



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 115 Situation & Pipeline** **Report**

September 16, 2008



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Weekly Situation & Pipeline Report

Week 115

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EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 157 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,260 and the total number of closings held as of September 11 increased to 117,575. Cumulatively, homeowners returned 142,754 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB September 4	Weekly Activity	As of COB September 11	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	225,142	157	225,299		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,339	7,507
<i>RHAS Appointments Held</i>	59,049	157	59,206		
Benefits Calculated	160,259	1	160,260		
Benefit Options Letters Sent	152,306	16	152,322	1,239	565
Total Benefit Options Letters Returned			142,754		
<i>Number of Option One Selections</i>	124,913	76	124,989	2,472	2,322
<i>Number of Option Two Selections</i>	10,071	5	10,076	214	109
<i>Number of Option Three Selections</i>	2,863	2	2,865	154	30
<i>Decline Benefits</i>	2,196	0	2,196	113	28
<i>Delay Benefits</i>	2,511	(4)	2,507	402	111
<i>Incomplete Benefit Selection Form</i>	121	0	121	17	24
Benefit Options Letters Available for Transfer to Closing			132,629		
Files Transferred for Closing	123,412	46	123,458	1,000	37
Total Inactives and Ineligibles				6,950	74,185
Closings Scheduled			83		
Closings Held	117,370	205	117,575		

Small Rental Property Program

Small Rental continues to process active awardees for Round 1 and 2. Small Rental has begun processing the Round 2.1 (Waitlist) conditional awardees who have returned the signed conditional award acceptance.

Table 2: Rental Program Snapshot

Activity	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
RENTAL UNIT AWARDS				
Total Conditional Awards Issued	2,702	5,032	1,996	9,730
Manual Conditional Awards Issued/Appeals Approved	0	5	8	13
Conditional Awards Cancelled	1,987	1,395	496	3,878
Conditional Awards Reinstated	52	56	3	111
Total Active Awards *	767	3,698	1,511	5,976
Commitment Letters Mailed	663	2,751	601	4,015
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	143	137	33	313
OO Unit Award Letters Mailed	148	133	28	309

* Includes 31 applications reinstated through the Appeals Process.



HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 9/4	CUMULATIVE As of 9/11	INCREASE
APPLICATIONS & APPOINTMENTS	APPS RECEIVED	229,409	229,409	-
	APPS RECORDED	185,106	185,106	-
	PRE-APPT INACTIVE APPS	19,149	19,149	-
	INITIAL APPTS HELD	166,093	166,093	-
	RHAS APPTS HELD	59,049	59,206	157
CALCULATIONS	BENEFITS CALCULATED	160,259	160,260	1
	TOTAL	\$9.47 billion	\$ 9.47 billion	\$.0 b
	AVERAGE	\$61,240	\$61,295	

- 166,093 applicants have completed initial appointments

- The \$9.47 billion total and \$61,295 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 9/4	CUMULATIVE As of 9/11	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,306	152,322	16
	OPTIONS LETTERS RETURNED	142,666	142,754	88
	BSF AVAIL FOR TRANSFER TO CLOSING	132,540	132,629	89
CLOSINGS	TRANSFERRED TO CLOSING	123,412	123,458	46
	INACTIVE CLOSING FILES	1,004	1,000	(4)
	CLOSINGS HELD	117,370	117,575	205
	TOTAL	\$6.96 billion	\$7.00 billion	\$.04 b
	AVERAGE*	\$59,339	\$59,506	

- Applicants have returned 142,754 Benefits Selection Forms. After processing and review, 132,629 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 157 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 59,206 total RHAS appointments held to date
 - 154 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,260 benefits, an increase of 1 for the week
 - The average total benefit calculated was \$61,295 (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 142,754 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,740 options selection letters have been returned from elderly applicants (Table 3)
 - The vast majority of all homeowners, including elderly homeowners, have selected Option 1 to keep their homes
 - 132,629 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 3: Cumulative Elderly Benefits Options Selection

Elderly Benefits Options Selected	
<i>Number of Option One</i>	26,426
<i>Number of Option Two</i>	3,125
<i>Number of Option Three</i>	2,189
Total Elderly Benefits Options Selected	31,740

Low/Moderate Income Households

- A total of 117,561 applicants had gone to closing and received their Road Home disbursement as of September 11, 2008. Of these applicants, 50,218 (43 percent) were documented as LMI.
- A total of \$6,995,535,437 in Homeowner Assistance Program awards were disbursed as of September 11, 2008. Of these disbursements, \$3,572,410,163 (51 percent) went to applicants documented as LMI.



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**Table 4: Options Selected Activity
Total Household and Low/Moderate Income (LMI) Detail**

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	124,989	10,076	2,865	137,930
Total \$ in Options Selected	\$6,872,964,482.01	\$796,529,468.57	\$189,211,404.55	\$7,858,705,355.13
Comp Grant \$ in Options Selected	\$4,852,419,087.58	\$597,884,988.93	\$189,211,404.55	\$5,639,515,481.06
Elev Grant \$ in Options Selected *	\$709,868,154.68			\$709,868,154.68
ACG \$ in Options Selected	\$1,310,677,239.75	\$198,644,479.64		\$1,509,321,719.39
Low/Moderate Income (LMI) Detail				
Number of Options Selected by LMI	53,025	4,504	1,185	58,714
Total \$ to LMI	\$3,629,361,590.25	\$437,030,488.25	\$77,807,259.9	\$4,144,199,338.40
Comp Grant \$ to LMI	\$1,983,343,146.17	\$238,386,008.61	\$77,807,259.9	\$2,299,536,414.68
Elev Grant \$ to LMI *	\$335,341,204.33			335,341,204
ACG \$ to LMI	\$1,310,677,239.75	\$198,644,479.64		\$1,509,321,719.39
Percentage of Total				
% of Total Options Selected that are LMI	42 %	45 %	41 %	43 %
% of Total \$ to LMI	53 %	55 %	41 %	53 %
% of Comp Grant \$ to LMI	41 %	40 %	41 %	41 %
% of Elev Grant \$ to LMI	47 %	N/A	N/A	47 %
% of ACG \$ to LMI	100 %	100 %	N/A	100 %

* Due to changes in the Elevation program, Elevation grant dollars reported are now based on actual rather than projected dollars.



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Table 5: 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	108,729	7,046	1,786	117,561
Total \$ in Closings Held	\$6,248,076,645.18	\$611,570,400.52	\$135,888,391.50	\$6,995,535,437.20
Comp Grant \$ in Closings Held	\$4,667,241,312.68	\$458,594,248.18	\$135,888,391.50	\$5,261,723,952.36
Elev Grant \$ in Closings Held	\$267,870,632.38	\$29,295.00		\$267,899,927.38
ACG \$ in Closings Held	\$1,312,964,700.12	\$152,946,857.34		\$1,465,911,557.46
Number of Closings Held by LMI	46,197	3,279	742	50,218
Total \$ to LMI	\$3,189,599,054.57	\$326,259,973.42	\$56,551,135.46	\$3,572,410,163.45
Comp Grant \$ to LMI	\$1,877,223,966.40	\$184,465,385.22	\$56,551,135.46	\$2,118,240,487.08
Elev Grant \$ to LMI	\$129,497,220.42			\$129,497,220.42
ACG \$ in Research for Categorization*	\$130,086,832.37	\$11,152,269.14		\$141,655,773.97
ACG \$ to LMI	\$1,182,877,867.75	\$141,794,588.20		\$1,324,672,455.95
Total ACG \$	\$1,312,964,700.12	\$152,946,857.34		\$1,465,911,557.46
% of Total Closings Held that are LMI	42 %	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	48 %	N/A	N/A	48 %
% of ACG \$ to LMI	90 %	93 %	N/A	90 %

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



Elevation Program Activity

As of September 11, 115,425 Elevation letters have been sent to applicants.

- 31,683 (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
- 5,882 applicants have received elevation disbursements totaling \$158,956,993 (average elevation award of \$27,024) including:
 - 781 initial and 3,093 additional disbursements of elevation funds in 2008 for a total of \$113,434,123
 - 1,903 initial and 105 additional disbursements previously distributed for a total of \$45,522,870
- 4,563 elevation requests for a total of \$132,349,972 are currently at the closing companies for processing. See Table 6 and Figure 4 for summary of Elevation Disbursement Activity

Table 6: Elevation Disbursement Activity

	# of Initial Disbursements	# of Additional Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,903	105	\$45,522,870
2008 Elevation Disbursements	781	3,093	\$113,434,123
Total Elevation Disbursements	2,684	3,198	\$158,956,993
Applications at Title Companies			
First American Pending Transactions		2,893	\$83,563,229
HGI Pending Transactions		1,670	\$48,786,743
Total Pending Transactions		4,563	\$132,349,972

Figure 3: 2008 Elevation Letter Response Activity

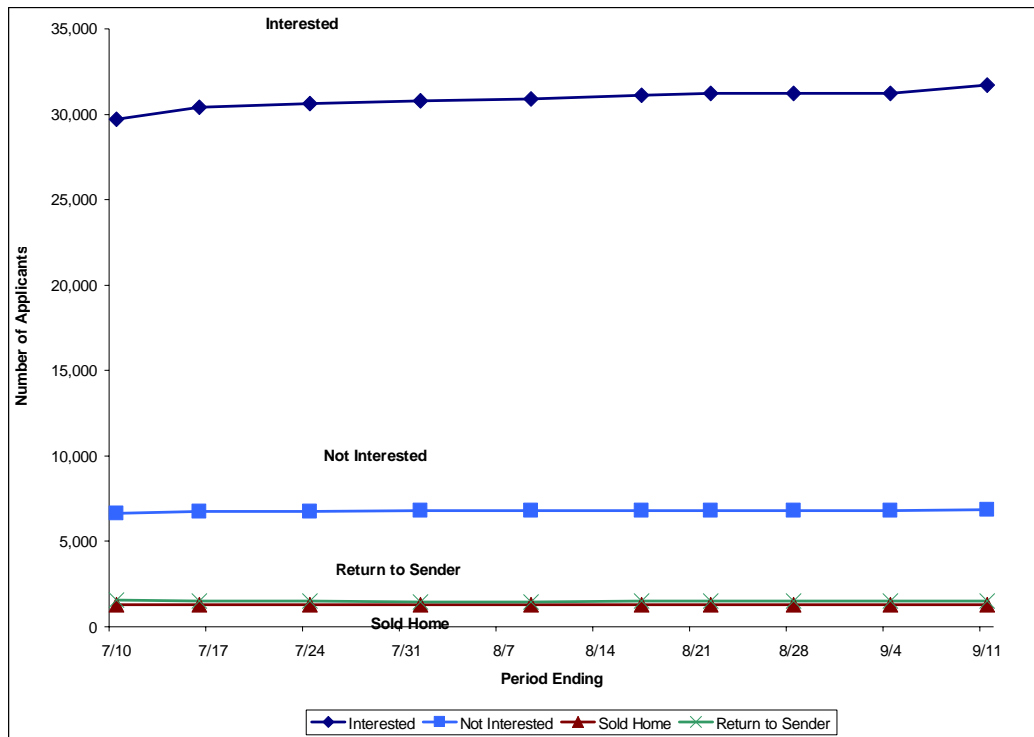
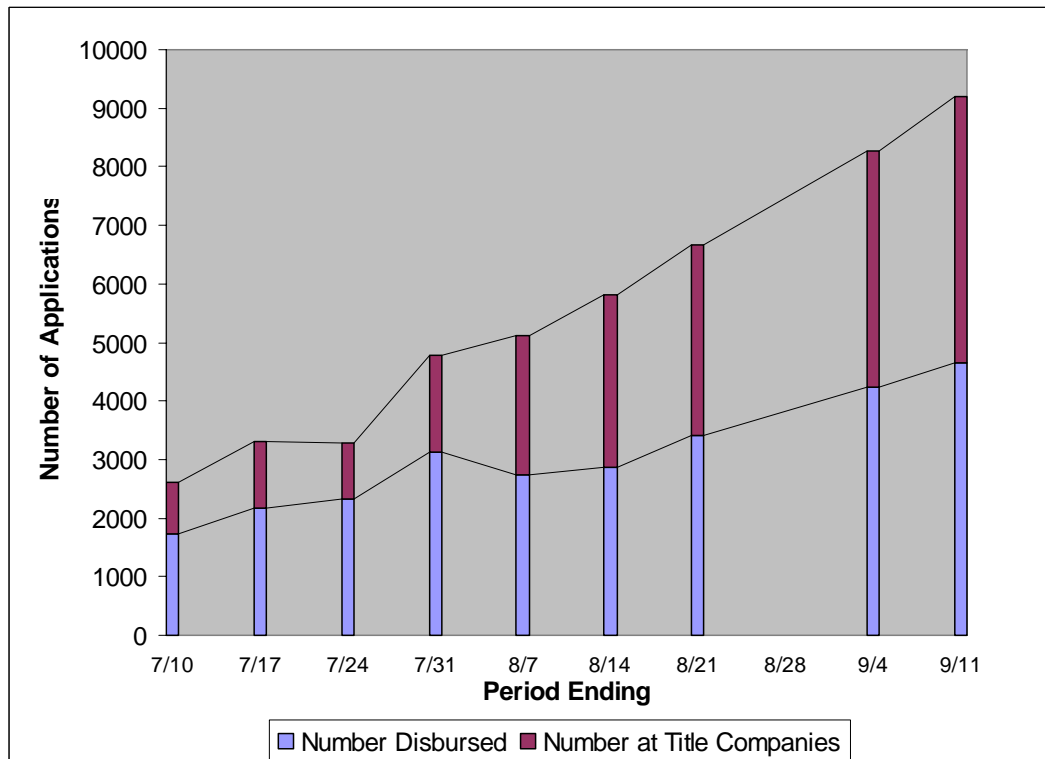


Figure 4: 2008 Elevation Disbursement Activity



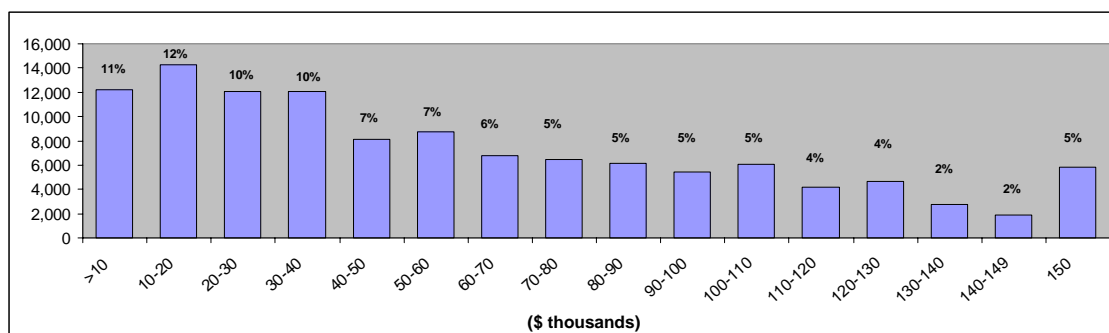
Closing Activity

- As of September 11, 2008, a total of 123,458 files were transferred to closing agents, 46 files were transferred during the reporting week. Currently, 1,000 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 117,575 closings
- Of the total 117,575 cumulative closings:
 - The average award is \$59,506
 - 50,218 also received additional compensation grants. The average additional compensation grant award is \$26,378
 - Closed 26,750 elderly applicants for a total of \$1,886,745,872.45
 - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 7,950 additional disbursements for a total of \$248,243,157.59
 - The average additional disbursement is \$31,226

Table 7: Applications That Cannot Close

Applications that Cannot Close	
Homeowner Action Required	11,575
No Option Selected by Homeowner	2,498
Occupancy Proof Required	1,062
Refuse to Close	478
Title, Succession, Legal, Mortgage Issues	1,706
Ownership Proof Required	2,858
Homeowner Unreachable	765
POA/ADDH Issues	803
Compliance Reviews	372
Missing Homeowner Documentation	1,003
Sold Homes	5,422

Figure 5: Award Size





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Table 8: Pre-Closing Tracking Report

ACTIVITY	Fri 9/5	Sat 9/6	Sun 9/7	Mon 9/8	Tues 9/9	Wed 9/10	Thurs 9/11	Weekly Total
Files Transferred for Closing	-	-	-	-	-	-	46	46

Table 9: 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%
	185,106		117,349	

*Detailed closing data is based on population of 117,561, rather than 117,575 reported in Daily Governor's Report as of September 11, 2008, due to a variance in data feeds.

Condominium Project

Following the approval of policies for condominium evaluations, a special project was begun to identify and move condominium properties to closing. To date the project has yielded the following progress summarized in Table 10.

Table 10: Condominium Pipeline Progress

Activity	Prior Total	8/08- 8/14	8/15- 8/21	8/22- 8/28	8/29- 9/4	8/29- 9/4	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	859	-	-	-	-	-	859
Option Letters Created	828	-	-	-	-	-	828
Option Letters Mailed*	828	-	-	-	-	-	828
Option Letters Received	533	-	-	-	-	-	533
Transmitted for Closing	300	16	2	-	-	-	318
Closings Held	252	7	2	11	-	5	277
Elevation Only Awards	188	-	-	-	-	-	188
Inactive Applications	222	(2)	-	(10)	-	-	210
Ineligible Applications	132	-	-	16	-	-	148

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



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Manufactured Home Project

The special manufactured home project has yielded the following progress (See Summary Table 11):

- Identified 16,282 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 14,355 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation underway

Table 11: Manufactured Home Pipeline Progress

Activity	Prior Total	8/08 - 8/14	8/15- 8/21	8/22- 8/28	8/29- 9/04	9/5- 9/11	Cumulative Total
Total number of Manufactured Home Applications	16,268	6	3	3	-	2	16,282
Total Manufactured Home Evaluations verified	16,021	-	4	4	-	-	16,029
Total Pre-Storm values verified	14,242	22	19	21	10	41	14,355
Total Applications released into letter generation process	14,241	22	18	23	10	41	14,355



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Home Evaluations (Home Inspection) Activity

Table 12: Home Evaluation Team Metrics

ACTIVITY	Prior Total	8/08 8/14	8/15- 8/21	8/22- 8/28	8/29- 9/4	9/5- 9/11	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,099	4	6	3	1	1	165,114 ^a	3
Work Orders Dispatched	162,899	5	15	3	1	3	162,926	5
Evaluations Completed in the Field	161,004	4	7	7	7	0	161,0129 ^b	5

^a Discrepancy between work orders received from HACs and dispatched to subcontractors is due to a number awaiting resolution at HACs, awaiting priority code assignment, properties that are condominiums, or were received but are not yet processed.

^b Totals include original and re-evaluations.

- Addressed 11 Strike and Stealth Team issues.
- Addressed 46 appeals.
- Addressed 37 CAD disputes.
- Addressed 2 State Appeals.
- Addressed 4 Critical issues.
- Addressed 5 FEMA eligibility appeals.
- Addressed 23 Structure type issues.
- Completed 19 Elevation Grants
- Addressed 9 Elevation appeals

Appeals

As of September 11, 2008, 12,720 cases have been processed through the Appeals department, 10,581 have been resolved, and 1,973 are active. Table 13 shows the status of these cases.

Table 13: Status of Appeals

ACTIVITY	As of COB 8/14	As of COB 8/21	As of COB 8/28	As of COB 9/04	As of COB 9/11
Total Cases Processed in Appeals	12,177	12,359	12,485	12,485	12,720
Appeal Cases Pending Decision/Research	2,044	1,956	1,890	1,890	1,973
Ineligible Status Appeal	224	192	165	150	166
Total Active Cases	2,268	2,148	2,055	2,010	2,139
Total Cases Resolved	9,909	10,211	10,430	10,445	10,581

Further analysis of the resolved appeals cases (10,581) shows that:

- 3,763 (36%) have resulted in additional funds being awarded to applicants for a total of \$103,011,071.80. The average additional disbursement is \$27,375
- 360 (3%) resulted in a reduction of award for a total of \$5,131,317.92. The average reduction is \$14,254
- 3,145 (30%) resulted in no change to the award amount
- 3,313 (31%) were reviewed for an eligibility determination, 1,313 were approved and 2,000 were denied

Table 14: Status of State Panel Review Appeals

ACTIVITY	As of COB 8/28	As of COB 9/04	As of COB 9/11
Total Cases Requested for State Panel Review	1,378	1,378	1,467
State Appeal Cases in Progress	791	791	864
State Appeal Cases Resolved	587	587	603

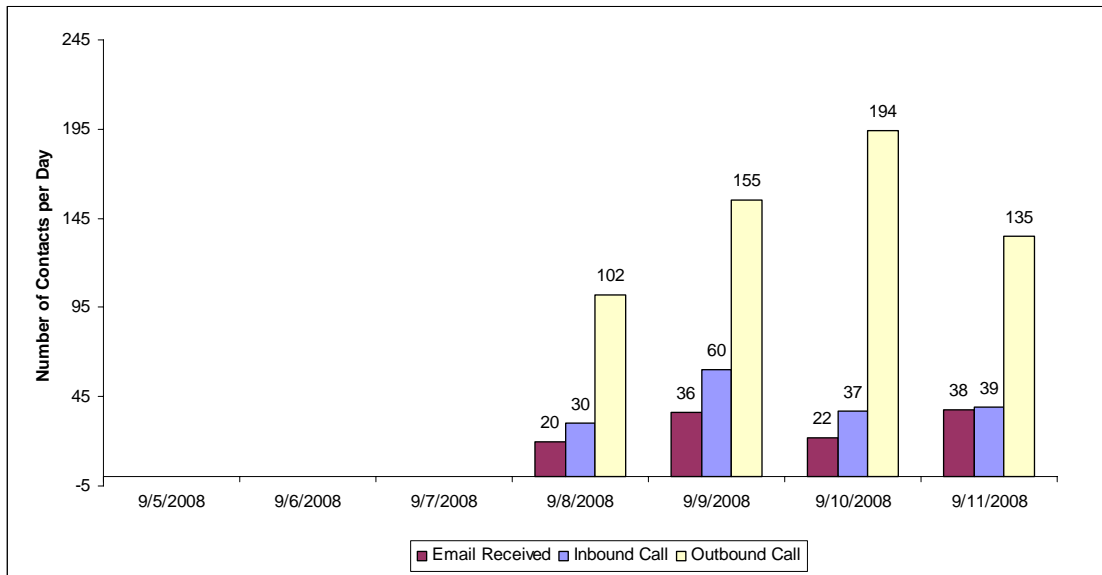
Personal Application Liaisons (PAL)

During the reporting week, 868 contacts were made through the PAL initiative. Table 15 and Figure 6 detail these contacts by type and day.

Table 15: PAL Metrics

ACTIVITY	Prior Total	8/08- 8/14	8/15- 8/21	8/22- 8/28	8/29- 9/04	9/5- 9/11	Current Total
Email Received	1,072	299	459	790	126	116	2,862
Inbound Calls	15,107	516	476	757	78	166	17,100
Outbound Calls	54,890	1,279	1,314	1,278	141	586	59,488
Total Contacts	71,069	2,094	2,249	2,825	345	868	79,450

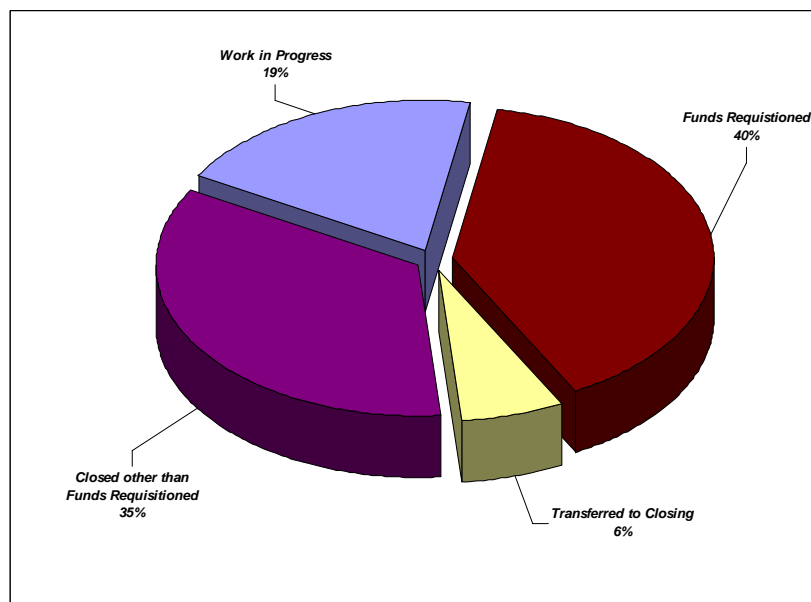
Figure 6: PAL Contacts by Day



As of September 11, a total of 37,168 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 7,234 applicant files are being worked by PAL staff
- A total of 29,934 applicant files have progressed to the closing process as the result of PAL efforts
 - 2,325 have been transmitted to closing
 - 14,712 have closed and are at a status of Funds Requisitioned
 - 12,897 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown



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

Table 16: PAL Issues by Category

Issue Category	# Apps
Advisory Services	1
Affordable Compensation Loan	48
APPEALS	83
Applicant Info	110
Application Completion	49
Appraisal	79
BPO	11
CREDCO	103
Delay of Benefit	80
ECD	66
EGrant Calculation	95
Elevation	26
FEMA	36
FEMA Ind Assist	8
Flood Ins (NFIP)	1
Grant Review	17
Home Evaluation	93
Homeowner dispute or decision pending	356
Info Request	39
Insurance	95
Legal Costs	1
Missing Documentation	814
Multiple Issues	112
Option Change	10
Option Letter	61
Other	481
Outlier	18
Owner Occupancy	181
Ownership	492
Policy Appeal	19
Post Closing Appointment	1
Pre-Storm Value	61
Program eligibility pending	90
Request Appraisal	1
SBA	1
Status Change	285
Title	806
Zero Benefit	53
Total	4,883

Housing Assistance Center Appointment Activity

There were a total of 157 RHAS appointments held at the Housing Assistance Centers during the reporting period. As a result of Hurricane Gustav, appointments were not conducted on September 5 through September 7 as Program facilities were closed on these days (Figure 8).

Figure 8: Housing Assistance Center RHAS Appointments by Day

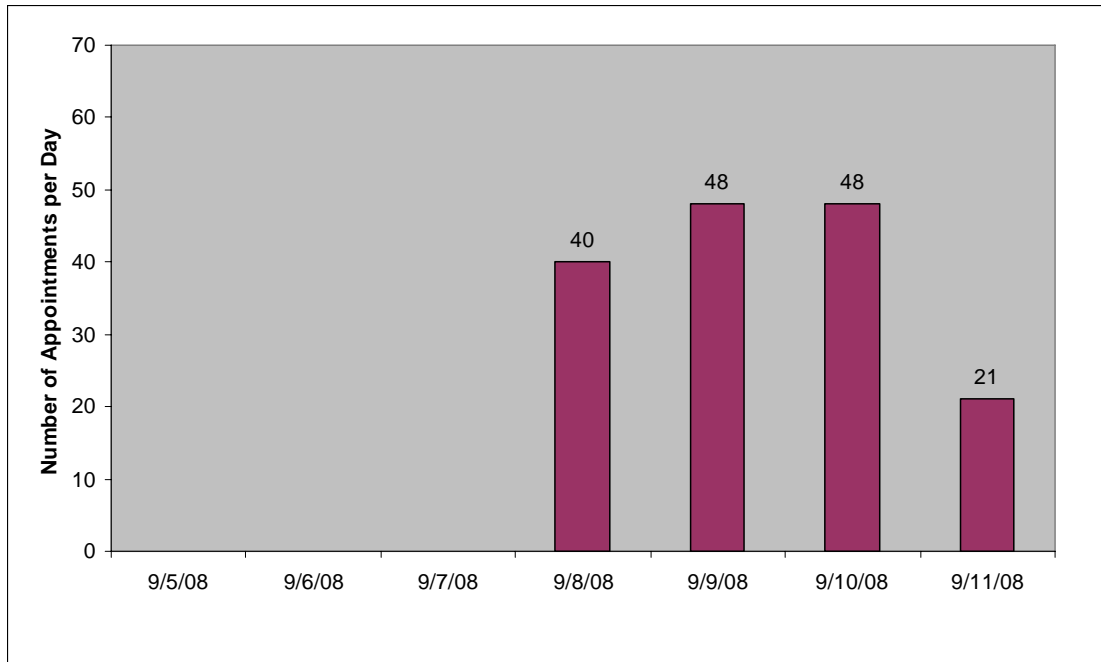


Table 17: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	8/08-8/14	8/15-8/21	8/22-8/28	8/29-9/4	9/5-9/11	Current Total	Five Week Average
RHAS Appointments Held	58,008	352	306	357	26	157	59,206	240
Average Daily RHAS Appointments Held		59	51	60	4	26		

Figure 9 shows the number of RHAS appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. There were 154 walk-ins for RHAS appointments during this reporting period.

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

Housing Assistance Center Processing, September 5 - September 11, 2008
RHAS Appointments

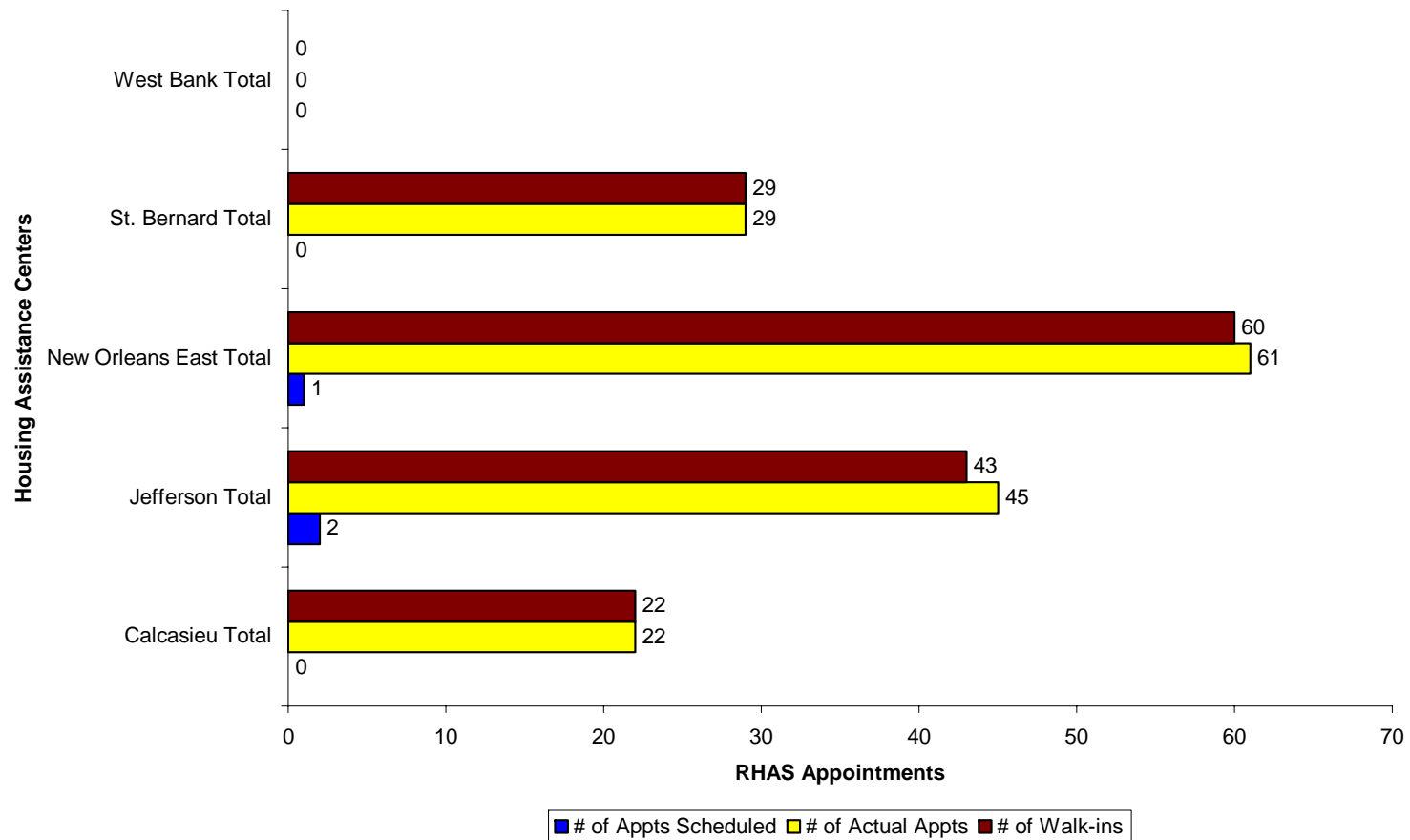
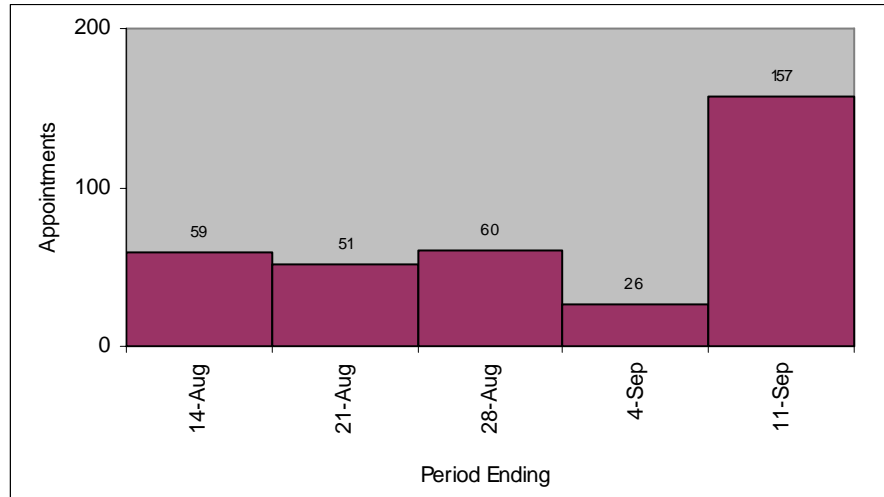


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

Figure 10: Average Daily Appointments by Period





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RENTAL PROPERTY PROGRAM

Underwriting

- Continued to process all active awardees (See Table 18)

Table 18: Conditional Award Processing

	Round 1		Round 2		Round 2 Waitlist (Round 2.1)	
CONDITIONAL AWARD STAGE						
Conditional Awardees	2,702		5,032		1,996	
Manual Conditional Awards Issued/Appeal Approved	0		5		8	
VERIFICATION STAGE						
Active Awards	767		3,698		1,511	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	663		2,751		601	
Commitment Letters Returned by Applicant		482		1,555		233
POST COMMITMENT STAGE						
0 - 24% Construction Complete		128		538		58
25 - 49% Construction Complete		55		151		39
50 - 74% Construction Complete		43		141		16
75 - 100% Construction Complete		256		725		120
Total	482		1,555		233	

Appeals

- Received 14 new appeals
- Researched and resolved 3 requests for Constituent Services

Table 19: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	312	485	577	1,374
Level II Issue Determinations Made	292	440	539	1,271
Level II Issues Remaining to be Resolved	20	45	38	103

Table 20: Appeals Determinations Summary

Appeals Determination Road Home Review	After	Cumulative Total
Approved		238
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 21: Owner Occupant Award Activity

Owner Occupant Unit Awards	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Active OO Unit Awards	143	137	33	313
OO Unit Award Letters Mailed	148	133	28	309
No Acceptance Required	22	25	0	47
Award Cancelled Post Mailing	2	1	0	3
OO Unit Award Acceptance Received	116	94	22	232
Outstanding OO Unit Award Acceptances	8	13	6	27
OO Unit Award Cancelled Post Acceptance	5	3	0	8
OO Unit Award Closings Held	95	54	7	156

Tier 2 Call Center

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

Table 22: Tier 2 Call Center Metrics

Inbound Calls	
Round 1	6
Round 2	14
Round 2 Waitlist (Round 2.1)	37
Other	78
Total Inbound Calls	135

Financial Advisors

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

Table 23: Financial Advisor Appointment Activity

Financial Advisor	Appointments	Cumulative Total
Applicants Contacted		2,930
Appointments Not Required		1,652
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 24: Relocation Activity

Occupied Properties				
Owner Occupants with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	185	89	4	278
Tenant Occupied (Relocation possibly needed)	118	51	4	173
Vacant Units	67	38	0	105
General Pool with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	72	399	117	588
Tenant Occupied (Relocation possibly needed)	57	300	99	456
Vacant Units	15	99	18	132

PROGRAM SUPPORT STATUS

LOGISTICS

- Mobile Events (Dates and Locations):
 - September 5- Orleans: UNO Lindy Boggs Conference Center...cancelled
- Facilities
 - St. Bernard and Harvey II will close on Friday, September 19, 2008

HUMAN RESOURCES

- Coordinated recruiting and hiring for multiple positions in support of Operations (Homeowner Assistance and Small Rental Property Programs) and Administration
- Rescheduled “Job Fairs” with private and public employers for team members exiting on September 19, 2008 as follows:
 - September 18, 2008 – Anselmo Center (to include Goodwood Center), Baton Rouge
 - September 18, 2008 – Bullard Center (to include Jefferson, St. Bernard, and Jefferson Housing Assistance Centers), New Orleans
- Rescheduled HUD Section 3 Workshop for LA Works Center for Washington Parish to September 24, 2008
- Rescheduling HUD Section 3 Training Seminar for LA Works Center in Slidell to first week of October
- Scheduled second *Networking Event* for team members with ADECCO Employment Services for Bullard Housing Assistance Center with interview of exiting team members who submitted résumés to ADECCO during first Networking Session in August 2008
- Scheduled first-time *Networking Sessions* on September 17, 2008, for team members with Lofton Staffing Services and Robert Half International

TRAINING

- Finalizing Sold Home Training
- Finalizing Technical Writing Course
- Updating Rental Orientation Course
- Developing Appeals Start-to-Finish Training for new Strike Appeals Teams



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Table 25: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	RH Information Security and Management Online Training	All Road Home Staff	Online	As of September 5, 2008	2,219
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of September 5, 2008	279
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of September 5, 2008	1, 326
Internal	Rental Case Management Training	Rental New Hires	Goodwood Office Baton Rouge, LA	September 10-11, 2008	5

EXTERNAL AFFAIRS

Outreach

- Completed reports for statewide August 2008 outreach for state-generated deadlines
- Assisted with Appeals 25-day reminder calls. Completed 92 of 144 calls
- Assisted with Appeals State review clarification calls. Completed 21 of 89 calls
- Continued to provide application assistance to Hispanic and Vietnamese communities.
- Worked with elected officials and staff regarding constituent issues including:
 - Rep. A. B. Franklin
 - Rep. J.P. Morrell
 - Rep. Elton Aubert
 - Rep. Joseph Lopinto

Table 26: Community Outreach Metrics

Meeting Type	Events held 9/5-9/11	People reached 9/5-9/11	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
TOTALS	0	0	1,719	87,311

Communications/Media Relations

In support of Homeowner program:

- Weekly metrics report distributed to media and posted to website. Mailed postcard about the lifted deadlines to applicants who had received prior mailings
- Assisted with formatting Transition Plan

In support of Rental program:

- Rental approved Spanish and Vietnamese versions of the Rental program Checklist and Overview to post on Web and print
- Submitted Rental Workshop event invitation/postcard to Rental for review
- Updated and submitted event plan, agenda, proposed date, time, and location for Outreach events that begin October 2008 to Rental program for confirmation
- Coordinating the review and completion of Rental maps with GIS
- Completing applicant invitation letters and applicant materials for Rental Outreach events that begin October 2008
- Coordinating the on-going update, review, and approval of Rental program guides, brochures, and information sheets and Web content.

POLICY

- Sent revision to Homeowner Assistance Program policies to State
- Answered policy questions from staff
- Worked with Grant Review team to develop policies and procedures for grant review

INFORMATION TECHNOLOGY

- Completed re-testing of the Release 6.7 for lawsuit entry changes
- Reviewed/Made corrections to Training's Sold Home training material
- Corrected 266 feed for records that had been backloaded without dollar amounts
- Loaded 7,000 records to Grant Review data base reflecting Appeals status of application to version 1.3 and 1.4 version
- Completed Introductory Manual and Reference Manual on Application and Review
- Met with OCD, Home Evaluation representatives, and Analytics Team to refine reporting of Elevation for Financial Dashboard
- GIS and DWH worked on process for re-processing Flood records based upon Road Home coordinates
- Data Warehouse processed 123 flood determinations for Small Rental program

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 several sources, to include the Ethics and Anti-Fraud Help Lines

Table 27: Fraud Prevention Metrics

ACTIVITY	Prior Totals	8/08-8/14	8/15-8/21	8/22-8/28	8/29-9/04	9/05-9/11	Current Totals
Applicant Issues Reported to Anti-Fraud	1,374	32	34	42	-	4	1,486
Evaluator Issues Reported to Anti-Fraud	5	-	-	-	-	-	5
Third-Party Issues Reported to Anti-Fraud	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	1,021	18		9	3		1,051
Calcasieu	13,577	196	12	204	105	5	14,099
Cameron	1,663	201	5	65	33	1	1,968
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	26,652	256	59	392	578	23	27,960
Jefferson Davis	947	18	2	6	9	4	986
Lafayette	124	3		1	1		129
Lafourche	844	11	1	7	1	1	865
Livingston	232	6	1	2	2		243
Orleans	43,023	4,293	1,861	782	1,053	37	51,049



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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	3,203	353	43	75	97	8	3,779
Pointe Coupee	15						15
Sabine	32	1					33
Saint Bernard	7,772	4,203	807	397	330	19	13,528
Saint Charles	1,084	6	1	9	10	1	1,111
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	903	8		1	3		915
Saint Tammany	11,351	219	59	143	216	9	11,997
St John The Baptist	1,336	3	1	4	14	1	1,359
Tangipahoa	1,597	13	2	4	1	1	1,618
Terrebonne	2,659	80	3	23	17	6	2,788
Vermilion	1,672	90	4	43	13	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
	124,989	10,076	2,865	2,196	2,507	121	142,754



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	33,370
Jefferson Davis	1,173
Lafayette	153
Lafourche	994
Livingston	296
Orleans	55,530
Other	2
Plaquemines	4,123
Point 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
	160,260



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 117,561 rather than 117,575 reported in Daily Governor’s Report as of September 11, 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	269	2		271
Allen	439	7		446
Ascension	130			130
Assumption	184			184
Beauregard	874	9	1	884
Calcasieu	11,963	98	7	12,068
Cameron	1,386	92	2	1,480
East Baton Rouge	165	3	1	169
East Feliciana	27			27
Evangeline	48			48
Iberia	940	15	1	956
Iberville	45	1		46
Jefferson	22,801	192	23	23,016
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	37,995	3,076	1,137	42,208
Other	2			2
Plaquemines	2,463	178	10	2,651
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,155	3,103	570	10,828
Saint Charles	893	3	1	897
Saint Helena	233	1		234
Saint James	320			320
Saint Landry	145	5		150
Saint Martin	91	3		94
Saint Mary	721	3		724
Saint Tammany	10,145	144	27	10,316
St John The Baptist	1,107			1,107
Tangipahoa	1,361	4		1,365
Terrebonne	2,235	33	1	2,269
Vermilion	1,459	43	3	1,505
Vernon	125	1		126
Washington	1,191	14	1	1,206
West Baton Rouge	12			12
West Feliciana	3			3
	108,729	7,046	1,786	117,561



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Zip Code	Number of Closings
A zip code was not provided	21
70001	801
70002	883
70003	2,175
70005	704
70006	1,328
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,668
70033	1
70036	173
70037	428
70038	235
70039	77
70040	319
70041	629
70042	7
70043	4,581
70044	3
70045	3
70046	11

Zip Code	Number of Closings
70047	145
70048	1
70049	139
70050	194
70051	53
70052	38
70053	656
70054	2
70056	1,737
70057	103
70058	2,929
70059	5
70062	855
70063	6
70064	5
70065	3,466
70066	7
70067	384
70068	670
70069	9
70070	119
70071	44
70072	4,082
70073	6
70074	1
70075	1,292
70076	12
70077	1
70078	18
70079	20

Zip Code	Number of Closings
70080	15
70082	116
70083	665
70084	224
70085	1,360
70086	62
70087	287
70090	153
70091	88
70092	1,859
70093	2
70094	1,822
70095	2
70096	1
70101	15
70104	1
70105	1
70107	1
70109	1
70110	1
70112	66
70113	378
70114	1,170
70115	1,267
70116	677
70117	5,264
70118	2,171
70119	3,195
70120	1
70121	379



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Zip Code	Number of Closings
70122	7,198
70123	483
70124	3,297
70125	1,493
70126	5,682
70127	3,635
70128	3,255
70129	1,788
70130	194
70131	1,318
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
70341	44

Zip Code	Number of Closings
70342	5
70343	27
70344	565
70345	86
70346	55
70352	1
70353	171
70354	48
70355	7
70356	141
70357	48
70358	199
70359	76
70360	123
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
70397	146

Zip Code	Number of Closings
70401	156
70403	220
70404	13
70420	102
70421	11
70422	261
70423	1
70424	1
70426	163
70427	665
70429	4
70430	1
70431	100
70433	274
70434	8
70435	242
70436	14
70437	128
70438	332
70440	1
70441	153
70442	5
70443	158
70444	175
70445	626
70446	41
70447	74
70448	460
70449	16
70450	52



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Zip Code	Number of Closings
70451	27
70452	387
70453	8
70454	172
70455	12
70456	101
70457	1
70458	3,154
70459	10
70460	1,864
70461	2,635
70462	61
70463	14
70464	6
70465	31
70466	55
70467	3
70469	3
70470	5
70471	212
70478	1
70485	1
70501	23
70503	4
70506	12
70507	12
70508	7
70510	563
70511	2
70512	13

Zip Code	Number of Closings
70514	113
70515	10
70516	2
70517	43
70518	12
70519	3
70520	9
70521	1
70522	13
70523	19
70524	2
70525	21
70526	111
70528	286
70529	9
70531	9
70532	110
70533	614
70534	3
70535	31
70537	3
70538	408
70540	1
70542	49
70543	24
70544	191
70546	224
70548	100
70549	57
70550	2

Zip Code	Number of Closings
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	2,823
70602	7
70605	1,592
70606	12
70607	1,900
70609	1



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Zip Code	Number of Closings
70610	1
70611	961
70612	5
70614	1
70615	1,162
70616	6
70621	1
70630	115
70631	544
70632	176
70633	446
70634	444
70637	14
70638	2
70639	3
70640	32
70641	2
70643	105
70644	2
70645	253
70646	64
70647	576
70648	154
70650	12
70651	12
70652	66
70653	56
70654	9
70655	135
70656	11

Zip Code	Number of Closings
70657	216
70658	21
70659	12
70660	103
70661	226
70662	3
70663	1,239
70664	13
70665	540
70666	1
70667	1
70668	359
70669	607
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
70728	1

Zip Code	Number of Closings
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
70785	21



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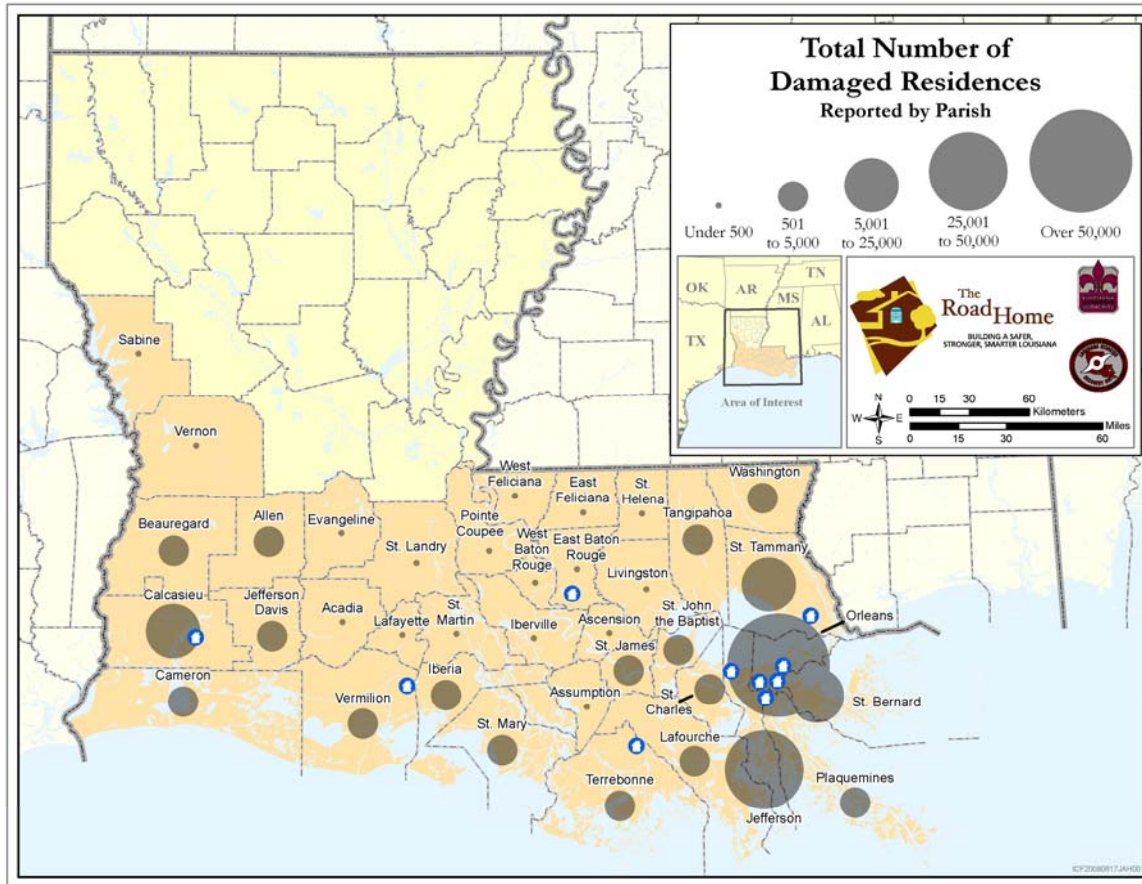
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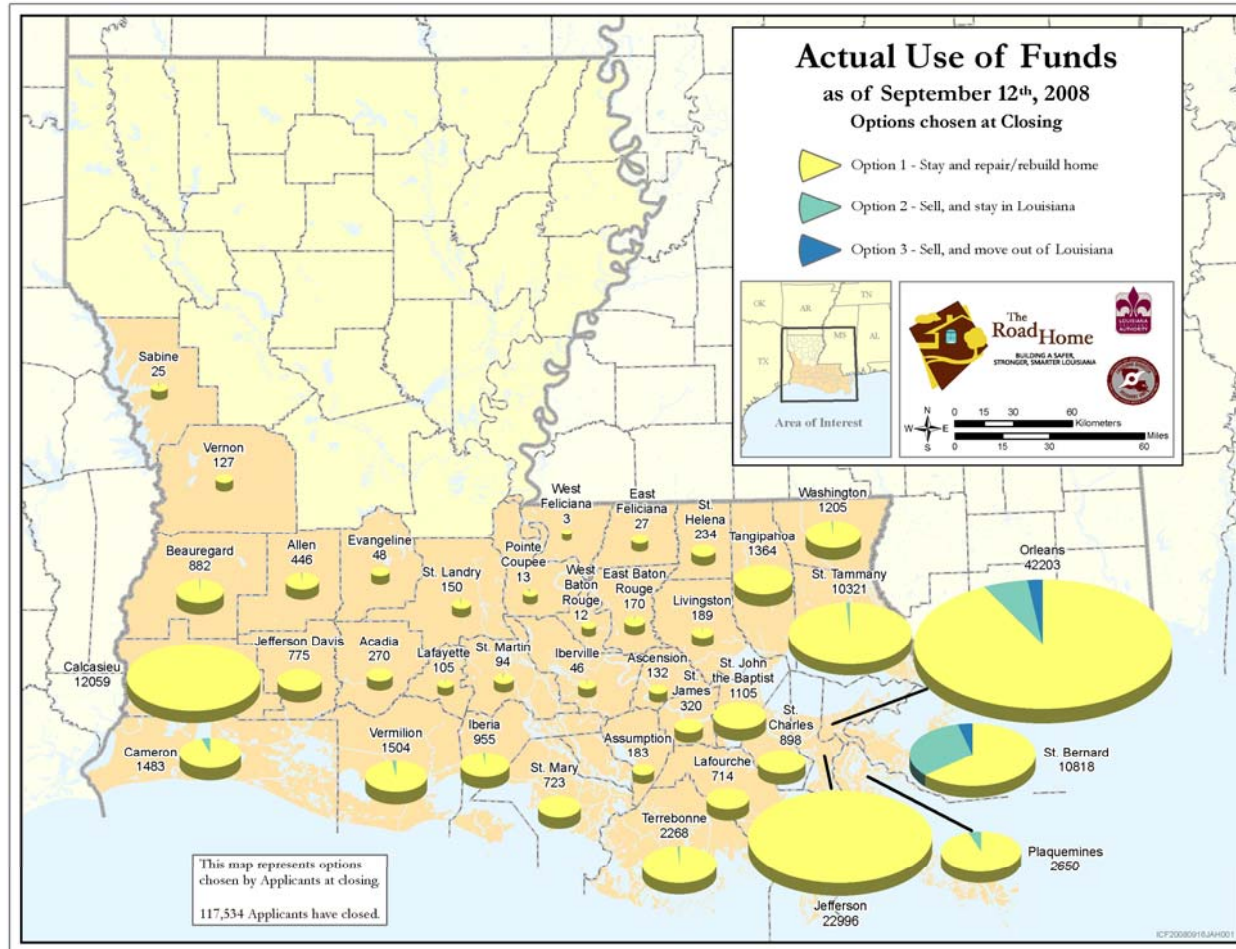
Zip Code	Number of Closings
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	15
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1
71295	1
71302	1
71322	1
71353	5

Zip Code	Number of Closings
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
	117,561

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

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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).