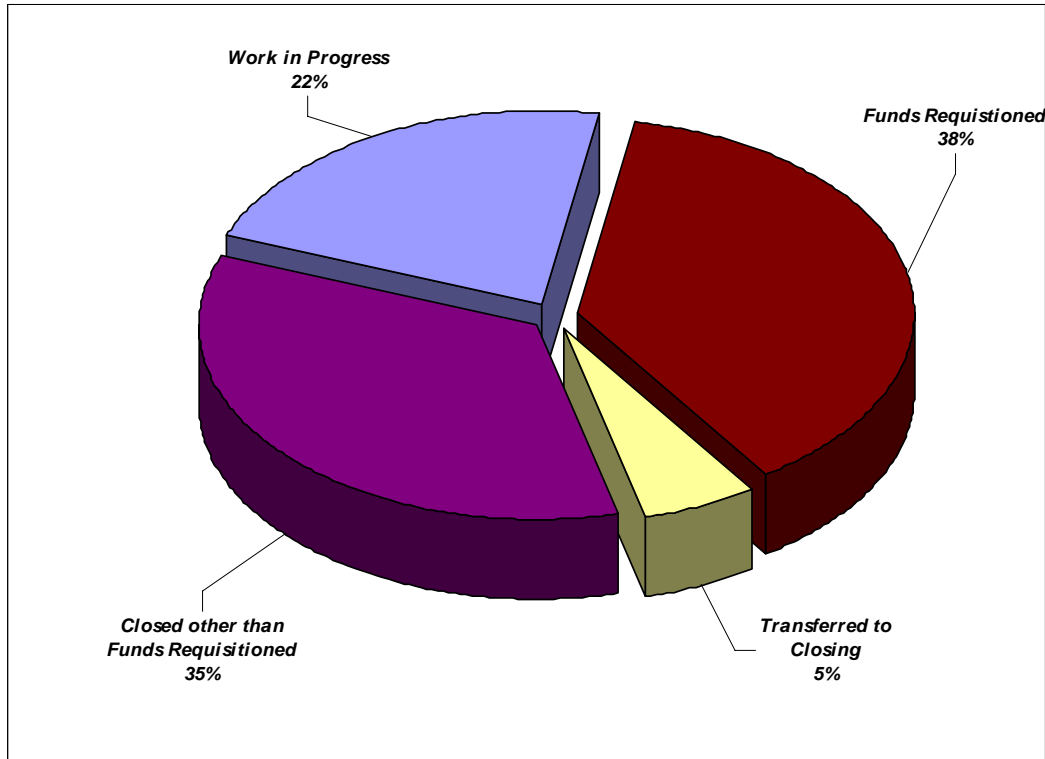
Figure 6: PAL Contacts by Day



As of August 7, a total of 36,635 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 8,083 applicant files are being worked by PAL staff
- A total of 28,552 applicant files have progressed to the closing process as the result of PAL efforts
 - 1,998 have been transmitted to closing
 - 13,885 have closed and are at a status of Funds Requisitioned
 - 12,669 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown



Additionally, Table 16 shows a breakdown of issues by categories that are being handled through the PAL initiative. One PAL issue was transferred to Appeals during the reporting week.

Table 16: PAL Issues by Category

Issue Category	# Apps
Advisory Services	1
Affordable Compensation Loan	41
APPEALS	57
Applicant Info	149
Application Completion	58
Appraisal	82
BPO	16
CREDCO	108
Delay of Benefit	73
ECD	57
EGrant Calculation	79
Elevation	55
FEMA	28
FEMA Ind Assist	17
Flood Ins (NFIP)	1
Grant Recovery	3



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Issue Category	# Apps
Grant Review	15
Home Evaluation	115
Homeowner dispute or decision pending	317
Info Request	32
Insurance	82
Legal Costs	1
Missing Documentation	731
Multiple Issues	129
Option Change	13
Option Letter	56
Other	605
Outlier	17
Owner Occupancy	210
Ownership	480
Parish Damage	3
Policy Appeal	26
Pre-Storm Value	89
Program eligibility pending	200
Request Appraisal	2
SBA	1
Status Change	248
Title	681
Title - Post Closing	2
Zero Benefit	197
Total	5,077

Housing Assistance Center Appointment Activity

There were a total of 353 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

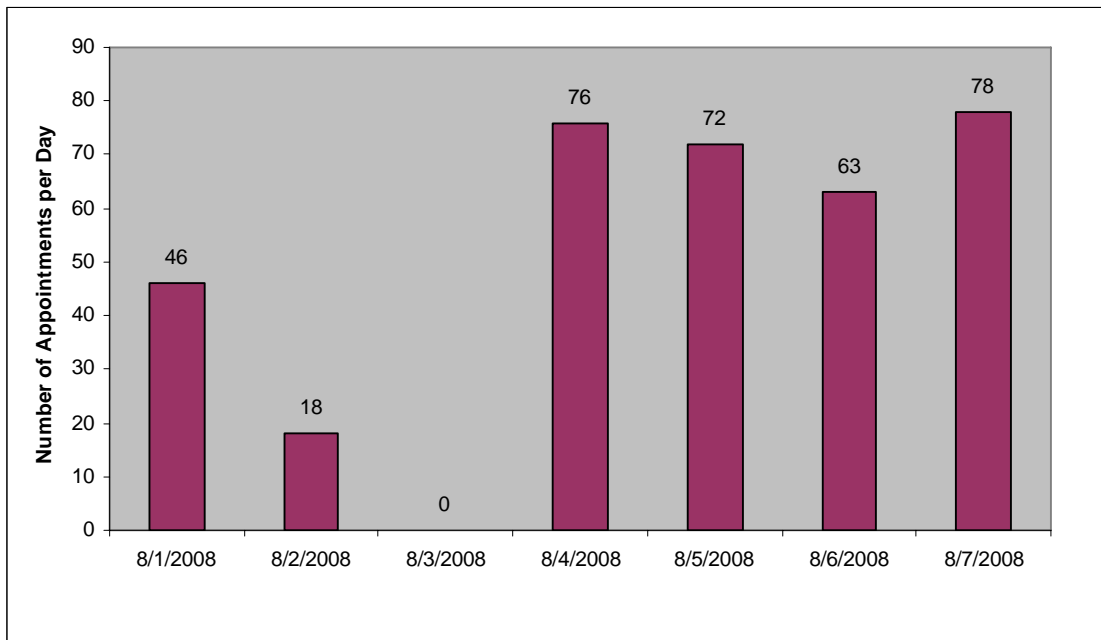


Table 17: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	7/04-7/10	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	Current Total	Five Week Average
RHAS Appointments Held	56,654	197	268	266	270	353	58,008	271
Average Daily RHAS Appointments Held		33	45	44	45	59		

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 332 walk-ins for RHAS appointments during this reporting period.

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

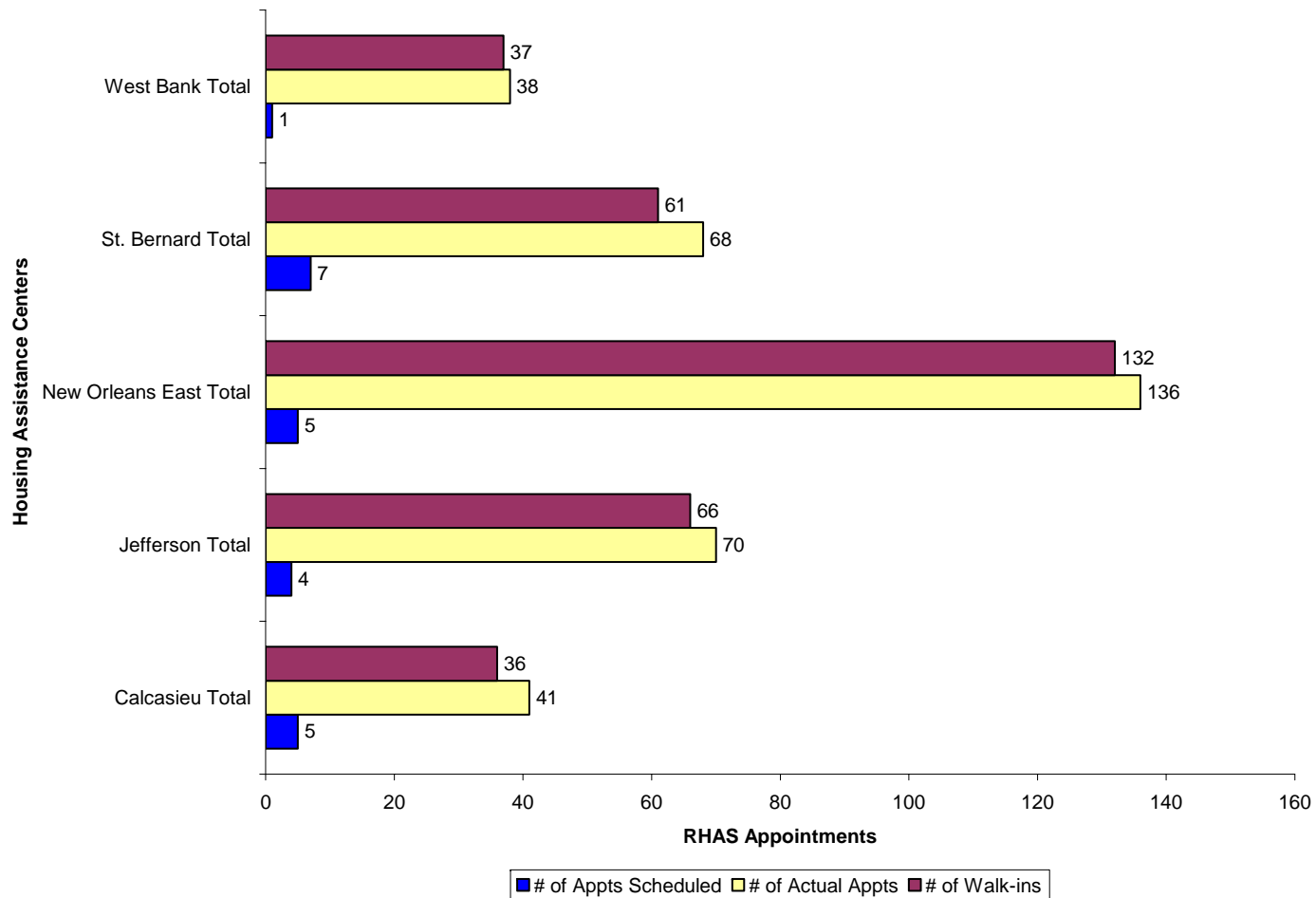
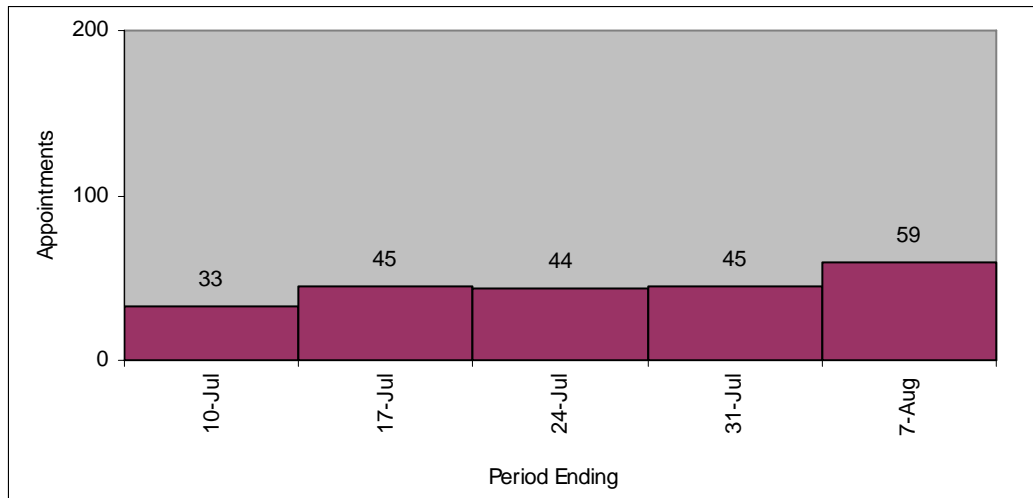


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

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 18)

Table 18: 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		8	
VERIFICATION STAGE						
Active Awards	772		3,727		1,614	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	643		2,606		429	
Commitment Letters Returned by Applicant		459		1,335		126
POST COMMITMENT STAGE						
0 - 24% Construction Complete		120		460		33
25 - 49% Construction Complete		51		139		22
50 - 74% Construction Complete		42		123		10
75 - 100% Construction Complete		246		613		61
Total		459		1,335		126

Appeals

- Received 8 new appeals
- Completed 38 Appeal Review Determinations
- Researched and resolved 17 requests for Constituent Services
- Mailed 34 Determination letters

Table 19: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	292	437	540	1,269
Level II Issue Determinations Made	278	415	531	1,224
Level II Issues Remaining to be Resolved	14	22	9	45

Table 20: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	224
Denied	915
Dismissed	75
Withdrawn	10

Owner Occupant (OO) Units

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

Table 21: 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	140	34	316
OO Unit Award Letters Mailed	146	120	18	284
No Acceptance Required	22	25	0	47
Award Cancelled Post Mailing	2	2	0	4
OO Unit Award Acceptance Received	115	86	16	217
Outstanding OO Unit Award Acceptances	7	7	2	16
OO Unit Award Cancelled Post Acceptance	5	3	0	8
OO Unit Award Closings Held	92	40	1	133

Tier 2 Call Center

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

Table 22: Tier 2 Call Center Metrics

Inbound Calls	
Round 1	25
Round 2	66
Round 2 Waitlist (Round 2.1)	102
Other	219
Total Inbound Calls	412

Financial Advisors

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

Table 23: Financial Advisor Appointment Activity

Financial Advisor Appointments	Cumulative Total
Applicants Contacted	2,427
Appointments Not Required	1,246
Appointments Required	1,181
Appointments Completed	884
Appointments to be Completed	297

URA

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

Table 24: 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	54	2	171
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	338	61	465
Tenant Occupied (Relocation possibly needed)	53	246	52	351
Vacant Units	13	92	9	114

PROGRAM SUPPORT STATUS

LOGISTICS

- Continued planning for Mobile Events, including:
 - August 5- Terrebonne: Terrebonne Civic Center...completed
 - August 7- Calcasieu: Lake Charles Civic Center ...in process
 - August 9- Orleans: UNO Lindy Boggs Conference Center
 - August 12- Jefferson: Alario Center
 - August 14- St. Bernard: Crystal Palace
 - August 19- St. Tammany: Northshore Harbor Center
 - August 21- Vermilion: Holiday Inn
 - August 24- Calcasieu: Lake Charles Civic Center
 - August 26- Orleans: Gallier Hall (contract not signed, in process of being drawn up)
 - August 28- Plaquemines: St. Patrick's Church
 - September 3- Orleans: Desire Ministries

HUMAN RESOURCES

- Facilitated the first of three (3) Pilot HUD Section 3 Training Seminars, entitled -- "*Surviving Nasty Unemployment*," designed for sub-income persons seeking to avoid the tumult of unemployment and to capitalize on training funded by the Louisiana Workforce Development Commission, at the invitation of LA Works/Career Solutions Center for East St. Tammany Parish, located in Slidell.
- Updated content of the "*Transition Shadow Workshop*" for Road Home Employees, modeled after the HUD Section 3 Pre- and Post Employment



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Training Program, and scheduled workshops at the close of the work day for the Jefferson and Bullard Housing Centers

- Conducted HUD Section 3 Training Workshop on 6 August, entitled -- "Revitalizing Employment Opportunity - Outpacing a Challenging Economy" for low- and very-low income persons, military veterans, people with disabilities, and persons in public housing seeking new or expanded job opportunities in partnership with the LA Works/Career Solutions Center, located in Covington
- Began contacting and lining-up business and agency recruiters to participate in "Networking Sessions" for Road Home Employees -- following presentation by the Rapid Response Team of Louisiana Department of Labor, Resume Review, and Transition Shadow Workshops
- Continued recruiting and hiring for multiple positions in support of the Rental and Homeowner programs including Operations and AMA
 - Continued recruiting and hiring efforts for Homeowner program including AMA Analysts and Appeals Intake Specialists
 - Continued recruiting and hiring efforts for Rental including Rental Application Advisors, Financial Advisors, File Clerks, and Staff Assistants

TRAINING

- Developed Blue Streak HAPpeals Data Entry Reference
- Continued development of Appeals Fact Sheets
- Participated in 2 Outreach events (Houma and Lake Charles)
 - Delivered basic information about the program, September 5 deadline, and Sold Homes initiative
 - Welcomed people, provided logistical information, played informational videos

Table 25: 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 August 7, 2008	2,186
Internal	Housing Assistance Center Standard Operating Procedures Online	Homeowner Program Staff	Online	As of August 7, 2008	278
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of August 7, 2008	1, 292
Internal	Assisting Applicants Who Need Additional Services Training	All Road Home Staff	Online	As of August 7, 2008	90
Internal	Rental Orientation	Rental New Hires	Goodwood Office Baton Rouge, LA	August 5, 2008	1



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Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	Contracts Training	Subcontractor Monitoring Team	Goodwood Office Baton Rouge, LA	August 5, 2008	3
Internal	HDS Training	Rental Staff	Goodwood Office Baton Rouge, LA	August 6, 2008	3
Internal	Desk Reference Training	Rental Staff	Goodwood Office Baton Rouge, LA	August 6, 2008	3
Internal	ACG Refresher Training	Appeals Advisors	Jefferson Housing Assistance Center Kenner, LA	August 6, 2008	30
External	Grant Review Training	Louisiana Legislative Auditors	Customer Assistance Center Baton Rouge, LA	August 7, 2008	4

EXTERNAL AFFAIRS

Outreach

- Provided individualized Road Home updates via a presence at Rep. Simone Champagne's office in Iberia Parish and Cameron Planning and Development Office
- Provided individualized Road Home updates in Calcasieu and Terrebonne Parishes for the September deadlines
- Assisted First American and HGI title in locating and scheduling unreachable applicants
- Reviewed cases in Sen. Cheryl Gray's district for past outreach event working to bring to resolution and toward closing
- Coordinated statewide August 2008 outreach for state generated deadlines
- Continued to provide application assistance to Hispanic and Vietnamese communities
- Sent E-Outreach, a weekly communiqué to 1,436 legislators, staffers and community leaders informing them of program updates and details. This week's e-outreach focused on the September Deadline Events
- Initiated notification processes and met with legislators inviting them and their constituents to Road Home September 5th Deadline Outreach
- Worked with elected officials and staff regarding constituent issues including:
 - U.S. Senator Mary Landrieu's office
 - U.S. Senator David Vitter's office
 - Congressman William Jefferson's office
 - Sen. Cheryl Gray
 - Sen. Julie Quinn
 - Sen. Danny Martiny
 - Sen. A.G. Crowe
 - Sen. Reggie Dupre
 - Rep. William Walker Hines
 - Rep. Juan La Fonta
 - Rep. Walt Leger, III

- Rep. Anthony Ligi, Jr.
- Rep. A. B. Franklin
- Rep. Joseph Lopinto
- Rep. Scott Simon
- Rep. Nick Larusso’s office
- Rep. Ernest Wooten’s office
- Rep. Nita Rusich Hutter
- Plaquemines Parish President Billy Nungesser
- Plaquemines Parish Councilman Burghart Turner
- St. Tammany Parish President Kevin Davis
- Michelle Broussard Johnson- Louisiana Senate

Table 26: Community Outreach Metrics

Meeting Type	Events held 8/01-8/07	People reached 8/01-8/07	Events To Date	People Reached To Date
Community	4	749	860	45,609
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	-	-	315	9,703
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
TOTALS	4	749	1,707	82,235

Communications/Media Relations

In support of Homeowner program:

- Developed draft of new appeals letters and forwarded to OCD for review
- Developed drafts of letters for “Sold Home” applicants, which include: Benefit Options letter, Zero Award letter and Ineligible letter. All letters have been sent to OCD/LRA for approval
- Developed drafts of letters for Award Closing Scheduling Deadline and Title Issue Deadline and forwarded to OCD/LRA for approval
- Designed and printed applicant collateral materials
- Assisted Outreach with preparation for statewide outreach meetings

In support of Rental program:

- Submitted updated applicant checklist for Rental program process to Rental for review
- Coordinated Rental program participation in Homeowner deadline events and prepared all applicant materials
- Continued completing final plans and drafts of applicant documents for Rental Outreach events that begin September 2008
- Continued completing final version of Site Index for Rental Website for final approval by Rental and State before design
- Coordinated the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content

POLICY

- Revised and reviewed training job aids for staff
- Answered policy questions from staff
- Prepared eligibility forms and procedural clarification memorandums for review by the State.
- Revised Homeowner program policies version 6.1 for delivery to State

INFORMATION TECHNOLOGY

- Began compiling multiple metrics and system designs to present a current state of all I.T. systems
- Provided IT Applications support for the “Get On The Bus” outreach in Terrebonne and Calcasieu parishes

FRAUD PREVENTION

- Continued to address investigations

Table 27: Fraud Prevention Metrics

ACTIVITY	Prior Totals	7/04-7/10	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	Current Totals
Applicant Issues Reported to Anti-Fraud	1,287	5	20	47	15	-	1,374
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



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		4	1		542
ASCENSION	160	2		2			164
ASSUMPTION	233	3		1	1		238
BEAUREGARD	1,016	18		9	3		1,046
CALCASIEU	13,543	198	12	201	105	6	14,065
CAMERON	1,654	204	5	66	33	1	1,963
EAST BATON ROUGE	199	5	1	2			207
EAST FELICIANA	27	1					28
EVANGELINE	67	1		1			69
IBERIA	1,094	29	2	5	3	4	1,137
IBERVILLE	60	3			1		64
JEFFERSON	26,510	251	57	390	606	23	27,837
JEFFERSON DAVIS	941	19	2	6	9	4	981
LAFAYETTE	123	3		1	1		128
LAFOURCHE	838	13	1	6	1	1	860
LIVINGSTON	232	7	1	2	2		244
ORLEANS	42,783	4,303	1,846	776	1,105	38	50,851



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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	3,168	363	41	72	103	9	3,756
POINTE COUPEE	15						15
SABINE	30	1					31
SAINT BERNARD	7,744	4,189	806	396	337	19	13,491
SAINT CHARLES	1,076	7	1	9	10	1	1,104
SAINT HELENA	285	2			1		288
SAINT JAMES	386			2			388
SAINT LANDRY	169	6		1		1	177
SAINT MARTIN	105	6		1			112
SAINT MARY	892	10		1	4		907
SAINT TAMMANY	11,304	223	58	142	223	10	11,960
ST JOHN THE BAPTIST	1,326	3	1	4	13	1	1,348
TANGIPAHOA	1,589	12	2	4	1	1	1,609
TERREBONNE	2,648	82	3	23	18	6	2,780
VERMILION	1,666	89	4	41	14	1	1,815
VERNON	151	3		1	2		157
WASHINGTON	1,459	21	1	8	13		1,502
WEST BATON ROUGE	14						14
WEST FELICIANA	3						3
	124,350	10,095	2,844	2,179	2,610	126	142,204



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	15,416
Cameron	2,113
East Baton Rouge	321
East Feliciana	38
Evangeline	88
Iberia	1,324
Iberville	93
Jefferson	33,365
Jefferson Davis	1,173
Lafayette	153
Lafourche	993
Livingston	297
Orleans	55,525
Other	2
Plaquemines	4,120
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,652
Saint Charles	1,445
Saint Helena	325
Saint James	464
Saint Landry	216
Saint Martin	135
Saint Mary	1,072
Saint Tammany	13,461
St John the Baptist	1,748
Tangipahoa	1,799
Terrebonne	3,176
Vermilion	2,003
Vernon	178
Washington	1,790
West Baton Rouge	19
West Feliciana	6
	160,228



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 116,148 rather than 116,169 reported in Daily Governor’s Report as of August 7, 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	262	2		264
Allen	434	6		440
Ascension	129			129
Assumption	181			181
Beauregard	863	9	1	873
Calcasieu	11,857	90	6	11,953
Cameron	1,368	90	2	1,460
East Baton Rouge	164	3	1	168
East Feliciana	27			27
Evangeline	48			48
Iberia	927	14	1	942
Iberville	44	1		45
Jefferson	22,549	189	21	22,759
Jefferson Davis	758	6		764
Lafayette	103	2		105
Lafourche	697	6	2	705
Livingston	184	2		186



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PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Orleans	37,620	2,975	1,089	41,684
Other	2			2
Plaquemines	2,407	168	10	2,585
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,098	3,042	565	10,705
Saint Charles	883	3	1	887
Saint Helena	226	1		227
Saint James	313			313
Saint Landry	144	5		149
Saint Martin	88	3		91
Saint Mary	704	3		707
Saint Tammany	10,060	144	26	10,230
St John the Baptist	1,096			1,096
Tangipahoa	1,340	4		1,344
Terrebonne	2,192	32	1	2,225
Vermilion	1,445	40	3	1,488
Vernon	122	1		123
Washington	1,175	14	1	1,190
West Baton Rouge	12			12
West Feliciana	3			3
	107,563	6,855	1,730	116,148



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Closings by Zip Code

Zip Code	Number of Closings
A zip code was not provided	21
70001	800
70002	874
70003	2,153
70005	692
70006	1,312
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,645
70033	1
70036	172
70037	422
70038	232
70039	76
70040	312
70041	608
70042	7
70043	4,523

Zip Code	Number of Closings
70044	3
70045	3
70046	11
70047	142
70048	1
70049	138
70050	185
70051	53
70052	37
70053	645
70054	2
70056	1,724
70057	101
70058	2,887
70059	5
70062	844
70063	6
70064	5
70065	3,431
70066	7
70067	378
70068	663
70069	9
70070	116
70071	43
70072	4,043

Zip Code	Number of Closings
70073	6
70074	1
70075	1,275
70076	12
70077	1
70078	18
70079	20
70080	15
70082	113
70083	652
70084	221
70085	1,347
70086	60
70087	285
70090	150
70091	84
70092	1,838
70093	2
70094	1,797
70095	3
70096	1
70101	13
70104	1
70105	1
70107	1
70109	1



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Zip Code	Number of Closings
70110	1
70112	68
70113	370
70114	1,154
70115	1,257
70116	665
70117	5,179
70118	2,153
70119	3,154
70120	2
70121	375
70122	7,103
70123	479
70124	3,254
70125	1,477
70126	5,610
70127	3,603
70128	3,219
70129	1,772
70130	190
70131	1,300
70132	1
70150	1
70164	1
70170	1
70174	1
70175	3
70177	7
70179	1
70183	1
70185	1
70189	1

Zip Code	Number of Closings
70217	1
70219	1
70224	1
70230	1
70301	170
70302	2
70339	5
70340	18
70341	42
70342	5
70343	26
70344	561
70345	84
70346	55
70352	1
70353	168
70354	48
70355	6
70356	139
70357	48
70358	197
70359	76
70360	120
70361	4
70363	667
70364	117
70372	9
70373	15
70374	37
70377	248
70380	75
70381	2
70390	100

Zip Code	Number of Closings
70391	4
70392	35
70393	6
70394	229
70395	28
70397	139
70401	155
70403	216
70404	13
70420	101
70421	11
70422	254
70423	1
70424	1
70426	161
70427	656
70429	4
70430	1
70431	100
70433	270
70434	9
70435	237
70436	14
70437	125
70438	327
70440	1
70441	147
70442	5
70443	159
70444	171
70445	616
70446	41
70447	73



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Zip Code	Number of Closings
70448	456
70449	15
70450	52
70451	24
70452	384
70453	8
70454	171
70455	12
70456	101
70457	1
70458	3,132
70459	11
70460	1,849
70461	2,617
70462	59
70463	14
70464	6
70465	31
70466	55
70467	3
70469	3
70470	5
70471	211
70478	1
70485	1
70501	21
70503	4
70506	12
70507	12
70508	7
70510	556
70511	2
70512	13
70514	111

Zip Code	Number of Closings
70515	11
70516	2
70517	41
70518	12
70519	3
70520	9
70521	1
70522	12
70523	19
70524	2
70525	20
70526	109
70528	282
70529	9
70531	9
70532	109
70533	608
70534	2
70535	31
70537	3
70538	397
70540	1
70542	48
70543	23
70544	184
70546	222
70548	99
70549	57
70550	2
70551	2
70552	9
70554	8
70555	12
70556	9

Zip Code	Number of Closings
70559	19
70560	632
70562	1
70563	21
70569	2
70570	91
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	2,799
70602	7
70605	1,576
70606	12
70607	1,883
70609	1
70610	1
70611	955
70612	5
70614	1
70615	1,154
70616	6
70621	1
70630	113
70631	535



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Zip Code	Number of Closings
70632	175
70633	438
70634	441
70637	14
70638	2
70639	3
70640	32
70641	2
70643	103
70644	2
70645	249
70646	62
70647	572
70648	151
70650	12
70651	12
70652	64
70653	56
70654	9
70655	134
70656	11
70657	214
70658	21
70659	12
70660	101
70661	224
70662	3
70663	1,223
70664	12
70665	535
70666	1
70667	1
70668	355
70669	598
70699	1

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	10
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



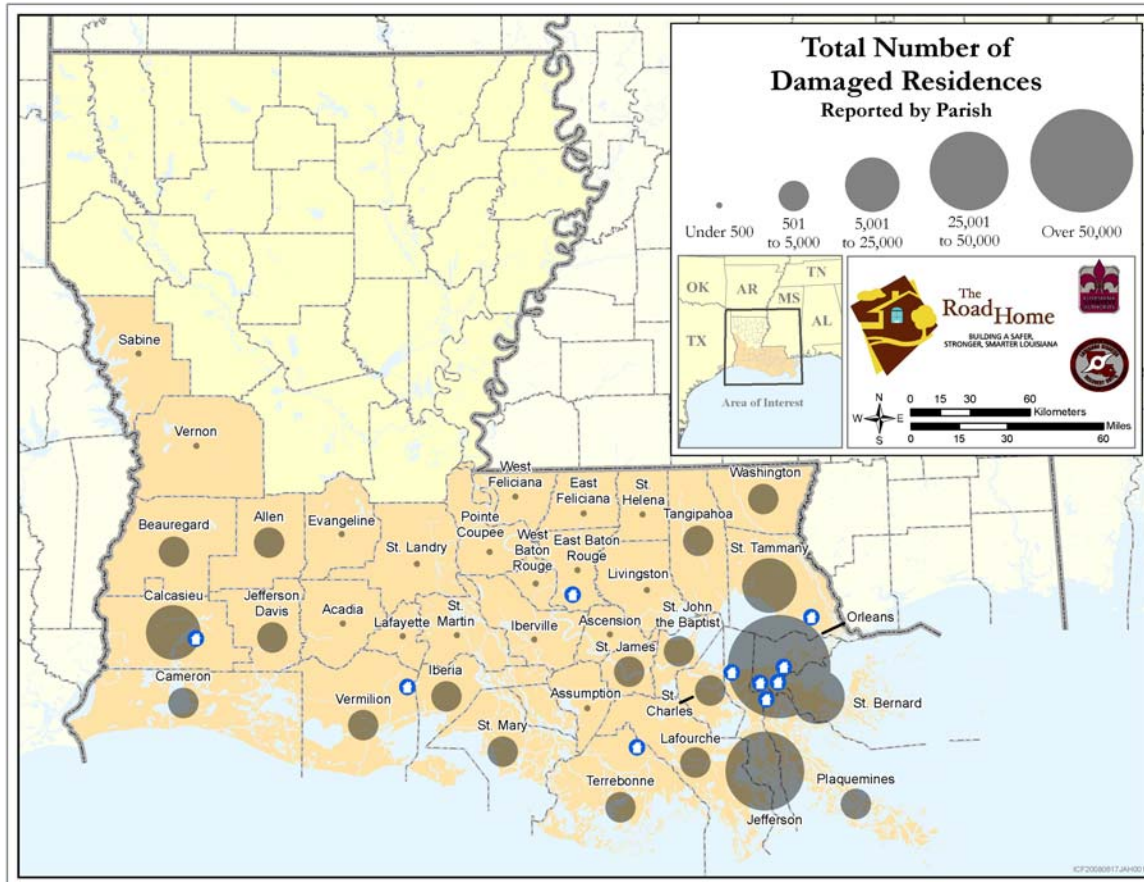
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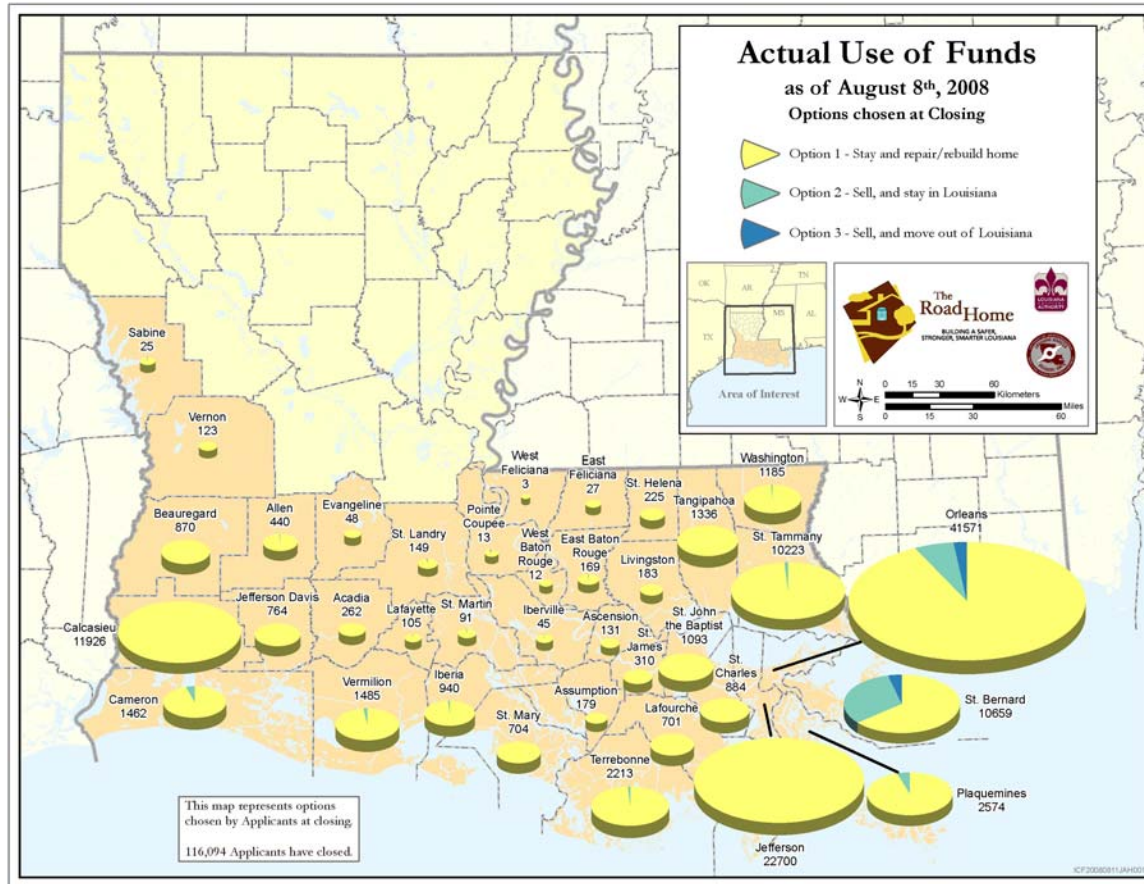
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Zip Code	Number of Closings
71119	1
71126	1
71295	1
71302	1
71322	1
71353	5
71367	11
71403	11
71419	1
71429	3
71433	1
71439	2
71446	66
71449	11
71458	1
71460	1
71461	3
71462	1
71463	64
71474	2
71486	5
71496	1
	116,148

APPENDIX D



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.



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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).