



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 111 Situation & Pipeline** **Report**

August 19, 2008





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## EXECUTIVE SUMMARY

### Homeowner Assistance Program

Homeowner Program Advisors completed 352 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,233 and the total number of closings held as of August 14 increased to 116,553. Cumulatively, homeowners returned 142,432 benefit options selection letters.

**Table 1: Homeowner Program Snapshot**

Activity	As of COB August 7	Weekly Activity	As of COB August 14	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	224,101	352	224,453		
<i>Initial Appointments Held</i>	166,093	-	166,093	951	7,417
<i>RHAS Appointments Held</i>	58,008	352	58,360		
Benefits Calculated	160,228	5	160,233		
Benefit Options Letters Sent	152,100	60	152,160	1,070	568
<b>Total Benefit Options Letters Returned</b>			<b>142,432</b>		
<i>Number of Option One Selections</i>	124,350	284	124,634	1,821	2,326
<i>Number of Option Two Selections</i>	10,095	(25)	10,070	215	102
<i>Number of Option Three Selections</i>	2,844	9	2,853	157	26
<i>Decline Benefits</i>	2,179	9	2,188	98	29
<i>Delay Benefits</i>	2,610	(46)	2,564	302	109
<i>Incomplete Benefit Selection Form</i>	126	(3)	123	15	25
<b>Benefit Options Letters Available for Transfer to Closing</b>			<b>132,910</b>		
Files Transferred for Closing	122,322	434	122,756	1,214	36
Total Inactives and Ineligibles				5,843	74,090
Closings Scheduled			161		
Closings Held	116,169	384	116,553		

### 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
<b>RENTAL UNIT AWARDS</b>				
Total Conditional Awards Issued	2,702	5,032	1,996	<b>9,730</b>
Manual Conditional Awards Issued/Appeals Approved	0	5	8	<b>13</b>
Conditional Awards Cancelled	1,985	1,371	405	<b>3,761</b>
Conditional Awards Reinstated	53	54	3	<b>110</b>
Total Active Awards *	770	3,720	1,602	<b>6,092</b>
Commitment Letters Mailed	647	2,661	510	<b>3,818</b>
<b>OWNER OCCUPIED UNIT AWARDS</b>				
Active OO Unit Awards	143	140	34	<b>317</b>
OO Unit Award Letters Mailed	149	124	19	<b>292</b>

\* 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
00025	The Road Home Weekly Combined Report	08/13/2008
00035-08152008	Homeowner Procedures Update August 2008	08/13/2008

## HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 8/07	CUMULATIVE As of 8/14	INCREASE
<b>APPLICATIONS &amp; APPOINTMENTS</b>	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	58,008	58,360	352
<b>CALCULATIONS</b>	BENEFITS CALCULATED	160,228	160,233	5
	<b>TOTAL</b>	<b>\$9.38 billion</b>	<b>\$9.40 billion</b>	<b>\$ .02b</b>
	<b>AVERAGE</b>	<b>\$60,800</b>	<b>\$60,867</b>	

- 166,093 applicants have completed initial appointments

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- The \$9.40 billion total and \$60,867 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 8/07	CUMULATIVE As of 8/14	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,100	152,160	60
	OPTIONS LETTERS RETURNED	142,204	142,432	228
	BSF AVAIL FOR TRANSFER TO CLOSING	132,580	132,910	330
CLOSINGS	TRANSFERRED TO CLOSING	122,322	122,756	434
	INACTIVE CLOSING FILES	1,249	1,214	(35)
	CLOSINGS HELD	116,169	116,553	384
	<b>TOTAL</b>	<b>\$6.84 billion</b>	<b>\$6.86 billion</b>	<b>\$.02 b</b>
	<b>AVERAGE*</b>	<b>\$58,876</b>	<b>\$58,894</b>	

- Applicants have returned 142,432 Benefits Selection Forms. After processing and review, 132,910 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 352 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - Road Home Advisory Services (RHAS) activity remained steady from the previous reporting period
    - 58,360 total RHAS appointments held to date
    - 346 RHAS appointments were due to walk-ins

### Award Calculation Activity

- The *Road Home* has calculated 160,233 benefits, an increase of 5 for the week
  - The average total benefit calculated was \$60,867 (excluding 'zero' awards)
  - 5,835 calculations resulted in 'zero' grant amounts
  - 154,398 'non-zero' or 'positive' grant amounts were calculated

### Award Selection Activity

- A total of 142,432 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 31,671 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
  - 132,910 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>	26,368
<i>Number of Option Two</i>	3,126
<i>Number of Option Three</i>	2,177
<b>Total Elderly Benefits Options Selected</b>	<b>31,671</b>

### Low/Moderate Income Households

- A total of 116,540 applicants had gone to closing and received their Road Home disbursement as of Aug 14, 2008. Of these applicants, 49,842 (43 percent) were documented as LMI.
- A total of \$6,863,432,630 in Homeowner Assistance Program awards were disbursed as of Aug 14, 2008. Of these disbursements, \$3,500,826,180 (51 percent) went to applicants documented as LMI.
- Extrapolating to the 116,553 awards that have closed for a total of \$6.86 billion, approximately \$3.50 billion will be documented as LMI.



# Weekly Situation & Pipeline Report

## Week 111

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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	124,634	10,070	2,853	137,557
Total \$ in Options Selected	\$6,746,513,025.21	\$794,127,867.37	\$188,435,139.01	\$7,729,076,031.59
Comp Grant \$ in Options Selected	\$4,838,490,726.53	\$596,136,061.76	\$188,435,139.01	\$5,623,061,927.30
Elev Grant \$ in Options Selected *	\$602,194,850.20			\$602,194,850.20
ACG \$ in Options Selected	\$1,305,827,448.48	\$197,991,805.61		\$1,503,819,254.09
Number of Options Selected by LMI	52,909	4,491	1,181	58,581
Total \$ to LMI	\$3,564,657,973.6	\$435,281,951.45	\$77,340,400.93	\$4,077,280,325.98
Comp Grant \$ to LMI	\$1,974,912,727.68	\$237,290,145.84	\$77,340,400.93	\$2,289,543,274.45
Elev Grant \$ to LMI *	\$283,917,797.44			283,917,797
ACG \$ to LMI	\$1,305,827,448.48	\$197,991,805.61		\$1,503,819,254.09
% of Total Options Selected that are LMI	42 %	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	107,893	6,902	1,745	116,540
Total \$ in Closings Held	\$6,132,274,091.29	\$598,758,673.16	\$132,515,095.04	\$6,863,547,859.49
Comp Grant \$ in Closings Held	\$4,643,020,967.42	\$450,279,825.85	\$132,515,095.04	\$5,225,815,888.31
Elev Grant \$ in Closings Held	\$188,630,423.16	\$29,295.00		\$188,659,718.16
ACG \$ in Closings Held	\$1,300,622,700.71	\$148,449,552.31		\$1,449,072,253.02
Number of Closings Held by LMI	45,922	3,194	726	49,842
Total \$ to LMI	\$3,128,209,790.52	\$317,298,837.75	\$55,317,552.05	\$3,500,826,180.32
Comp Grant \$ to LMI	\$1,864,289,153.18	\$180,101,864.58	\$55,317,552.05	\$2,099,708,569.81
Elev Grant \$ to LMI	\$91,218,222.18			\$91,218,222.18
ACG \$ to LMI	\$1,172,702,415.16	\$137,196,973.17		\$1,309,899,388.33
% 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	48 %	N/A	N/A	48 %
% of ACG \$ to LMI	90 %	92 %	N/A	90 %

### Elevation Program Activity

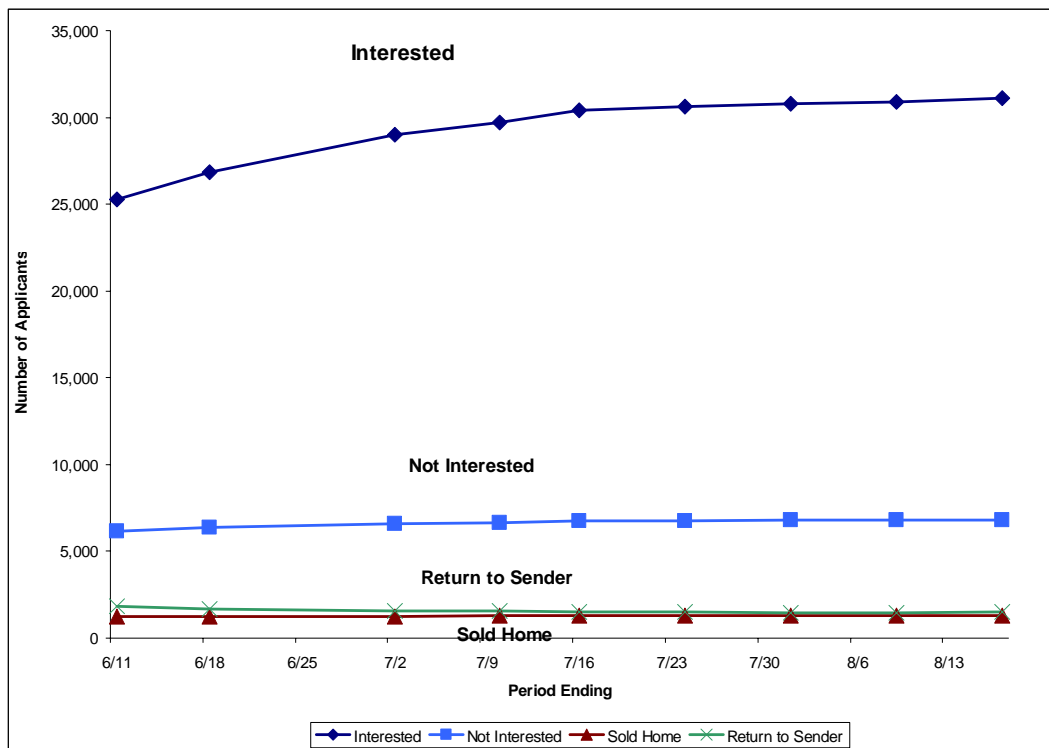
As of August 14, 115,196 Elevation letters have been sent to applicants.

- 31,130 (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
- 5,186 applicants have received elevation disbursements totaling \$140,831,622 (average elevation award of \$27,156) including:
  - 1,033 initial and 2,248 additional disbursements of elevation funds in 2008 for a total of \$95,448,946
  - 1,905 initial and 90 additional disbursements previously distributed for a total of \$45,382,676
- 2,956 elevation requests for a total of \$85,794,928 are currently at the closing companies for processing. See Table 7 and Figure 4 for summary of Elevation Disbursement Activity

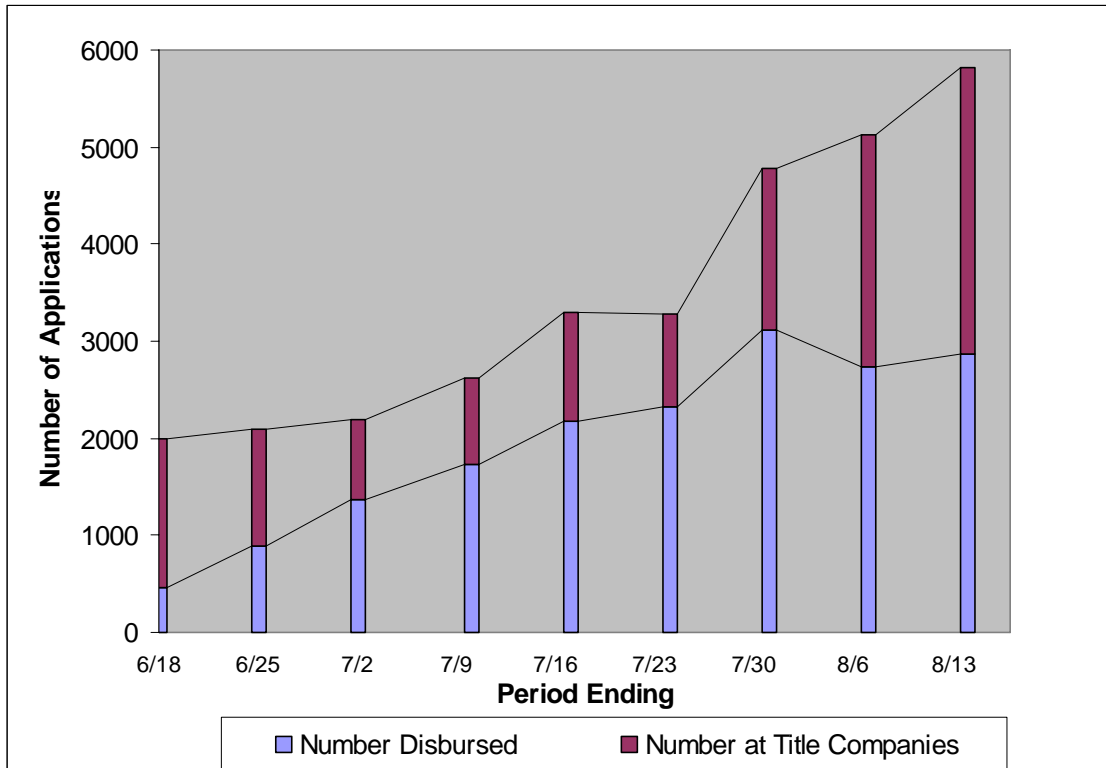
**Table 7: Elevation Disbursement Activity**

	# of Initial Disbursements	# of Additional Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,905	90	\$45,382,676
2008 Elevation Disbursements	1,033	2,248	\$95,448,946
<b>Total Elevation Disbursements</b>	<b>2,938</b>	<b>2,338</b>	<b>\$140,831,622</b>
Applications at Title Companies			
First American Pending Transactions		1,820	\$52,590,858
HGI Pending Transactions		1,136	\$33,204,070
<b>Total Pending Transactions</b>		<b>2,956</b>	<b>\$85,794,928</b>

**Figure 3: 2008 Elevation Letter Response Activity**



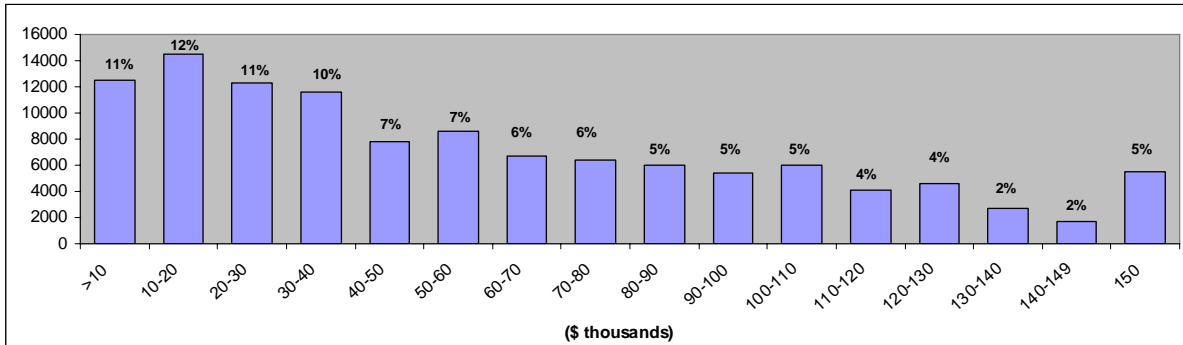
**Figure 4: 2008 Elevation Disbursement Activity**



### Closing Activity

- As of August 14, 2008, a total of 122,756 files were transferred to closing agents, 434 files were transferred during the reporting week. Currently, 1,214 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 384 closings
- Of the total 116,553 cumulative closings:
  - The average award is \$60,867
  - 49,842 also received additional compensation grants. The average additional compensation grant award is \$29,073
  - Closed 26,489 elderly applicants for a total of \$1,855,880,230
  - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 5,960 additional disbursements for a total of \$186,941,355
  - The average additional disbursement is \$31,366

**Figure 5: Award Size**



\*Detailed closing data is based on population of 116,540, rather than 116,553 reported in Daily Governor's Report as of August 14, 2008, due to a variance in data feeds.

**Table 8: Pre-Closing Tracking Report**

ACTIVITY	Fri 8/08	Sat 8/09	Sun 8/10	Mon 8/11	Tues 8/12	Wed 8/13	Thurs 8/14	Weekly Total
Files Transferred for Closing	220	-	-	-	-	214	-	434

**Table 9: Applicants and Closings Held By Race/Ethnicity**

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	470	1%
American Indian/Alaska Native and White	530	>1%	338	1%
American Indian/Alaskan Native/Black-African American	379	>1%	266	1%
Asian	2,925	2%	1962	2%
Asian and White	300	>1%	196	1%
Black/African American	65,837	36%	48536	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%	2341	2%
White	72,046	39%	45732	39%
A race was not provided	37,668	20%	15757	14%
<b>Total</b>	<b>185,106</b>		<b>116,540</b>	

\*Detailed closing data is based on population of 116,540, rather than 116,553 reported in Daily Governor's Report as of August 14, 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

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**Table 10: Condominium Pipeline Progress**

Activity	Prior Total	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	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	279	13	2	1	5	16	316
Closings Held	223	2	2	20	5	7	259
Elevation Only Awards	188	-	-	-	-	-	188
Inactive Applications	246	-	(27)	3	1	(2)	221
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 88% 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 16,274 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 14,264 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation underway



# Weekly Situation & Pipeline Report

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**Table 11: Manufactured Home Pipeline Progress**

Activity	Prior Total	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	8/08 - 8/14	Cumulative Total
Total number of Manufactured Home Applications	16,236	27	1	4	-	6	16,274
Total Manufactured Home Evaluations verified	15,986	12	1	22	-	-	16,021
Total Pre-Storm values verified	14,160	23	32	22	5	22	14,264
Total Applications released into letter generation process	14,157	25	32	22	5	22	14,263

### Home Evaluations (Home Inspection) Activity

**Table 12: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	8/08 8/14	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,090	3	2	5	3	4	165,107 <sup>a</sup>	3
Work Orders Dispatched	162,886	4	2	5	3	5	162,905	4
Evaluations Completed in the Field	160,974	12	6	12	4	4	161,012 <sup>b</sup>	8

<sup>a</sup> 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.

<sup>b</sup> Totals include original and re-evaluations.

- Addressed 25 Strike and Stealth Team issues
- Addressed 38 appeals
- Addressed 32 CAD disputes
- Addressed 5 State Appeals
- Addressed 6 Critical issues
- Completed 40 Option Selection calls
- Addressed 39 FEMA eligibility appeals
- Conducted 186 grant reviews
- Addressed 80 Structure type issues
- Completed 14 Elevation Grants
- Addressed 14 Pre-Closing Issues
- Addressed 18 Elevation appeals
- Reviewed 45 post-Accepted evaluation edit cases and identified 7 cases for additional review

### Appeals

As of August 14, 12,177 cases have been processed through the Appeals department, 9,909 have been resolved and 2,268 are active. Table 13 shows the status of these cases.

**Table 13: Status of Appeals**

ACTIVITY	As of COB 7/17	As of COB 7/24	As of COB 7/31	As of COB 8/01	As of COB 8/14
<b>Total Cases Processed in Appeals</b>	11,281	11,613	11,843	12,036	12,177
<b>Appeal Cases Pending Decision/Research</b>	1,896	2,074	2,119	2,119	2,044
<b>Ineligible Status Appeal</b>	309	256	240	245	224
<b>Total Active Cases</b>	2,205	2,330	2,359	2,364	2,268
<b>Total Cases Resolved</b>	<b>9,076</b>	<b>9,283</b>	<b>9,484</b>	<b>9,672</b>	<b>9,909</b>

Further analysis of the resolved appeals cases (9,909) shows that:

- 3,527 (36%) have resulted in additional funds being awarded to applicants for a total of \$96,065,031.45. The average additional disbursement is \$27,237
- 341 (3%) resulted in a reduction of award for a total of \$4,937,430. The average reduction is \$14,479
- 2,909 (29%) resulted in no change to the award amount
- 3,132 (32%) were reviewed for an eligibility determination, 1,277 were approved and 1,855 were denied

As of August 14, 2008 there were 1,035 appeal cases transferred to the State appeals process and of the 1,035 cases, 558 are closed, and 477 are in progress.

**Table 14: Status of State Panel Review Appeals**

ACTIVITY	As of COB 7/31	As of COB 8/07	As of COB 8/14
<b>Total Cases Requested for State Panel Review</b>	795	832	1,035
<b>State Appeal Cases in Progress</b>	290	276	477
<b>State Appeal Cases Resolved</b>	<b>505</b>	<b>556</b>	<b>558</b>

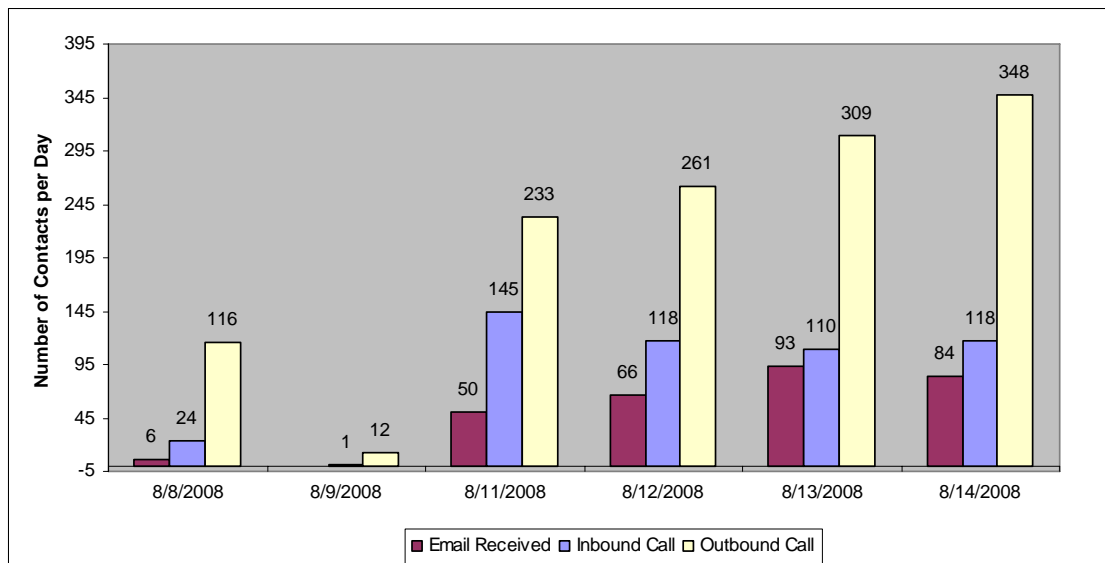
### Personal Application Liaisons (PAL)

During the reporting week, 2,094 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	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	Current Total
Email Received	970	17	31	16	38	299	1,371
Inbound Calls	14,545	133	126	135	168	516	15,623
Outbound Calls	52,809	653	489	399	540	1,279	56,169
<b>Total Contacts</b>	<b>68,324</b>	<b>803</b>	<b>646</b>	<b>550</b>	<b>746</b>	<b>2,094</b>	<b>73,163</b>

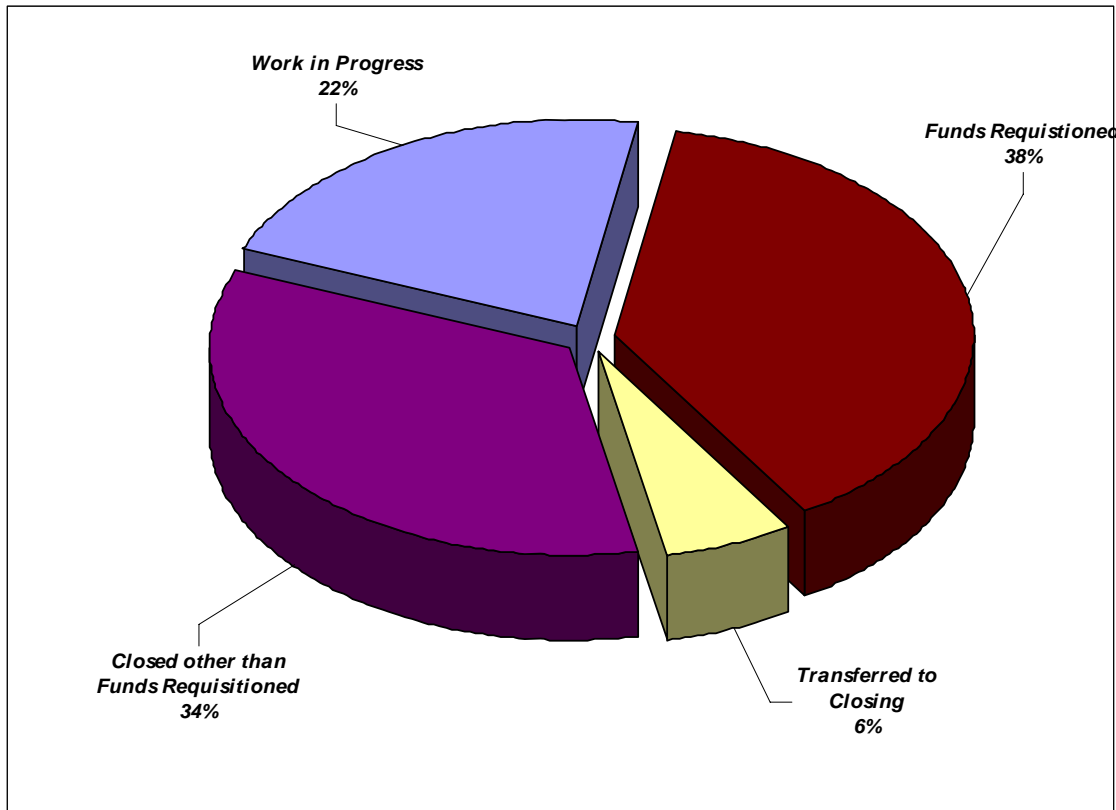
**Figure 6: PAL Contacts by Day**



As of August 14, a total of 36,887 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 8,026 applicant files are being worked by PAL staff
- A total of 28,861 applicant files have progressed to the closing process as the result of PAL efforts
  - 2,199 have been transmitted to closing
  - 14,116 have closed and are at a status of Funds Requisitioned
  - 12,546 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. No PAL issues were transferred to Appeals during the reporting week.

**Table 16: PAL Issues by Category**

Issue Category	# Apps
Advisory Services	2
Affordable Compensation Loan	39
APPEALS	66
Applicant Info	155
Application Completion	67
Appraisal	93
BPO	12
CREDCO	126
Delay of Benefit	72
ECD	58
EGrant Calculation	159
Elevation	29
FEMA	42
FEMA Ind Assist	14
Flood Ins (NFIP)	1
Grant Review	16



# Weekly Situation & Pipeline Report

## Week 111

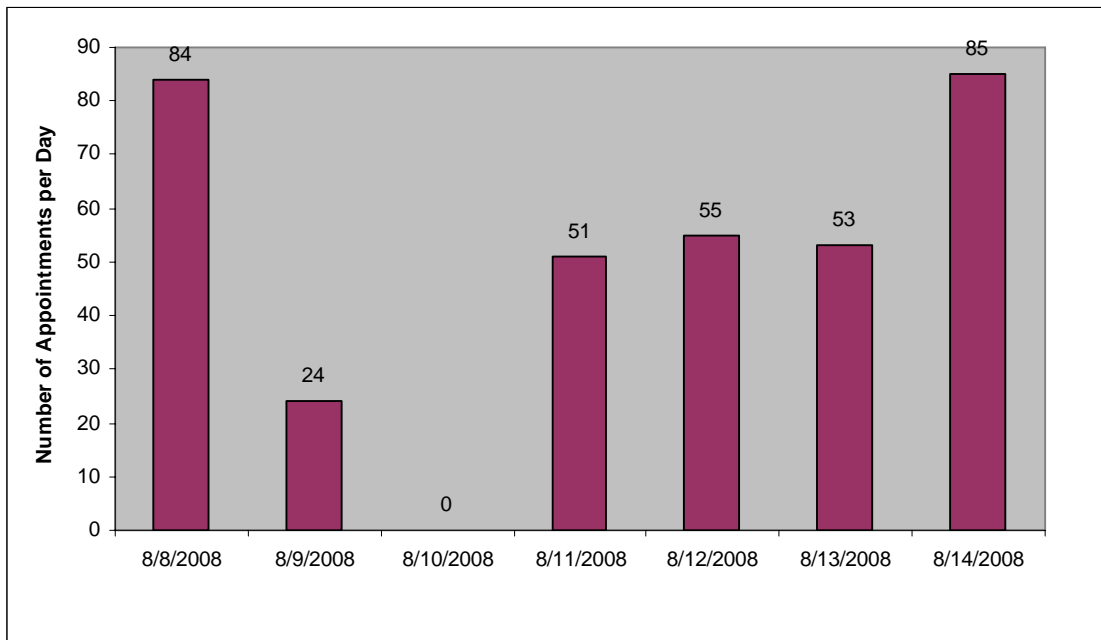
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Issue Category	# Apps
Home Evaluation	114
Homeowner dispute or decision pending	338
Info Request	34
Insurance	97
Legal Costs	1
Missing Documentation	795
Multiple Issues	121
Option Change	13
Option Letter	59
Other	549
Outlier	18
Owner Occupancy	197
Ownership	504
Parish Damage	2
Policy Appeal	21
Post Closing Appointment	1
Pre-Storm Value	90
Program eligibility pending	159
Request Appraisal	2
SBA	1
Status Change	173
Title	752
Title - Post Closing	2
Zero Benefit	178
<b>Total</b>	<b>5,172</b>

### Housing Assistance Center Appointment Activity

There were a total of 352 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	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	Current Total	Five Week Average
<b>RHAS Appointments Held</b>	56,851	268	266	270	353	352	<b>58,360</b>	<b>302</b>
<b>Average Daily RHAS Appointments Held</b>		45	44	45	59	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 346 walk-ins for RHAS appointments during this reporting period.

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

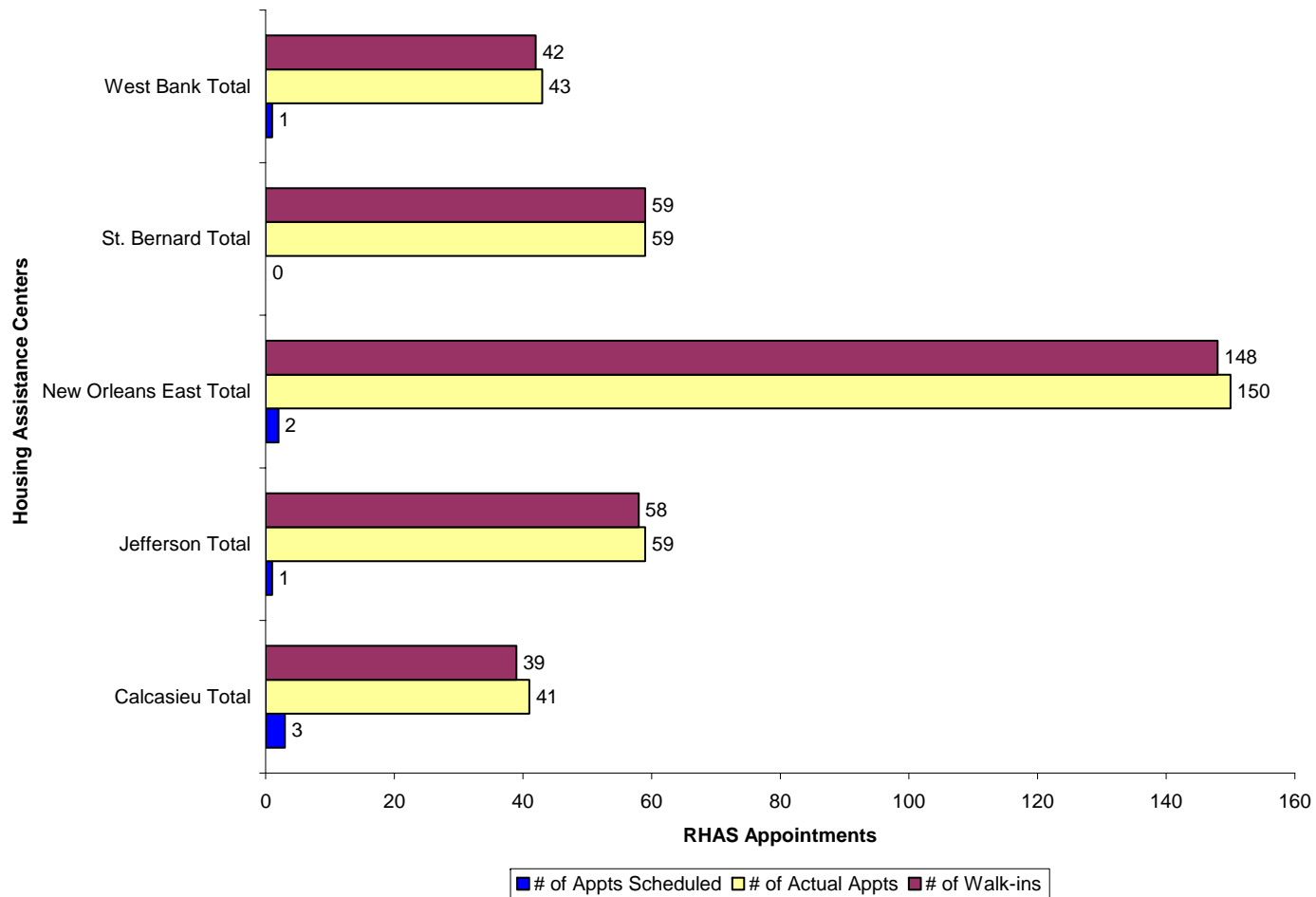
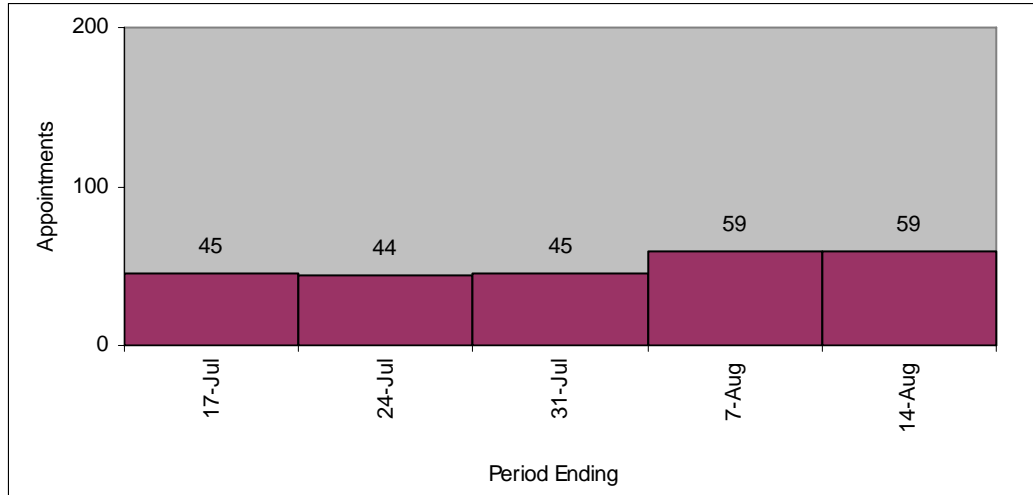


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

**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)	
<b>CONDITIONAL AWARD STAGE</b>						
Conditional Awardees	2,702		5,032		1,996	
Manual Conditional Awards Issued/Appeal Approved	0		5		8	
<b>VERIFICATION STAGE</b>						
Active Awards	770		3,720		1,602	
<b>COMMITMENT LETTER STAGE</b>						
Commitment Letters Mailed	647		2,661		510	
Commitment Letters Returned by Applicant		459		1,405		148
<b>POST COMMITMENT STAGE</b>						
0 - 24% Construction Complete		120		485		40
25 - 49% Construction Complete		52		144		25
50 - 74% Construction Complete		42		132		9
75 - 100% Construction Complete		245		644		74
Total	459		1,405		148	

### Appeals

- Received 25 new appeals
- Completed 22 Appeal Review Determinations
- Researched and resolved 7 requests for Constituent Services
- Mailed 40 Determination letters

**Table 19: Status of Appeals**

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	295	454	545	<b>1,294</b>
Level II Issue Determinations Made	283	428	535	<b>1,246</b>
Level II Issues Remaining to be Resolved	12	26	10	<b>48</b>

**Table 20: Appeals Determinations Summary**

Appeals Determination Road Home Review	After	Cumulative Total
Approved		229
Denied		932
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	143	140	34	<b>317</b>
OO Unit Award Letters Mailed	149	124	19	<b>292</b>
No Acceptance Required	22	25	0	<b>47</b>
Award Cancelled Post Mailing	2	2	0	<b>4</b>
OO Unit Award Acceptance Received	115	86	18	<b>219</b>
Outstanding OO Unit Award Acceptances	10	11	1	<b>22</b>
OO Unit Award Cancelled Post Acceptance	5	3	0	<b>8</b>
OO Unit Award Closings Held	94	43	3	<b>140</b>

### 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	27
Round 2	81
Round 2 Waitlist (Round 2.1)	92
Other	180
<b>Total Inbound Calls</b>	<b>380</b>

### 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	2,557
Appointments Not Required	1,353
Appointments Required	1,204
Appointments Completed	902
Appointments to be Completed	302

### 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	89	2	269
Tenant Occupied (Relocation possibly needed)	115	55	2	172
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	68	369	69	506
Tenant Occupied (Relocation possibly needed)	54	270	58	382
Vacant Units	14	99	11	124

## **PROGRAM SUPPORT STATUS**

### **LOGISTICS**

- Continued planning for Mobile Events, including:
  - August 9- Orleans: UNO Lindy Boggs Conference Center...completed
  - August 12- Jefferson: Alario Center...completed
  - August 14- St. Bernard: Crystal Palace...completed
  - August 19- St. Tammany: Northshore Harbor Center
  - August 21- Vermilion: Holiday Inn
  - August 24- Calcasieu: Lake Charles Civic Center
  - August 26- Orleans: UNO Lindy Boggs Conference Center
  - August 28- Plaquemines: St. Patrick's Church
  - September 3- Orleans: UNO Lindy Boggs Conference Center

### **HUMAN RESOURCES**

- Conducted special "*Transition Shadow Workshop*" for employees of the Jefferson Housing Assistance Center located in Kenner
- Conducted two duplicate "*Transition Shadow Workshops*" at the Bullard Housing Assistance Center, located in Eastern New Orleans, including employees of the West Bank Housing Assistance Center
- Facilitated the second of three (3) Pilot HUD Section 3 Training Seminars, entitled --"*Avoiding Workplace Freefall*," designed for sub-income persons seeking to avoid the stress and uncertainty of unemployment in a challenging economy



# Weekly Situation & Pipeline Report

## Week 111

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- Traveled to Lake Charles to hold "*Transition Shadow Workshop*" for employees of the Calcasieu Housing Assistance Center
- Continued identifying and prioritizing business and agency recruiters to participate in "Networking Sessions" for Road Home Employees --in keeping with Resume Reviews and Rapid Response Orientations completed for employees of the Jefferson, Bullard, and West Bank Housing Assistance Centers
- 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

- Participated in 2 Outreach events (Westwego and New Orleans)
  - 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 14, 2008	2,187
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of August 14, 2008	278
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of August 14, 2008	1,293
Internal	Assisting Applicants Who Need Additional Services Training	All Road Home Staff	Online	As of August 14, 2008	90
Internal	Rental Orientation	Rental New Hires	Goodwood Office Baton Rouge, LA	August 11, 2008	7
Internal	Rental Case Management	Rental New Hires	Goodwood Office Baton Rouge, LA	August 12-13, 2008	6

### EXTERNAL AFFAIRS

#### Outreach

- Provided individualized Road Home updates via a presence at Rep. Jonathan Perry's office in Vermilion Parish and Cameron Planning and Development Office



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- Provided individualized Road Home updates in Orleans, Jefferson and St. Bernard Parishes for the September deadlines through large-scale outreach events
- Assisted First American and HGI title in locating and scheduling unreachable applicants
- 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
- Provided program information/monitored at the Joint Legislative Committee on the Budget meeting
- 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:
  - Congressman William Jefferson
  - Sen. Cheryl Gray
  - Sen. Danny Martiny
  - Sen. David Heitmeier
  - Rep. William Walker Hines
  - Rep. Walt Leger, III
  - Rep. Anthony Ligi, Jr.
  - Rep. A. B. Franklin
  - Rep. Cedric Richmond
  - Plaquemines Parish President Billy Nungesser
  - Plaquemines Parish Councilman Burghart Turner
  - Councilman Lionel Hicks- Slidell
  - Councilman John Schaddinger- Westwego
  - Michelle Broussard Johnson- Louisiana Senate

**Table 26: Community Outreach Metrics**

Meeting Type	Events held 8/08-8/14	People reached 8/08-8/14	Events To Date	People Reached To Date
Community	5	2,100	865	47,709
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	-	-	315	9,703
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
<b>TOTALS</b>	<b>5</b>	<b>2,100</b>	<b>1,712</b>	<b>84,335</b>

## Communications/Media Relations

### In support of Homeowner program:

- Revised Legal Resources flyer for distribution at outreach events



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- Developed Home Evaluation fact sheet versions for homeowners and advisors to use at outreach events
- Developed combined talking points for all upcoming Road Home deadlines and distributed to staff

**In support of Rental program:**

- Received State approval of Rental program overview and checklist
- Received State approval of Rental program Status Report for Aug. 4, 2008
- Coordinated support for Rental program participation in Homeowner deadline events
- Completed final version of Site Index for Rental Website for final approval by Rental and State before design
- Completed final plans and drafts of applicant documents for Rental Outreach events that begin September 2008
- Coordinated the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content

**POLICY**

- Identified refinements to final file review process
- Answered policy questions from staff
- Prepared eligibility forms and procedural clarification memorandums and revised change proposals for review by the State.
- Delivered HO Program Policies Version 6.1 to State for review and approval

**INFORMATION TECHNOLOGY**

- Completed an emergency fix to allow for the BFE to be utilized as a valid Elevation eligibility
- Approved HDS v 8.02 for production
- Continued support of eGrants end users and Operations Management through issue resolution/task completion
- Provided IT Applications support for the “Get On The Bus” outreach in Orleans, Jefferson and St. Bernard parishes

**FRAUD PREVENTION**

- Continued to address investigations.
- Bi-weekly small rental antifraud update meeting held with ICF

**Table 27: Fraud Prevention Metrics**

ACTIVITY	Prior Totals	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	Current Totals
Applicant Issues Reported to Anti-Fraud	1,292	20	47	15	-	32	1,406



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ACTIVITY	Prior Totals	7/11-7/17	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	Current Totals
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	316	4		2			322
ALLEN	523	14		4	1		542
ASCENSION	160	2		2			164
ASSUMPTION	234	3		1	1		239
BEAUREGARD	1,017	18		9	3		1,047
CALCASIEU	13,558	197	12	202	104	5	14,078
CAMERON	1,660	201	5	66	32	1	1,965
EAST BATON ROUGE	200	5	1	2			208
EAST FELICIANA	27	1					28
EVANGELINE	68	1		1			70
IBERIA	1,095	29	2	5	3	3	1,137
IBERVILLE	60	3			1		64
JEFFERSON	26,573	253	58	390	593	23	27,890
JEFFERSON DAVIS	943	19	2	6	9	4	983
LAFAYETTE	123	3		1	1		128
LAFOURCHE	842	11	1	6	1	1	862
LIVINGSTON	232	7	1	2	2		244
ORLEANS	42903	4,294	1,851	779	1,080	38	50,945



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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	3,185	359	43	72	99	9	3,767
POINTE COUPEE	15						15
SABINE	30	1					31
SAINT BERNARD	7,754	4,190	807	397	332	19	13,499
SAINT CHARLES	1,079	6	1	9	10	1	1,106
SAINT HELENA	286	2			1		289
SAINT JAMES	386			2			388
SAINT LANDRY	169	6		1		1	177
SAINT MARTIN	106	5		1			112
SAINT MARY	894	10		1	4		909
SAINT TAMMANY	11,320	220	58	145	225	9	11,977
ST JOHN THE BAPTIST	1,331	3	1	4	14	1	1,354
TANGIPAHOA	1,591	11	2	4	1	1	1,610
TERREBONNE	2,650	80	3	23	17	6	2,779
VERMILION	1,669	89	4	42	15	1	1,820
VERNON	153	3		1	2		159
WASHINGTON	1,463	20	1	8	13		1,505
WEST BATON ROUGE	14						14
WEST FELICIANA	3						3
	<b>124,634</b>	<b>10,070</b>	<b>2,853</b>	<b>2,188</b>	<b>2,564</b>	<b>123</b>	<b>142,432</b>



**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	1,178
Calcasieu	15,416
Cameron	2,114
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	14,654
Saint Charles	1,445
Saint Helena	326
Saint James	464
Saint Landry	216
Saint Martin	135
Saint Mary	1,072
Saint Tammany	13,462
St John the Baptist	1,748
Tangipahoa	1,798
Terrebonne	3,176
Vermilion	2,003
Vernon	178
Washington	1,790
West Baton Rouge	19
West Feliciana	6
	<b>160,233</b>



**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 116,540 rather than 116,553 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	266	2		268
Allen	438	7		445
Ascension	129			129
Assumption	182			182
Beauregard	867	9	1	877
Calcasieu	11,886	91	6	11,983
Cameron	1,373	90	2	1,465
East Baton Rouge	164	3	1	168
East Feliciana	27			27
Evangeline	48			48
Iberia	929	14	1	944
Iberville	45	1		46
Jefferson	22,620	189	21	22,830
Jefferson Davis	764	6		770
Lafayette	103	2		105
Lafourche	700	6	2	708
Livingston	187	2		189



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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	37,708	3,003	1,104	41,815
Other	2			2
Plaquemines	2,424	171	10	2,605
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,111	3,055	565	10,731
Saint Charles	886	3	1	890
Saint Helena	231	1		232
Saint James	315			315
Saint Landry	145	5		150
Saint Martin	89	3		92
Saint Mary	712	3		715
Saint Tammany	10,082	144	26	10,252
St John the Baptist	1,097			1,097
Tangipahoa	1,348	4		1,352
Terrebonne	2,207	33	1	2,241
Vermilion	1,449	40	3	1,492
Vernon	124	1		125
Washington	1,182	14	1	1,197
West Baton Rouge	12			12
West Feliciana	3			3
	<b>107,893</b>	<b>6,902</b>	<b>1,745</b>	<b>116,540</b>



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### Closings by Zip Code

Zip Code	Number of Closings
A zip code was not provided	22
70001	800
70002	879
70003	2161
70005	694
70006	1316
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1649
70033	1
70036	172
70037	425
70038	233
70039	76
70040	315
70041	614
70042	7
70043	4529
70044	3
70045	3

Zip Code	Number of Closings
70046	11
70047	143
70048	1
70049	139
70050	187
70051	53
70052	37
70053	647
70054	2
70056	1729
70057	101
70058	2900
70059	5
70062	849
70063	6
70064	5
70065	3438
70066	7
70067	379
70068	663
70069	9
70070	117
70071	43
70072	4054
70073	6
70074	1
70075	1282
70076	12
70077	1
70078	18

Zip Code	Number of Closings
70079	20
70080	15
70082	115
70083	655
70084	221
70085	1350
70086	61
70087	286
70090	150
70091	84
70092	1844
70093	2
70094	1801
70095	3
70096	1
70101	13
70104	1
70105	1
70107	1
70109	1
70110	1
70112	68
70113	373
70114	1159
70115	1259
70116	666
70117	5201
70118	2155
70119	3164
70120	1



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Zip Code	Number of Closings
70121	375
70122	7126
70123	483
70124	3263
70125	1483
70126	5633
70127	3611
70128	3227
70129	1777
70130	192
70131	1303
70132	1
70150	1
70164	1
70170	1
70174	1
70175	3
70177	7
70179	1
70183	1
70185	1
70189	1
70217	1
70219	1
70224	1
70230	1
70301	171
70302	2
70339	5
70340	18

Zip Code	Number of Closings
70341	43
70342	5
70343	26
70344	562
70345	84
70346	55
70352	1
70353	168
70354	48
70355	6
70356	140
70357	48
70358	197
70359	76
70360	120
70361	4
70363	674
70364	119
70372	9
70373	15
70374	37
70377	250
70380	76
70381	2
70390	100
70391	4
70392	35
70393	6
70394	231
70395	28

Zip Code	Number of Closings
70397	142
70401	155
70403	218
70404	13
70420	101
70421	11
70422	256
70423	1
70424	1
70426	161
70427	660
70429	4
70430	1
70431	100
70433	271
70434	9
70435	239
70436	14
70437	125
70438	330
70440	1
70441	151
70442	5
70443	161
70444	172
70445	618
70446	41
70447	74
70448	457
70449	15



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Zip Code	Number of Closings
70450	52
70451	26
70452	385
70453	8
70454	172
70455	12
70456	101
70457	1
70458	3136
70459	11
70460	1854
70461	2621
70462	60
70463	14
70464	6
70465	31
70466	55
70467	3
70469	3
70470	5
70471	212
70478	1
70485	1
70501	21
70503	4
70506	12
70507	12
70508	7
70510	559
70511	2

Zip Code	Number of Closings
70512	13
70514	112
70515	11
70516	2
70517	42
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	110
70533	608
70534	3
70535	31
70537	3
70538	401
70540	1
70542	49
70543	24
70544	188
70546	224
70548	99
70549	57

Zip Code	Number of Closings
70550	2
70551	2
70552	9
70554	8
70555	12
70556	9
70559	19
70560	632
70562	1
70563	21
70569	2
70570	91
70575	2
70576	1
70577	3
70578	58
70581	22
70582	39
70583	7
70584	5
70585	1
70586	18
70589	8
70591	147
70592	21
70601	2805
70602	7
70605	1579
70606	12
70607	1885



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Zip Code	Number of Closings
70609	1
70610	1
70611	956
70612	5
70614	1
70615	1158
70616	6
70621	1
70630	114
70631	536
70632	176
70633	442
70634	442
70637	14
70638	2
70639	3
70640	32
70641	2
70643	103
70644	2
70645	251
70646	63
70647	574
70648	153
70650	12
70651	12
70652	64
70653	56
70654	9
70655	135

Zip Code	Number of Closings
70656	11
70657	214
70658	21
70659	12
70660	102
70661	224
70662	3
70663	1227
70664	12
70665	539
70666	1
70667	1
70668	357
70669	598
70699	1
70702	1
70706	13
70707	2
70711	17
70714	17
70716	1
70717	2
70718	3
70719	4
70721	14
70722	18
70723	37
70725	7
70726	29
70727	1

Zip Code	Number of Closings
70728	1
70729	1
70730	4
70733	5
70734	6
70737	31
70739	6
70740	2
70744	14
70748	1
70749	1
70750	1
70753	1
70754	8
70757	2
70760	6
70761	1
70763	15
70764	11
70767	9
70769	14
70770	3
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	1
70783	1



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Zip Code	Number of Closings
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
71119	1
71126	1
71295	1
71302	1
71322	1

Zip Code	Number of Closings
71353	5
71367	11
71403	11
71419	1
71429	3
71433	1
71439	2
71446	68
71449	11
71458	1
71460	1
71461	3
71462	1
71463	65
71474	2
71486	5
71496	1
	<b>116541</b>





## 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).