



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 117 Situation & Pipeline** **Report**

September 30, 2008



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EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 215 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,269 and the total number of closings held as of September 25 increased to 117,975. Cumulatively, homeowners returned 143,004 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB September 18	Weekly Activity	As of COB September 25	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	225,534	215	225,749		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,332	7,506
<i>RHAS Appointments Held</i>	59,441	215	59,656		
Benefits Calculated	160,263	6	160,269		
Benefit Options Letters Sent	152,324	41	152,365	1,231	563
Total Benefit Options Letters Returned			143,004		
<i>Number of Option One Selections</i>	125,044	208	125,252	2,465	2,320
<i>Number of Option Two Selections</i>	10,076	25	10,101	216	109
<i>Number of Option Three Selections</i>	2,865	5	2,870	150	30
<i>Decline Benefits</i>	2,193	5	2,198	114	28
<i>Delay Benefits</i>	2,494	(29)	2,465	399	112
<i>Incomplete Benefit Selection Form</i>	120	(2)	118	17	24
Benefit Options Letters Available for Transfer to Closing			132,933		
Files Transferred for Closing	123,637	203	123,840	962	37
Total Inactives and Ineligibles				6,886	74,181
Closings Scheduled			333		
Closings Held	117,801	174	117,975		

Small Rental Property Program

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

Table 2: Rental Program Snapshot

Activity	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
RENTAL UNIT AWARDS				
Total Conditional Awards Issued	2,702	5,032	1,996	9,730
Manual Conditional Awards Issued/Appeals Approved	0	5	8	13
Conditional Awards Cancelled	1,991	1,412	517	3,920
Conditional Awards Reinstated	52	56	3	111
Total Active Awards *	763	3,681	1,490	5,934
Commitment Letters Mailed	675	2,815	669	4,159
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	143	136	33	312
OO Unit Award Letters Mailed	148	133	28	309

* Includes 32 applications reinstated through the Appeals Process.

Deliverables

Table 3 lists the deliverables provided during the reporting period.

Table 3: Program Deliverables

	Deliverables	Date
00025	The Road Home Weekly Combined Report	09/25/2008
00053-09302008	Report on Subcontract Activity September 2008	09/24/2008
00035-08152008	Homeowner Procedures Update August 2008 (Revision)	09/23/2008
00120-09222008	Round 1 and 2 Rental Matrix September 2008	09/23/2008
00052-09302008	Analysis of Facility Use September 2008	09/22/2008



HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 9/18	CUMULATIVE As of 9/25	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	59,441	59,656	215
CALCULATIONS	BENEFITS CALCULATED	160,263	160,269	6
	TOTAL	\$9.49 billion	\$ 9.49 billion	\$.00 b
	AVERAGE	\$61,366	\$61,403	

- 166,093 applicants have completed initial appointments

- The \$9.49 billion total and \$61,403 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 9/18	CUMULATIVE As of 9/25	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,324	152,365	41
	OPTIONS LETTERS RETURNED	142,792	143,004	212
	BSF AVAIL FOR TRANSFER TO CLOSING	132,691	132,933	242
CLOSINGS	TRANSFERRED TO CLOSING	123,637	123,840	203
	INACTIVE CLOSING FILES	979	962	(17)
	CLOSINGS HELD	117,801	117,975	174
	TOTAL	\$7.03 billion	\$7.07 billion	\$.04 b
	AVERAGE*	\$59,646	\$59,903	

- Applicants have returned 143,004 Benefits Selection Forms. After processing and review, 132,933 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



Weekly Situation & Pipeline Report

Week 117

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Housing Assistance Center Activity

- A total of 215 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 59,656 total RHAS appointments held to date
 - 213 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,269 benefits, an increase of 6 for the week
 - The average total benefit calculated was \$61,403 (excluding 'zero' awards)
 - 5,682 calculations resulted in 'zero' grant amounts
 - 154,587 'non-zero' or 'positive' grant amounts were calculated

Award Selection Activity

- A total of 143,004 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,792 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
 - 132,933 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>	26,464
<i>Number of Option Two</i>	3,135
<i>Number of Option Three</i>	2,193
Total Elderly Benefits Options Selected	31,792

Low/Moderate Income Households

- A total of 117,970 applicants had gone to closing and received their Road Home disbursement as of September 25, 2008. Of these applicants, 50,229 (43 percent) were documented as LMI.
- A total of \$7,066,808,133 in Homeowner Assistance Program awards were disbursed as of September 25, 2008. Of these disbursements, \$3,599,537,039 (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	125,252	10,101	2,870	138,223
Total \$ in Options Selected	\$6,906,307,204.81	\$797,893,915.29	\$189,577,024.81	\$7,893,778,144.91
Comp Grant \$ in Options Selected	\$4,859,516,205.06	\$599,079,818.63	\$189,577,024.81	\$5,648,173,048.50
Elev Grant \$ in Options Selected *	\$734,902,895.74			\$734,902,895.74
ACG \$ in Options Selected	\$1,311,888,104.01	\$198,814,096.66		\$1,510,702,200.67
Number of Options Selected by LMI				
Number of Options Selected by LMI	52,944	4,506	1,186	58,636
Total \$ to LMI	\$3,637,688,198.65	\$437,299,818.06	\$78,025,509.28	\$4,153,013,525.99
Comp Grant \$ to LMI	\$1,980,107,191.77	\$238,485,721.40	\$78,025,509.28	\$2,296,618,422.45
Elev Grant \$ to LMI	\$345,692,902.87			\$345,692,902.87
ACG \$ to LMI	\$1,311,888,104.01	\$198,814,096.66		\$1,510,702,200.67
% of Total Options Selected that are LMI				
% of Total Options Selected that are LMI	42 %	45 %	41 %	42 %
% of Total \$ to LMI				
% of Total \$ to LMI	53 %	55 %	41 %	53 %
% of Comp Grant \$ to LMI				
% of Comp Grant \$ to LMI	41 %	40 %	41 %	41 %
% of Elev Grant \$ to LMI				
% of Elev Grant \$ to LMI	47 %	N/A%	N/A	47 %
% of ACG \$ to LMI				
% of ACG \$ to LMI	100 %	100 %	N/A	100 %



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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	109,058	7,100	1,812	117,970
Total \$ in Closings Held	\$6,312,307,027.66	\$616,913,380.92	\$137,587,723.94	\$7,066,808,132.52
Comp Grant \$ in Closings Held	\$4,678,085,526.44	\$462,364,264.21	\$137,587,723.94	\$5,278,037,514.59
Elev Grant \$ in Closings Held	\$315,723,485.38	\$29,295.00		\$315,752,780.38
ACG \$ in Closings Held	\$1,318,498,015.84	\$154,519,821.71		\$1,473,017,837.55
Number of Closings Held by LMI				
Number of Closings Held by LMI	46,170	3,305	754	50,229
Total \$ to LMI	\$3,213,113,302.66	\$329,035,283.96	\$57,388,452.82	\$3,599,537,039.44
Comp Grant \$ to LMI	\$1,876,249,930.59	\$186,070,731.39	\$57,388,452.82	\$2,119,709,114.80
Elev Grant \$ to LMI	\$150,461,780.85			\$150,461,780.85
ACG \$ in Research for Categorization*	\$132,096,424.62	\$11,555,269.14		\$143,651,693.76
ACG \$ to LMI	\$1,186,401,591.22	\$142,964,552.57		\$1,329,366,143.79
Total ACG \$	\$1,318,498,015.84	\$154,519,821.71		\$1,473,017,837.55
% 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 25, 115,425 Elevation letters have been sent to applicants.

- 31,886 (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
- 7,548 applicants have received elevation disbursements totaling \$209,784,455 (average elevation award of \$27,793) including:
 - 1,429 initial and 4,218 additional disbursements of elevation funds in 2008 for a total of \$164,219,795
 - 1,901 initial and 113 additional disbursements previously distributed for a total of \$45,564,660
- 4,588 elevation requests for a total of \$132,636,923 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	1,901	113	\$45,564,660
2008 Elevation Disbursements	1,429	4,218	\$164,219,795
Total Elevation Disbursements	3,330	4,331	\$209,784,455
Applications at Title Companies			
First American Pending Transactions		2,892	\$82,970,069.62
HGI Pending Transactions		1,696	\$49,666,852.92
Total Pending Transactions		4,588	\$132,636,922.54

Figure 3: 2008 Elevation Letter Response Activity

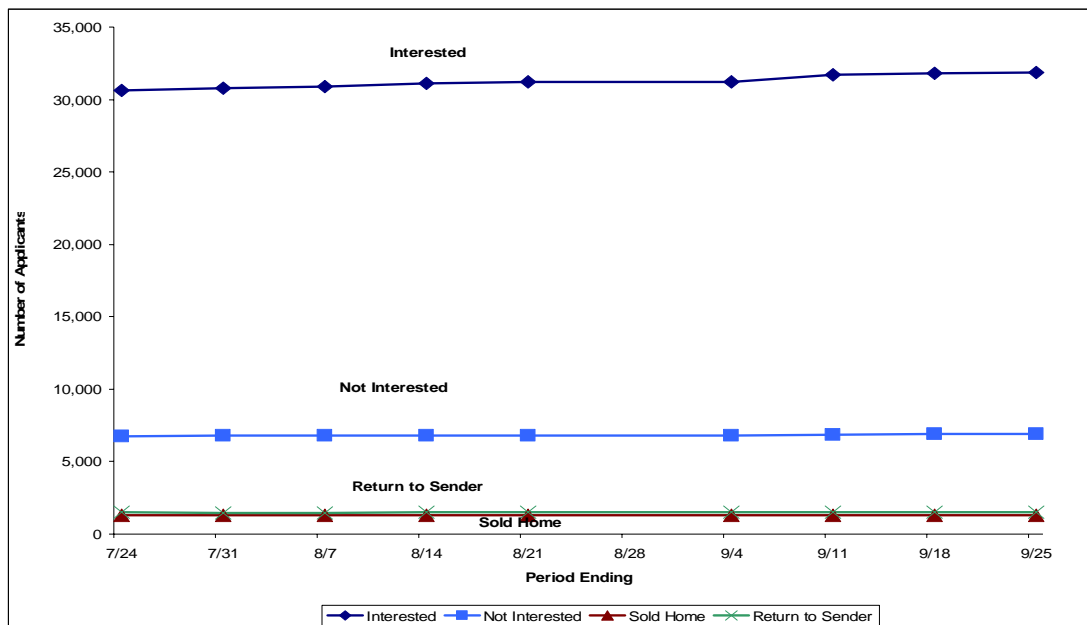
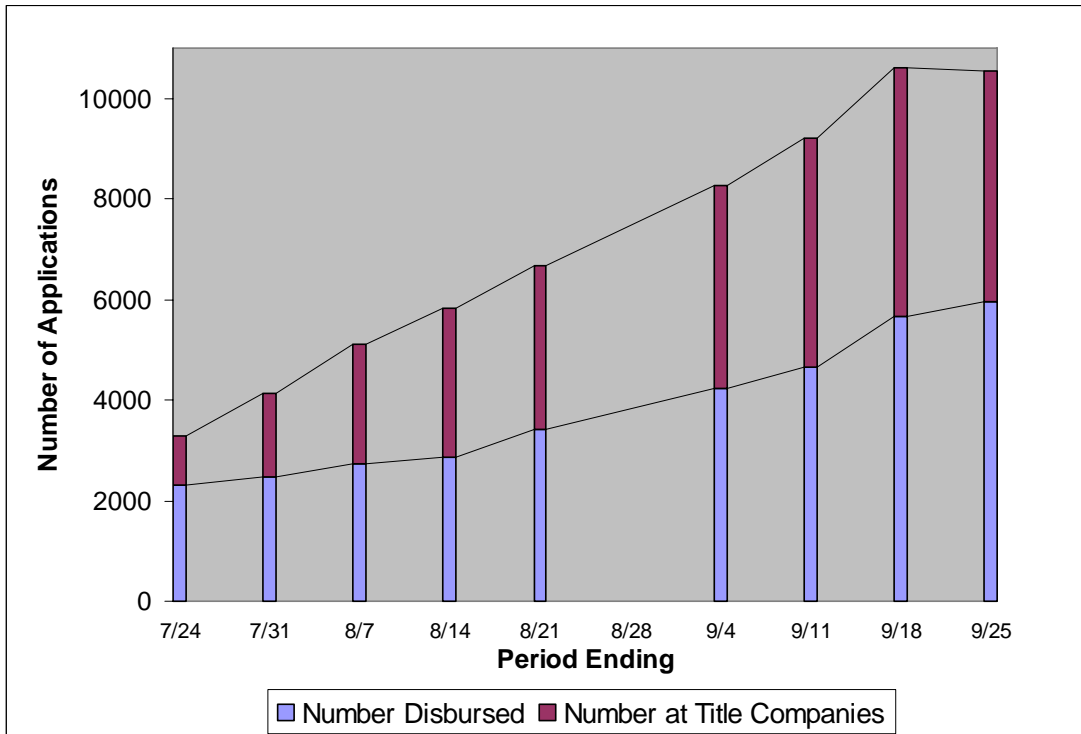


Figure 4: 2008 Elevation Disbursement Activity



Closing Activity

- As of September 25, 2008, a total of 123,840 files were transferred to closing agents with 203 files transferred during the reporting week. Currently, 962 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 117,975 closings
- Of the total 117,975 cumulative closings:
 - The average award is \$59,903
 - 50,229 also received additional compensation grants. The average additional compensation grant award is \$26,466
 - Closed 26,850 elderly applicants for a total of \$1,900,744,023.44
 - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 9,416 additional disbursements for a total of \$292,733,323.35
 - The average additional disbursement is \$31,089



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Table 8: Applications That Cannot Close

Applications that Cannot Close	
Homeowner Action Required	11,396
No Option Selected by Homeowner	2,274
Occupancy Proof Required	914
Refuse to Close	444
Title, Succession, Legal, Mortgage Issues	1,726
Ownership Proof Required	2,723
Homeowner Unreachable	783
POA/ADDH Issues	1,239
Compliance Reviews	367
Homeowner Planning to Appeal	201
CREDCO Fail	86
Missing Homeowner Documentation	639
Sold Homes	5,384

Figure 5: Award Size

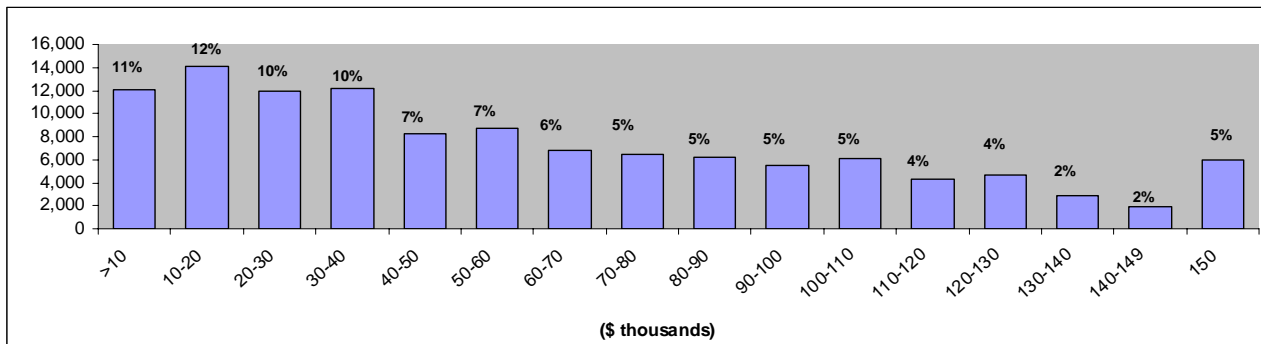


Table 9: Pre-Closing Tracking Report

ACTIVITY	Fri 9/19	Sat 9/20	Sun 9/21	Mon 9/22	Tues 9/23	Wed 9/24	Thurs 9/25	Weekly Total
Files Transferred for Closing	-	-	-	-	-	-	203	203



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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%	344	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	271	>1%
Asian	2,925	2%	1,992	2%
Asian and White	300	>1%	195	>1%
Black/African American	65,837	36%	48,981	42%
Black/African American and White	1,153	1%	842	1%
Native Hawaiian/Other Pacific Islander	183	>1%	125	>1%
Other Multi-Racial	3,419	2%	2,369	2%
White	72,046	39%	46,387	39%
A race was not provided	37,668	20%	15,987	14%
	185,106		117,970	

*Detailed closing data is based on population of 117,970, rather than 117,975 reported in Daily Governor's Report as of September 25, 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	8/22-8/28	8/29-9/4	9/5-9/11	9/12-9/18	9/19-9/25	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	-	-	-	4	-	832
Option Letters Mailed*	828	-	-	-	4	-	832
Option Letters Received	532	-	-	-	-	-	532
Transmitted for Closing	313	-	-	-	-	-	313
Closings Held	261	11	-	5	-	-	277
Elevation Only Awards	186	-	-	-	-	-	186
Inactive Applications	221	(10)	-	-	-	-	211
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 16,286 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 14,385 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	8/22-8/28	8/29-9/04	9/5-9/11	9/12-9/18	9/19-9/25	Cumulative Total
Total number of Manufactured Home Applications	16,277	3	-	2	2	2	16,286
Total Manufactured Home Evaluations verified	16,025	4	-	-	-	105	16,134
Total Pre-Storm values verified	14,283	21	10	41	20	10	14,385
Total Applications released into letter generation process	14,281	23	10	41	20	10	14,385



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Home Evaluations (Home Inspection) Activity

Table 13: Home Evaluation Team Metrics

ACTIVITY	Prior Total	8/22-8/28	8/29-9/4	9/5-9/11	9/12-9/18	9/19-9/25	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	166,009	3	1	1	2	1	166,017 ^a	2
Work Orders Dispatched	162,919	3	1	3	3	3	162,932	3
Evaluations Completed in the Field	161,015	7	7	0	7	22	161,058 ^b	9

^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 270 Grant review issues.
- Addressed 20 appeals.
- Addressed 10 CAD disputes.
- Addressed 1 State Appeal.
- Addressed 2 Critical issues.
- Addressed 5 FEMA eligibility appeals.
- Addressed 30 Structure type issues.
- Completed 39 Elevation Grants
- Addressed 11 Elevation appeals

Appeals

As of September 25, 2008, 12,987 cases have been processed through the Appeals department, 10,883 have been resolved, and 2,104 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

ACTIVITY	As of COB 8/28	As of COB 9/04	As of COB 9/11	As of COB 9/18	As of COB 9/25
Total Cases Processed in Appeals	12,485	12,485	12,720	12,904	12,987
Appeal Cases Pending Decision/Research	1,890	1,890	1,973	1,997	1,940
Ineligible Status Appeal	165	150	166	173	164
Total Active Cases	2,055	2,010	2,139	2,170	2,104
Total Cases Resolved	10,430	10,445	10,581	10,734	10,883

Further analysis of the resolved appeals cases (10,883) shows that:

- 3,863 (35%) have resulted in additional funds being awarded to applicants for a total of \$105,040,347.50. The average additional disbursement is \$27,191
- 362 (3%) resulted in a reduction of award for a total of \$5,139,881.81. The average reduction is \$14,199
- 3,275 (30%) resulted in no change to the award amount
- 3,383 (31%) were reviewed for an eligibility determination, 1,324 were approved and 2,059 were denied

Table 15: Status of State Panel Review Appeals

ACTIVITY	As of COB 9/18	As of COB 9/18	As of COB 9/25
Total Cases Requested for State Panel Review	1,538	1,538	1,538
State Appeal Cases in Progress	864	911	911
State Appeal Cases Resolved	603	627	627

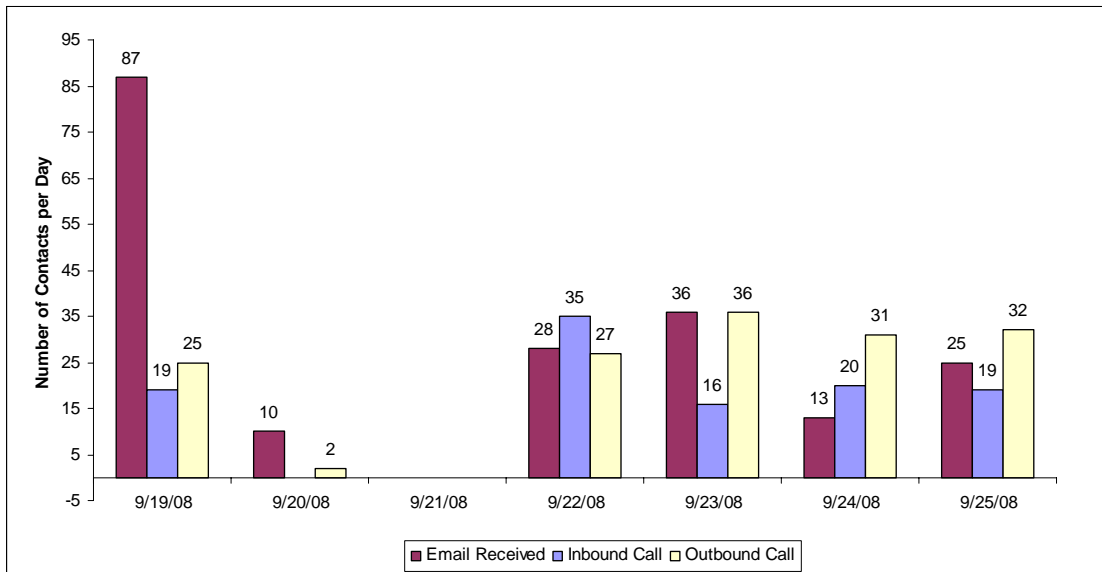
Personal Application Liaisons (PAL)

During the reporting week, 461 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	8/22- 8/28	8/29- 9/04	9/5- 9/11	9/12- 9/18	9/19- 9/25	Current Total
Email Received	1,830	790	126	116	443	199	3,504
Inbound Calls	16,099	757	78	166	222	109	17,431
Outbound Calls	57,483	1,278	141	586	669	153	60,310
Total Contacts	75,412	2,825	345	868	1,334	461	81,245

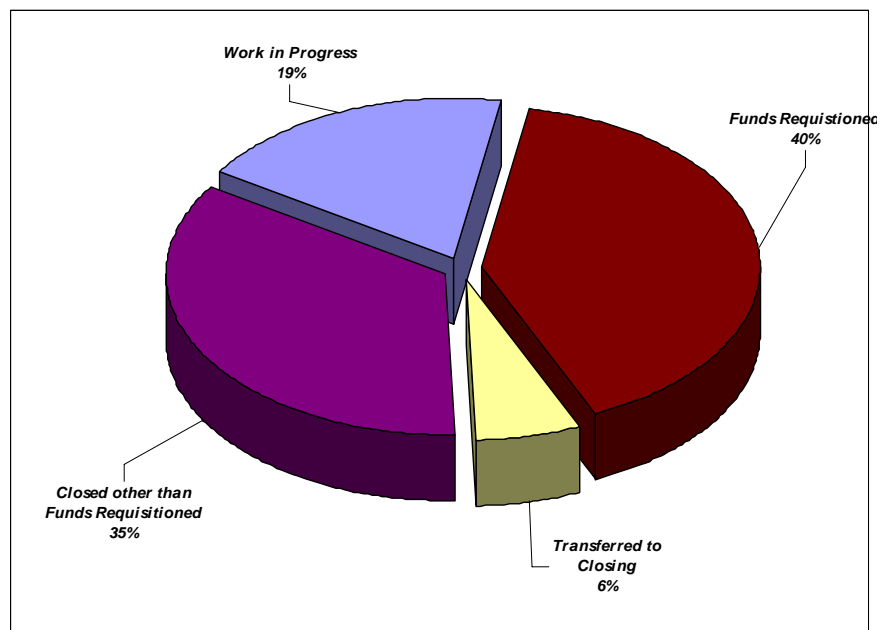
Figure 6: PAL Contacts by Day



As of September 25, a total of 37,191 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 6,958 applicant files are being worked by PAL staff
- A total of 30,233 applicant files have progressed to the closing process as the result of PAL efforts
 - 2,361 have been transmitted to closing
 - 15,035 have closed and are at a status of Funds Requisitioned
 - 12,837 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown





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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	82
Applicant Info	110
Application Completion	48
Appraisal	82
BPO	11
CREDCO	111
Delay of Benefit	78
ECD	68
EGrant Calculation	77
Elevation	40
FEMA	34
FEMA Ind Assist	9
Flood Ins (NFIP)	2
Geospatial	1
Grant Review	17
Home Evaluation	88
Homeowner dispute or decision pending	344
Info Request	39
Insurance	98
Legal Costs	1
Missing Documentation	789
Multiple Issues	120
Option Change	10
Option Letter	59
Other	474
Outlier	17
Owner Occupancy	170
Ownership	468
Policy Appeal	18
Post Closing Appointment	1
Pre-Storm Value	68
Program eligibility pending	89
Pullback from Title Company	2
Request Appraisal	1
SBA	1
Second Disbursement	1
Status Change	262
Title	790
Zero Benefit	47
Total	4,778

Housing Assistance Center Appointment Activity

There were a total of 215 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

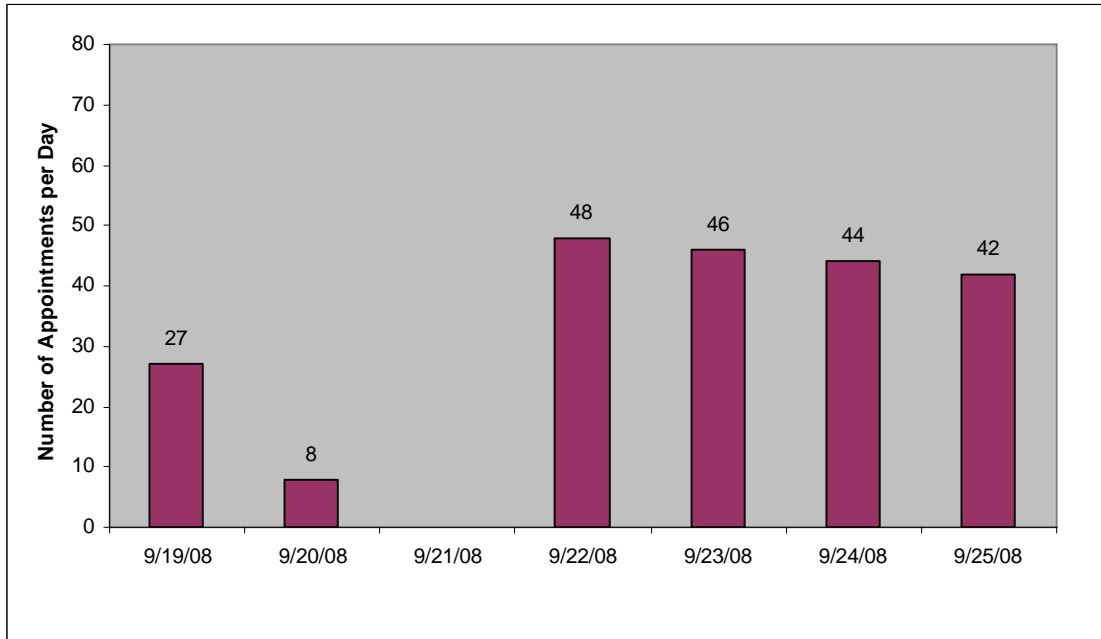


Table 18: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	8/22-8/28	8/29-9/4	9/5-9/11	9/12-9/18	9/19-9/25	Current Total	Five Week Average
RHAS Appointments Held	58,666	357	26	157	235	215	59,656	198
Average Daily RHAS Appointments Held		60	4	26	39	36		

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

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

Housing Assistance Center Processing, September 19 - September 25, 2008
RHAS Appointments

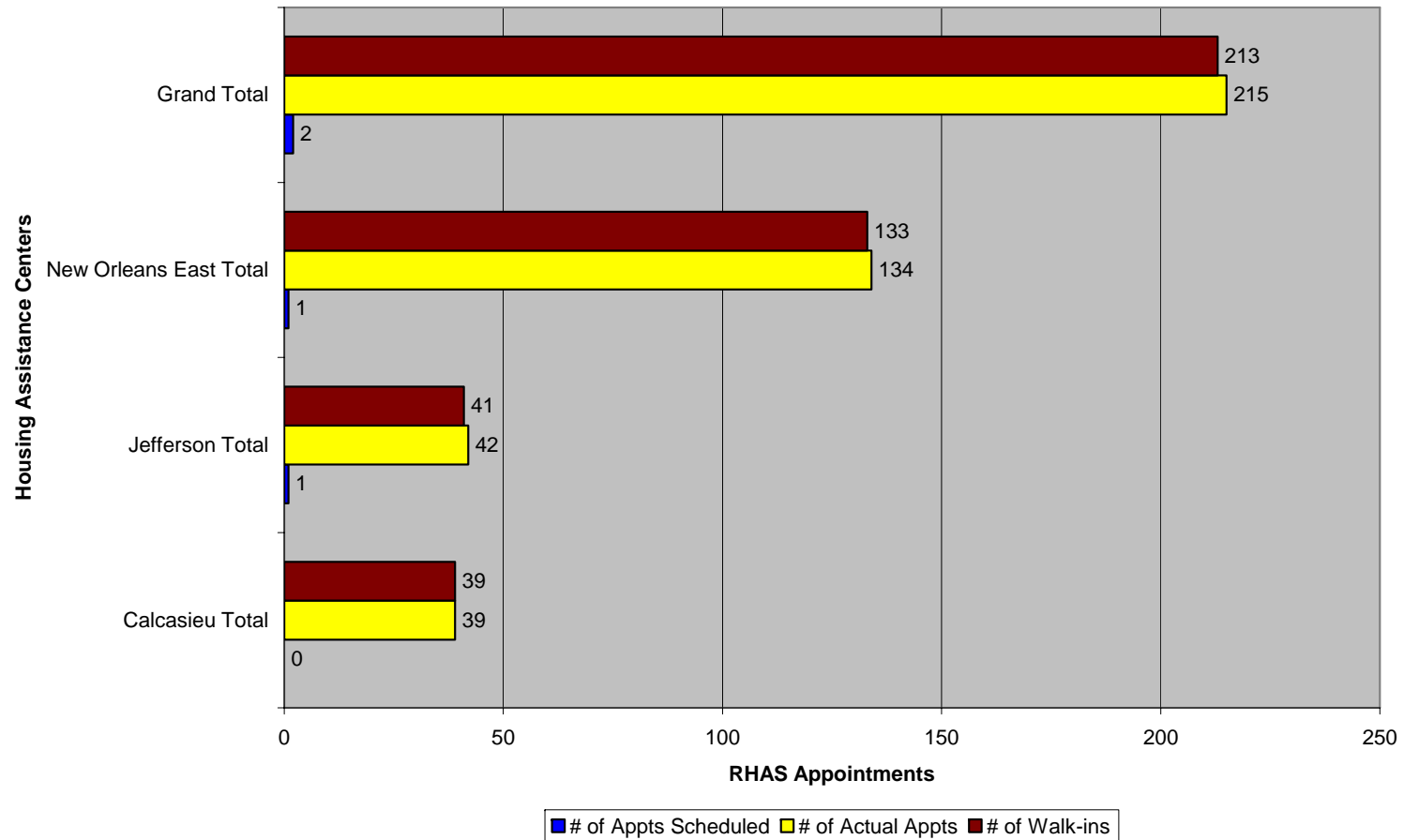
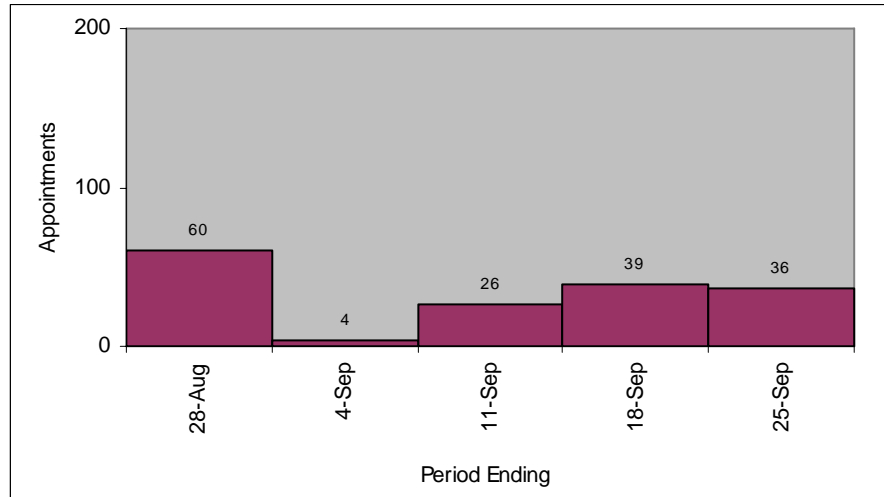


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

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	763		3,681		1,490	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	675		2,815		669	
Commitment Letters Returned by Applicant		484		1,610		289
POST COMMITMENT STAGE						
0 - 24% Construction Complete		125		556		67
25 - 49% Construction Complete		58		157		48
50 - 74% Construction Complete		40		143		17
75 - 100% Construction Complete		261		754		157
Total	484		1,610		289	

Appeals

- 16 new appeals received
- Completed 17 Appeal Review Determinations
- Mailed 32 Determination letters

Table 20: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	317	497	583	1,397
Level II Issue Determinations Made	300	458	546	1,304
Level II Issues Remaining to be Resolved	17	39	37	93

Table 21: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	249
Denied	961
Dismissed	83
Withdrawn	11

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	102	65	10	177

Tier 2 Call Center

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

Table 23: Tier 2 Call Center Metrics

Inbound Calls	
Round 1	17
Round 2	60
Round 2 Waitlist (Round 2.1)	83
Other	119
Total Inbound Calls	279

Financial Advisors

- 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 *		3,164
Appointments Not Required		1,876
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				
	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Owner Occupants with Tenants				
Total Rental Units	178	86	4	268
Tenant Occupied (Relocation possibly needed)	114	51	4	169
Vacant Units	64	35	0	99
General Pool with Tenants				
Total Rental Units	55	388	134	577
Tenant Occupied (Relocation possibly needed)	46	300	111	457
Vacant Units	9	88	23	120

PROGRAM SUPPORT STATUS

LOGISTICS

- Mobile Events (Dates and Locations):
 - Dates and locations of future events TBD
- Facilities
 - Property audit ongoing
 - St. Bernard - LPAA (Louisiana Property Assistance Association) pick-up of property on September 25 and 26
 - Harvey - LPAA winning bidder of website auction is scheduled to pick-up modular furniture on September 29

HUMAN RESOURCES

- Invited by JOB 1 of New Orleans to customize and facilitate two (2) new "*Job Readiness Workshops*" for clients and unemployment applicants, scheduled on Tuesday, October 7 and 14, 2008. Major topics requested: communicating skills; interviewing techniques; and job searching.
- Received invitation from the Executive Director of Louisiana Workforce Commission to participate in the "*Louisiana Workforce Summit*," scheduled on October 22, 2008, in Lafayette to address prevailing workforce challenges and to develop solutions for improving job opportunities.
- Completed a review of Career Transition Activities for exiting employees under WARN II and began drafting internal report on potential Lessons Learned and Successful Practices to share with colleagues.
- Rescheduled HUD Section 3 Training Workshops for the LA Works Center of Washington Parish, located in Bogalusa, on October 8, 2008, to provide pre- and post-employment training for local clients.
- Updated Calendar of HUD Section 3 Training Program to restart and reschedule Training Seminars and Workshops at LA Works Centers in Ascension, Calcasieu, Lafayette, Plaquemines, St. Bernard and St. Tammany Parishes in October and November-- all delayed by Hurricanes Gustav and Ike.

TRAINING

- Developing Grant Review Case Management course
- Developing Elevation Job Aid
- Delivered Technical Writing Training
- Coordinated and delivered 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 25, 2008	2, 220
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of September 25, 2008	280
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of September 25, 2008	1, 326
Internal	Rental Case Management Training	Rental QA/QC New Hires	Goodwood Office Baton Rouge, LA	September 19, 2008	4
Internal	Training for Grant Review Insurance Verification Team	Grant Review Insurance Verification Team	Fairfax, VA	September 19, 2008	17
Internal	Elevation Training	OCD	Office of Community Development Baton Rouge, LA	September 19, 2008	6
Internal	Binder Update Training, Session 1	Rental Staff	Goodwood Office Baton Rouge, LA	September 22, 2008	12
Internal	HDS Introduction	Rental QA/QC New Hires	Goodwood Office Baton Rouge, LA	September 22, 2008	4
Internal	Binder Update Training, Session 2	Rental Staff	Goodwood Office Baton Rouge, LA	September 22, 2008	19
Internal	Rental Case Management	Rental QA/QC New Hires	Goodwood Office Baton Rouge, LA	September 23, 2008	4
Internal	Pre-Commitment Desk Reference Training	Rental Staff	Goodwood Office Baton Rouge, LA	September 23, 2008	5
Internal	Binder Update Training, Session 3	Rental Staff	Goodwood Office Baton Rouge, LA	September 23, 2008	22
Internal	Binder Update Training, Session 4	Rental Staff	Goodwood Office Baton Rouge, LA	September 23, 2008	19
Internal	PAL to Pre-Closing Conversion Training	Customer Service Staff	Customer Assistance Center Baton Rouge, LA	September 24, 2008	30
Internal	Technical Writing Training	Subcontractor Monitoring Team	Goodwood Office Baton Rouge, LA	September 24, 2008	12
Internal	Rental Opt-Out Training	Rental QA/QC New Hires	Goodwood Office Baton Rouge, LA	September 25, 2008	4
Internal	Pre-Closing Desk Reference	Rental Staff	Goodwood Office Baton Rouge, LA	September 25, 2008	5
Internal	Binder Update Training, Session 5	Rental Staff	Goodwood Office Baton Rouge, LA	September 25, 2008	13



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EXTERNAL AFFAIRS

Outreach

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish and Lower 9th Ward in Orleans Parish.
- Assisted with Appeals 25-day reminder calls. Completed 65 of 112 required calls.
- Assisted with Appeals State review clarification calls. Completed 33 required calls.
- Monitored the House Committee on Municipal, Parochial, and Cultural Affairs meeting.
- Worked with elected officials and staff regarding constituent issues including:
 - U.S. Senator David Vitter
 - Sen. David Heitmeier
 - Sen. A.G. Crowe
 - Sen. Reggie Dupre
 - Rep. J.P. Morrell
 - Rep. Scott Simon
 - Rep. Joseph Lopinto, III
 - Rep. Simone Champagne
 - Rep. Jonathan Perry
 - Michelle Broussard Johnson - Louisiana Senate

Table 27: Community Outreach Metrics

Meeting Type	Events held 9/19-9/25	People reached 9/19-9/25	Events To Date	People Reached To Date
Community	2	23	875	50,711
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	1	-	318	9,703
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
TOTALS	3	23	1,725	87,337

Communications/Media Relations

In support of Homeowner program:

- Developed internal messaging for the State's post-closing grant review project
- Compiled materials for the Joint Budget meeting
- Weekly metrics report distributed to media and posted to website
- Assisted Outreach Team with Unreachable Applicant call list

In support of Rental program:

- State approved Rental program status report dated September 15, 2008 to post on Web
- State approved Rental program workshop postcard invitations to mail
- Updated Rental program workshop strategy based on input from Rental team
- Completing applicant materials and registration 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

- Reviewed Training Job Aids
- Answered policy questions from staff
- Supported Grant Review Tier 2 team
- Participated in CCB meeting with the State and revised CP 154C for review

INFORMATION TECHNOLOGY

- Gathered preliminary requirements for changes to, and writing requirements for, eGrants for Grant Recovery and Red Ribbon final status, audit function and tagging documents for document of record.
- Support of eGrants end users and Operations Management through issue resolution/task completion (approximately 149 e-mails completed or resolved) via support inbox.
- Continued delivery of eGrants interface documentation.
- Performed initial testing for eGrants Release 6.8.
- Provided disbursement data by parish to OCD for response to a media inquiry.
- Began processing 33 applications for "Round 9" processing in the Small Rental program. These applications went through their initial verifications in the Data Warehouse and requests were made of GIS for additional data.
- WIMBY Critical Infrastructure updated.
- Option selection and closing data delivered to LRA.
- Data delivered to OCD in support of outreach planning.
- Completed analysis for OCD of applicants without an Option Selected.
- Assisted OCD with report logic in Business Objects for first and second disbursements.



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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	8/22-8/28	8/29-9/04	9/05-9/11	9/12-9/18	9/19-9/25	Current Totals
Applicant Issues Reported to Anti-Fraud	1,440	42	-	4	56	23	1,565
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	1	3	1		546
Ascension	161	2		2			165
Assumption	235	2		1	1		239
Beauregard	1,021	18		9	4		1,052
Calcasieu	13,594	197	12	204	101	4	14,112
Cameron	1,664	203	5	65	33	1	1,971
East Baton Rouge	200	5	1	2			208
East Feliciana	27	1					28
Evangeline	69	1		1			71
Iberia	1,103	29	2	5	3	3	1,145
Iberville	59	3			1		63
Jefferson	26,719	256	60	393	567	23	28,018
Jefferson Davis	948	18	2	6	9	4	987
Lafayette	124	3		1	1		129
Lafourche	846	11	1	7	1	1	867
Livingston	233	6	1	2	2		244



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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	43,122	4,298	1,865	783	1,038	36	51,142
Other	2						2
Plaquemines	3,215	352	44	75	95	7	3,788
Pointe Coupee	15						15
Sabine	32	1					33
Saint Bernard	7,786	4,218	805	397	327	19	13,552
Saint Charles	1,088	6	1	9	8	1	1,113
Saint Helena	286	2			1		289
Saint James	389			2			391
Saint Landry	170	6		1		1	178
Saint Martin	107	5		1			113
Saint Mary	904	8		1	3		916
Saint Tammany	11,374	222	59	144	210	9	12,018
St John The Baptist	1,338	3	1	4	14	1	1,361
Tangipahoa	1,599	13	2	4	1	1	1,620
Terrebonne	2,663	81	3	23	17	6	2,793
Vermilion	1,675	90	4	43	13	1	1,826
Vernon	153	3		1	2		159
Washington	1,470	20	1	7	12		1,510
West Baton Rouge	14						14
West Feliciana	3						3
	125,252	10,101	2,870	2,198	2,465	118	143,004



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	15,419
Cameron	2,115
East Baton Rouge	321
East Feliciana	38
Evangeline	88
Iberia	1,324
Iberville	92
Jefferson	33,373
Jefferson Davis	1,173
Lafayette	153
Lafourche	995
Livingston	296
Orleans	55,534
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	13,465
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
	160,269



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 117,970 rather than 117,975 reported in Daily Governor’s Report as of September 25, 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	442	8		450
Ascension	130			130
Assumption	184			184
Beauregard	875	9	1	885
Calcasieu	11,999	99	7	12,105
Cameron	1,391	93	2	1,486
East Baton Rouge	165	3	1	169
East Feliciana	27			27
Evangeline	48			48
Iberia	945	15	1	961
Iberville	45	1		46
Jefferson	22,869	189	22	23,080
Jefferson Davis	769	8		777
Lafayette	105	2		107
Lafourche	712	6	1	719
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	38,083	3,096	1,156	42,335
Other	2			2
Plaquemines	2,479	187	10	2,676
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,176	3,124	579	10,879
Saint Charles	893	3	1	897
Saint Helena	234	1		235
Saint James	323			323
Saint Landry	147	5		152
Saint Martin	91	3		94
Saint Mary	725	3		728
Saint Tammany	10,175	145	26	10,346
St John The Baptist	1,111			1,111
Tangipahoa	1,366	4		1,370
Terrebonne	2,245	34	1	2,280
Vermilion	1,467	43	3	1,513
Vernon	126	1		127
Washington	1,198	14	1	1,213
West Baton Rouge	12			12
West Feliciana	3			3
	109,058	7,100	1,812	117,970



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Zip Code	Number of Closings
A zip code was not provided	21
70001	801
70002	885
70003	2,183
70005	707
70006	1,330
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,675
70033	1
70036	174
70037	430
70038	236
70039	77
70040	319
70041	640
70042	6
70043	4,
70044	3
70045	3
70046	11

Zip Code	Number of Closings
70047	145
70048	1
70049	140
70050	195
70051	53
70052	39
70053	656
70054	2
70056	1,743
70057	103
70058	2,938
70059	5
70062	856
70063	6
70064	5
70065	3,476
70066	7
70067	387
70068	673
70069	9
70070	119
70071	44
70072	4,087
70073	6
70074	1
70075	1,302
70076	12
70077	1
70078	18
70079	20

Zip Code	Number of Closings
70080	15
70082	117
70083	673
70084	224
70085	1,367
70086	62
70087	287
70090	155
70091	90
70092	1,866
70093	2
70094	1,829
70095	2
70096	1
70101	15
70104	1
70105	1
70107	1
70109	1
70110	1
70112	67
70113	379
70114	1,176
70115	1,272
70116	681
70117	5,283
70118	2,175
70119	3,204
70120	1
70121	382



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Zip Code	Number of Closings
70122	7,222
70123	485
70124	3,309
70125	1,500
70126	5,695
70127	3,643
70128	3,262
70129	1,791
70130	195
70131	1,321
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	686
70364	119
70372	10
70373	15
70374	37
70377	256
70380	76
70381	2
70390	100
70391	4
70392	36
70393	6
70394	236
70395	28
70397	146

Zip Code	Number of Closings
70401	155
70403	221
70404	13
70420	103
70421	11
70422	264
70423	1
70424	1
70426	164
70427	670
70429	4
70430	1
70431	101
70433	273
70434	9
70435	243
70436	15
70437	128
70438	333
70440	1
70441	153
70442	5
70443	159
70444	175
70445	626
70446	41
70447	74
70448	464
70449	16
70450	52



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Zip Code	Number of Closings
70451	27
70452	388
70453	8
70454	173
70455	12
70456	101
70457	1
70458	3,157
70459	10
70460	1,878
70461	2,639
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	114
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	618
70534	3
70535	31
70537	3
70538	411
70540	1
70542	51
70543	24
70544	191
70546	224
70548	102
70549	58
70550	2

Zip Code	Number of Closings
70551	2
70552	9
70554	8
70555	12
70556	11
70559	19
70560	640
70562	1
70563	24
70569	2
70570	93
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	2,830
70602	7
70605	1,596
70606	12
70607	1,905
70609	1



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Zip Code	Number of Closings
70610	1
70611	963
70612	5
70614	1
70615	1,169
70616	6
70621	1
70630	115
70631	548
70632	177
70633	447
70634	445
70637	14
70638	2
70639	3
70640	33
70641	2
70643	105
70644	2
70645	254
70646	64
70647	578
70648	155
70650	12
70651	12
70652	67
70653	56
70654	9
70655	135
70656	11

Zip Code	Number of Closings
70657	218
70658	22
70659	12
70660	103
70661	226
70662	3
70663	1,242
70664	13
70665	544
70666	1
70667	1
70668	361
70669	608
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	2
70783	1
70785	21



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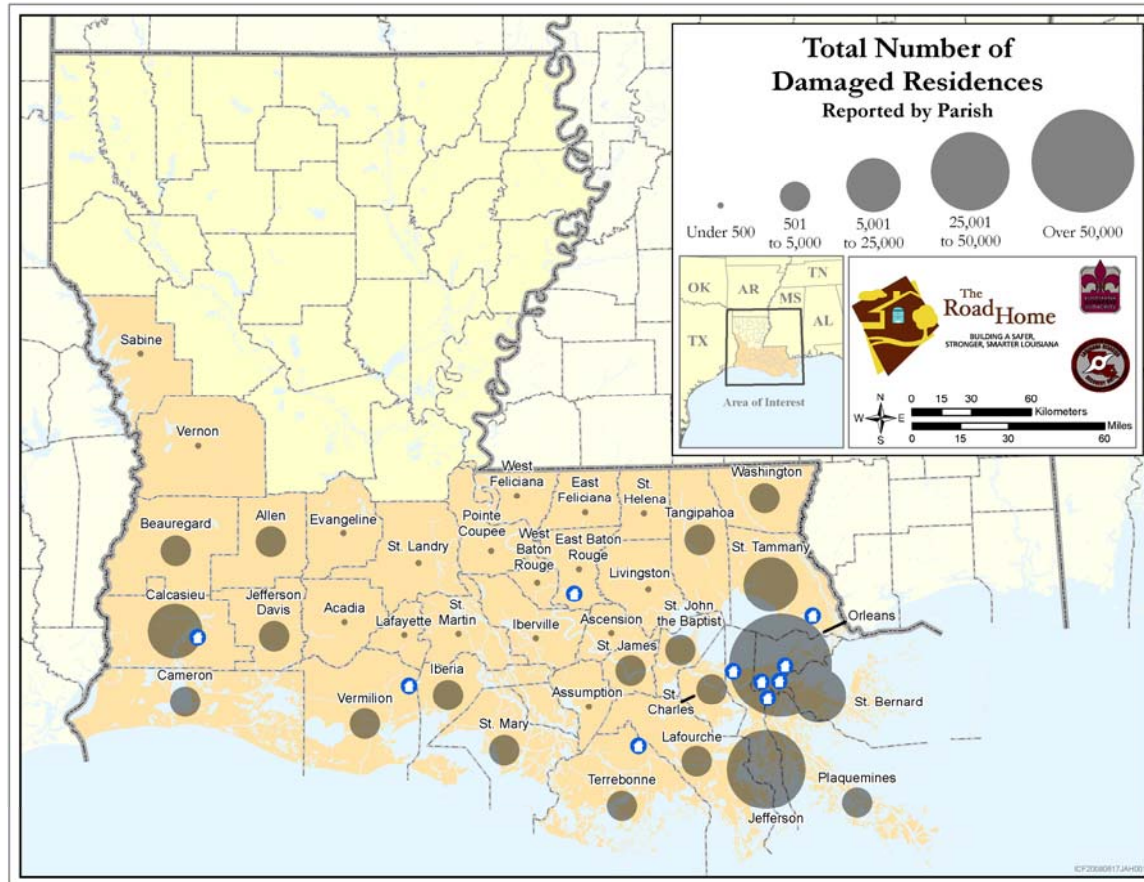
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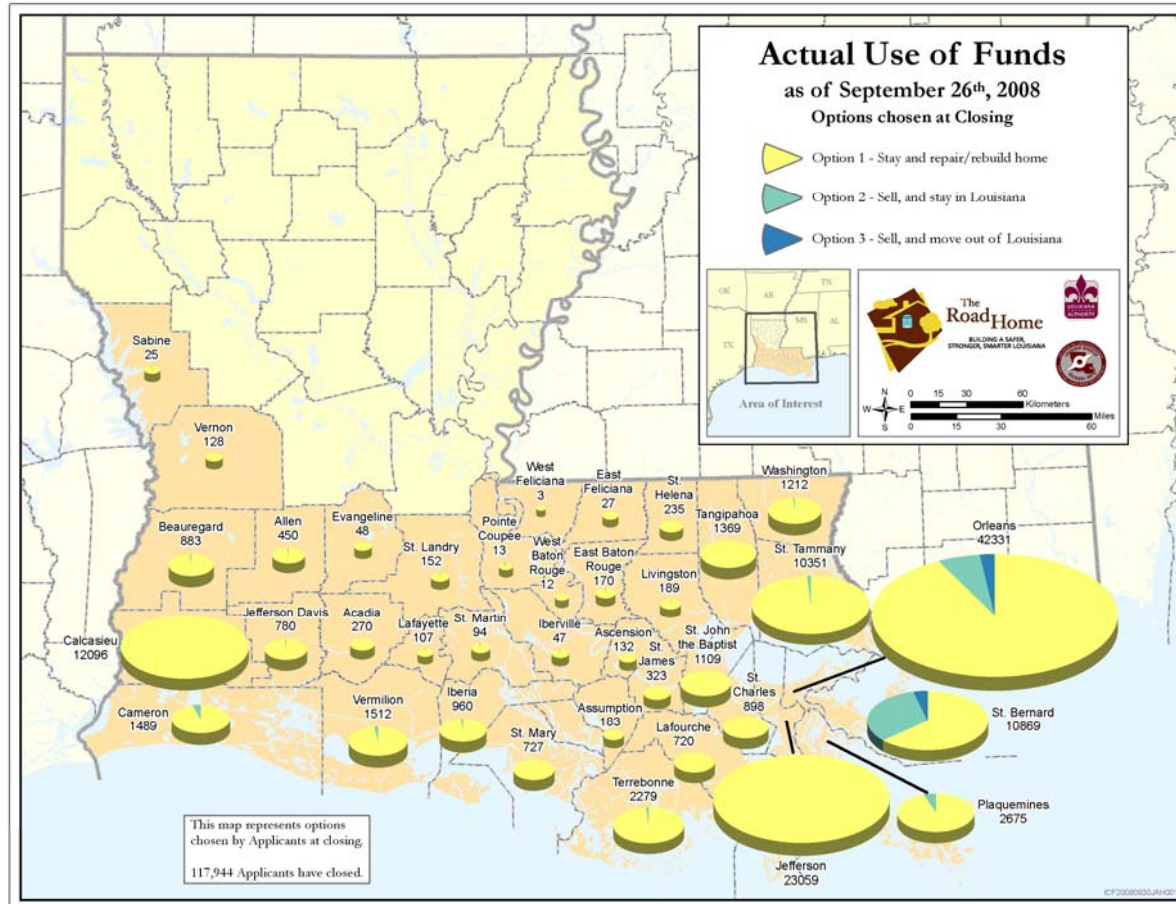
Zip Code	Number of Closings
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	15
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1
71295	1
71302	1
71322	1
71353	5

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	65
71474	2
71486	5
71496	1
	117,970

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.



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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).