



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 114 Situation & Pipeline** **Report**

September 10, 2008





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## EXECUTIVE SUMMARY

### Homeowner Assistance Program

Homeowner Program Advisors completed 29 appointments with applicants during the reporting period. As a result of Hurricane Gustav, appointments were only conducted on August 29, 2008, as Program facilities were closed from August 30 through September 7, 2008. The number of benefits calculated increased to 160,259 and the total number of closings held as of September 4, 2008, increased to 117,370. Cumulatively, homeowners returned 142,675 benefit options selection letters.

**Table 1: Homeowner Program Snapshot**

Activity	As of COB August 28	Weekly Activity	As of COB September 4	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	225,116	26	225,142		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,340	7,507
<i>RHAS Appointments Held</i>	59,023	26	59,049		
Benefits Calculated	160,255	4	160,259		
Benefit Options Letters Sent	152,294	12	152,306	1,240	565
<b>Total Benefit Options Letters Returned</b>			<b>142,675</b>		
<i>Number of Option One Selections</i>	124,905	8	124,913	2,476	2,325
<i>Number of Option Two Selections</i>	10,070	1	10,071	213	109
<i>Number of Option Three Selections</i>	2,862	0	2,863	154	30
<i>Decline Benefits</i>	2,196	-	2,196	113	28
<i>Delay Benefits</i>	2,512	(1)	2,511	404	111
<i>Incomplete Benefit Selection Form</i>	121	-	121	17	24
<b>Benefit Options Letters Available for Transfer to Closing</b>			<b>132,540</b>		
Files Transferred for Closing	123,177	235	123,412	1,004	37
Total Inactives and Ineligibles				6,961	74,188
Closings Scheduled			64		
Closings Held	117,235	135	117,370		

### 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	1,393	495	<b>3,875</b>
Conditional Awards Reinstated	52	56	3	<b>111</b>
Total Active Awards *	767	3,700	1,512	<b>5,979</b>
Commitment Letters Mailed	661	2,746	592	<b>3,999</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
00060-08312008	Outreach Activities Conducted by Non-Profits and Faith-Based Organizations	08/29/2008
00049-08312008	Mitigation Training Program Report	08/29/2008



**HOMEOWNER PROGRAM**

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

	HOMEOWNER PROCESS	CUMULATIVE As of 8/28	CUMULATIVE As of 9/4	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	59,023	59,049	26
<b>CALCULATIONS</b>	BENEFITS CALCULATED	160,255	160,259	4
	<b>TOTAL</b>	<b>\$9.46 billion</b>	<b>\$ 9.47 billion</b>	<b>\$ .01 b</b>
	<b>AVERAGE</b>	<b>\$61,197</b>	<b>\$61,240</b>	

- 166,093 applicants have completed initial appointments
- 
- The \$9.47 billion total and \$61,240 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 8/28	CUMULATIVE As of 9/4	INCREASE
<b>OPTION SELECTION</b>	OPTIONS LETTERS SENT	152,294	152,306	12
	OPTIONS LETTERS RETURNED	142,666	142,666	-
	BSF AVAIL FOR TRANSFER TO CLOSING	132,510	132,540	30
<b>CLOSINGS</b>	TRANSFERRED TO CLOSING	123,177	123,412	235
	INACTIVE CLOSING FILES	1,017	1,004	(13)
	CLOSINGS HELD	117,235	117,370	135
	<b>TOTAL</b>	<b>\$6.95 billion</b>	<b>\$6.96 billion</b>	<b>\$.01 b</b>
	<b>AVERAGE*</b>	<b>\$59,318</b>	<b>\$59,339</b>	

- Applicants have returned 142,666 Benefits Selection Forms. After processing and review, 132,540 of these forms are available for transfer to closing agents for further processing.
- Applicants' initial option selections are in Appendix A

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- \*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 26 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - As a result of Hurricane Gustav, appointments were only conducted on August 29, 2008, as Program facilities were closed from August 30 through September 7, 2008.
    - 59,049 total RHAS appointments held to date
    - All 26 RHAS appointments were due to walk-ins

### Award Calculation Activity

- The *Road Home* has calculated 160,259 benefits, an increase of 4 for the week
  - The average total benefit calculated was \$61,240 (excluding 'zero' awards)
  - 5,696 calculations resulted in 'zero' grant amounts
  - 154,563 'non-zero' or 'positive' grant amounts were calculated

### Award Selection Activity

- A total of 142,675 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 31,724 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
  - 132,540 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>	26,413
<i>Number of Option Two</i>	3,126
<i>Number of Option Three</i>	2,185
<b>Total Elderly Benefits Options Selected</b>	<b>31,724</b>

### Low/Moderate Income Households

- A total of 117,349 applicants had gone to closing and received their Road Home disbursement as of September 4, 2008. Of these applicants, 50,175 (43 percent) were documented as LMI.
- A total of \$6,963,336,331 in Homeowner Assistance Program awards were disbursed as of September 4, 2008. Of these disbursements, \$3,556,255,469 (51 percent) went to applicants documented as LMI.
- Extrapolating to the 117,370 awards that have closed for a total of \$6.96 billion, approximately \$3.55 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	124,913	10,071	2,863	137,847
Total \$ in Options Selected	\$6,856,253,490.06	\$795,758,695.39	\$189,151,003.23	\$7,841,163,188.68
Comp Grant \$ in Options Selected	\$4,849,865,496.31	\$597,192,230.91	\$189,151,003.23	\$5,636,208,730.45
Elev Grant \$ in Options Selected *	\$696,919,877.28			\$696,919,877.28
ACG \$ in Options Selected	\$1,309,468,116.47	\$198,566,464.48		\$1,508,034,580.95
<b>Low/Moderate Income (LMI) Detail</b>				
Number of Options Selected by LMI	53,020	4,501	1,184	58,705
Total \$ to LMI	\$3,619,827,322.7	\$436,730,864.22	\$77,777,113.97	\$4,134,335,300.89
Comp Grant \$ to LMI	\$1,981,789,877.57	\$238,164,399.74	\$77,777,113.97	\$2,297,731,391.28
Elev Grant \$ to LMI *	\$328,569,328.66			328,569,329
ACG \$ to LMI	\$1,309,468,116.47	\$198,566,464.48		\$1,508,034,580.95
<b>Percentage of Total Options Selected that are LMI</b>				
% 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

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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	108,551	7,019	1,779	117,349
Total \$ in Closings Held	\$6,218,777,135.35	\$609,155,649.10	\$135,403,546.05	\$6,963,336,330.50
Comp Grant \$ in Closings Held	\$4,662,489,073.51	\$456,886,480.96	\$135,403,546.05	\$5,254,779,100.52
Elev Grant \$ in Closings Held	\$245,922,215.46	\$29,295.00		\$245,951,510.46
ACG \$ in Closings Held	\$1,310,365,846.38	\$152,239,873.14		\$1,462,605,719.52
Number of Closings Held by LMI	46,168	3,266	741	50,175
Total \$ to LMI	\$3,174,929,801.23	\$324,813,059.13	\$56,512,608.38	\$3,556,255,468.74
Comp Grant \$ to LMI	\$1,875,134,207.48	\$183,725,455.13	\$56,512,608.38	\$2,115,372,270.99
Elev Grant \$ to LMI	\$119,726,070.27			\$119,726,070.27
ACG \$ in Research for Categorization*	\$130,296,322.90	\$11,152,269.14		\$141,448,592.04
ACG \$ to LMI	\$1,180,069,523.48	\$141,087,604.00		\$1,321,157,127.48
Total ACG \$	\$1,310,365,846.38	\$152,239,873.14		\$1,462,605,719.52
% of Total Closings Held that are LMI	43 %	47 %	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

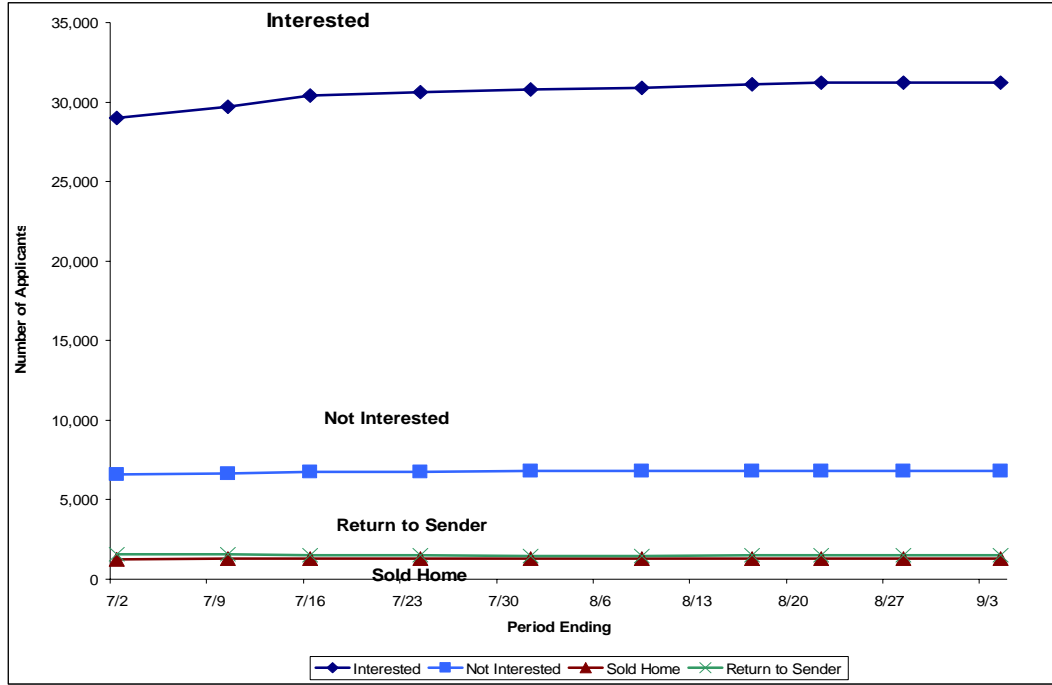
As of September 4, 2008, 115,196 Elevation letters have been sent to applicants.

- 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
- 5,720 applicants have received elevation disbursements totaling \$156,535,816 (average elevation award of \$27,336) including:
  - 1,107 initial and 2,679 additional disbursements of elevation funds in 2008 for a total of \$111,089,697
  - 1,904 initial and 97 additional disbursements previously distributed for a total of \$45,446,119
- 4,051 elevation requests for a total of \$117,580,084 are currently at the closing companies for processing. See Table 7 and Figure 4 for summary of Elevation Disbursement Activity

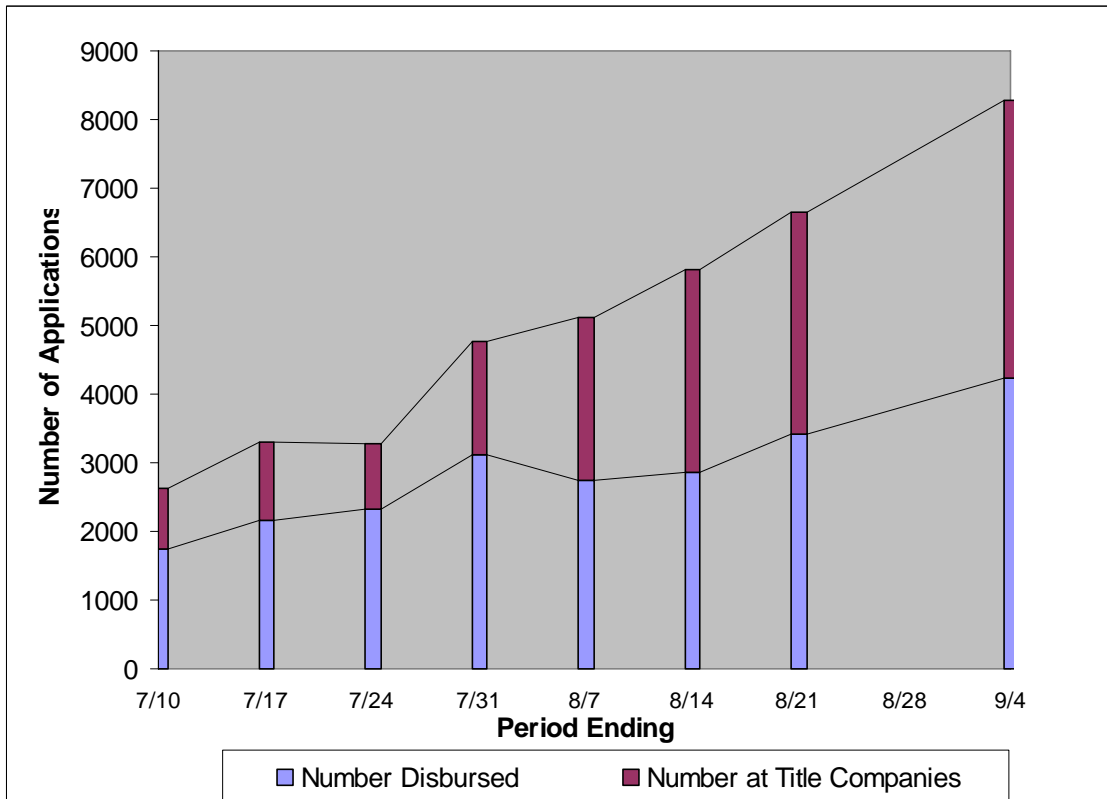
**Table 7: Elevation Disbursement Activity**

	# of Initial Disbursements	# of Additional Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,904	97	\$45,446,119
2008 Elevation Disbursements	1,107	2,679	\$111,089,697
<b>Total Elevation Disbursements</b>	<b>3,011</b>	<b>2,616</b>	<b>\$156,535,816</b>
Applications at Title Companies			
First American Pending Transactions		2,496	\$72,159,026
HGI Pending Transactions		1,555	\$45,421,058
<b>Total Pending Transactions</b>		<b>4,051</b>	<b>\$117,580,084</b>

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



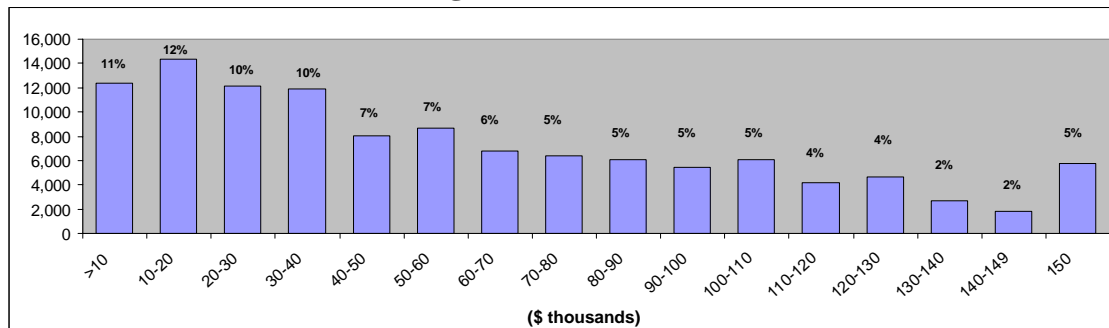
**Figure 4: 2008 Elevation Disbursement Activity**



### Closing Activity

- As of September 4, 2008, a total of 123,412 files were transferred to closing agents, 235 files were transferred during the reporting week. Currently, 1,004 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 135 closings.
- Of the total 117,370 cumulative closings:
  - The average award is \$59,339
  - 50,175 also received additional compensation grants. The average additional compensation grant award is \$26,331
  - Closed 26,693 elderly applicants for a total of \$1,880,676,304
  - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 7,519 additional disbursements for a total of \$234,924,970. The average additional disbursement is \$31,244.
- No information regarding applications that cannot close is included in this report due the operational shut-down caused by Hurricane Gustav, which made landfall in Louisiana on September 1, 2008.

**Figure 5: Award Size**



\* Detailed closing data is based on population of 117,349, rather than 117,370 reported in Daily Governor's Report as of September 4, 2008, due to a variance in data feeds.



# Weekly Situation & Pipeline Report

## Week 114

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**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%	343	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	269	>1%
Asian	2,925	2%	1,978	2%
Asian and White	300	>1%	194	>1%
Black/African American	65,837	36%	48,753	42%
Black/African American and White	1,153	1%	837	>1%
Native Hawaiian/Other Pacific Islander	183	>1%	123	>1%
Other Multi-Racial	3,419	2%	2,351	2%
White	72,046	39%	46,126	39%
A race was not provided	37,668	20%	15,900	14%
	<b>185,106</b>		<b>117,349</b>	

\*Detailed closing data is based on population of 117,349, rather than 117,370 reported in Daily Governor's Report as of September 4, 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	8/01-8/07	8/08-8/14	8/15-8/21	8/22-8/28	8/29-9/4	Current Total
Total number of Condo Applications	1,065	-	-	-	-	-	<b>1,065</b>
Total CSIR forms mailed	1,097	-	-	-	-	-	<b>1,097</b>
Total CSIR forms received	1,113	-	-	-	-	-	<b>1,113</b>
Total Evaluations Requested	1,098	-	-	-	-	-	<b>1,098</b>
Total Evaluations Completed	1,024	-	-	-	-	-	<b>1,024</b>
Total Option Calculations Completed	858	1	-	-	-	-	<b>859</b>
Option Letters Created	827	1	-	-	-	-	<b>828</b>
Option Letters Mailed*	827	1	-	-	-	-	<b>828</b>
Option Letters Received	532	1	-	-	-	-	<b>533</b>
Transmitted for Closing	295	5	16	2	-	-	<b>318</b>
Closings Held	247	5	7	2	11	-	<b>272</b>
Elevation Only Awards	188	-	-	-	-	-	<b>188</b>
Inactive Applications	221	1	(2)	-	(10)	-	<b>211</b>
Ineligible Applications	132	-	-	-	16	-	<b>148</b>

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

### 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 14,314 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	8/01-8/07	8/08 - 8/14	8/15-8/21	8/22-8/28	8/29-9/04	Cumulative Total
Total number of Manufactured Home Applications	16,268	-	6	3	3	-	<b>16,280</b>
Total Manufactured Home Evaluations verified	16,021	-	-	4	4	-	<b>16,029</b>
Total Pre-Storm values verified	14,237	5	22	19	21	10	<b>14,314</b>
Total Applications released into letter generation process	14,236	5	22	18	23	10	<b>14,314</b>

### Home Evaluations (Home Inspection) Activity

**Table 11: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	8/01-8/07	8/08-8/14	8/15-8/21	8/22-8/28	8/29-9/4	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,096	3	4	6	3	1	165,113 <sup>a</sup>	3
Work Orders Dispatched	162,896	3	5	15	3	1	162,923	5
Evaluations Completed in the Field	160,992	12	4	7	7	7	161,0129 <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 4 Appeals

### Appeals

As of September 4, 2008, 12,485 cases have been processed through the Appeals department, 10,445 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 8/07	As of COB 8/14	As of COB 8/21	As of COB 8/28	As of COB 9/04
Total Cases Processed in Appeals	12,036	12,177	12,359	12,485	12,485
Appeal Cases Pending Decision/Research	2,119	2,044	1,956	1,890	1,890
Ineligible Status Appeal	245	224	192	165	150
<b>Total Active Cases</b>	<b>2,364</b>	<b>2,268</b>	<b>2,148</b>	<b>2,055</b>	<b>2,010</b>
<b>Total Cases Resolved</b>	<b>9,672</b>	<b>9,909</b>	<b>10,211</b>	<b>10,430</b>	<b>10,445</b>

Further analysis of the resolved appeals cases (10,445) shows that:

- 3,708 (36%) have resulted in additional funds being awarded to applicants for a total of \$101,583,274. The average additional disbursement is \$27,396
- 360 (3%) resulted in a reduction of award for a total of \$5,131,317. The average reduction is \$14,253
- 3,087 (30%) resulted in no change to the award amount
- 3,290 (31%) were reviewed for an eligibility determination, 1,303 were approved and 1,987 were denied

As of September 4, 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 8/21	As of COB 8/28	As of COB 9/04
Total Cases Requested for State Panel Review	1,149	1,378	1,378
State Appeal Cases in Progress	579	791	791
State Appeal Cases Resolved	570	587	587

### Personal Application Liaisons (PAL)

During the reporting week, 345 contacts were made through the PAL initiative. As a result of Hurricane Gustav, contacts were only made on August 29, 2008, as Program facilities were closed from August 30 through September 7, 2008.

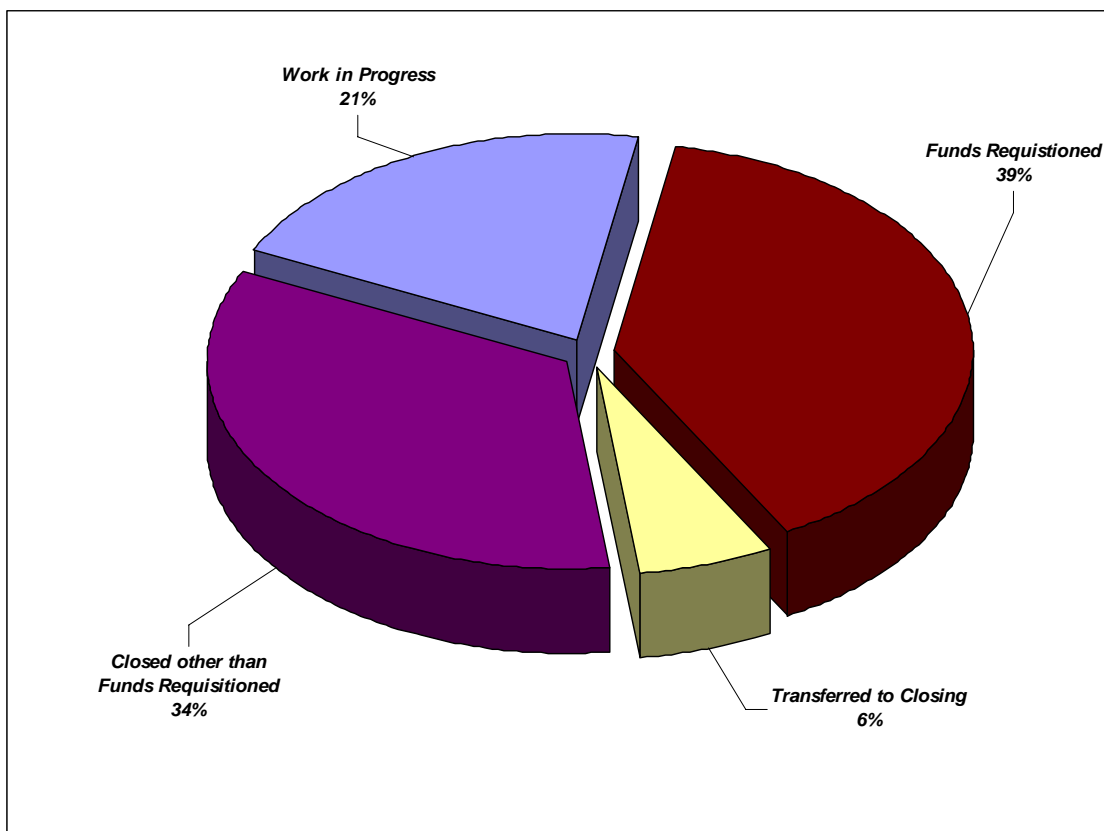
**Table 14: PAL Metrics**

ACTIVITY	Prior Total	8/01- 8/07	8/08- 8/14	8/15- 8/21	8/22- 8/28	8/29- 9/04	Current Total
Email Received	1,034	38	299	459	790	126	2,746
Inbound Calls	14,939	168	516	476	757	78	16,934
Outbound Calls	54,350	540	1,279	1,314	1,278	141	58,902
Total Contacts	70,323	746	2,094	2,249	2,825	345	78,582

As of September, 4, 2008, a total of 37,056 applicant files have moved forward through the PAL initiative. Figure 6 shows the PAL application breakdown.

- A total of 7,638 applicant files are being worked by PAL staff
- A total of 29,418 applicant files have progressed to the closing process as the result of PAL efforts
  - 2,218 have been transmitted to closing
  - 14,557 have closed and are at a status of Funds Requisitioned
  - 12,643 have closed and are at a status of other than Funds Requisitioned

**Figure 6: PAL Application Breakdown**



Additionally, Table 16 shows a breakdown of issues by categories that are being handled through the PAL initiative.

**Table 15: PAL Issues by Category**

Issue Category	# Apps
Advisory Services	1
Affordable Compensation Loan	47
APPEALS	86
Applicant Info	117
Application Completion	52
Appraisal	78
BPO	12
CREDCO	101
Delay of Benefit	86
ECD	68
EGrant Calculation	119
Elevation	29
FEMA	44
FEMA Ind Assist	8
Flood Ins (NFIP)	1
Grant Review	17
Home Evaluation	102
Homeowner dispute or decision pending	365
Info Request	39
Insurance	99
Legal Costs	1
Missing Documentation	847
Multiple Issues	119
Option Change	13
Option Letter	62
Other	514
Outlier	20
Owner Occupancy	184
Ownership	528
Policy Appeal	20
Post Closing Appointment	1
Pre-Storm Value	83
Program eligibility pending	109
Request Appraisal	1
SBA	1
Status Change	275
Title	849
Zero Benefit	76
<b>Total</b>	<b>5,174</b>



# Weekly Situation & Pipeline Report

## Week 114

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### RENTAL PROPERTY PROGRAM

#### Underwriting

- Continued to process all active awardees (See Table 17)

**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		3,700		1,512	
<b>COMMITMENT LETTER STAGE</b>						
Commitment Letters Mailed	661		2,746		592	
Commitment Letters Returned by Applicant		479		1,515		195
<b>POST COMMITMENT STAGE</b>						
0 - 24% Construction Complete		128		520		47
25 - 49% Construction Complete		55		150		33
50 - 74% Construction Complete		43		139		12
75 - 100% Construction Complete		253		706		103
Total	479		1,515		195	

#### Appeals

- Received 6 new appeals

**Table 17: Status of Appeals**

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	305	484	571	<b>1,360</b>
Level II Issue Determinations Made	291	438	538	<b>1,267</b>
Level II Issues Remaining to be Resolved	14	46	33	<b>93</b>



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**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	95	54	7	<b>156</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	6
Round 2	8
Round 2 Waitlist (Round 2.1)	15
Other	55
<b>Total Inbound Calls</b>	<b>84</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**

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

### **PROGRAM SUPPORT STATUS**

#### **LOGISTICS**

- Mobile Events (Dates and Locations):
  - September 3- Orleans: Desire Street Ministries...cancelled
  - September 5- Orleans: UNO Lindy Boggs Conference Center...cancelled
- Facilities
  - St. Bernard and Harvey II will close on Saturday, September 20, 2008 (extended from September 13, 2008, due to Hurricane Gustav)

#### **HUMAN RESOURCES**

- Continued recruiting and hiring for multiple positions in support of the Operations (Homeowner and Rental Programs) and Administration

#### **TRAINING**

- Developing Sold Home Training
- Developing Special Appeals Training for Strike Team
- Developing Appeals Job Aid

**Table 23: Training Summary**

Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	Final Inspection Training, Session 1	Rental Staff	Goodwood Office Baton Rouge, LA	August 29, 2008	16
Internal	Final Inspection Training, Session 2	Rental Staff	Goodwood Office Baton Rouge, LA	August 29, 2008	18
Internal	Case Management for New Hires	Homeowner Program New Hires	Fairfax, VA	September 2-3, 3008	35
Internal	Grant Review Training	Homeowner Program New Hires	Fairfax, VA	September 4, 2008	35

## EXTERNAL AFFAIRS

### Outreach

- Followed up with applicants and tasks from August 2008 outreach events for state-generated deadlines.
- Continued to provide application assistance to Hispanic and Vietnamese communities

**Table 24: Community Outreach Metrics**

Meeting Type	Events held 8/29-9/04	People reached 8/29-9/04	Events To Date	People Reached To Date
Community	-	-	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>0</b>	<b>0</b>	<b>1,719</b>	<b>87,311</b>

### Communications/Media Relations

#### In support of Homeowner program:

- Assisted outreach with print requests for homeowner events

#### In support of Rental program:

- 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

- Provided support to Grant Review Team reviewing closed files

## INFORMATION TECHNOLOGY

- Provided Program-wide support in response to Hurricane Gustav

### FRAUD PREVENTION AND COMPLIANCE

- Researched and responded to subpoenas, advocacy group requests, and applicant requests served on the Program
- Investigated both internal and external matters reported via the Ethics and Anti-Fraud Help Lines

**Table 25: Fraud Prevention Metrics**

ACTIVITY	Prior Totals	8/01-8/07	8/08-8/14	8/15-8/21	8/22-8/28	8/29-9/04	Current Totals
Applicant Issues Reported	1,374	-	32	34	42	-	1,482
Evaluator Issues Reported	5	-	-	-	-	-	5
Third-Party Issues Reported	29	-	-	-	1	-	30



**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	1,099	29	2	5	3	3	1,141
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	42,997	4,293	1,858	783	1,053	37	51,021



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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	3,198	352	44	75	98	8	3,775
POINTE COUPEE	15						15
SABINE	30	1					31
SAINT BERNARD	7,766	4,199	807	397	330	19	13,518
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	11,345	220	59	143	218	9	11,994
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>124,913</b>	<b>10,071</b>	<b>2,863</b>	<b>2,196</b>	<b>2,511</b>	<b>121</b>	<b>142,675</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	33,368
Jefferson Davis	1,173
Lafayette	153
Lafourche	994
Livingston	296
Orleans	55,531
Other	2
Plaquemines	4,122
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>160,258</b>



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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 117,349 rather than 117,370 reported in Daily Governor’s Report as of September 4, 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	184			184
Beauregard	871	9	1	881
Calcasieu	11,943	96	6	12,045
Cameron	1,382	92	2	1,476
East Baton Rouge	165	3	1	169
East Feliciana	27			27
Evangeline	48			48
Iberia	939	15	1	955
Iberville	45	1		46
Jefferson	22,776	191	22	22,989
Jefferson Davis	766	6		772
Lafayette	103	2		105
Lafourche	706	6	1	713
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	37,890	3,044	1,126	42,060
Other	2			2
Plaquemines	2,451	177	10	2,638
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,146	3,096	572	10,814
Saint Charles	892	3	1	896
Saint Helena	233	1		234
Saint James	319			319
Saint Landry	145	5		150
Saint Martin	90	3		93
Saint Mary	719	3		722
Saint Tammany	10,134	144	27	10,305
St John the Baptist	1,103			1,103
Tangipahoa	1,360	4		1,364
Terrebonne	2,233	33	1	2,267
Vermilion	1,457	42	3	1,502
Vernon	125	1		126
Washington	1,190	14	1	1,205
West Baton Rouge	12			12
West Feliciana	3			3
	<b>108,551</b>	<b>7,019</b>	<b>1,779</b>	<b>117,349</b>



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### Closings by Zip Code

Zip Code	Number of Closings
A zip code was not provided	21
70001	801
70002	883
70003	2,174
70005	699
70006	1,326
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,664
70033	1
70036	173
70037	426
70038	235
70039	77
70040	319
70041	622
70042	7
70043	4,574
70044	3
70045	3

Zip Code	Number of Closings
70046	11
70047	144
70048	1
70049	139
70050	192
70051	53
70052	37
70053	656
70054	2
70056	1,735
70057	102
70058	2,927
70059	5
70062	852
70063	6
70064	5
70065	3,465
70066	7
70067	382
70068	668
70069	9
70070	119
70071	44
70072	4,078
70073	6
70074	1
70075	1,289
70076	12
70077	1
70078	18

Zip Code	Number of Closings
70079	20
70080	15
70082	116
70083	665
70084	223
70085	1,356
70086	62
70087	287
70090	152
70091	86
70092	1,861
70093	2
70094	1,820
70095	2
70096	1
70101	14
70104	1
70105	1
70107	1
70109	1
70110	1
70112	68
70113	378
70114	1,166
70115	1,263
70116	675
70117	5,250
70118	2,167
70119	3,189
70120	1



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Zip Code	Number of Closings
70121	379
70122	7,180
70123	483
70124	3,292
70125	1,489
70126	5,664
70127	3,633
70128	3,246
70129	1,786
70130	191
70131	1,312
70132	1
70150	1
70164	1
70170	1
70174	1
70175	2
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	44
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	253
70380	76
70381	2
70390	100
70391	4
70392	36
70393	6
70394	232
70395	28

Zip Code	Number of Closings
70397	146
70401	156
70403	220
70404	13
70420	102
70421	11
70422	260
70423	1
70424	1
70426	163
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	159
70444	175
70445	625
70446	41
70447	75
70448	460
70449	16



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Zip Code	Number of Closings
70450	52
70451	27
70452	387
70453	8
70454	172
70455	12
70456	101
70457	1
70458	3,150
70459	10
70460	1,861
70461	2,633
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	562
70511	2

Zip Code	Number of Closings
70512	13
70514	113
70515	10
70516	2
70517	43
70518	12
70519	3
70520	9
70521	1
70522	13
70523	19
70524	2
70525	20
70526	111
70528	286
70529	9
70531	9
70532	110
70533	612
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	637
70562	1
70563	23
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	2,819
70602	7
70605	1,589
70606	12
70607	1,894



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Zip Code	Number of Closings
70609	1
70610	1
70611	960
70612	5
70614	1
70615	1,160
70616	6
70621	1
70630	115
70631	541
70632	176
70633	444
70634	443
70637	14
70638	2
70639	3
70640	32
70641	2
70643	105
70644	2
70645	252
70646	64
70647	576
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	226
70662	3
70663	1,237
70664	13
70665	540
70666	1
70667	1
70668	358
70669	604
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



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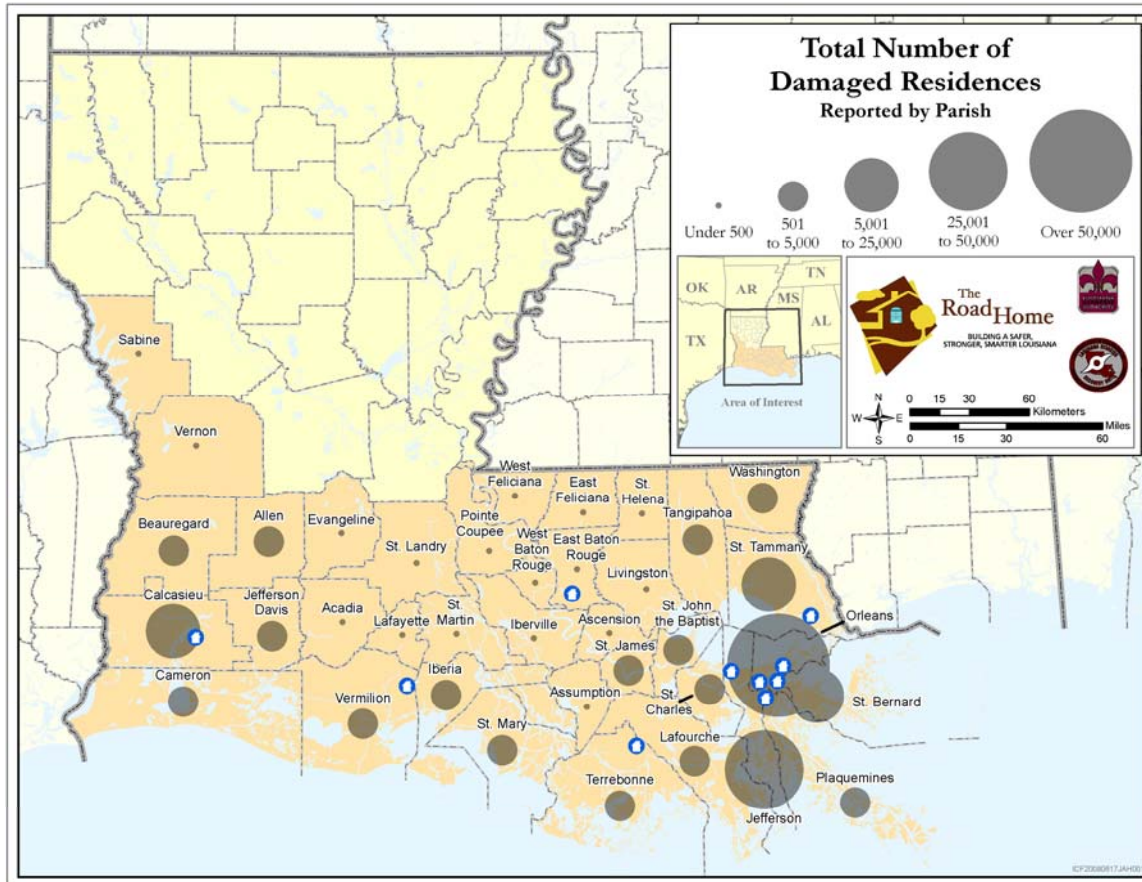
## Week 114

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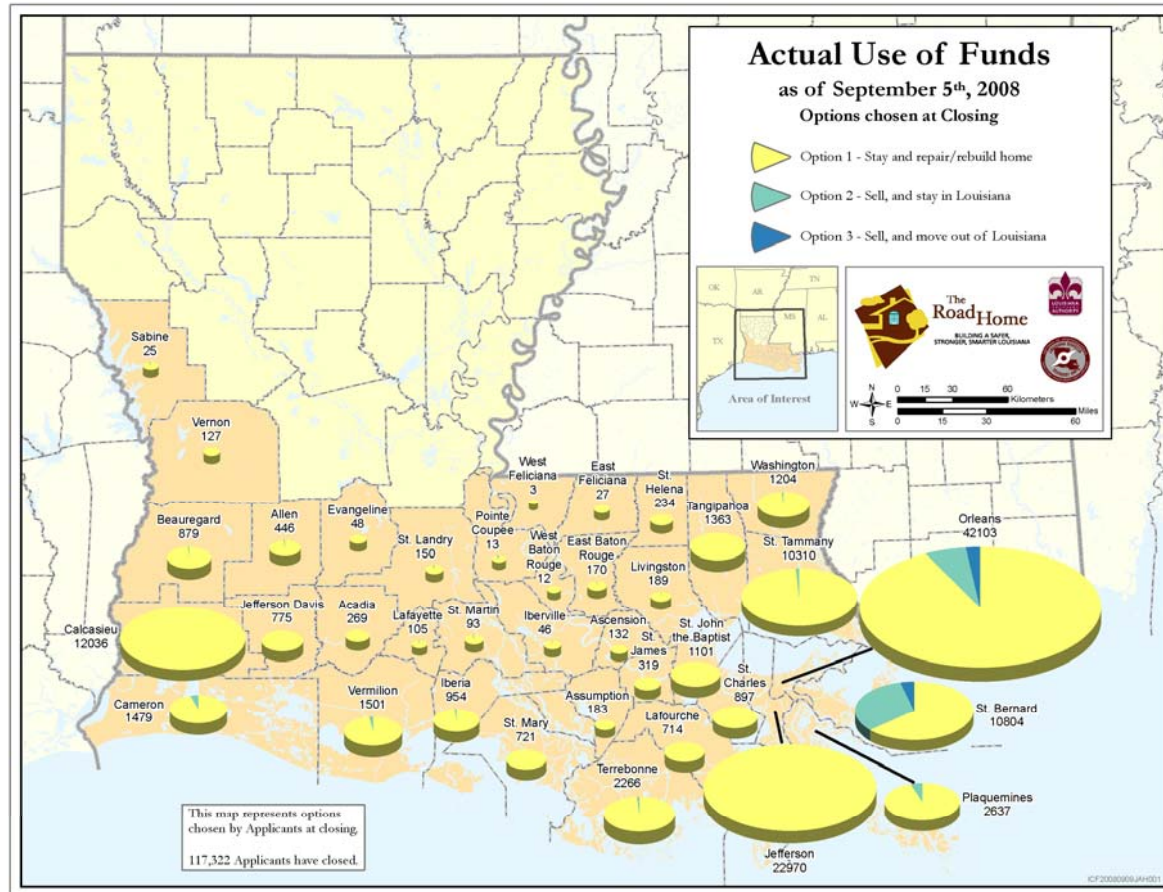
Zip Code	Number of Closings
70785	21
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	15
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1
71295	1
71302	1
71322	1

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
	<b>117,349</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 114

August 29 – September 4, 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).