



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 113 Situation & Pipeline** **Report**

September 9, 2008





### Table of Contents

EXECUTIVE SUMMARY .....	2
Homeowner Assistance Program.....	2
Small Rental Property Program .....	3
Deliverables .....	3
HOMEOWNER PROGRAM .....	4
Housing Assistance Center Activity .....	6
Award Calculation Activity .....	6
Award Selection Activity.....	6
Low/Moderate Income Households.....	6
Elevation Program Activity .....	8
Closing Activity.....	9
Condominium Project.....	10
Manufactured Home Project.....	11
Home Evaluations (Home Inspection) Activity.....	12
Appeals .....	12
Personal Application Liaisons (PAL).....	13
Housing Assistance Center Appointment Activity .....	14
RENTAL PROPERTY PROGRAM.....	18
Underwriting.....	18
Appeals .....	18
Owner Occupant (OO) Units .....	19
Tier 2 Call Center.....	20
Financial Advisors .....	20
URA .....	21
PROGRAM SUPPORT STATUS .....	22
LOGISTICS .....	22
HUMAN RESOURCES .....	22
TRAINING .....	22
EXTERNAL AFFAIRS .....	24
Outreach.....	24
Communications/Media Relations.....	25
POLICY .....	25
INFORMATION TECHNOLOGY .....	25
FRAUD PREVENTION.....	26
COMPLIANCE.....	26
APPENDIX A.....	27
APPENDIX B .....	29
APPENDIX C .....	30
APPENDIX D.....	37
APPENDIX E .....	38
GLOSSARY .....	39

### EXECUTIVE SUMMARY

#### Homeowner Assistance Program

Homeowner Program Advisors completed 357 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,255 and the total number of closings held as of August 28 increased to 117,235. Cumulatively, homeowners returned 142,666 benefit options selection letters.

**Table 1: Homeowner Program Snapshot**

Activity	As of COB August 21	Weekly Activity	As of COB August 28	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	224,759	357	225,116		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,348	7,527
<i>RHAS Appointments Held</i>	58,666	357	59,023		
Benefits Calculated	160,239	16	160,255		
Benefit Options Letters Sent	152,252	42	152,294	1,256	567
<b>Total Benefit Options Letters Returned</b>			<b>142,666</b>		
<i>Number of Option One Selections</i>	124,798	107	124,905	2,494	2,326
<i>Number of Option Two Selections</i>	10,067	3	10,070	216	108
<i>Number of Option Three Selections</i>	2,858	4	2,862	155	28
<i>Decline Benefits</i>	2,189	7	2,196	113	29
<i>Delay Benefits</i>	2,529	(17)	2,512	403	113
<i>Incomplete Benefit Selection Form</i>	123	(2)	121	17	25
<b>Benefit Options Letters Available for Transfer to Closing</b>			<b>132,510</b>		
Files Transferred for Closing	122,959	218	123,177	1,017	36
Total Inactives and Ineligibles				7,011	74,211
Closings Scheduled			71		
Closings Held	116,975	260	117,235		

### 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	1,987	1,392	419	<b>3,798</b>
Conditional Awards Reinstated	52	57	3	<b>112</b>
Total Active Awards *	767	3,702	1,588	<b>6,057</b>
Commitment Letters Mailed	660	2,728	580	<b>3,968</b>
<b>OWNER OCCUPIED UNIT AWARDS</b>				
Active OO Unit Awards	143	138	33	<b>314</b>
OO Unit Award Letters Mailed	149	127	22	<b>298</b>

\* Includes 32 applications reinstated through the Appeals Process.

### Deliverables

Table 3 lists the deliverables provided during the reporting period.

**Table 3: Program Deliverables**

	Deliverables	Date
00035-08222008	Grant Review Procedures v4.0	08/22/2008
00120-08222008	Rental Round 1 & 2 Matrix	08/22/2008
00052-08312008	Analysis of Facility Use	08/27/2008
00025	The Road Home Weekly Combined Report	08/27/2008
00054-08312008	Conflict of Interest Report	08/28/2008
00053-08312008	Report on Subcontractor Activity	08/28/2008

## HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 8/21	CUMULATIVE As of 8/28	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	58,666	59,023	357
<b>CALCULATIONS</b>	BENEFITS CALCULATED	160,239	160,255	16
	<b>TOTAL</b>	<b>\$9.43 billion</b>	<b>\$9.46 billion</b>	<b>\$ .03b</b>
	<b>AVERAGE</b>	<b>\$61,034</b>	<b>\$61,197</b>	

- 166,093 applicants have completed initial appointments

- The \$9.46 billion total and \$61,197 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 8/21	CUMULATIVE As of 8/28	INCREASE
<b>OPTION SELECTION</b>	OPTIONS LETTERS SENT	152,252	152,294	42
	OPTIONS LETTERS RETURNED	142,563	142,666	13
	BSF AVAIL FOR TRANSFER TO CLOSING	132,391	132,510	119
<b>CLOSINGS</b>	TRANSFERRED TO CLOSING	122,959	123,177	218
	INACTIVE CLOSING FILES	1,183	1,017	(166)
	CLOSINGS HELD	116,975	117,235	260
	<b>TOTAL</b>	<b>\$6.92 billion</b>	<b>\$6.95 billion</b>	<b>\$.03 b</b>
	<b>AVERAGE*</b>	<b>\$59,126</b>	<b>\$59,318</b>	

- Applicants have returned 142,666 Benefits Selection Forms. After processing and review, 132,510 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 357 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - Road Home Advisory Services (RHAS) activity increased 17% from the previous reporting period
    - 59,023 total RHAS appointments held to date
    - 314 RHAS appointments were due to walk-ins

### Award Calculation Activity

- The *Road Home* has calculated 160,255 benefits, an increase of 16 for the week
  - The average total benefit calculated was \$61,197 (excluding ‘zero’ awards)
  - 5,700 calculations resulted in ‘zero’ grant amounts
  - 154,555 ‘non-zero’ or ‘positive’ grant amounts were calculated

### Award Selection Activity

- A total of 142,666 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 31,720 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
  - 132,510 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>	26,411
<i>Number of Option Two</i>	3,125
<i>Number of Option Three</i>	2,184
<b>Total Elderly Benefits Options Selected</b>	<b>31,720</b>

### Low/Moderate Income Households

- A total of 117,221 applicants had gone to closing and received their Road Home disbursement as of August 28, 2008. Of these applicants, 50,120 (43 percent) were documented as LMI.
- A total of \$6,953,352,662 in Homeowner Assistance Program awards were disbursed as of August 28, 2008. Of these disbursements, \$3,549,820,283 (51 percent) went to applicants documented as LMI.
- Extrapolating to the 117,235 awards that have closed for a total of \$6.95 billion, approximately \$3.54 billion will be documented as LMI.

**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	124,905	10,070	2,862	137,837
Total \$ in Options Selected	\$6,845,179,796.73	\$795,472,847.78	\$189,082,808.58	\$7,829,735,453.09
Comp Grant \$ in Options Selected	\$4,849,733,727.47	\$597,045,800.72	\$189,082,808.58	\$5,635,862,336.77
Elev Grant \$ in Options Selected *	\$686,936,121.66			\$686,936,121.66
ACG \$ in Options Selected	\$1,308,509,947.6	\$198,427,047.06		\$1,506,936,994.66
Number of Options Selected by LMI	53,013	4,499	1,182	58,694
Total \$ to LMI	\$3,613,032,229.51	\$436,394,400.22	\$77,661,263.99	\$4,127,087,893.72
Comp Grant \$ to LMI	\$1,980,956,351.15	\$237,967,353.16	\$77,661,263.99	\$2,296,584,968.30
Elev Grant \$ to LMI *	\$323,565,930.76			323,565,931
ACG \$ to LMI	\$1,308,509,947.6	\$198,427,047.06		\$1,506,936,994.66
% 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.



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

**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	108,466	6,986	1,769	117,221
Total \$ in Closings Held	\$6,212,105,654.29	\$606,459,626.35	\$134,787,381.42	\$6,953,352,662.06
Comp Grant \$ in Closings Held	\$4,660,707,040.01	\$454,983,458.21	\$134,787,381.42	\$5,250,477,879.64
Elev Grant \$ in Closings Held	\$242,116,973.72	\$29,295.00		\$242,146,268.72
ACG \$ in Closings Held	\$1,309,281,640.56	\$151,446,873.14		\$1,460,728,513.70
Number of Closings Held by LMI	46,139	3,246	735	50,120
Total \$ to LMI	\$3,170,610,387.82	\$322,990,535.42	\$56,219,359.73	\$3,549,820,282.97
Comp Grant \$ to LMI	\$1,873,935,007.98	\$182,745,931.42	\$56,219,359.73	\$2,112,900,299.13
Elev Grant \$ to LMI	\$117,977,531.03			\$117,977,531.03
ACG \$ in Research for Categorization*	\$130,583,791.75	\$11,202,269.14		\$141,786,060.89
ACG \$ to LMI	\$1,178,697,848.81	\$140,244,604.00		\$1,318,942,452.81
Total ACG \$	\$1,309,281,640.56	\$151,446,873.14		\$1,460,728,513.70
% 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	49 %
% of ACG \$ to LMI	90 %	93 %	N/A	90 %

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

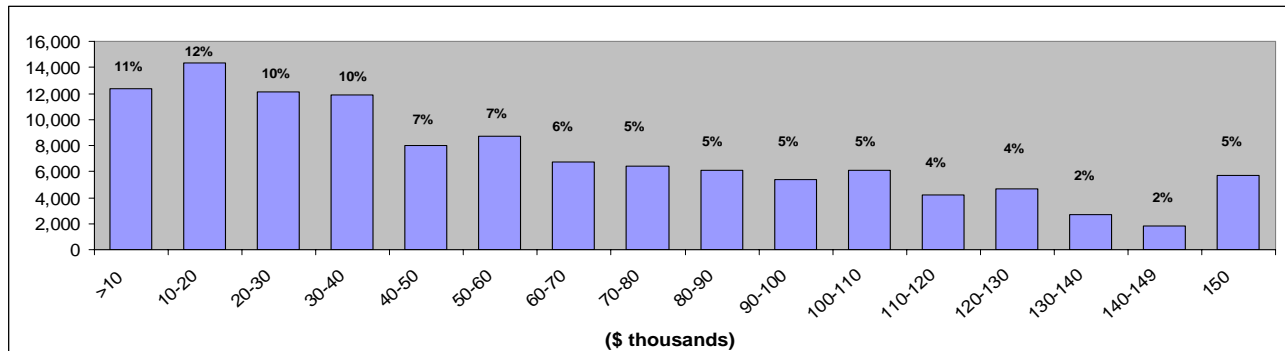
### Elevation Program Activity

No information was generated for the reporting period ending on August 28, 2008, due to preparation for, and the operational shut-down caused by, Hurricane Gustav, which made landfall in Louisiana on September 1, 2008. Updated information will be included in the next combined report.

### Closing Activity

- As of August 28, 2008, a total of 123,177 files were transferred to closing agents, 218 files were transferred during the reporting week. Currently, 1,017 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 260 closings.
- Of the total 117,235 cumulative closings:
  - The average award is \$59,318
  - 50,120 also received additional compensation grants. The average additional compensation grant award is \$26,316
  - Closed 26,662 elderly applicants for a total of \$1,877,787,740
  - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 7,250 additional disbursements for a total of \$226,148,199. The average additional disbursement is \$31,193.
- No information regarding applications that cannot close is included in this report due to preparation for, and the operational shut-down caused by, Hurricane Gustav, which made landfall in Louisiana on September 1, 2008.

**Figure 3: Award Size**



\* Detailed closing data is based on population of 117,221, rather than 117,235 reported in Daily Governor's Report as of August 28, 2008, due to a variance in data feeds.

**Table 7: Pre-Closing Tracking Report**

ACTIVITY	Fri 8/29	Sat 8/30	Sun 8/31	Mon 9/01	Tues 9/02	Wed 9/03	Thurs 9/04	Weekly Total
Files Transferred for Closing	-	-	-	218	-	-	-	218

**Table 8: Applicants and Closings Held By Race/Ethnicity**

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	475	>1%
American Indian/Alaska Native and White	530	>1%	342	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	269	>1%
Asian	2,925	2%	1973	2%
Asian and White	300	>1%	194	>1%
Black/African American	65,837	36%	48,714	42%
Black/African American and White	1,153	1%	835	>1%
Native Hawaiian/Other Pacific Islander	183	>1%	123	>1%
Other Multi-Racial	3,419	2%	2,345	2%
White	72,046	39%	46,063	39%
A race was not provided	37,668	20%	15,887	14%
	185,106		117,221	

\*Detailed closing data is based on population of 117,221, rather than 117,235 reported in Daily Governor's Report as of August 28, 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 9.

**Table 9: Condominium Pipeline Progress**

Activity	Prior Total	7/25-7/31	8/01-8/07	8/08-8/14	8/15-8/21	8/22-8/28	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	1,024	-	-	-	-	-	1,024
Total Option Calculations Completed	858	-	1	-	-	-	859
Option Letters Created	827	-	1	-	-	-	828
Option Letters Mailed*	827	-	1	-	-	-	828
Option Letters Received	532	-	1	-	-	-	533
Transmitted for Closing	294	1	5	16	2	-	318
Closings Held	227	20	5	7	2	11	272
Elevation Only Awards	188	-	-	-	-	-	188
Inactive Applications	219	3	1	(2)	-	(10)	211
Ineligible Applications	127	5	-	-	-	16	148

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



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

### Manufactured Home Project

The special manufactured home project has yielded the following progress (See Summary Table 10):

- Identified 16,280 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 14,304 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation underway

**Table 10: Manufactured Home Pipeline Progress**

Activity	Prior Total	7/25-7/31	8/01-8/07	8/08 - 8/14	8/15-8/21	8/22-8/28	Cumulative Total
Total number of Manufactured Home Applications	16,264	4	-	6	3	3	<b>16,280</b>
Total Manufactured Home Evaluations verified	15,999	22	-	-	4	4	<b>16,029</b>
Total Pre-Storm values verified	14,215	22	5	22	19	21	<b>14,304</b>
Total Applications released into letter generation process	14,214	22	5	22	18	23	<b>14,304</b>

### Home Evaluations (Home Inspection) Activity

**Table 11: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	7/25-7/31	8/01-8/07	8/08-8/14	8/15-8/21	8/22-8/28	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,091	5	3	4	6	3	165,112 <sup>a</sup>	4
Work Orders Dispatched	162,891	5	3	5	15	3	162,922	6
Evaluations Completed in the Field	160,986	6	12	4	7	7	161,012 <sup>b</sup>	7

<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 15 Strike and Stealth Team issues
- Addressed 43 appeals
- Addressed 25 CAD disputes
- Addressed 2 State Appeals
- Addressed 5 Critical issues
- Addressed 8 FEMA eligibility appeals
- Addressed 15 Structure type issues
- Completed 22 Elevation Grants
- Addressed 2 Pre-Closing Issues
- Addressed 12 Elevation appeals

### Appeals

As of August 28, 2008, 12,485 cases have been processed through the Appeals department, 10,430 have been resolved and 1,890 are active. Table 12 shows the status of these cases.

**Table 12: Status of Appeals**

ACTIVITY	As of COB 8/1	As of COB 8/07	As of COB 8/14	As of COB 8/21	As of COB 8/28
Total Cases Processed in Appeals	11,843	12,036	12,177	12,359	12,485
Appeal Cases Pending Decision/Research	2,119	2,119	2,044	1,956	1,890
Ineligible Status Appeal	240	245	224	192	165
<b>Total Active Cases</b>	<b>2,359</b>	<b>2,364</b>	<b>2,268</b>	<b>2,148</b>	<b>2,055</b>
<b>Total Cases Resolved</b>	<b>9,484</b>	<b>9,672</b>	<b>9,909</b>	<b>10,211</b>	<b>10,430</b>



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

Further analysis of the resolved appeals cases (10,430) shows that:

- 3,705 (36%) have resulted in additional funds being awarded to applicants for a total of \$101,570,274.00. The average additional disbursement is \$27,414
- 360 (3%) resulted in a reduction of award for a total of \$5,131,317.45. The average reduction is \$14,253
- 3,082 (29%) resulted in no change to the award amount
- 3,283 (32%) were reviewed for an eligibility determination, 1,302 were approved and 1,981 were denied

As of August 28, 2008, there were 1,378 appeal cases transferred to the State appeals process, of which 587 are closed and 791 are in progress.

**Table 13: Status of State Panel Review Appeals**

ACTIVITY	As of COB 8/14	As of COB 8/21	As of COB 8/28
Total Cases Requested for State Panel Review	1,035	1,149	1,378
State Appeal Cases in Progress	477	579	791
State Appeal Cases Resolved	558	570	587

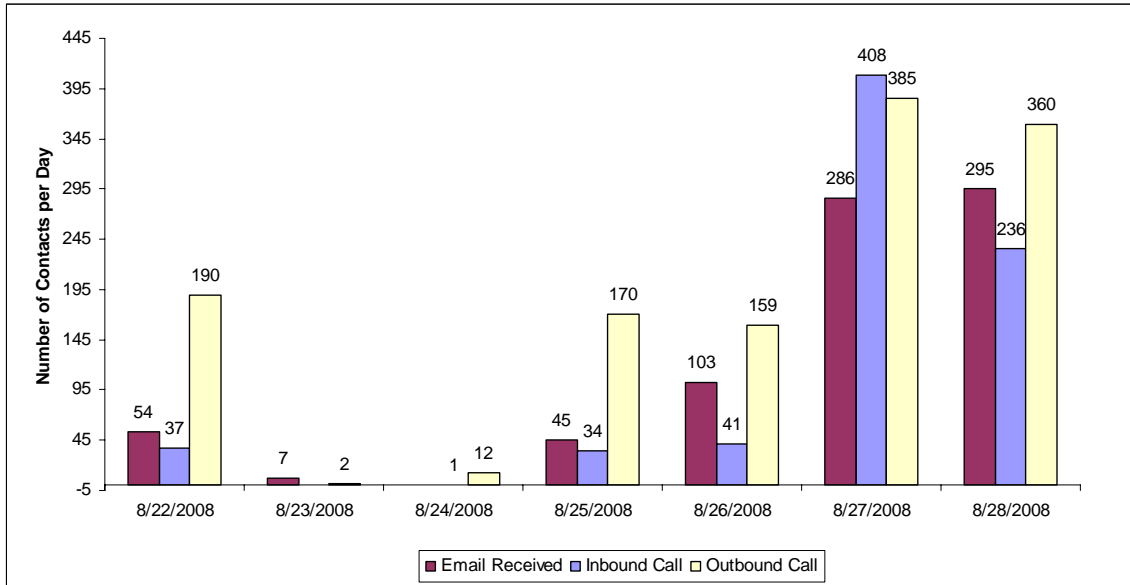
### Personal Application Liaisons (PAL)

During the reporting week, 2,825 contacts were made through the PAL initiative. Table 14 and Figure 4 detail these contacts by type and day. Additional PAL information that is normally included in the report is not available due to preparation for, and the operational shut-down caused by, Hurricane Gustav, which made landfall in Louisiana on September 1, 2008. Updated information will be included in the next combined report.

**Table 14: PAL Metrics**

ACTIVITY	Prior Total	7/25- 7/31	8/01- 8/07	8/08- 8/14	8/15- 8/21	8/22- 8/28	Current Total
Email Received	1,018	16	38	299	459	790	2,620
Inbound Calls	14,804	135	168	516	476	757	16,856
Outbound Calls	53,951	399	540	1,279	1,314	1,278	58,761
Total Contacts	69,773	550	746	2,094	2,249	2,825	78,237

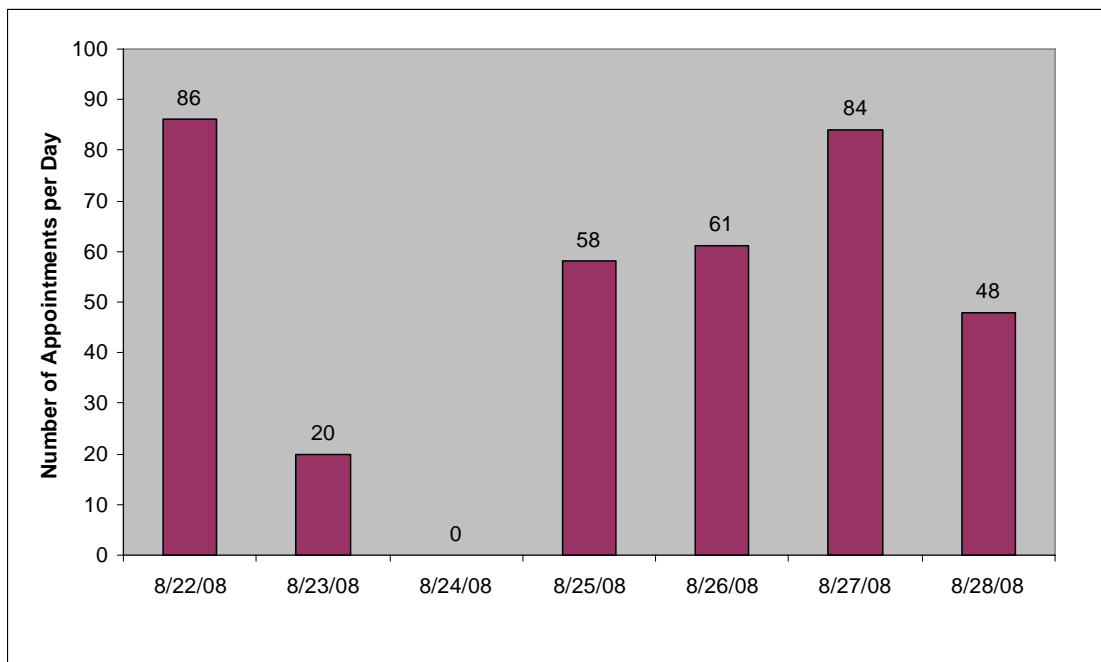
**Figure 4: PAL Contacts by Day**



### Housing Assistance Center Appointment Activity

There were a total of 357 RHAS appointments held at the Housing Assistance Centers during the reporting period. The Centers continued to see applicants on Saturdays (Figure 5).

**Figure 5: Housing Assistance Center RHAS Appointments by Day**





# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

**Table 15: Housing Assistance Center Appointments by Week**

ACTIVITY	Prior Total	7/25-7/31	8/01-8/07	8/08-8/14	8/15-8/21	8/22-8/28	Current Total	Five Week Average
<b>RHAS Appointments Held</b>	57,385	270	353	352	306	357	<b>59,023</b>	<b>328</b>
<b>Average Daily RHAS Appointments Held</b>		45	59	59	51	60		

Figure 6 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 314 walk-ins for RHAS appointments during this reporting period.

Figure 6: RHAS Scheduled, Held, and Walk-Ins by Center

Housing Assistance Center Processing, August 22 - August 28, 2008  
RHAS Appointments

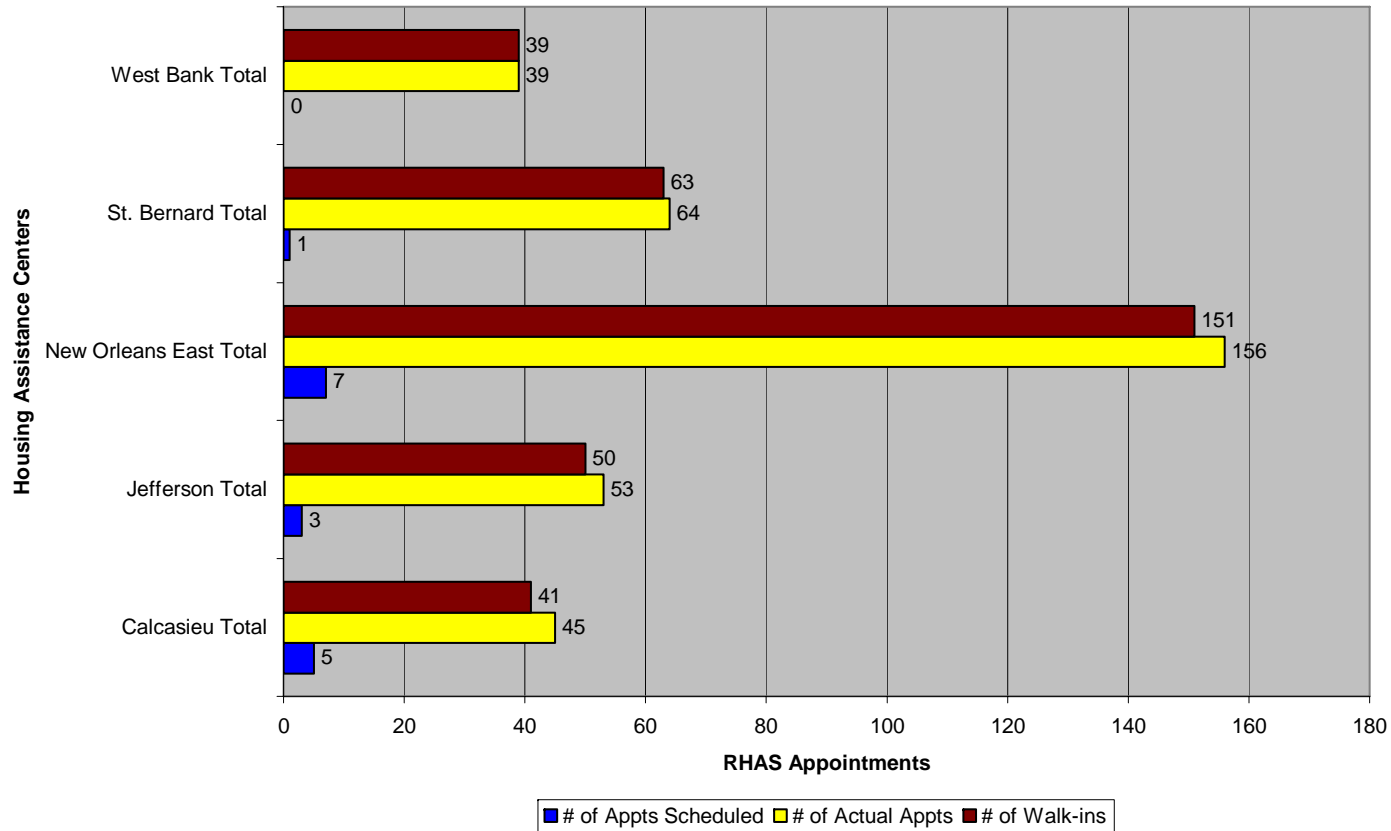
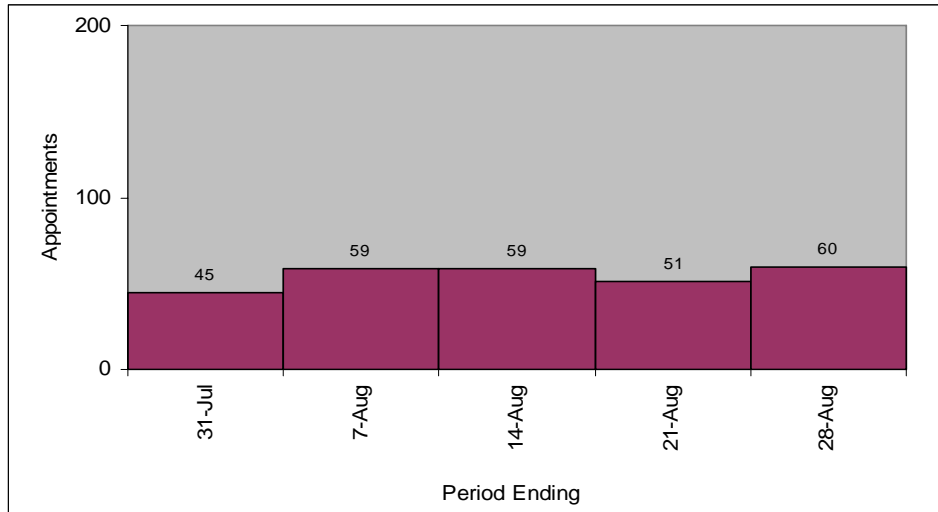


Figure 7 shows the average number of RHAS appointments per day over the current and previous periods.

**Figure 7: Average Daily Appointments by Period**



## RENTAL PROPERTY PROGRAM

### Underwriting

- Continued to process all active awardees (See Table 16)

**Table 16: 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	767		3,702		1,588	
<b>COMMITMENT LETTER STAGE</b>						
Commitment Letters Mailed	660		2,728		580	
Commitment Letters Returned by Applicant		478		1,510		193
<b>POST COMMITMENT STAGE</b>						
0 - 24% Construction Complete		129		520		47
25 - 49% Construction Complete		54		150		33
50 - 74% Construction Complete		43		137		12
75 - 100% Construction Complete		252		703		101
Total	478		1,510		193	

### Appeals

- Received 36 new appeals
- Completed 1 Appeal Review Determinations
- Researched and resolved 9 requests for Constituent Services
- Mailed 8 Determination letters

**Table 17: Status of Appeals**

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	305	483	566	<b>1,354</b>
Level II Issue Determinations Made	291	438	538	<b>1,267</b>
Level II Issues Remaining to be Resolved	14	45	28	<b>87</b>



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

**Table 18: Appeals Determinations Summary**

Appeals Determination After Road Home Review	Cumulative Total
Approved	234
Denied	945
Dismissed	78
Withdrawn	10

### Owner Occupant (OO) Units

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

**Table 19: 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	138	33	<b>314</b>
OO Unit Award Letters Mailed	149	127	22	<b>298</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	116	89	18	<b>223</b>
Outstanding OO Unit Award Acceptances	9	11	4	<b>24</b>
OO Unit Award Cancelled Post Acceptance	5	3	0	<b>8</b>
OO Unit Award Closings Held	97	49	3	<b>149</b>

### Tier 2 Call Center

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

**Table 20: Tier 2 Call Center Metrics**

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

### Financial Advisors

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

**Table 21: Financial Advisor Appointment Activity**

Financial Advisor Appointments	Cumulative Total
Applicants Contacted	2,851
Appointments Not Required	1,573
Appointments Required	1,278
Appointments Completed	963
Appointments to be Completed	315

### URA

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

**Table 22: Relocation Activity**

<b>Occupied Properties</b>				
<b>Owner Occupants with Tenants</b>	<b>Round 1</b>	<b>Round 2</b>	<b>Round 2 Waitlist (Round 2.1)</b>	<b>Program Total</b>
Total Rental Units	183	94	5	<b>282</b>
Tenant Occupied (Relocation possibly needed)	117	55	5	<b>177</b>
Vacant Units	66	39	0	<b>105</b>
<b>General Pool with Tenants</b>	<b>Round 1</b>	<b>Round 2</b>	<b>Round 2 Waitlist (Round 2.1)</b>	<b>Program Total</b>
Total Rental Units	72	407	110	<b>589</b>
Tenant Occupied (Relocation possibly needed)	57	299	93	<b>449</b>
Vacant Units	15	108	17	<b>140</b>

## PROGRAM SUPPORT STATUS

### LOGISTICS

- Mobile Events (Dates and Locations):
  - August 24 - Calcasieu: Lake Charles Civic Center...complete
  - August 26 - Orleans: UNO Lindy Boggs Conference Center...complete
  - August 28 - Plaquemines: St. Patrick's Church...in process
  - 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 (exactly sixty days from the "warn letters")

### HUMAN RESOURCES

- Visited with the Coordinator of Executive Leadership Program at the University of New Orleans to identify employment opportunities for Road Home employees to transition to careers in emergency management or homeland security.
- Conducted second in series of "*Transition Shadow Workshops*" on 27 August for employees of the Anselmo Center in Baton Rouge. Additional sessions are being planned for the weeks of 2 and 8 September.
- Continued updating handouts for HUD Section 3 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.
- Coordinated with Adecco Staffing Services on the first of two "*Networking Events*" at the Bullard Center on 27 August to assist employees with exploring job opportunities with local and regional employers.
- Continued working with major recruiting & placement agencies to arrange "*Networking Events*" during the weeks of 2 and 8 September.
- Expanded relationship with the LA Works Centers in Baton Rouge, Lake Charles, and New Orleans to host "*Open House for Road Home Employees*" to meet with staff, set up internet and email privileges, and to participate in visits with local and regional employers. The first open house will be at the new home of JOB 1 / New Orleans, located on Canal Street, and co-hosted with the Louisiana Rapid Response Team.

### TRAINING

- Participated in 2 Outreach events (New Orleans and Port Sulphur)
  - Delivered basic information about the program
  - Welcomed people, provided logistical information, played informational videos
- Responded to audit team requests for information



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

- Developed Technical Writing Training
- Researched and developed Sold Home Training

**Table 23: 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 28, 2008	2,193
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of August 28, 2008	278
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of August 28, 2008	1,299
Internal	Case Management Training for New Hires	ACT New Hires	Fairfax, VA	August 22, 2008	4
Internal	Pre-Closing QA Procedures	Rental Pre-Closing Quality Review Team	Goodwood Office Baton Rouge, LA	August 22, 2008	3
Internal	Rental Orientation	Rental New Hires	Goodwood Office Baton Rouge, LA	August 25, 2008	3
Internal	Elevation Training for OCD Appeals Team	OCD Appeals Team	One American Place Baton Rouge, LA	August 27, 2008	12
Internal	Final Inspection Training, Session 1	Rental Staff	Goodwood Office Baton Rouge, LA	August 28, 2008	12
Internal	Final Inspection Training, Session 2	Rental Staff	Goodwood Office Baton Rouge, LA	August 28, 2008	18



### EXTERNAL AFFAIRS

#### Outreach

- Provided individualized Road Home updates via a presence at Rep. Simone Champagne’s office in Iberia Parish and Rep. Jonathan Perry’s office in Vermilion Parish.
- Provided individualized Road Home updates in Calcasieu, Orleans and Plaquemines Parishes for the September deadlines through large-scale outreach events.
- 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 Lifting of Deadlines for Most Applicants.
- 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. A.G. Crowe
  - Rep. A. B. Franklin
  - Rep. Joseph Lopinto
  - Rep. Kevin Pearson
  - Plaquemines Parish President Billy Nungesser
  - Plaquemines Parish Councilman Burghart Turner

**Table 24: Community Outreach Metrics**

Meeting Type	Events held 8/22-8/28	People reached 8/22-8/28	Events To Date	People Reached To Date
Community	5	1,538	872	50,685
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	-	-	317	9,703
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
<b>TOTALS</b>	<b>5</b>	<b>1,538</b>	<b>1,719</b>	<b>87,311</b>

### Communications/Media Relations

#### **In support of Homeowner program:**

- Revised Website content to remove any references to program deadlines that have been rescinded
- Developed and printed a postcard lifting deadlines for applicants who had received prior mailings
- Assisted outreach with print requests for homeowner events

#### **In support of Rental program:**

- State approved Rental program “Maintaining Your Green Apartment”
- Rental approved Spanish version of the Rental program Checklist and Overview to post on Web
- Submitted event plan, agenda, proposed date/time and location for Outreach events that begin September 2008 to Rental program for confirmation
- Coordinating support for Rental program participation in Homeowner deadline events
- Completing applicant invitation letters and applicant materials for Rental Outreach events that begin September 2008
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content

### **POLICY**

- Revised Homeowner Program Policies Version 6.1
- Responded to policy questions from staff
- Provided support to Grant Review Team reviewing closed files

### **INFORMATION TECHNOLOGY**

- Creating new mock-ups for the PCI and Final Acknowledgement Form to allow for transaction returns of money that needs to be re-disbursed through an adjustment
- Prepared contingency plans in anticipation of Hurricane Gustav
- 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
- Data Warehouse finalized around new type of title check for SRPP pre-closing

### FRAUD PREVENTION

- Completed and finalized work for investigations received prior to August 18, 2008
- Bi-weekly homeowner and small rental antifraud update meetings held with ICF
- Completed turnover of data analytics and investigations to the Compliance and Investigations Department

**Table 25: Fraud Prevention Metrics**

ACTIVITY	Prior Totals	7/25-7/31	8/01-8/07	8/08-8/14	8/15-8/21	8/22-8/28	Current Totals
Applicant Issues Reported to Anti-Fraud	1,359	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	527	14		3	1		545
ASCENSION	161	2		2			165
ASSUMPTION	234	3		1	1		239
BEAUREGARD	1,019	18		9	3		1,049
CALCASIEU	13,573	197	12	203	105	5	14,095
CAMERON	1,661	202	5	65	33	1	1,967
EAST BATON ROUGE	200	5	1	2			208
EAST FELICIANA	27	1					28
EVANGELINE	69	1		1			71
IBERIA	1,098	29	2	5	3	3	1,140
IBERVILLE	60	3			1		64
JEFFERSON	26,634	255	59	392	578	23	27,941
JEFFERSON DAVIS	945	18	2	6	9	4	984
LAFAYETTE	124	3		1	1		129
LAFOURCHE	844	11	1	7	1	1	865
LIVINGSTON	232	6	1	2	2		243
ORLEANS	42,994	4,292	1,857	783	1,053	37	51,016



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Option 4. Decline Benefits	Option 5. Delay Selection of Benefit	Option 6. Unable to Determine Selection	Total
OTHER	2						2
PLAQUEMINES	3,197	352	44	75	99	8	3,775
POINTE COUPEE	15						15
SABINE	30	1					31
SAINT BERNARD	7,765	4,198	807	397	330	19	13,516
SAINT CHARLES	1,082	6	1	9	10	1	1,109
SAINT HELENA	286	2			1		289
SAINT JAMES	388			2			390
SAINT LANDRY	170	6		1		1	178
SAINT MARTIN	107	5		1			113
SAINT MARY	902	8		1	3		914
SAINT TAMMANY	11,344	220	59	143	218	9	11,993
ST JOHN THE BAPTIST	1,335	3	1	4	14	1	1,358
TANGIPAHOA	1,598	13	2	4	1	1	1,619
TERREBONNE	2,658	80	3	23	17	6	2,787
VERMILION	1,672	89	4	43	14	1	1,823
VERNON	153	3		1	2		159
WASHINGTON	1,465	20	1	8	12		1,506
WEST BATON ROUGE	14						14
WEST FELICIANA	3						3
	<b>124,905</b>	<b>10,070</b>	<b>2,862</b>	<b>2,196</b>	<b>2,512</b>	<b>121</b>	<b>142,666</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	660
Ascension	195
Assumption	281
Beauregard	1,178
Calcasieu	15,418
Cameron	2,115
East Baton Rouge	321
East Feliciana	38
Evangeline	88
Iberia	1,324
Iberville	93
Jefferson	33,367
Jefferson Davis	1,173
Lafayette	153
Lafourche	994
Livingston	296
Orleans	55,530
Other	2
Plaquemines	4,121
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,656
Saint Charles	1,446
Saint Helena	327
Saint James	464
Saint Landry	216
Saint Martin	135
Saint Mary	1,072
Saint Tammany	13,464
St John the Baptist	1,748
Tangipahoa	1,800
Terrebonne	3,176
Vermilion	2,003
Vernon	178
Washington	1,790
West Baton Rouge	19
West Feliciana	6
	<b>160,255</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 117,221 rather than 117,235 reported in Daily Governor’s Report as of August 28, 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	268	2		270
Allen	439	7		446
Ascension	130			130
Assumption	183			183
Beauregard	871	9	1	881
Calcasieu	11,932	95	6	12,033
Cameron	1,381	91	2	1,474
East Baton Rouge	165	3	1	169
East Feliciana	27			27
Evangeline	48			48
Iberia	937	15	1	953
Iberville	45	1		46
Jefferson	22,757	191	21	22,969
Jefferson Davis	766	6		772
Lafayette	103	2		105
Lafourche	706	6	1	713
Livingston	189	2		191



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Orleans	37,890	3,044	1,126	42,060
Other	2			2
Plaquemines	2,447	175	10	2,632
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,141	3,085	568	10,794
Saint Charles	892	3	1	896
Saint Helena	233	1		234
Saint James	319			319
Saint Landry	145	5		150
Saint Martin	89	3		92
Saint Mary	718	3		721
Saint Tammany	10,129	144	26	10,299
St John the Baptist	1,102			1,102
Tangipahoa	1,359	4		1,363
Terrebonne	2,231	33	1	2,265
Vermilion	1,454	42	3	1,499
Vernon	125	1		126
Washington	1,189	14	1	1,204
West Baton Rouge	12			12
West Feliciana	3			3
	<b>108,465</b>	<b>6,987</b>	<b>1,769</b>	<b>117,221</b>



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

### Closings by Zip Code

Zip Code	Number of Closings
A zip code was not provided	21
70001	801
70002	882
70003	2,171
70005	698
70006	1,325
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,662
70033	1
70036	173
70037	425
70038	235
70039	77
70040	317
70041	621
70042	7
70043	4,561
70044	3
70045	3

Zip Code	Number of Closings
70046	11
70047	144
70048	1
70049	139
70050	192
70051	53
70052	37
70053	655
70054	2
70056	1,735
70057	102
70058	2,925
70059	5
70062	851
70063	6
70064	5
70065	3,461
70066	7
70067	382
70068	667
70069	9
70070	119
70071	44
70072	4,077
70073	6
70074	1
70075	1,286
70076	12
70077	1
70078	18

Zip Code	Number of Closings
70079	20
70080	15
70082	116
70083	662
70084	223
70085	1,355
70086	62
70087	287
70090	152
70091	86
70092	1,855
70093	2
70094	1,819
70095	2
70096	1
70101	13
70104	1
70105	1
70107	1
70109	1
70110	1
70112	68
70113	378
70114	1,163
70115	1,262
70116	673
70117	5,240
70118	2,167
70119	3,185
70120	1



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

Zip Code	Number of Closings
70121	377
70122	7,174
70123	483
70124	3,287
70125	1,489
70126	5,659
70127	3,628
70128	3,242
70129	1,784
70130	191
70131	1,311
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	172
70302	2
70339	5
70340	18

Zip Code	Number of Closings
70341	43
70342	5
70343	27
70344	565
70345	86
70346	55
70352	1
70353	171
70354	48
70355	7
70356	140
70357	48
70358	198
70359	76
70360	122
70361	4
70363	684
70364	119
70372	10
70373	15
70374	37
70377	252
70380	76
70381	2
70390	100
70391	4
70392	36
70393	6
70394	232
70395	28

Zip Code	Number of Closings
70397	145
70401	156
70403	220
70404	13
70420	102
70421	11
70422	260
70423	1
70424	1
70426	162
70427	664
70429	4
70430	1
70431	100
70433	274
70434	8
70435	242
70436	14
70437	127
70438	332
70440	1
70441	153
70442	5
70443	161
70444	174
70445	624
70446	41
70447	75
70448	459
70449	16



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

Zip Code	Number of Closings
70450	52
70451	27
70452	387
70453	8
70454	172
70455	12
70456	101
70457	1
70458	3,147
70459	11
70460	1,861
70461	2,632
70462	61
70463	14
70464	6
70465	31
70466	55
70467	3
70469	3
70470	5
70471	212
70478	1
70485	1
70501	22
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	111
70528	286
70529	9
70531	9
70532	110
70533	610
70534	3
70535	31
70537	3
70538	406
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	10
70559	19
70560	636
70562	1
70563	22
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	2,818
70602	7
70605	1,588
70606	12
70607	1,893



# Weekly Situation & Pipeline Report

## Week 113

August 22 – August 28, 2008

Zip Code	Number of Closings
70609	1
70610	1
70611	959
70612	5
70614	1
70615	1,159
70616	6
70621	1
70630	114
70631	540
70632	176
70633	443
70634	443
70637	14
70638	2
70639	3
70640	32
70641	2
70643	105
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	216
70658	21
70659	12
70660	103
70661	225
70662	3
70663	1,234
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	16
70764	11
70767	9
70769	15
70770	3
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	1
70783	1



# Weekly Situation & Pipeline Report

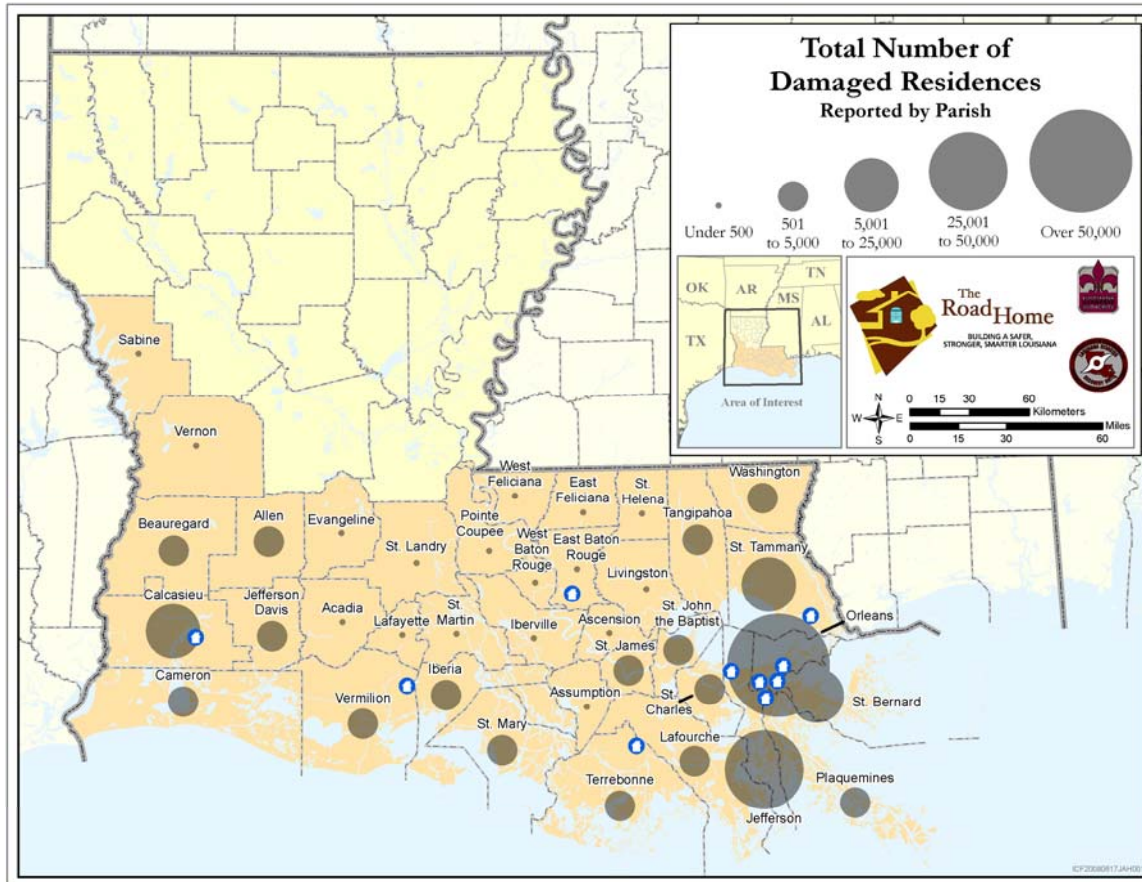
## Week 113

August 22 – August 28, 2008

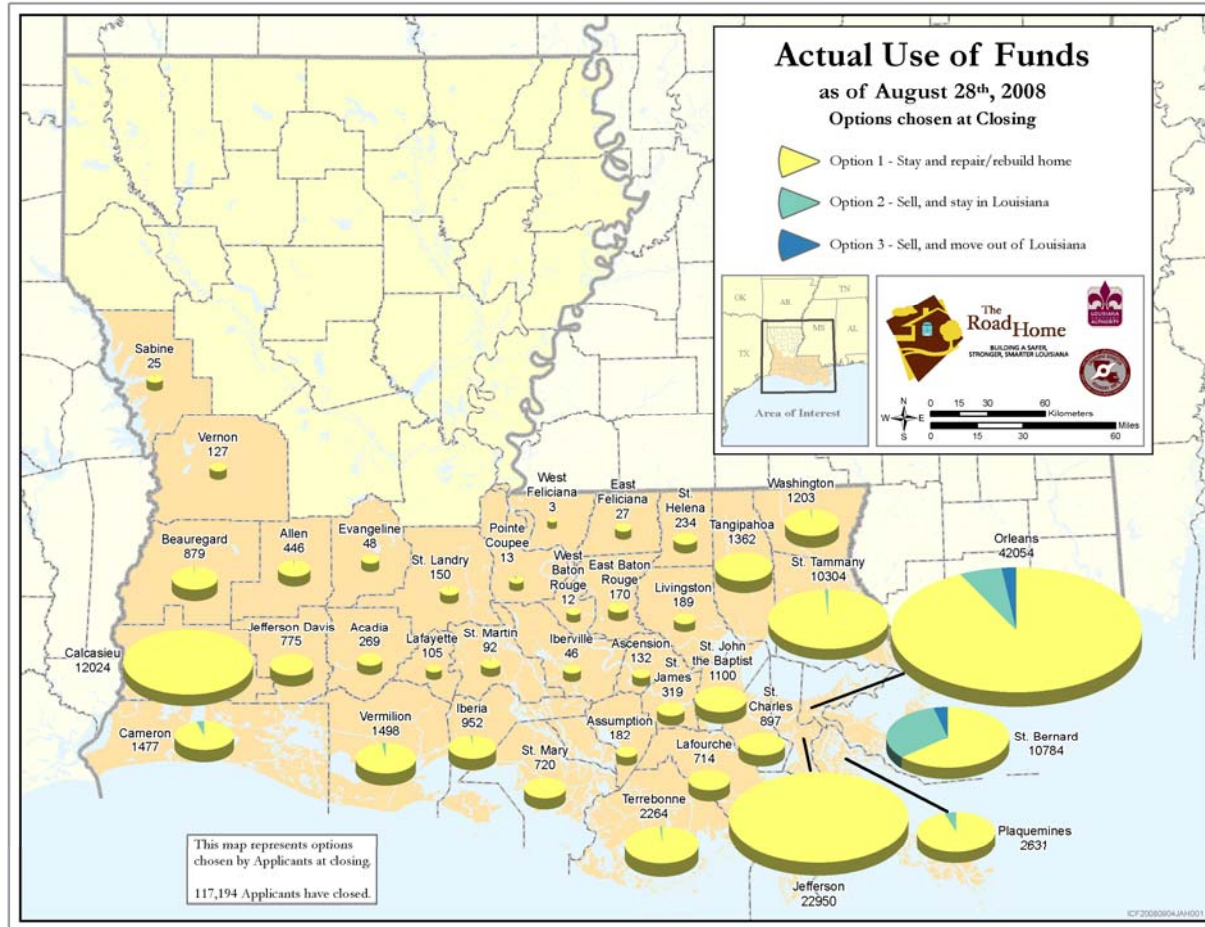
Zip Code	Number of Closings
70785	21
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	15
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1
71295	1
71302	1
71322	1

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
	<b>117,221</b>

### APPENDIX D



### APPENDIX E



## **GLOSSARY**

### **Table 1 Terms:**

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

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

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

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

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

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

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

**Benefits Calculated** represents the cumulative number of benefits calculated.

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

### **Pipeline Diagram Terms (Figures 1 and 2):**

#### **APPLICATIONS & APPOINTMENTS**

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

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

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

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

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

#### **CALCULATIONS**

**Benefits Calculated** represents the cumulative number of benefits calculated.

#### **OPTION SELECTION**

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

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



# Weekly Situation & Pipeline Report

Week 113

August 22 – August 28, 2008

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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).