



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 112 Situation & Pipeline** **Report**

August 26, 2008



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EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 306 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,239 and the total number of closings held as of August 21 increased to 116,975. Cumulatively, homeowners returned 142,563 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB August 14	Weekly Activity	As of COB August 21	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	224,453	306	224,759		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,411	7,413
<i>RHAS Appointments Held</i>	58,360	306	58,666		
Benefits Calculated	160,233	6	160,239		
Benefit Options Letters Sent	152,160	92	152,252	1,256	567
Total Benefit Options Letters Returned			142,563		
<i>Number of Option One Selections</i>	124,634	164	124,798	2,512	2,316
<i>Number of Option Two Selections</i>	10,070	(3)	10,067	216	103
<i>Number of Option Three Selections</i>	2,853	5	2,858	159	26
<i>Decline Benefits</i>	2,188	1	2,189	110	29
<i>Delay Benefits</i>	2,564	(35)	2,529	409	110
<i>Incomplete Benefit Selection Form</i>	123	0	123	17	25
Benefit Options Letters Available for Transfer to Closing			132,391		
Files Transferred for Closing	122,756	203	122,959	1,183	36
Total Inactives and Ineligibles				7,273	74,077
Closings Scheduled			68		
Closings Held	116,553	422	116,975		

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	1,986	1,382	410	3,778
Conditional Awards Reinstated	52	55	3	110
Total Active Awards *	768	3,710	1,597	6,075
Commitment Letters Mailed	652	2,703	546	3,901
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	143	139	33	315
OO Unit Award Letters Mailed	149	124	19	292

* 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
00043-08152008	Summary of Training Performed and Analysis of Training Needed August 2008	08/15/2008
00025	The Road Home Weekly Combined Report	08/20/2008

HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 8/14	CUMULATIVE As of 8/21	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	58,360	58,666	306
CALCULATIONS	BENEFITS CALCULATED	160,233	160,239	6
	TOTAL	\$9.40 billion	\$9.43 billion	\$.03b
	AVERAGE	\$60,867	\$61,034	

- 166,093 applicants have completed initial appointments

- The \$9.43 billion total and \$61,034 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 8/14	CUMULATIVE As of 8/21	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,160	152,252	92
	OPTIONS LETTERS RETURNED	142,432	142,563	131
	BSF AVAIL FOR TRANSFER TO CLOSING	132,910	132,391	(519)
CLOSINGS	TRANSFERRED TO CLOSING	122,756	122,959	203
	INACTIVE CLOSING FILES	1,214	1,183	(31)
	CLOSINGS HELD	116,553	116,975	422
	TOTAL	\$6.86 billion	\$6.92 billion	\$.06 b
	AVERAGE*	\$58,894	\$59,126	

- Applicants have returned 142,563 Benefits Selection Forms. After processing and review, 132,391 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 306 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - Road Home Advisory Services (RHAS) activity decreased 13% from the previous reporting period
 - 58,666 total RHAS appointments held to date
 - 297 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,239 benefits, an increase of 6 for the week
 - The average total benefit calculated was \$61,034 (excluding ‘zero’ awards)
 - 5,835 calculations resulted in ‘zero’ grant amounts
 - 154,511 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 142,563 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,699 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
 - 132,391 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>	26,393
<i>Number of Option Two</i>	3,125
<i>Number of Option Three</i>	2,181
Total Elderly Benefits Options Selected	31,699

Low/Moderate Income Households

- A total of 116,954 applicants had gone to closing and received their Road Home disbursement as of Aug 21, 2008. Of these applicants, 49,974 (43 percent) were documented as LMI.
- A total of \$6,914,983,712 in Homeowner Assistance Program awards were disbursed as of Aug 21, 2008. Of these disbursements, \$3,527,412,360 (51 percent) went to applicants documented as LMI.
- Extrapolating to the 116,954 awards that have closed for a total of \$7.78 billion, approximately \$4.10 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	124,798	10,067	2,858	137,723
Total \$ in Options Selected	\$6,798,926,293.23	\$794,303,411.97	\$188,782,047.23	\$7,782,011,752.43
Comp Grant \$ in Options Selected	\$4,844,263,360.07	\$596,318,690.91	\$188,782,047.23	\$5,629,364,098.21
Elev Grant \$ in Options Selected *	\$648,356,894.14			\$648,356,894.14
ACG \$ in Options Selected	\$1,306,306,039.02	\$197,984,721.06		\$1,504,290,760.08
Number of Options Selected by LMI	52,936	4,491	1,181	58,608
Total \$ to LMI	\$3,588,107,187.99	\$435,578,342.85	\$77,492,829.35	\$4,101,178,360.19
Comp Grant \$ to LMI	\$1,976,898,525.32	\$237,593,621.79	\$77,492,829.35	\$2,291,984,976.46
Elev Grant \$ to LMI *	\$304,902,623.65			304,902,624
ACG \$ to LMI	\$1,306,306,039.02	\$197,984,721.06		\$1,504,290,760.08
% 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.



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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	108,251	6,944	1,759	116,954
Total \$ in Closings Held	\$6,179,273,483.68	\$602,053,426.98	\$133,656,801.82	\$6,914,983,712.48
Comp Grant \$ in Closings Held	\$4,653,819,221.35	\$452,164,693.84	\$133,656,801.82	\$5,239,640,717.01
Elev Grant \$ in Closings Held	\$219,640,375.14	\$29,295.00		\$219,669,670.14
ACG \$ in Closings Held	\$1,305,813,887.19	\$149,859,438.14		\$1,455,673,325.33
Number of Closings Held by LMI	46,024	3,220	730	49,974
Total \$ to LMI	\$3,151,713,844.32	\$320,021,302.72	\$55,677,212.47	\$3,527,412,359.51
Comp Grant \$ to LMI	\$1,869,086,714.23	\$181,364,133.72	\$55,677,212.47	\$2,106,128,060.42
Elev Grant \$ to LMI	\$107,266,747.73			\$107,266,747.73
ACG \$ in Research for Categorization*	\$130,453,504.83	\$11,202,269.14		\$141,655,773.97
ACG \$ to LMI	\$1,175,360,382.36	\$138,657,169.00		\$1,314,017,551.36
Total ACG \$	\$1,305,813,887.19	\$149,859,438.14		\$1,455,673,325.33
% 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	49 %	N/A	N/A	48 %
% of ACG \$ to LMI	90 %	93 %	N/A	90 %

*These funds represent disbursed ACG dollars that have not been categorized through final grant review.

Elevation Program Activity

As of August 21, 115,196 Elevation letters have been sent to applicants.

- 31,214 (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
- 5,531 applicants have received elevation disbursements totaling \$150,975,214 (average elevation award of \$27,296) including:
 - 1,108 initial and 2,518 additional disbursements of elevation funds in 2008 for a total of \$105,525,555
 - 1,905 initial and 97 additional disbursements previously distributed for a total of \$46,449,659
- 3,244 elevation requests for a total of \$94,052,675 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	97	\$45,449,659
2008 Elevation Disbursements	1,108	2,518	\$105,525,554
Total Elevation Disbursements	3,013	2,615	\$150,975,213
Applications at Title Companies			
First American Pending Transactions		2,038	\$58,783,202
HGI Pending Transactions		1,206	\$35,269,472
Total Pending Transactions		3,244	\$94,052,674

Figure 3: 2008 Elevation Letter Response Activity

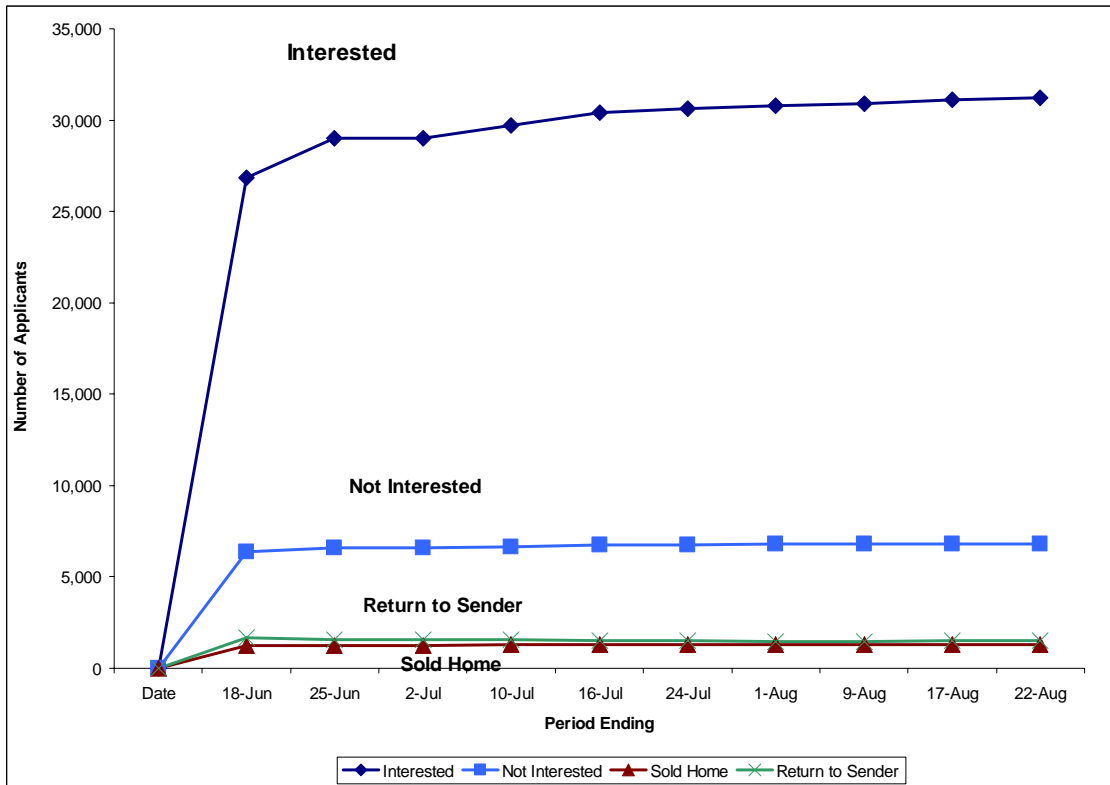
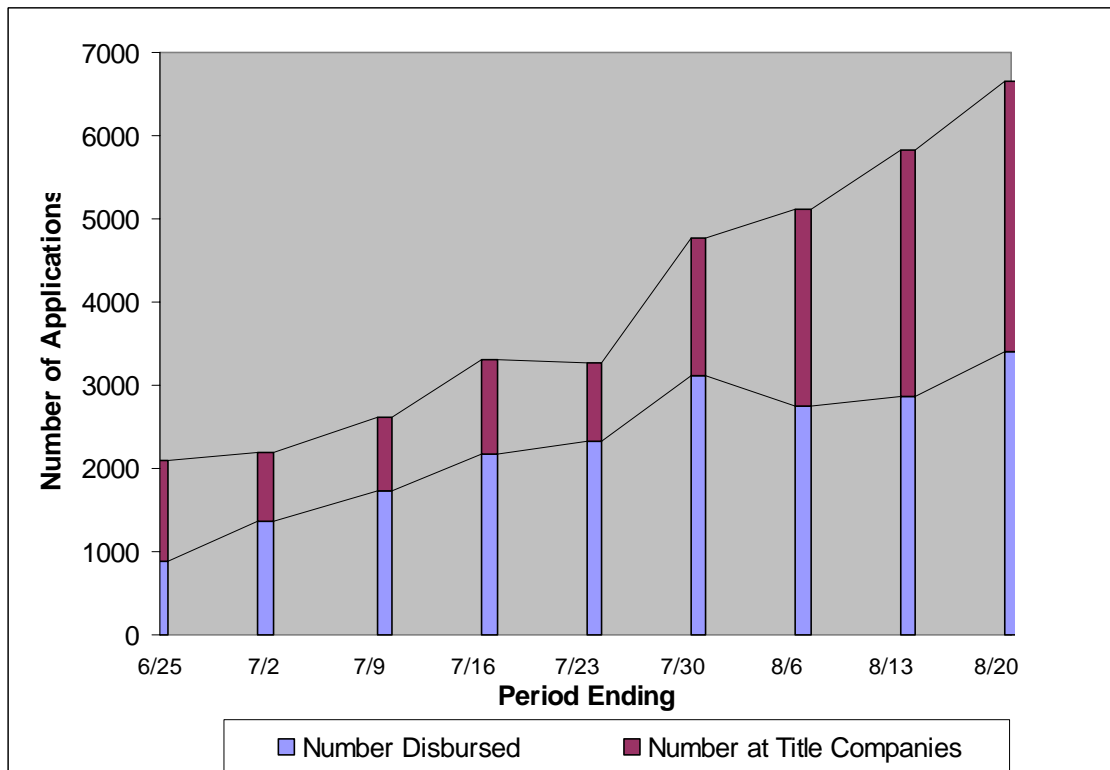


Figure 4: 2008 Elevation Disbursement Activity



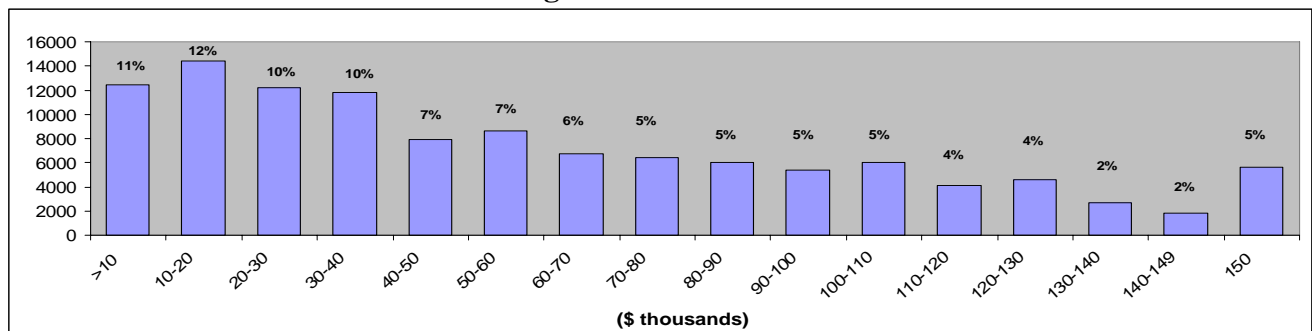
Closing Activity

- As of August 21, 2008, a total of 122,959 files were transferred to closing agents, 203 files were transferred during the reporting week. Currently, 1,183 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 422 closings
- Of the total 116,975 cumulative closings:
 - The average award is \$59,126
 - 49,974 also received additional compensation grants. The average additional compensation grant award is \$26,294
 - Closed 26,594 elderly applicants for a total of \$1,867,771,656
 - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 6,624 additional disbursements for a total of \$206,794,817
 - The average additional disbursement is \$31,219

Table 8: Applications That Cannot Close

Applications that Cannot Close	
Homeowner Action Required	11,885
No Option Selected by Homeowner	2,615
Occupancy Proof Required	1,201
Refuse to Close	445
Title, Succession, Legal, Mortgage Issues	1,778
Ownership Proof Required	2,758
Homeowner Unreachable	718
POA/ADDH Issues	1,030
Compliance Reviews	393
Missing Homeowner Documentation	947
Sold Homes	5,422

Figure 5: Award Size





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Table 9: Pre-Closing Tracking Report

ACTIVITY	Fri 8/15	Sat 8/16	Sun 8/17	Mon 8/18	Tues 8/19	Wed 8/20	Thurs 8/21	Weekly Total
Files Transferred for Closing	-	-	-	-	201	-	2	203

Table 10: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	474	>1%
American Indian/Alaska Native and White	530	>1%	339	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	267	>1%
Asian	2,925	2%	1970	2%
Asian and White	300	>1%	196	>1%
Black/African American	65,837	36%	48683	42%
Black/African American and White	1,153	1%	824	>1%
Native Hawaiian/Other Pacific Islander	183	>1%	121	>1%
Other Multi-Racial	3,419	2%	2350	>1%
White	72,046	39%	45926	39%
A race was not provided	37,668	20%	15804	14%
	185,106		116,954	

*Detailed closing data is based on population of 116,954, rather than 116,975 reported in Daily Governor's Report as of August 21, 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 11.

Table 11: Condominium Pipeline Progress

Activity	Prior Total	7/18- 7/24	7/25- 7/31	8/01- 8/07	8/08- 8/14	8/15- 8/21	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	1,098	-	-	-	-	-	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	292	2	1	5	16	2	318
Closings Held	225	2	20	5	7	2	261
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.



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Manufactured Home Project

The special manufactured home project has yielded the following progress (See Summary Table 12):

- Identified 16,277 manufactured home applicants to date
- Updating and 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 14,283 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation underway

Table 12: Manufactured Home Pipeline Progress

Activity	Prior Total	7/18-7/24	7/25-7/31	8/01-8/07	8/08 - 8/14	8/15-8/21	Cumulative Total
Total number of Manufactured Home Applications	16,263	1	4	-	6	3	16,277
Total Manufactured Home Evaluations verified	15,998	1	22	-	-	4	16,025
Total Pre-Storm values verified	14,183	32	22	5	22	19	14,283
Total Applications released into letter generation process	14,182	32	22	5	22	18	14,281



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Home Evaluations (Home Inspection) Activity

Table 13: Home Evaluation Team Metrics

ACTIVITY	Prior Total	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	8/15-8/21	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,093	2	5	3	4	7	165,114 ^a	4
Work Orders Dispatched	162,890	2	5	3	5	15	162,920	6
Evaluations Completed in the Field	160,986	6	12	4	4	7	161,019 ^b	7

^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 22 Strike and Stealth Team issues
- Addressed 55 appeals
- Addressed 30 CAD disputes
- Addressed 5 State Appeals
- Addressed 7 Critical issues
- Addressed 11 FEMA eligibility appeals
- Addressed 6 Structure type issues
- Completed 32 Elevation Grants
- Addressed 4 Pre-Closing Issues
- Addressed 18 Elevation appeals
- Reviewed 75 post-Accepted evaluation edit cases and identified 10 cases for additional review

Appeals

As of August 21, 2008, 12,359 cases have been processed through the Appeals department, 10,211 have been resolved and 1,956 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

ACTIVITY	As of COB 7/24	As of COB 7/31	As of COB 8/01	As of COB 8/14	As of COB 8/21
Total Cases Processed in Appeals	11,613	11,843	12,036	12,177	12,359
Appeal Cases Pending Decision/Research	2,074	2,119	2,119	2,044	1,956
Ineligible Status Appeal	256	240	245	224	192
Total Active Cases	2,330	2,359	2,364	2,268	2,148
Total Cases Resolved	9,283	9,484	9,672	9,909	10,211

Further analysis of the resolved appeals cases (10,211) shows that:

- 3,631 (36%) have resulted in additional funds being awarded to applicants for a total of \$99,246,283.45. The average additional disbursement is \$27,333
- 353 (3%) resulted in a reduction of award for a total of \$5,042,280.79. The average reduction is \$14,284
- 3,002 (29%) resulted in no change to the award amount
- 3,227 (32%) were reviewed for an eligibility determination, 1,289 were approved and 1,936 were denied

As of August 21, 2008, there were 1,149 appeal cases transferred to the State appeals process, of which 570 are closed and 579 are in progress.

Table 15: Status of State Panel Review Appeals

ACTIVITY	As of COB 8/07	As of COB 8/14	As of COB 8/21
Total Cases Requested for State Panel Review	832	1,035	1,149
State Appeal Cases in Progress	276	477	579
State Appeal Cases Resolved	556	558	570

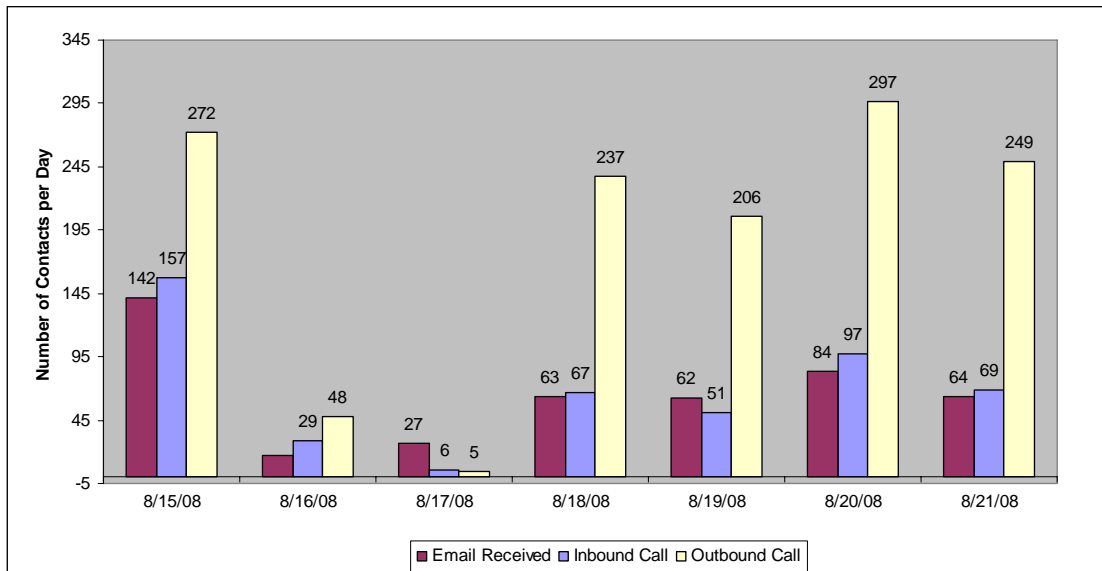
Personal Application Liaisons (PAL)

During the reporting week, 2,094 contacts were made through the PAL initiative. Table 16 and Figure 6 detail these contacts by type and day.

Table 16: PAL Metrics

ACTIVITY	Prior Total	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	8/15-8/21	Current Total
Email Received	987	31	16	38	299	459	1,830
Inbound Calls	14,678	126	135	168	516	476	16,099
Outbound Calls	53,462	489	399	540	1,279	1,314	57,483
Total Contacts	69,127	646	550	746	2,094	2,249	75,412

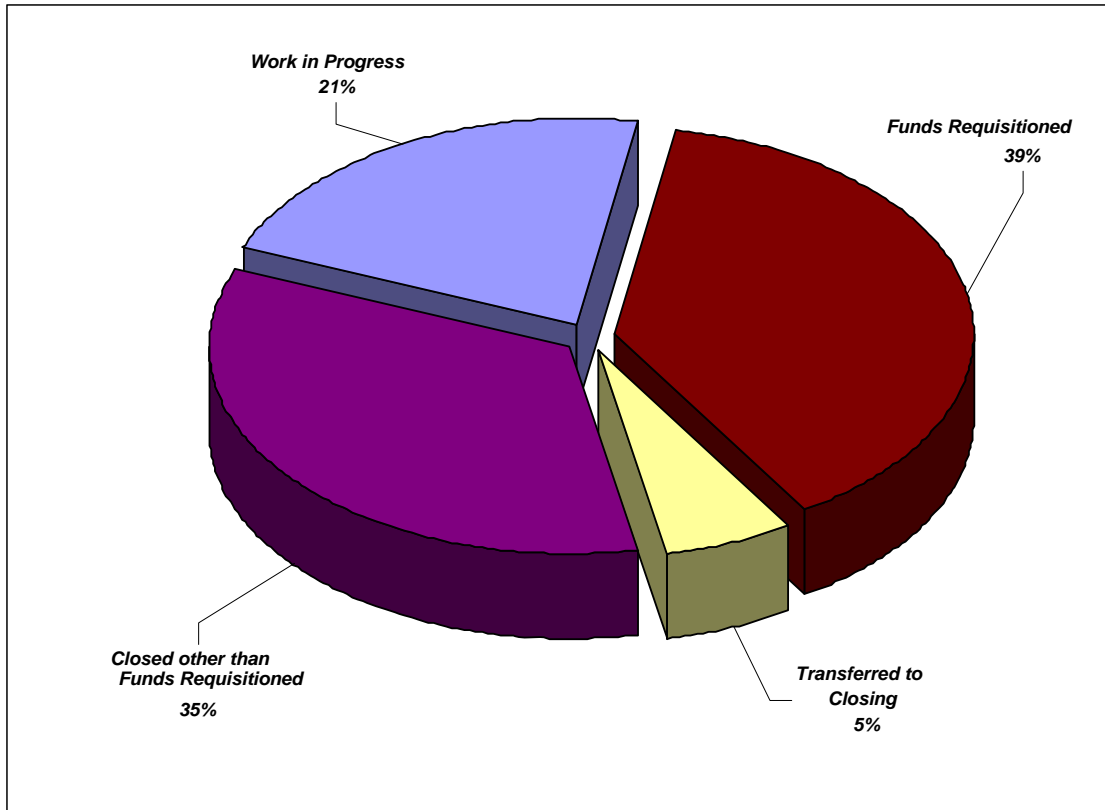
Figure 6: PAL Contacts by Day



As of August 21, a total of 36,929 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 7,643 applicant files are being worked by PAL staff
- A total of 29,286 applicant files have progressed to the closing process as the result of PAL efforts
 - 2,035 have been transmitted to closing
 - 14,373 have closed and are at a status of Funds Requisitioned
 - 12,878 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown



Additionally, Table 17 shows a breakdown of issues by categories that are being handled through the PAL initiative.

Table 17: PAL Issues by Category

Issue Category	# Apps
Advisory Services	2
Affordable Compensation Loan	40
APPEALS	81
Applicant Info	131
Application Completion	60
Appraisal	78
BPO	13
CREDCO	191
Delay of Benefit	85
ECD	66
EGrant Calculation	118
Elevation	24
FEMA	47
FEMA Ind Assist	9
Flood Ins (NFIP)	1
Grant Review	16
Home Evaluation	110
Homeowner dispute or decision pending	354
Info Request	48
Insurance	106
Legal Costs	1
Missing Documentation	830
Multiple Issues	119
Option Change	13
Option Letter	56
Other	479
Outlier	18
Owner Occupancy	181
Ownership	523
Parish Damage	2
Policy Appeal	21
Post Closing Appointment	1
Pre-Storm Value	86
Program eligibility pending	138
Request Appraisal	1
SBA	1
Status Change	257
Title	801
Zero Benefit	82
Total	5,090

Housing Assistance Center Appointment Activity

There were a total of 306 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

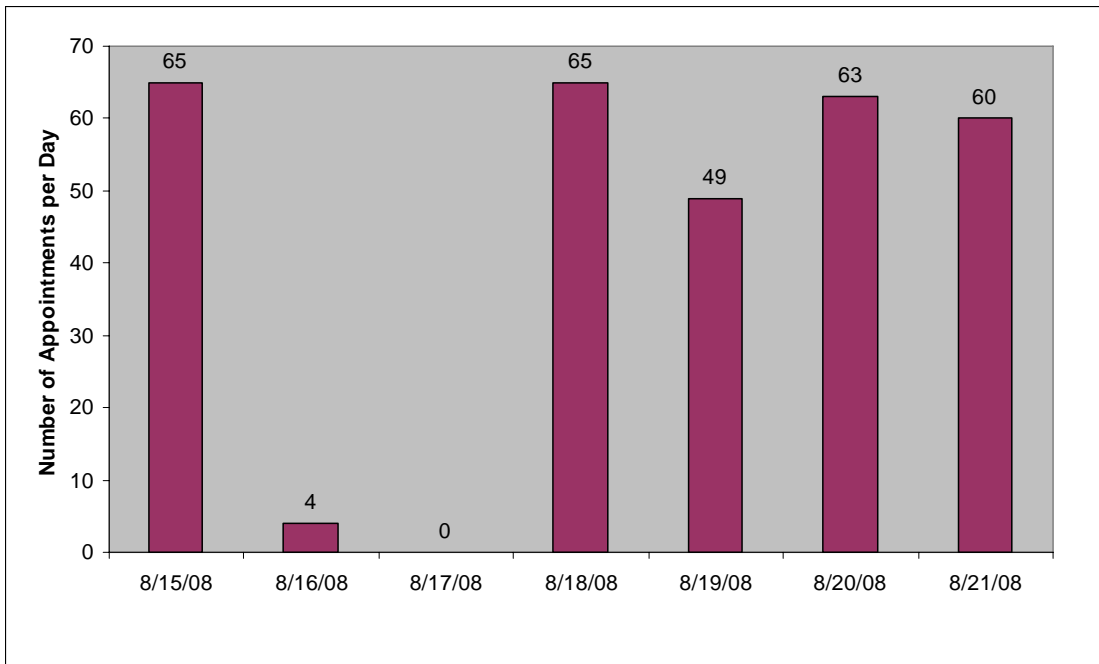


Table 18: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	8/15-8/21	Current Total	Five Week Average
RHAS Appointments Held	57,119	266	270	353	352	306	58,666	309
Average Daily RHAS Appointments Held		44	45	59	59	51		

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

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

Housing Assistance Center Processing, August 15 - August 21, 2008
RHAS Appointments

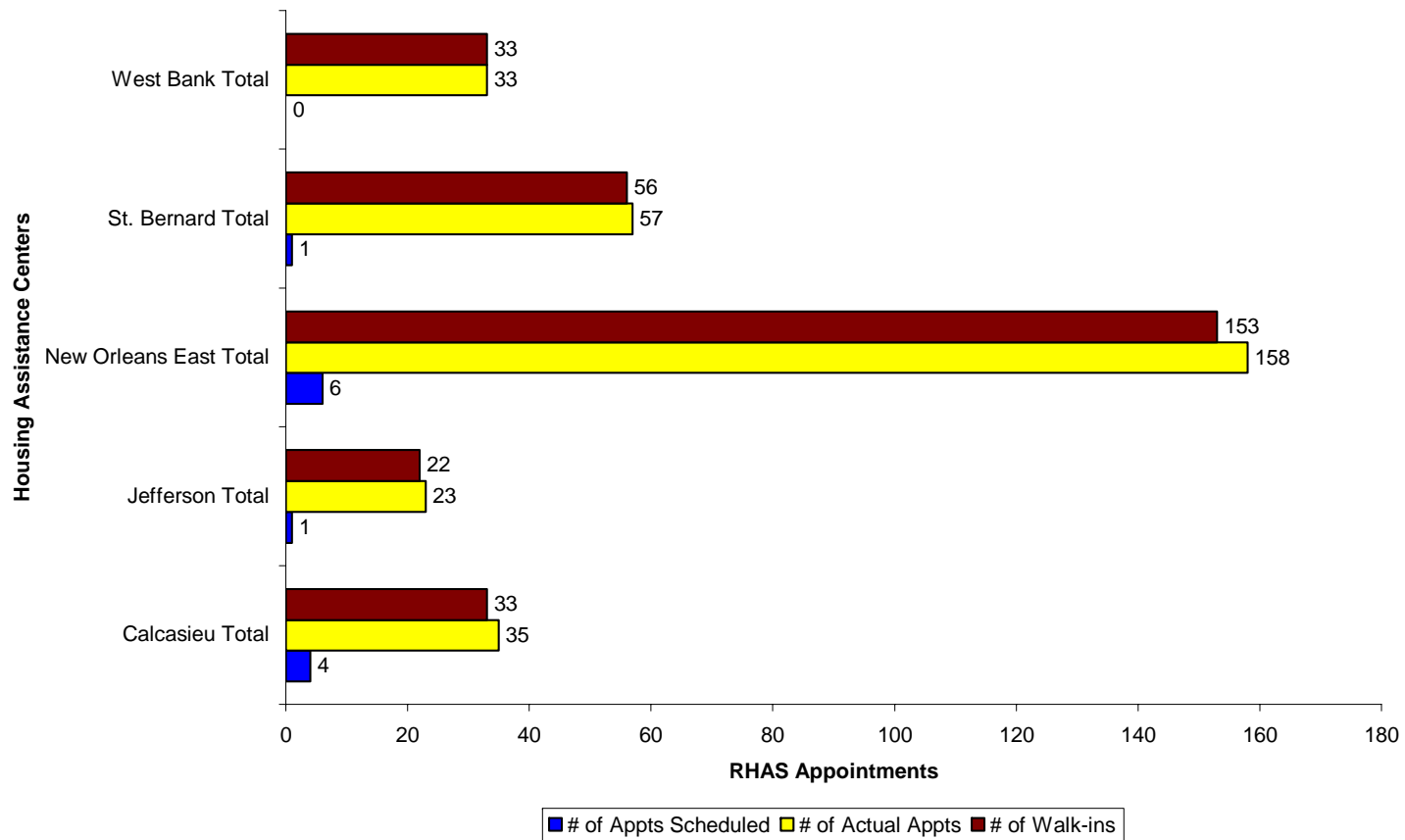
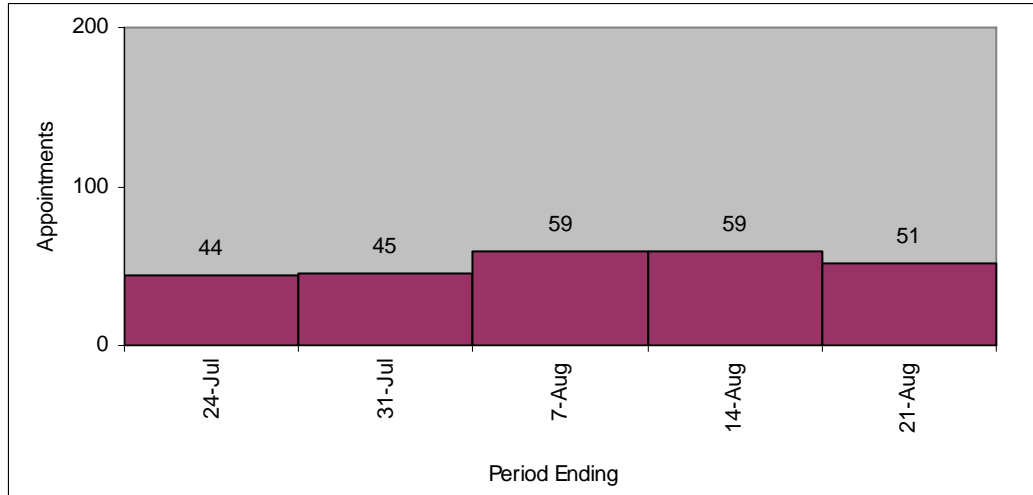


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

Figure 10: Average Daily Appointments by Period





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RENTAL PROPERTY PROGRAM

Underwriting

- Continued to process all active awardees (See Table 19)

Table 19: 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	768		3,710		1,597	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	652		2,703		546	
Commitment Letters Returned by Applicant		473		1,473		179
POST COMMITMENT STAGE						
0 - 24% Construction Complete		129		521		47
25 - 49% Construction Complete		55		147		31
50 - 74% Construction Complete		40		136		11
75 - 100% Construction Complete		249		669		90
Total	473		1,473		179	

Appeals

- Received 24 new appeals
- Completed 20 Appeal Review Determinations
- Researched and resolved 13 requests for Constituent Services
- Mailed 35 Determination letters

Table 20: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	300	466	552	1,318
Level II Issue Determinations Made	290	438	538	1,266
Level II Issues Remaining to be Resolved	10	28	14	52

Table 21: Appeals Determinations Summary

Appeals Determination Road Home Review	After	Cumulative Total
Approved		234
Denied		945
Dismissed		77
Withdrawn		10

Owner Occupant (OO) Units

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

Table 22: 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	139	33	315
OO Unit Award Letters Mailed	149	124	19	292
No Acceptance Required	22	25	0	47
Award Cancelled Post Mailing	2	2	0	4
OO Unit Award Acceptance Received	116	88	18	222
Outstanding OO Unit Award Acceptances	9	9	1	19
OO Unit Award Cancelled Post Acceptance	5	3	0	8
OO Unit Award Closings Held	95	47	3	145

Tier 2 Call Center

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

Table 23: Tier 2 Call Center Metrics

Inbound Calls	
Round 1	17
Round 2	81
Round 2 Waitlist (Round 2.1)	106
Other	257
Total Inbound Calls	461

Financial Advisors

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

Table 24: Financial Advisor Appointment Activity

Financial Advisor Appointments	Cumulative Total
Applicants Contacted	2,691
Appointments Not Required	1,453
Appointments Required	1,238
Appointments Completed	929
Appointments to be Completed	309



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URA

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

Table 25: Relocation Activity

Occupied Properties				
	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Owner Occupants with Tenants				
Total Rental Units	181	94	2	277
Tenant Occupied (Relocation possibly needed)	116	55	2	173
Vacant Units	65	39	0	104
General Pool with Tenants				
Total Rental Units	72	395	69	536
Tenant Occupied (Relocation possibly needed)	57	290	58	405
Vacant Units	15	105	11	131

PROGRAM SUPPORT STATUS

LOGISTICS

- Mobile Events (Dates and Locations):
 - August 5- Terrebonne: Terrebonne Civic Center...complete
 - August 7- Calcasieu: Lake Charles Civic Center ...complete
 - August 9- Orleans: UNO Lindy Boggs Conference Center...completed
 - August 12- Jefferson: Alario Center...complete
 - August 14- St. Bernard: Crystal Palace...complete
 - August 19- St. Tammany: Northshore Harbor Center...complete
 - August 21- Vermilion: Holiday Inn...complete
 - 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: Desire Street Ministries
 - September 5- Orleans: UNO Lindy Boggs Conference Center
- Facilities
 - St. Bernard and Harvey II will close on Saturday, September 13, 2008

HUMAN RESOURCES

- Conducted pilot for series of "*Transition Shadow Workshops*" for employees of the Anselmo Housing Service Center, located in Baton Rouge, at the close of business on 21 August. Additional sessions set for week of 25 August with assistance of CAC Management Team
- Updated handouts for HUD Section 3 Partnership Workshops and Seminars, focusing on pre- and post-employment training for low- and very low-income persons, and began scheduling new training sessions during September and October at LA Works Centers in Baton Rouge, Lafayette, and Lake Charles
- Visited with Mr. Gene Lemoine, Manager of Lofton Staffing Agency, located in Metairie, to finalize arrangements for participation in "*Networking Events*" (projected for Baton Rouge, Lake Charles and New Orleans) to meet and to assist Road Home Employees seeking new or expanded job opportunities.
- Continued identifying private recruiting & placement agencies to participate in "*Networking Events*" at close of business during weeks of 25 August and 2 September
- Continued contacting the LA Works Centers in Baton Rouge, Lake Charles and New Orleans to host "*Open House*" and "*Networking Session*" with local and regional employers to introduce Road Home Employees -- and to establish professional contact with LA Works Center Business Liaison

TRAINING

- Participated in 2 Outreach events (Slidell and Lake Charles)
 - Delivered basic information about the program, September 5 deadline, and Sold Homes initiative
 - Welcomed people, provided logistical information, played informational videos
- Updated Case Management Training for New Hires to v3.4
- Developed and delivered Rental Pre-Final Inspection Training
- Developed Rental Pre-Closing Quality Review Training
- Updated Rental Lease Addendum Guide

Table 26: 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 21, 2008	2,188
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of August 21, 2008	278
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of August 21, 2008	1, 294
Internal	HDS Training	Rental Staff	Goodwood Office Baton Rouge, LA	August 18, 2008	6
Internal	Desk Reference Training	Rental Staff	Goodwood Office Baton Rouge, LA	August 20, 2008	5
Internal	Pre-Final Inspection Training, Session 1	Rental Staff	Goodwood Office Baton Rouge, LA	August 20, 2008	10
Internal	Pre-Final Inspection Training, Session 2	Rental Staff	Goodwood Office Baton Rouge, LA	August 20, 2008	2
Internal	Case Management Training for New Hires	ACT New Hires	Fairfax, VA	August 21, 2008	4

EXTERNAL AFFAIRS

Outreach

- Provided individualized Road Home updates in St. Tammany and Iberia 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
- Provided program information/monitored at the Senate Local & Municipal Affairs Committee 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:
 - Sen. Cheryl Gray
 - Sen. Sherri Cheek
 - Sen. Donald Cravins
 - Sen. A.G. Crowe
 - Sen. Edwin Murray
 - Sen. Lydia Jackson
 - Sen. Julie Quinn
 - Sen. Dan Morrish
 - Rep. A. B. Franklin
 - Rep. Joseph Lopinto
 - Rep. Sam Jones
 - Rep. Jonathan Perry
 - Rep. Simone Champagne
 - Plaquemines Parish President Billy Nungesser
 - Michelle Broussard Johnson- Louisiana Senate

Table 27: Community Outreach Metrics

Meeting Type	Events held 8/15-8/21	People reached 8/15-8/21	Events To Date	People Reached To Date
Community	2	1438	867	49,147
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	-	-	315	9,703
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
TOTALS	2	1438	1714	85,773

Communications/Media Relations

In support of Homeowner program:

- Revised Subrogation flier for distribution at outreach events
- Updated Outreach flier and website with additional outreach events
- Developed PSV Dispute/1004 request fact sheet for advisors to use at outreach events

In support of Rental program:

- Received State approval of Rental program Status Report for August 11, 2008
- Received approval of final version of Site Index for Rental Website re-design
- Coordinating support for Rental program participation in Homeowner deadline events
- Completing agenda, application invitation letters and event plans 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

- Worked with LRA and OCD to discuss policy options for large rural lots
- Processed 4 signed eligibility forms from the State
- Answered policy questions from staff
- Prepared eligibility forms for review by the State

INFORMATION TECHNOLOGY

- Creating new mock-ups for the PCI and Final Acknowledgement Form to allow for transaction returns of money needing to be re-disbursed through an adjustment
- Corrected 159 inactive applications to reflect “Sold Home” Reason Code
- Continued support of eGrants end users and Operations Management through issue resolution/task completion

FRAUD PREVENTION

- Completing and finalizing work for investigations received prior to August 18, 2008
- Bi-weekly small rental antifraud update meeting held with ICF

Table 28: Fraud Prevention Metrics

ACTIVITY	Prior Totals	7/18-7/24	7/25-7/31	8/01-8/07	8/08-8/14	7/11-7/17	Current Totals
Applicant Issues Reported to Anti-Fraud	1,312	47	15	-	32	3	1,409
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	317	4		2			323
ALLEN	525	14		3	1		543
ASCENSION	161	2		2			164
ASSUMPTION	234	3		1	1		239
BEAUREGARD	1,018	18		9	3		1,048
CALCASIEU	13,569	195	12	203	105	5	14,089
CAMERON	1,662	201	5	65	32	1	1,966
EAST BATON ROUGE	200	5	1	2			208
EAST FELICIANA	27	1					28
EVANGELINE	69	1		1			71
IBERIA	1,097	29	2	5	3	3	1,139
IBERVILLE	60	3			1		64
JEFFERSON	26,605	254	58	392	583	23	27,915
JEFFERSON DAVIS	944	18	2	6	9	4	983
LAFAYETTE	123	3		1	1		128
LAFOURCHE	843	11	1	7	1	1	864
LIVINGSTON	232	7	1	2	2		244
ORLEANS	42,957	4,297	1,854	779	1,061	37	50,985



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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	3,190	356	44	72	99	9	3,770
POINTE COUPEE	15						15
SABINE	30	1					31
SAINT BERNARD	7,760	4192	807	397	333	19	13,508
SAINT CHARLES	1,080	6	1	9	10	1	1,107
SAINT HELENA	286	2			1		289
SAINT JAMES	388			2			390
SAINT LANDRY	169	6		1		1	177
SAINT MARTIN	107	5		1			113
SAINT MARY	898	8		1	4		911
SAINT TAMMANY	11,343	219	59	143	218	9	11,991
ST JOHN THE BAPTIST	1,332	3	1	4	14	1	1,355
TANGIPAHOA	1,595	11	2	4	1	1	1,614
TERREBONNE	2,656	80	3	23	17	6	2,785
VERMILION	1,670	89	4	43	14	1	1,821
VERNON	153	3		1	2		159
WASHINGTON	1,464	20	1	8	13		1,506
WEST BATON ROUGE	14						14
WEST FELICIANA	3						3
	124,798	10,067	2,858	2,189	2,529	122	142,563



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	658
Ascension	195
Assumption	281
Beauregard	1178
Calcasieu	15416
Cameron	2114
East Baton Rouge	321
East Feliciana	38
Evangeline	88
Iberia	1324
Iberville	93
Jefferson	33366
Jefferson Davis	1173
Lafayette	153
Lafourche	993
Livingston	297
Orleans	55,527
Other	2
Plaquemines	4,120
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14655
Saint Charles	1445
Saint Helena	326
Saint James	464
Saint Landry	216
Saint Martin	135
Saint Mary	1072
Saint Tammany	13462
St John the Baptist	1748
Tangipahoa	1799
Terrebonne	3176
Vermilion	2003
Vernon	178
Washington	1790
West Baton Rouge	19
West Feliciana	6
	160239



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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	267	2		269
Allen	438	7		445
Ascension	129			129
Assumption	183			183
Beauregard	869	9	1	879
Calcasieu	11922	93	6	12021
Cameron	1379	90	2	1471
East Baton Rouge	165	3	1	169
East Feliciana	27			27
Evangeline	48			48
Iberia	934	15	1	950
Iberville	45	1		46
Jefferson	22714	189	21	22924
Jefferson Davis	766	6		772
Lafayette	103	2		105
Lafourche	702	6	1	709
Livingston	189	2		191



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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	37807	3020	1118	41945
Other	2			2
Plaquemines	2437	174	10	2621
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7129	3070	566	10765
Saint Charles	891	3	1	895
Saint Helena	232	1		233
Saint James	316			316
Saint Landry	145	5		150
Saint Martin	89	3		92
Saint Mary	713	3		716
Saint Tammany	10110	146	26	10282
St John the Baptist	1100			1100
Tangipahoa	1357	4		1361
Terrebonne	2225	33	1	2259
Vermilion	1454	42	3	1499
Vernon	125	1		126
Washington	1186	14	1	1201
West Baton Rouge	12			12
West Feliciana	3			3
	108251	6944	1759	116954



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Closings by Zip Code

Zip Code	Number of Closings
A zip code was not provided	21
70001	801
70002	881
70003	2168
70005	698
70006	1322
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1656
70033	1
70036	172
70037	425
70038	235
70039	77
70040	316
70041	618
70042	7
70043	4548
70044	3
70045	3

Zip Code	Number of Closings
70046	11
70047	144
70048	1
70049	139
70050	190
70051	53
70052	37
70053	652
70054	2
70056	1732
70057	101
70058	2915
70059	5
70062	850
70063	6
70064	5
70065	3453
70066	7
70067	382
70068	665
70069	9
70070	119
70071	43
70072	4072
70073	6
70074	1
70075	1282
70076	12
70077	1
70078	18

Zip Code	Number of Closings
70079	20
70080	15
70082	115
70083	659
70084	223
70085	1353
70086	62
70087	287
70090	150
70091	85
70092	1849
70093	2
70094	1814
70095	3
70096	1
70101	13
70104	1
70105	1
70107	1
70109	1
70110	1
70112	68
70113	374
70114	1160
70115	1261
70116	670
70117	5225
70118	2162
70119	3177
70120	1



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Zip Code	Number of Closings
70121	377
70122	7157
70123	483
70124	3275
70125	1485
70126	5646
70127	3618
70128	3233
70129	1780
70130	192
70131	1306
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	27
70344	563
70345	85
70346	55
70352	1
70353	171
70354	48
70355	6
70356	140
70357	48
70358	197
70359	76
70360	122
70361	4
70363	680
70364	119
70372	10
70373	15
70374	37
70377	252
70380	76
70381	2
70390	100
70391	4
70392	35
70393	6
70394	231
70395	28

Zip Code	Number of Closings
70397	145
70401	156
70403	219
70404	13
70420	101
70421	11
70422	259
70423	1
70424	1
70426	162
70427	662
70429	4
70430	1
70431	100
70433	273
70434	8
70435	242
70436	14
70437	126
70438	331
70440	1
70441	152
70442	5
70443	162
70444	174
70445	621
70446	41
70447	74
70448	459
70449	16



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Zip Code	Number of Closings
70450	52
70451	27
70452	386
70453	8
70454	172
70455	12
70456	101
70457	1
70458	3145
70459	11
70460	1856
70461	2629
70462	61
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	561
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	110
70528	285
70529	9
70531	9
70532	110
70533	610
70534	3
70535	31
70537	3
70538	402
70540	1
70542	49
70543	24
70544	190
70546	224
70548	100
70549	57

Zip Code	Number of Closings
70550	2
70551	2
70552	9
70554	8
70555	12
70556	9
70559	19
70560	635
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	2815
70602	7
70605	1585
70606	12
70607	1889



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Zip Code	Number of Closings
70609	1
70610	1
70611	958
70612	5
70614	1
70615	1159
70616	6
70621	1
70630	114
70631	539
70632	176
70633	443
70634	442
70637	14
70638	2
70639	3
70640	32
70641	2
70643	104
70644	2
70645	252
70646	64
70647	575
70648	154
70650	12
70651	12
70652	65
70653	56
70654	9
70655	135

Zip Code	Number of Closings
70656	11
70657	214
70658	21
70659	12
70660	103
70661	224
70662	3
70663	1233
70664	13
70665	540
70666	1
70667	1
70668	358
70669	603
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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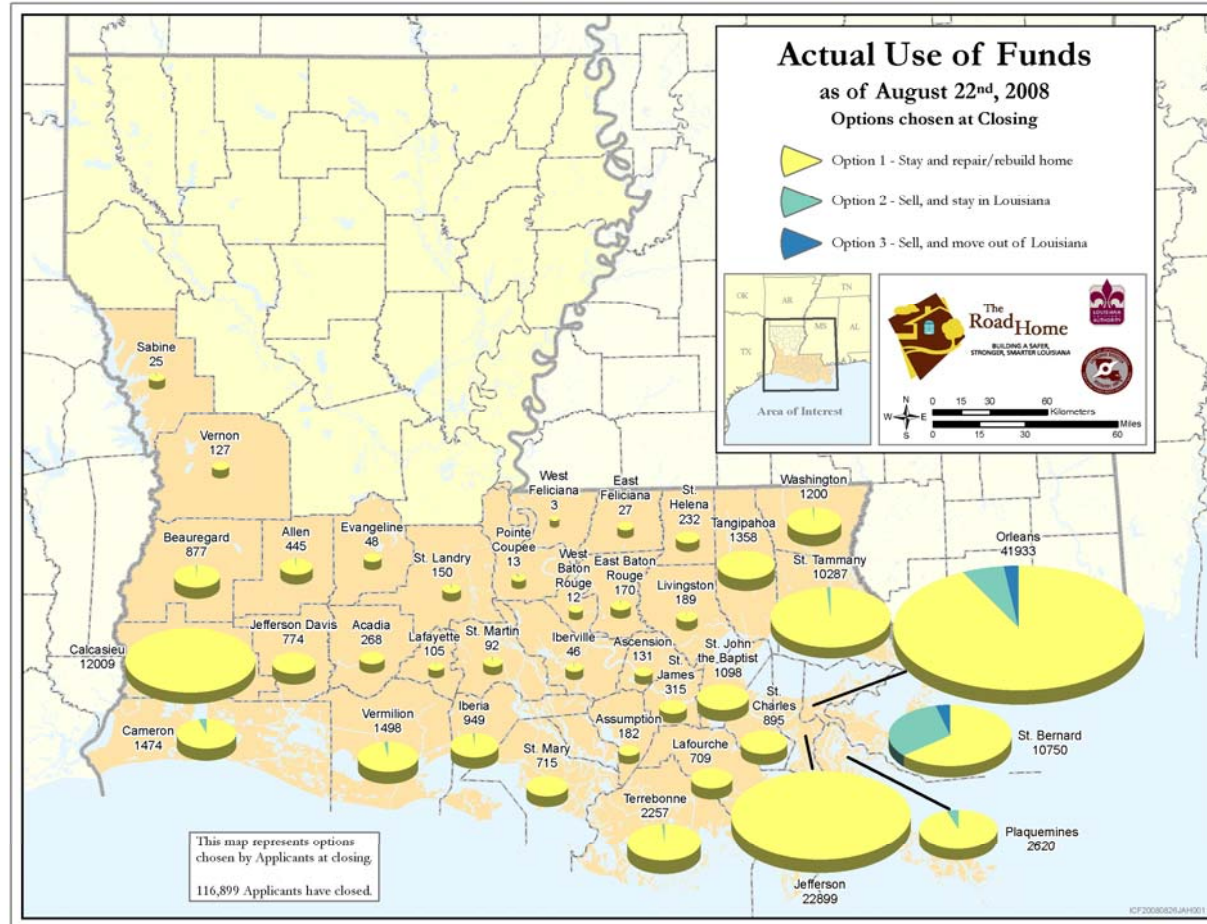
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Zip Code	Number of Closings
70785	21
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	15
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	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	69
71449	11
71458	1
71460	1
71461	3
71462	1
71463	65
71474	2
71486	5
71496	1
	116,954

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).