



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 116 Situation & Pipeline** **Report**

September 23, 2008



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Weekly Situation & Pipeline Report

Week 116

September 12 – September 18, 2008

EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 235 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,263 and the total number of closings held as of September 18 increased to 117,801. Cumulatively, homeowners returned 142,792 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB September 11	Weekly Activity	As of COB September 18	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	225,299	235	225,534		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,334	7,510
<i>RHAS Appointments Held</i>	59,206	235	59,441		
Benefits Calculated	160,260	3	160,263		
Benefit Options Letters Sent	152,322	2	152,324	1,231	562
Total Benefit Options Letters Returned			142,792		
<i>Number of Option One Selections</i>	124,989	55	125,044	2,467	2,322
<i>Number of Option Two Selections</i>	10,076	0	10,076	216	109
<i>Number of Option Three Selections</i>	2,865	0	2,865	150	30
<i>Decline Benefits</i>	2,196	(3)	2,193	114	28
<i>Delay Benefits</i>	2,507	(13)	2,494	400	112
<i>Incomplete Benefit Selection Form</i>	121	(1)	120	17	24
Benefit Options Letters Available for Transfer to Closing			132,691		
Files Transferred for Closing	123,458	179	123,637	979	37
Total Inactives and Ineligibles				6,908	74,186
Closings Scheduled			245		
Closings Held	117,575	226	117,801		

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	1,405	506	3,898
Conditional Awards Reinstated	52	56	3	111
Total Active Awards *	767	3,688	1,501	5,956
Commitment Letters Mailed	666	2,766	635	4,067
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	143	136	33	312
OO Unit Award Letters Mailed	148	133	28	309

* Includes 31 applications reinstated through the Appeals Process.

Deliverables

Table 3 lists the deliverables provided during the reporting period.

Table 3: Program Deliverables

	Deliverables	Date
00025	The Road Home Weekly Combined Report	09/17/2008



HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 9/11	CUMULATIVE As of 9/18	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	59,206	59,441	235
CALCULATIONS	BENEFITS CALCULATED	160,260	160,263	3
	TOTAL	\$9.47 billion	\$ 9.49 billion	\$.02 b
	AVERAGE	\$61,295	\$61,366	

- 166,093 applicants have completed initial appointments

- The \$9.49 billion total and \$61,366 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 9/11	CUMULATIVE As of 9/18	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,322	152,324	2
	OPTIONS LETTERS RETURNED	142,754	142,792	38
	BSF AVAIL FOR TRANSFER TO CLOSING	132,629	132,691	89
CLOSINGS	TRANSFERRED TO CLOSING	123,458	123,637	179
	INACTIVE CLOSING FILES	1,000	979	(21)
	CLOSINGS HELD	117,575	117,801	226
	TOTAL	\$7.00 billion	\$7.03 billion	\$.03 b
	AVERAGE*	\$59,506	\$59,646	

- Applicants have returned 142,792 Benefits Selection Forms. After processing and review, 132,691 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 235 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 59,441 total RHAS appointments held to date
 - 233 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,263 benefits, an increase of 3 for the week
 - The average total benefit calculated was \$61,366 (excluding 'zero' awards)
 - 5,683 calculations resulted in 'zero' grant amounts
 - 154,580 'non-zero' or 'positive' grant amounts were calculated

Award Selection Activity

- A total of 142,792 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,753 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
 - 132,691 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>	26,435
<i>Number of Option Two</i>	3,129
<i>Number of Option Three</i>	2,189
Total Elderly Benefits Options Selected	31,753

Low/Moderate Income Households

- A total of 117,798 applicants had gone to closing and received their Road Home disbursement as of September 18, 2008. Of these applicants, 50,254 (43 percent) were documented as LMI.
- A total of \$7,026,152,857 in Homeowner Assistance Program awards were disbursed as of September 18, 2008. Of these disbursements, \$3,583,408,956 (51 percent) went to applicants 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	125,044	10,076	2,865	137,985
Total \$ in Options Selected	\$6,890,798,599.88	\$796,360,940.62	\$189,404,508.13	\$7,876,564,048.63
Comp Grant \$ in Options Selected	\$4,855,468,570.68	\$598,000,918.31	\$189,404,508.13	\$5,642,873,997.12
Elev Grant \$ in Options Selected *	\$722,604,737.27			\$722,604,737.27
ACG \$ in Options Selected	\$1,312,725,291.93	\$198,360,022.31		\$1,511,085,314.24
Low/Moderate Income (LMI) Detail				
Number of Options Selected by LMI	52,969	4,495	1,187	58,651
Total \$ to LMI	\$3,634,612,851.30	\$436,389,047.77	\$78,032,622.45	\$4,149,034,521.52
Comp Grant \$ to LMI	\$1,980,721,464.26	\$238,029,025.46	\$78,032,622.45	\$2,296,783,112.17
Elev Grant \$ to LMI *	\$341,166,095.11			\$341,166,095.11
ACG \$ to LMI	\$1,312,725,291.93	\$198,360,022.31		\$1,511,085,314.24
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 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	108,928	7,074	1,796	117,798
Total \$ in Closings Held	\$6,275,519,561.93	\$614,146,545.31	\$136,486,749.91	\$7,026,152,857.15
Comp Grant \$ in Closings Held	\$4,673,778,936.76	\$460,147,863.76	\$136,486,749.91	\$5,270,413,550.43
Elev Grant \$ in Closings Held	\$285,844,016.71	\$29,295.00		\$285,873,311.71
ACG \$ in Closings Held	\$1,315,896,608.46	\$153,969,386.55		\$1,469,865,995.01
Number of Closings Held by LMI				
Number of Closings Held by LMI	46,212	3,296	746	50,254
Total \$ to LMI	\$3,198,806,092.61	\$327,792,526.59	\$56,810,337.38	\$3,583,408,956.58
Comp Grant \$ to LMI	\$1,876,695,269.69	\$185,175,409.18	\$56,810,337.38	\$2,118,681,016.25
Elev Grant \$ to LMI	\$137,172,143.84			\$137,172,143.84
ACG \$ in Research for Categorization*	\$130,957,929.38	\$11,352,269.14		\$142,310,198.52
ACG \$ to LMI	\$1,184,938,679.08	\$142,617,117.41		\$1,327,555,796.49
Total ACG \$	\$1,315,896,608.46	\$153,969,386.55		\$1,469,865,995.01
% of Total Closings Held that are LMI				
% of Total Closings Held that are LMI	42 %	47 %	42 %	43 %
% of Total \$ to LMI				
% of Total \$ to LMI	51 %	53 %	42 %	51 %
% of Comp Grant \$ to LMI				
% of Comp Grant \$ to LMI	40 %	40 %	42 %	40 %
% of Elev Grant \$ to LMI				
% of Elev Grant \$ to LMI	48 %	N/A	N/A	48 %
% of ACG \$ to LMI				
% 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 18, 115,425 Elevation letters have been sent to applicants.

- 31,817 (28%) applicants have returned letters expressing their interest in participating in the elevation program. See Figure 3 for a summary of Elevation Letter Response Activity
- 7,232 applicants have received elevation disbursements totaling \$200,551,398 (average elevation award of \$27,731) including:
 - 1,405 initial and 3,925 additional disbursements of elevation funds in 2008 for a total of \$155,004,033
 - 1,902 initial and 110 additional disbursements previously distributed for a total of \$45,547,365
- 4,950 elevation requests for a total of \$143,223,823 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	1,902	110	\$45,547,365
2008 Elevation Disbursements	1,405	3,925	\$155,004,033
Total Elevation Disbursements	3,307	4,035	\$200,551,398
Applications at Title Companies			
First American Pending Transactions		3,198	\$92,031,390
HGI Pending Transactions		1,752	\$51,192,433
Total Pending Transactions		4,950	\$143,223,823

Figure 3: 2008 Elevation Letter Response Activity

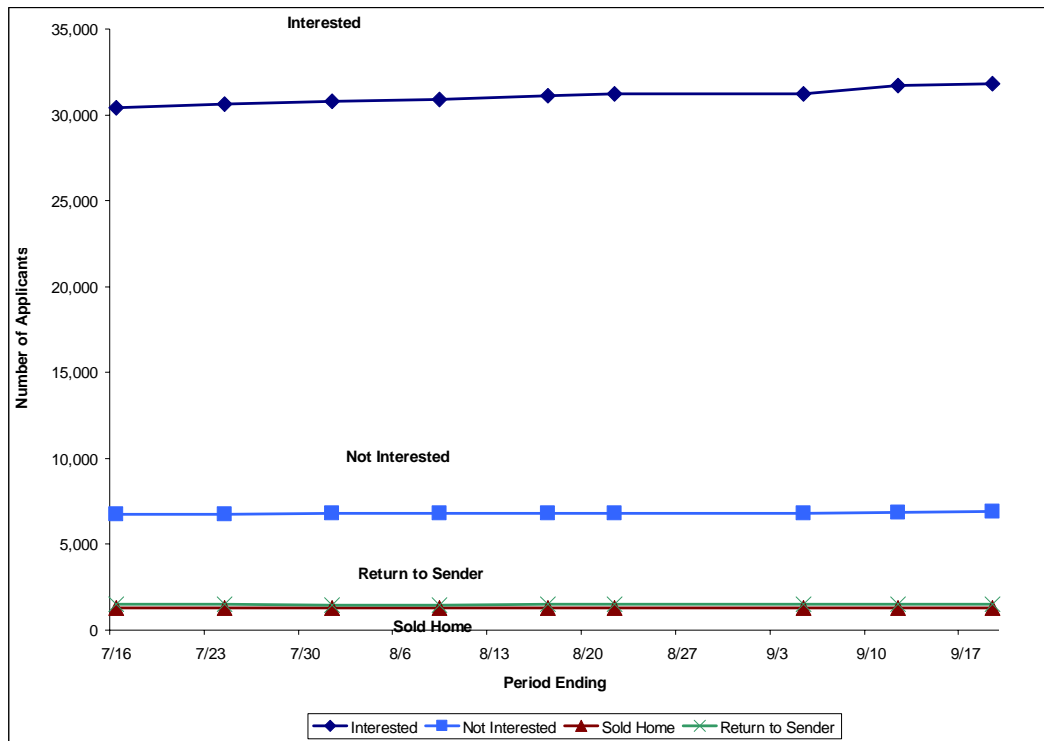
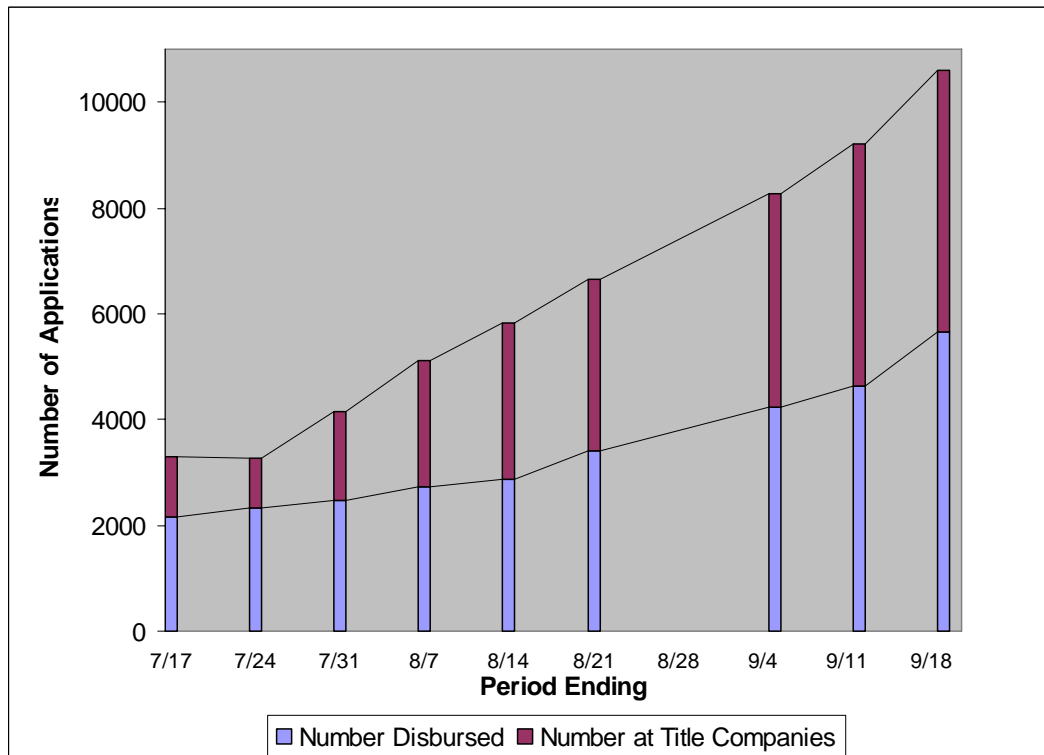


Figure 4: 2008 Elevation Disbursement Activity



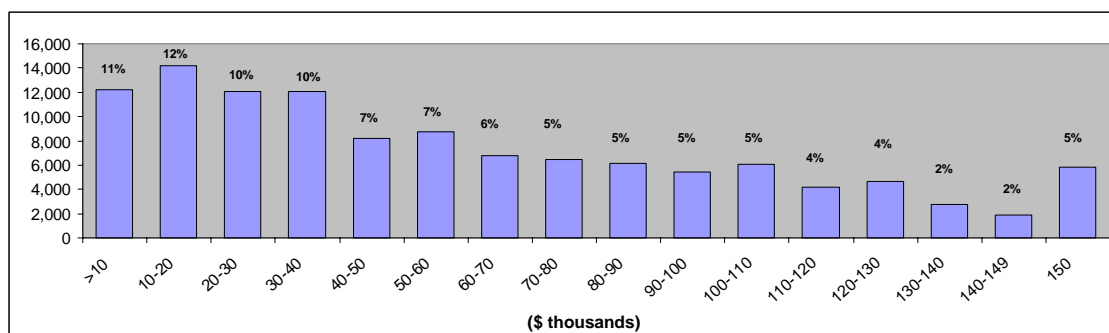
Closing Activity

- As of September 18, 2008, a total of 123,637 files were transferred to closing agents with 179 files transferred during the reporting week. Currently, 979 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 117,801 closings
- Of the total 117,801 cumulative closings:
 - The average award is \$59,646
 - 50,254 also received additional compensation grants. The average additional compensation grant award is \$26,417
 - Closed 26,801 elderly applicants for a total of \$1,892,251,730.76
 - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 8,793 additional disbursements for a total of \$273,546,006.90
 - The average additional disbursement is \$31,110

Table 8: Applications That Cannot Close

Applications that Cannot Close	
Homeowner Action Required	11,253
No Option Selected by Homeowner	2,457
Occupancy Proof Required	1,046
Refuse to Close	419
Title, Succession, Legal, Mortgage Issues	1,629
Ownership Proof Required	2,679
Homeowner Unreachable	761
POA/ADDH Issues	996
Compliance Reviews	368
Missing Homeowner Documentation	898
Sold Homes	5,384

Figure 5: Award Size





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Table 9: Pre-Closing Tracking Report

ACTIVITY	Fri 9/12	Sat 9/13	Sun 9/14	Mon 9/15	Tues 9/16	Wed 9/17	Thurs 9/18	Weekly Total
Files Transferred for Closing	17	-	-	-	161	1	-	179

Table 10: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	477	>1%
American Indian/Alaska Native and White	530	>1%	345	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	271	>1%
Asian	2,925	2%	1,990	2%
Asian and White	300	>1%	195	>1%
Black/African American	65,837	36%	48,921	42%
Black/African American and White	1,153	1%	840	1%
Native Hawaiian/Other Pacific Islander	183	>1%	124	>1%
Other Multi-Racial	3,419	2%	2,367	2%
White	72,046	39%	46,310	39%
A race was not provided	37,668	20%	15,958	14%
	185,106		117,798	

*Detailed closing data is based on population of 117,798, rather than 117,801 reported in Daily Governor's Report as of September 18, 2008, due to a variance in data feeds.

Condominium Project

Following the approval of policies for condominium evaluations, a special project was begun to identify and move condominium properties to closing. To date the project has yielded the following progress summarized in Table 11.

Table 11: Condominium Pipeline Progress

Activity	Prior Total	8/15- 8/21	8/22- 8/28	8/29- 9/4	9/5- 9/11	9/12- 9/18	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	-	-	-	-	5	833
Option Letters Mailed*	828	-	-	-	-	5	833
Option Letters Received	533	-	-	-	-	-	533
Transmitted for Closing	316	2	-	-	-	-	318
Closings Held	259	2	11	-	5	-	272
Elevation Only Awards	188	-	-	-	-	-	188
Inactive Applications	220	-	(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 12):

- Identified 16,284 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 14,375 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation underway

Table 12: Manufactured Home Pipeline Progress

Activity	Prior Total	8/15-8/21	8/22-8/28	8/29-9/04	9/5-9/11	9/12-9/18	Cumulative Total
Total number of Manufactured Home Applications	16,274	3	3	-	2	2	16,284
Total Manufactured Home Evaluations verified	16,021	4	4	-	-	-	16,029
Total Pre-Storm values verified	14,264	19	21	10	41	20	14,375
Total Applications released into letter generation process	14,263	18	23	10	41	20	14,375

Home Evaluations (Home Inspection) Activity

Table 13: Home Evaluation Team Metrics

ACTIVITY	Prior Total	8/15-8/21	8/22-8/28	8/29-9/4	9/5-9/11	9/12-9/18	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	166,003	6	3	1	1	2	166,016 ^a	3
Work Orders Dispatched	162,904	15	3	1	3	3	162,929	5
Evaluations Completed in the Field	161,008	7	7	7	0	7	161,0136 ^b	6

^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 8 Strike and Stealth Team issues.
- Addressed 46 appeals.
- Addressed 30 CAD disputes.
- Addressed 1 State Appeal.
- Addressed 5 Critical issues.
- Addressed 8 FEMA eligibility appeals.
- Addressed 36 Structure type issues.
- Completed 14 Elevation Grants
- Addressed 21 Elevation appeals

Appeals

As of September 18, 2008, 12,904 cases have been processed through the Appeals department, 10,734 have been resolved, and 1,985 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

ACTIVITY	As of COB 8/21	As of COB 8/28	As of COB 9/04	As of COB 9/11	As of COB 9/18
Total Cases Processed in Appeals	12,359	12,485	12,485	12,720	12,904
Appeal Cases Pending Decision/Research	1,956	1,890	1,890	1,973	1,997
Ineligible Status Appeal	192	165	150	166	173
Total Active Cases	2,148	2,055	2,010	2,139	2,170
Total Cases Resolved	10,211	10,430	10,445	10,581	10,734

Further analysis of the resolved appeals cases (10,734) shows that:

- 3,817 (36%) have resulted in additional funds being awarded to applicants for a total of \$103,011,071.80. The average additional disbursement is \$26,987
- 362 (3%) resulted in a reduction of award for a total of \$5,139,881.81. The average reduction is \$14,199
- 3,204 (30%) resulted in no change to the award amount
- 3,351 (31%) were reviewed for an eligibility determination, 1,317 were approved and 2,034 were denied

Table 15: Status of State Panel Review Appeals

ACTIVITY	As of COB 9/04	As of COB 9/11	As of COB 9/18
Total Cases Requested for State Panel Review	1,378	1,467	1,538
State Appeal Cases in Progress	791	864	911
State Appeal Cases Resolved	587	603	627

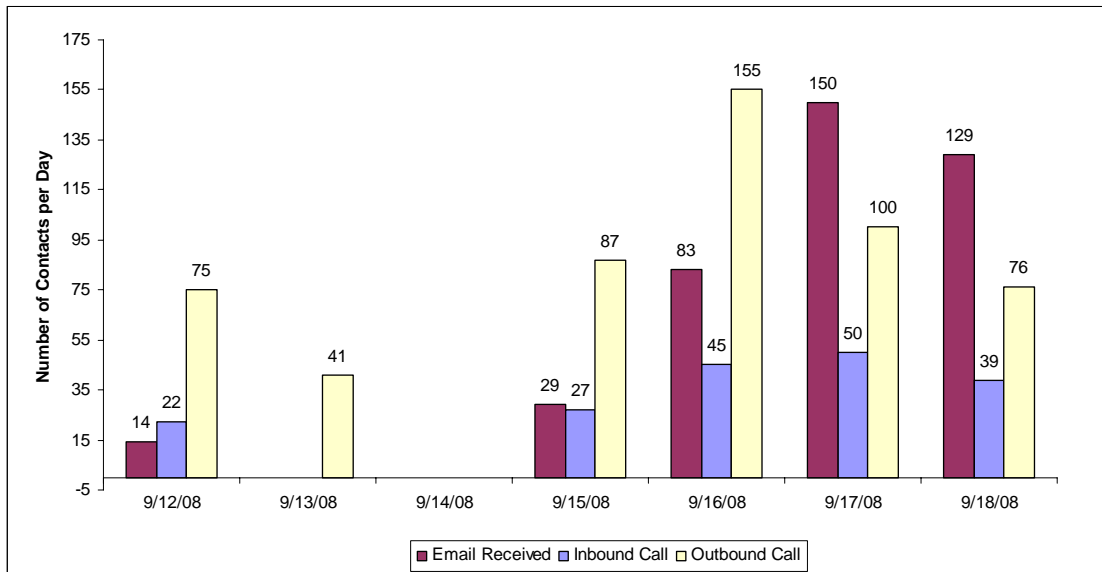
Personal Application Liaisons (PAL)

During the reporting week, 1,334 contacts were made through the PAL initiative. Table 16 and Figure 6 detail these contacts by type and day.

Table 16: PAL Metrics

ACTIVITY	Prior Total	8/15- 8/21	8/22- 8/28	8/29- 9/04	9/5- 9/11	9/12- 9/18	Current Total
Email Received	1,371	459	790	126	116	443	3,305
Inbound Calls	15,623	476	757	78	166	222	17,322
Outbound Calls	56,169	1,314	1,278	141	586	669	60,157
Total Contacts	73,163	2,249	2,825	345	868	1,334	80,784

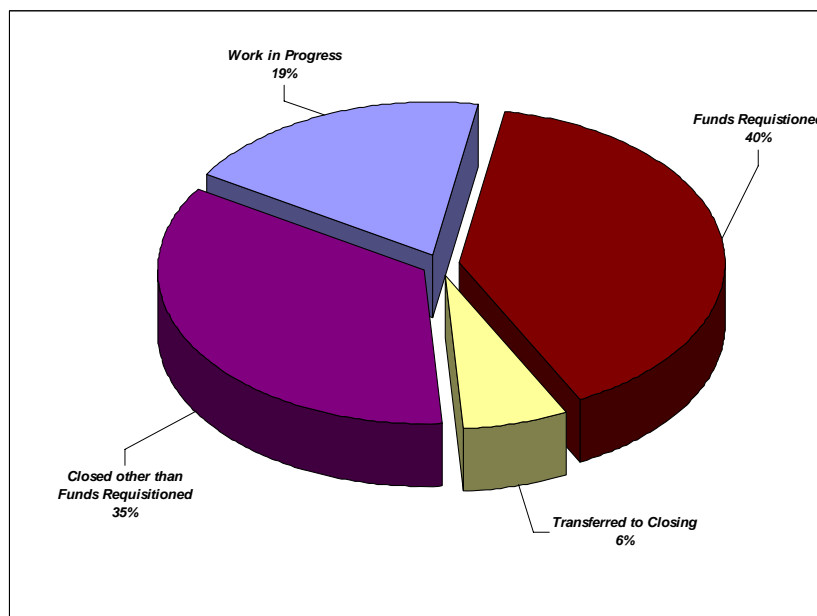
Figure 6: PAL Contacts by Day



As of September 18, a total of 37,183 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 7,075 applicant files are being worked by PAL staff
- A total of 30,108 applicant files have progressed to the closing process as the result of PAL efforts
 - 2,361 have been transmitted to closing
 - 14,814 have closed and are at a status of Funds Requisitioned
 - 12,933 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown



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

Table 17: PAL Issues by Category

Issue Category	# Apps
Advisory Services	1
Affordable Compensation Loan	50
APPEALS	83
Applicant Info	108
Application Completion	46
Appraisal	79
BPO	9
CREDCO	110
Delay of Benefit	78
ECD	67
EGrant Calculation	90
Elevation	36
FEMA	35
FEMA Ind Assist	10
Flood Ins (NFIP)	1
Geospatial	1
Grant Review	16
Home Evaluation	88
Homeowner dispute or decision pending	350
Info Request	43
Insurance	93
Legal Costs	1
Missing Documentation	799
Multiple Issues	113
Option Change	11
Option Letter	60
Other	489
Outlier	18
Owner Occupancy	172
Ownership	480
Policy Appeal	19
Post Closing Appointment	1
Pre-Storm Value	62
Program eligibility pending	85
Pullback from Title Company	1
Request Appraisal	1
SBA	1
Second Disbursement	1
Status Change	265
Title	782
Zero Benefit	45
Total	4,800

Housing Assistance Center Appointment Activity

There were a total of 235 RHAS appointments held at the Housing Assistance Centers during the reporting period. The Centers continued to see applicants on Saturdays (Figure 8).

Figure 8: Housing Assistance Center RHAS Appointments by Day

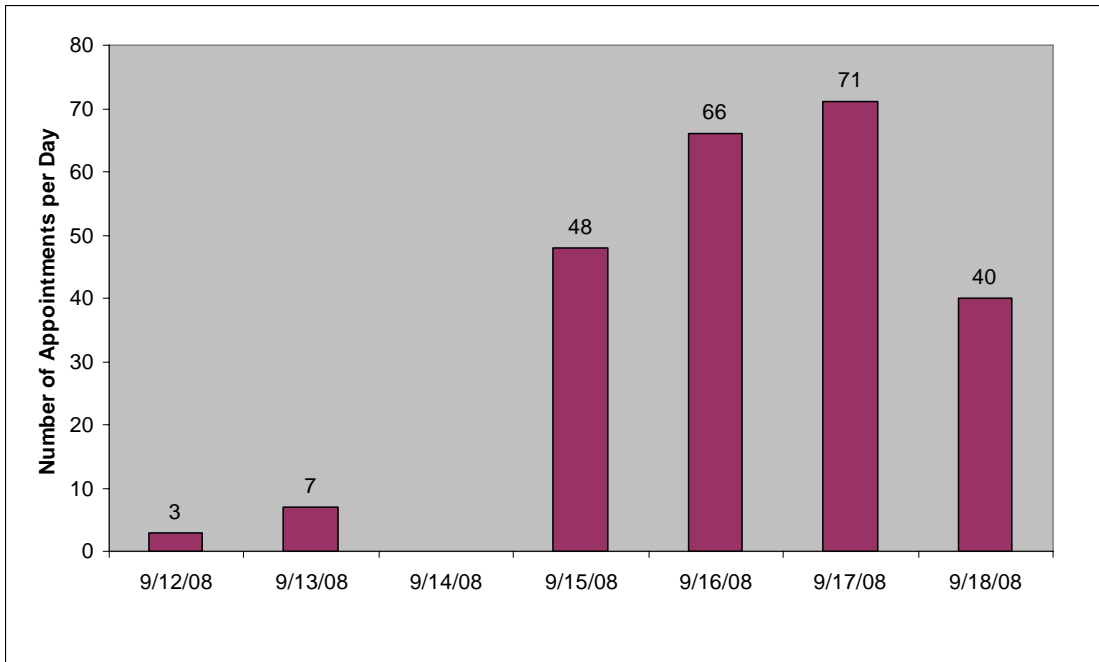


Table 18: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	8/15-8/21	8/22-8/28	8/29-9/4	9/5-9/11	9/12-9/18	Current Total	Five Week Average
RHAS Appointments Held	58,360	306	357	26	157	235	59,441	216
Average Daily RHAS Appointments Held		51	60	4	26	39		

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

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

Housing Assistance Center Processing, September 12 - September 18, 2008
RHAS Appointments

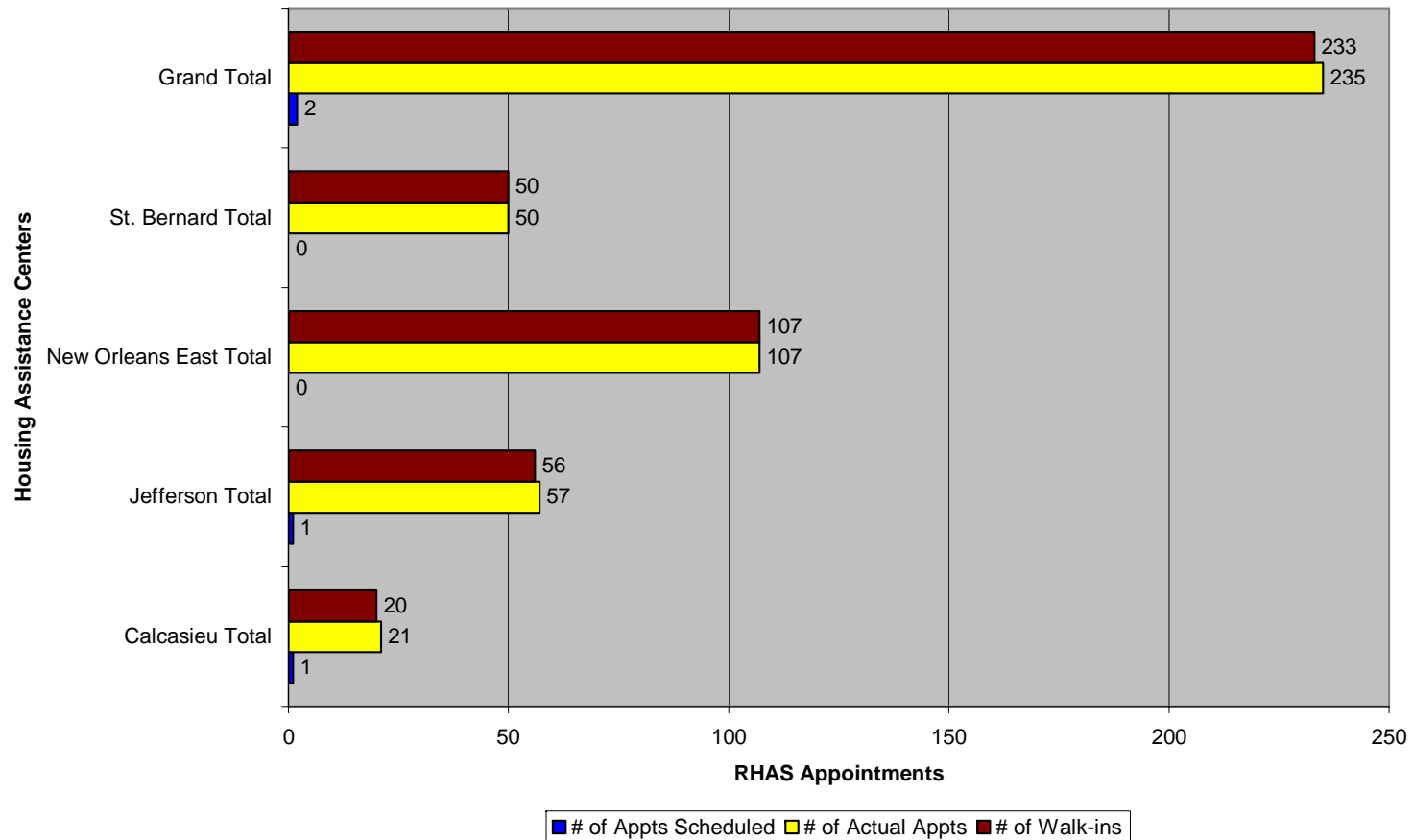
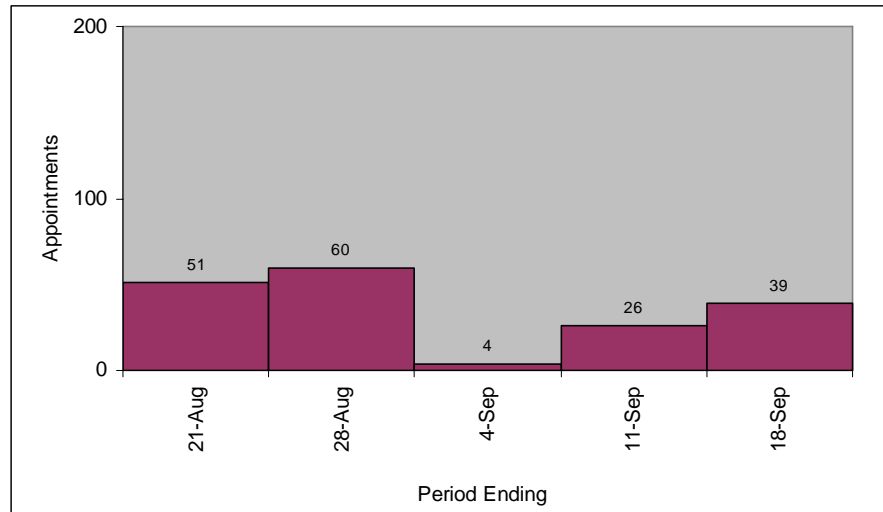


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

Figure 10: Average Daily Appointments by Period





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RENTAL PROPERTY PROGRAM

Underwriting

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

Table 19: Conditional Award Processing

	Round 1		Round 2		Round 2 Waitlist (Round 2.1)	
CONDITIONAL AWARD STAGE						
Conditional Awardees	2,702		5,032		1,996	
Manual Conditional Awards Issued/Appeal Approved	0		5		8	
VERIFICATION STAGE						
Active Awards	767		3,688		1,501	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	666		2,766		635	
Commitment Letters Returned by Applicant		483		1,587		256
POST COMMITMENT STAGE						
0 - 24% Construction Complete		128		550		62
25 - 49% Construction Complete		55		152		43
50 - 74% Construction Complete		41		142		19
75 - 100% Construction Complete		259		743		132
Total	483		1,587		256	

Appeals

- Received 7 new appeals
- Completed 16 Appeal Review Determinations
- Researched and resolved 7 requests for Constituent Services
- Mailed 14 Determination letters

Table 20: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	314	487	580	1,381
Level II Issue Determinations Made	296	447	544	1,287
Level II Issues Remaining to be Resolved	18	40	36	94

Table 21: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	244
Denied	955
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 22: Owner Occupant Award Activity

Owner Occupant Unit Awards	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Active OO Unit Awards	143	136	33	312
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	118	94	22	234
Outstanding OO Unit Award Acceptances	6	13	6	25
OO Unit Award Cancelled Post Acceptance	5	3	0	8
OO Unit Award Closings Held	99	59	9	167

Tier 2 Call Center

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

Table 23: Tier 2 Call Center Metrics

Inbound Calls	
Round 1	14
Round 2	49
Round 2 Waitlist (Round 2.1)	71
Other	138
Total Inbound Calls	272

Financial Advisors

- The Financial Advisor team is a new group that started with the program on 3/01/2008.
- Coordinated upcoming Outreach Events
- Scheduled and completed appointments with applicants who requested financial advice or counseling

Table 24: Financial Advisor Appointment Activity

Financial Advisor	Appointments	Cumulative Total
Contacts Made *		3,041
Appointments Not Required		1,753
Appointments Required		1,288
Appointments Completed		965
Appointments to be Completed		323

*Includes applicants contacted multiple times

URA

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

Table 25: Relocation Activity

Occupied Properties				
Owner Occupants with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	181	86	4	271
Tenant Occupied (Relocation possibly needed)	117	51	4	172
Vacant Units	64	35	0	99
General Pool with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	54	380	123	557
Tenant Occupied (Relocation possibly needed)	45	286	102	433
Vacant Units	9	94	21	124



PROGRAM SUPPORT STATUS

LOGISTICS

- Mobile Events (Dates and Locations):
 - Dates and locations of future events TBD
- Facilities
 - St. Bernard and Harvey II scheduled to close on Friday, September 19, 2008

HUMAN RESOURCES

- Staged a "*Transition Job Fair*" on 18 September 2008 in the Bullard Center featuring six top private and government sector recruiters and selective participation by 82 team members from the Bullard, Jefferson, St. Bernard, and West Bank Centers. Assistance was provided by the Louisiana State Rapid Response Team and JOB 1 of New Orleans, and business representatives included Harrah's, Capital One, and City Lights
- Due to Hurricanes Gustav and Ike, postponed HUD Section 3 Workshops scheduled during week of 15 September at the LA Works Centers in Houma, Thibodaux, and Bogalusa. New dates are being planned for October 2008
- Hosted additional **Networking Sessions** for Road Home employees at close of business with the following recruitment and placement firms/agencies:
 - Robert Half International -- 16 September at Bullard Center
 - ADDECCO Services -- 16 September at Bullard Center.
- Rescheduled *Networking Session* with Lofton Staffing Services, postponed due to Hurricanes Gustav and Ike, and hosted in the Bullard Center on 18 September

TRAINING

- Developed Insurance Verification Training for new Insurance Verification team members in Fairfax, VA
- Delivered Sold Home Training
- Updated Rental Binders
- Coordinated 5-day Rental training for QA/QC new hires



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Table 26: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	RH Information Security and Management Online Training	All Road Home Staff	Online	As of September 18, 2008	2,220
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of September 18, 2008	280
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of September 18, 2008	1, 326
Internal	Sold Home Training	Pre-Closing and Tier I QA/QC Staff	Customer Assistance Center Baton Rouge, LA	September 12, 2008	21
Internal	Sold Home Training	Tier II QC	Orleans East Housing Assistance Center New Orleans, LA	September 12, 2008	18
Internal	Rental Orientation	Rental QA/QC New Hires	Goodwood Office Baton Rouge, LA	September 18, 2008	6

EXTERNAL AFFAIRS

Outreach

- Assisted with Appeals 25-day reminder calls. Completed 255 of 280 required calls.
- Assisted with Appeals State review clarification calls. Completed 146 out of 147 required calls.
- Continued to provide application assistance to Hispanic and Vietnamese communities.
- Worked with elected officials and staff regarding constituent issues including:
 - Sen. David Heitmeier
 - Rep. A. B. Franklin
 - Rep. Simone Champagne
 - Rep. Jonathan Perry
 - Rep. Rep. Neil Abramson
 - Plaquemines Parish Councilman Burghart Turner
 - Ernie Broussard, Executive Director for Planning & Development
Cameron Parish
 - Michelle Broussard Johnson- Louisiana Senate

Table 27: Community Outreach Metrics

Meeting Type	Events held 9/12-9/18	People reached 9/12-9/18	Events To Date	People Reached To Date
Community	1	-	873	50,688
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	-	-	317	9,703
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
TOTALS	1	-	1,722	87,314

NOTE: The dashboard above does not include the following items per OCD request.

- Repeat contacts with legislative officials
- Duplicate attendance from prior events

Communications/Media Relations

In support of Homeowner program:

- Weekly metrics report distributed to media and posted to website
- Formatted *Road Home* Transition Plan to present to the client
- Updated Housing Assistance Center locations on web
- Assisted Outreach Team with Unreachable Applicant call list
- Developed call center script and applicant letters for option selection project
- Coordinated plans with parish voter Registrars to obtain needed occupancy verification information

In support of Rental program:

- State approved Rental Workshop event invitation/postcard for mailing
- State approved Rental program parish map to post on Web
- Conducted UNO site review with Rental and Outreach for October 11 workshop
- Completing applicant materials for Rental Outreach events that begin in October 2008
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content

POLICY

- Revised change proposal regarding large rural lots for State
- Answered policy questions from staff
- Distributed signed change proposals to staff for implementation
- Reviewed and provided comments on final eGrantsPlus release notes

INFORMATION TECHNOLOGY

- Migrated application IDs from version 1.3 to 1.6 of Grant Review Data Base
- Support of eGrants end users and Operations Management through issue resolution/task completion (approximately 212 e-mails completed or resolved) via ithomeownersupport mailbox
- Began delivering eGrants interface documentation



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- Completed Introductory Manual and Reference Manual on option entry, attachments, exceptions, and admin.
- Provided analysis and follow up explanation around Sold Homes to OCD
- Assisted OCD with analysis of funds disbursed
- Delivered PVCS Change History report for Business Objects to OCD
- Gathered new reporting requirements for Grant Review team during weeklong meetings in Fairfax, VA.
- Created new security schema for Grant Review Universe in Business Objects

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 28: Fraud Prevention Metrics

ACTIVITY	Prior Totals	8/15-821	8/22-8/28	8/29-9/04	9/05-9/11	9/12-9/18	Current Totals
Applicant Issues Reported to Anti-Fraud	1,406	34	42	-	4	56	1,542
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	526	14		3	1		544
Ascension	161	2		2			165
Assumption	235	2		1	1		239
Beauregard	1,021	18		9	3		1,051
Calcasieu	13,579	196	12	204	104	5	14,100
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	1,100	29	2	5	3	3	1,142
Iberville	59	3			1		63
Jefferson	26,670	254	59	392	575	23	27,973
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



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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
Orleans	43,045	4,291	1,861	781	1,048	37	51,063
Other	2						2
Plaquemines	3,205	353	43	75	97	7	3,780
Pointe Coupee	15						15
Sabine	32	1					33
Saint Bernard	7,774	4,208	807	396	327	19	13,531
Saint Charles	1,085	6	1	9	10	1	1,112
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	11,354	219	59	143	215	9	11,999
St John The Baptist	1,337	3	1	4	14	1	1,360
Tangipahoa	1,597	13	2	4	1	1	1,618
Terrebonne	2,660	80	3	23	17	6	2,789
Vermilion	1,672	90	4	43	13	1	1,823
Vernon	153	3		1	2		159
Washington	1,468	20	1	7	12		1,508
West Baton Rouge	14						14
West Feliciana	3						3
	125,044	10,076	2,865	2,193	2,494	120	142,792



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	92
Jefferson	33,372
Jefferson Davis	1,173
Lafayette	153
Lafourche	995
Livingston	296
Orleans	55,531
Other	2
Plaquemines	4,123
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
	160,263



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 117,798 rather than 117,801 reported in Daily Governor’s Report as of September 18, 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	441	7		448
Ascension	130			130
Assumption	184			184
Beauregard	875	9	1	885
Calcasieu	11,983	98	7	12,088
Cameron	1,389	92	2	1,483
East Baton Rouge	165	3	1	169
East Feliciana	27			27
Evangeline	48			48
Iberia	943	15	1	959
Iberville	44	1		45
Jefferson	22,846	191	23	23,060
Jefferson Davis	769	7		776
Lafayette	105	2		107
Lafourche	709	6	1	716
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	38,044	3,090	1,144	42,278
Other	2			2
Plaquemines	2,474	180	10	2,664
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,169	3,113	573	10,855
Saint Charles	893	3	1	897
Saint Helena	233	1		234
Saint James	322			322
Saint Landry	146	5		151
Saint Martin	91	3		94
Saint Mary	722	3		725
Saint Tammany	10,161	145	27	10,333
St John The Baptist	1,108			1,108
Tangipahoa	1,365	4		1,369
Terrebonne	2,244	34	1	2,279
Vermilion	1,463	43	3	1,509
Vernon	126	1		127
Washington	1,196	14	1	1,211
West Baton Rouge	12			12
West Feliciana	3			3
	108,928	7,074	1,796	117,798



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Zip Code	Number of Closings
A zip code was not provided	20
70001	801
70002	886
70003	2,182
70005	706
70006	1,329
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,673
70033	1
70036	174
70037	429
70038	235
70039	77
70040	319
70041	635
70042	7
70043	4,588
70044	3
70045	3
70046	11

Zip Code	Number of Closings
70047	145
70048	1
70049	139
70050	195
70051	53
70052	39
70053	657
70054	2
70056	1,739
70057	103
70058	2,934
70059	5
70062	856
70063	6
70064	5
70065	3,470
70066	7
70067	386
70068	671
70069	9
70070	119
70071	44
70072	4,085
70073	6
70074	1
70075	1,296
70076	12
70077	1
70078	18
70079	20

Zip Code	Number of Closings
70080	15
70082	117
70083	667
70084	224
70085	1,366
70086	62
70087	287
70090	154
70091	90
70092	1,864
70093	2
70094	1,827
70095	2
70096	1
70101	15
70104	1
70105	1
70107	1
70109	1
70110	1
70112	67
70113	378
70114	1,174
70115	1,271
70116	678
70117	5,279
70118	2,175
70119	3,200
70120	1
70121	381



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Zip Code	Number of Closings
70122	7,208
70123	485
70124	3,306
70125	1,495
70126	5,688
70127	3,636
70128	3,259
70129	1,791
70130	195
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	567
70345	87
70346	55
70352	1
70353	171
70354	49
70355	7
70356	144
70357	48
70358	201
70359	76
70360	124
70361	4
70363	685
70364	119
70372	10
70373	15
70374	37
70377	256
70380	76
70381	2
70390	100
70391	4
70392	36
70393	6
70394	233
70395	28
70397	146

Zip Code	Number of Closings
70401	156
70403	220
70404	13
70420	102
70421	11
70422	262
70423	1
70424	1
70426	164
70427	668
70429	4
70430	1
70431	100
70433	274
70434	9
70435	242
70436	15
70437	128
70438	333
70440	1
70441	153
70442	5
70443	159
70444	175
70445	626
70446	41
70447	74
70448	462
70449	16
70450	52



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Zip Code	Number of Closings
70451	27
70452	387
70453	8
70454	173
70455	12
70456	101
70457	1
70458	3,157
70459	10
70460	1,874
70461	2,636
70462	61
70463	14
70464	6
70465	31
70466	55
70467	3
70469	3
70470	5
70471	212
70478	1
70485	1
70501	24
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	287
70529	9
70531	9
70532	111
70533	616
70534	3
70535	31
70537	3
70538	409
70540	1
70542	50
70543	24
70544	191
70546	224
70548	101
70549	57
70550	2

Zip Code	Number of Closings
70551	2
70552	9
70554	8
70555	12
70556	11
70559	19
70560	639
70562	1
70563	23
70569	2
70570	92
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	22
70601	2,828
70602	7
70605	1,595
70606	12
70607	1,904
70609	1



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Zip Code	Number of Closings
70610	1
70611	962
70612	5
70614	1
70615	1,165
70616	6
70621	1
70630	115
70631	546
70632	176
70633	446
70634	445
70637	14
70638	2
70639	3
70640	33
70641	2
70643	105
70644	2
70645	254
70646	64
70647	578
70648	154
70650	12
70651	12
70652	66
70653	56
70654	9
70655	135
70656	11

Zip Code	Number of Closings
70657	217
70658	21
70659	12
70660	103
70661	226
70662	3
70663	1,240
70664	13
70665	542
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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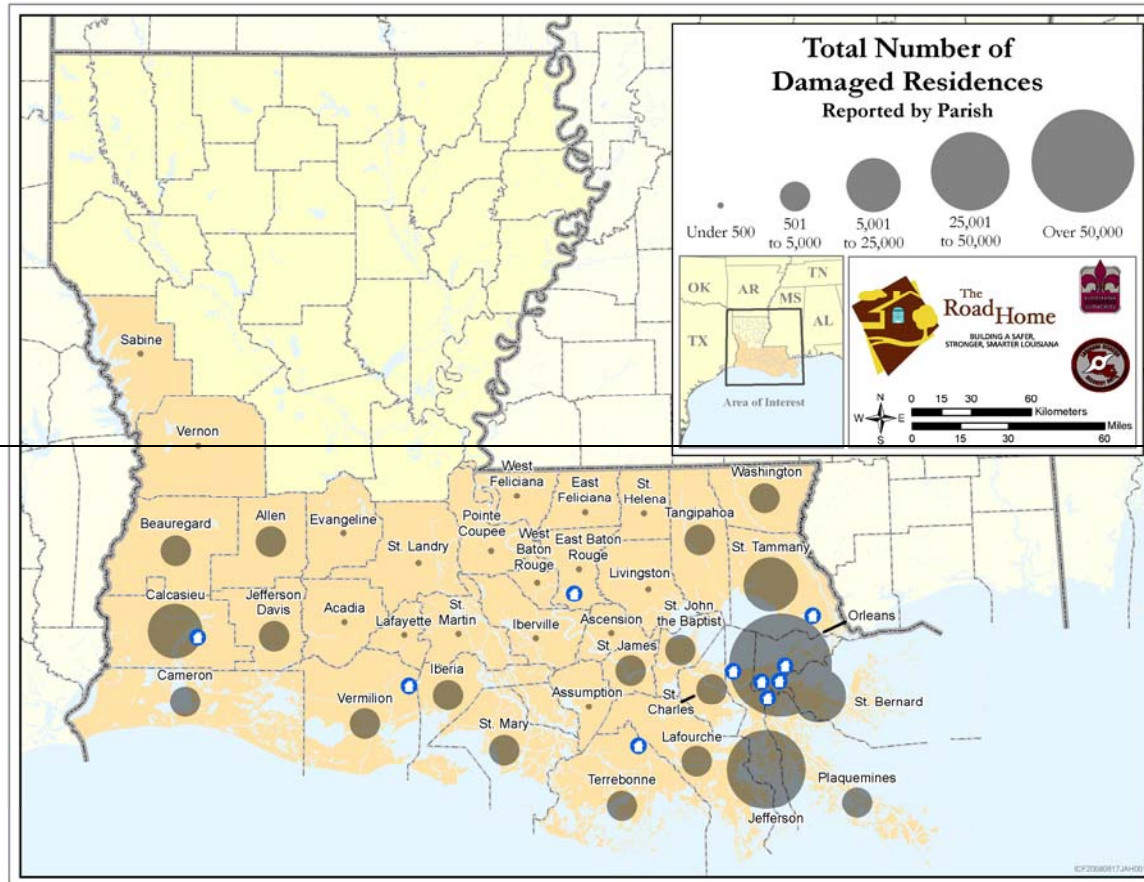
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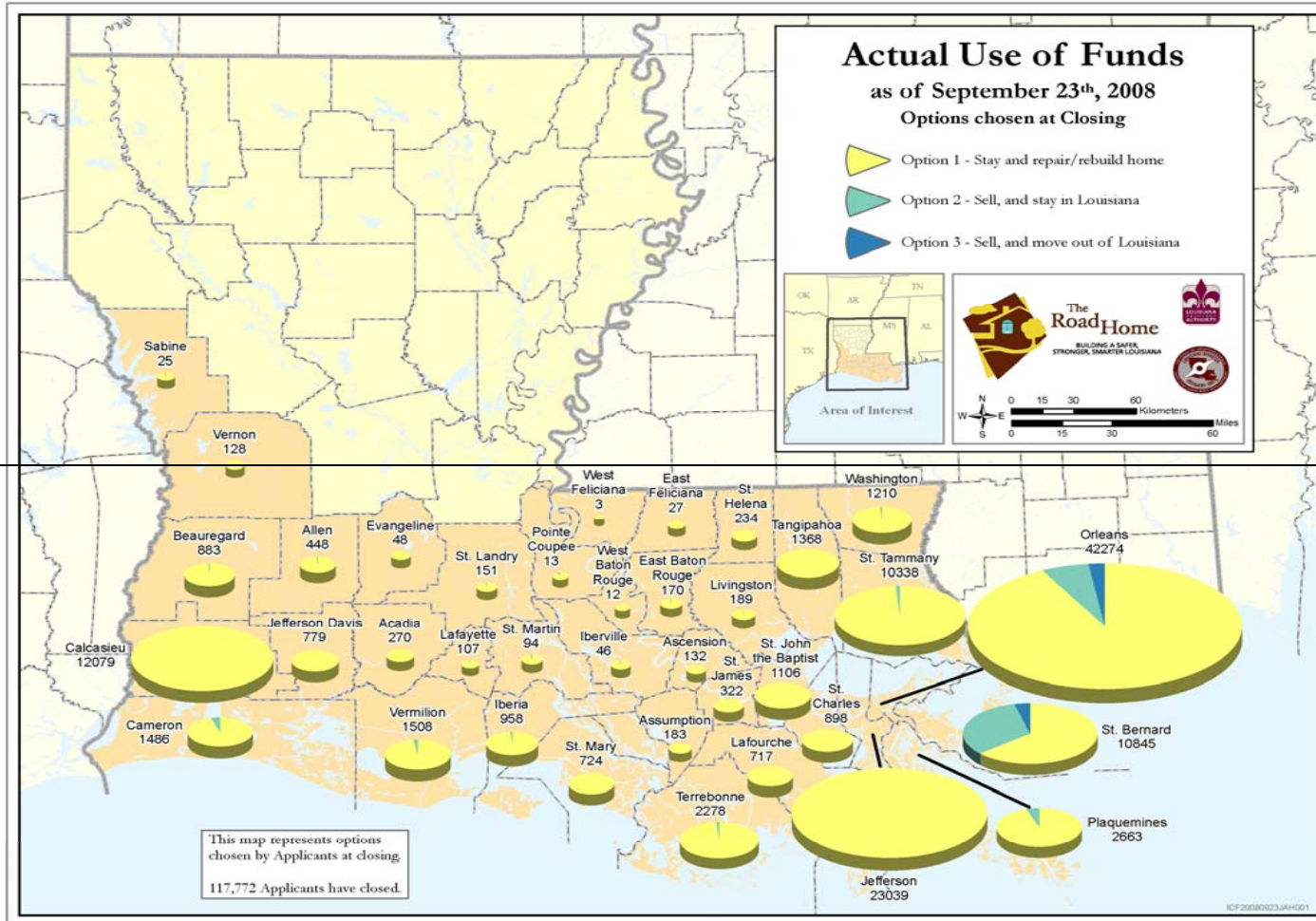
Zip Code	Number of Closings
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	15
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1
71295	1
71302	1
71322	1
71353	5

Zip Code	Number of Closings
71367	11
71403	11
71419	1
71429	3
71433	1
71439	2
71446	70
71449	11
71458	1
71460	1
71461	3
71462	1
71463	66
71474	2
71486	5
71496	1
	117,798

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.



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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).