



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 118 Situation & Pipeline** **Report**

October 7, 2008



Table of Contents

EXECUTIVE SUMMARY 2
 Homeowner Assistance Program..... 2
 Small Rental Property Program 3
 Deliverables 3
 HOMEOWNER PROGRAM 4
 Housing Assistance Center Activity 6
 Award Calculation Activity 6
 Award Selection Activity..... 6
 Low/Moderate Income Households 6
 Elevation Program Activity 9
 Closing Activity 10
 Condominium Project 12
 Manufactured Home Project 13
 Home Evaluations (Home Inspection) Activity..... 14
 Appeals 15
 Personal Application Liaisons (PAL) 15
 Housing Assistance Center Appointment Activity 18
 RENTAL PROPERTY PROGRAM..... 21
 Underwriting..... 21
 Appeals 21
 Owner Occupant (OO) Units 22
 Tier 2 Call Center..... 22
 Financial Advisors 23
 URA 23
 PROGRAM SUPPORT STATUS 24
 LOGISTICS 24
 HUMAN RESOURCES 24
 TRAINING 24
 EXTERNAL AFFAIRS 25
 Outreach..... 25
 Communications/Media Relations..... 26
 POLICY 27
 INFORMATION TECHNOLOGY 27
 FRAUD PREVENTION AND COMPLIANCE 27
 APPENDIX A 28
 APPENDIX B 30
 APPENDIX C 31
 APPENDIX D 38
 APPENDIX E 39
 GLOSSARY 40

EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 213 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,274 and the total number of closings held as of October 2 increased to 118,294. Cumulatively, homeowners returned 143,033 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB September 25	Weekly Activity	As of COB October 2	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	225,749	213	225,962		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,311	7,497
<i>RHAS Appointments Held</i>	59,656	213	59,869		
Benefits Calculated	160,269	5	160,274		
Benefit Options Letters Sent	152,365	24	152,389	1,221	560
Total Benefit Options Letters Returned			143,033		
<i>Number of Option One Selections</i>	125,252	63	125,315	2,469	2,328
<i>Number of Option Two Selections</i>	10,101	1	10,102	215	108
<i>Number of Option Three Selections</i>	2,870	2	2,872	153	29
<i>Decline Benefits</i>	2,198	12	2,210	114	28
<i>Delay Benefits</i>	2,465	(50)	2,415	401	111
<i>Incomplete Benefit Selection Form</i>	118	(1)	119	18	24
Benefit Options Letters Available for Transfer to Closing			132,987		
Files Transferred for Closing	123,840	-	123,840	944	38
Total Inactives and Ineligibles				6,846	74,175
Closings Scheduled			236		
Closings Held	117,975	319	118,294		

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	1,992	1,428	532	3,952
Conditional Awards Reinstated	52	55	3	110
Total Active Awards *	762	3,664	1,475	5,901
Commitment Letters Mailed	678	2,845	688	4,211
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	10/2/2008
00049-09302008	Mitigation Training Program Update September 2008	10/1/2008
00054-09302008	Conflict of Interest Report September 2008	10/1/2008
00060-09302008	Outreach Activities Conducted by Non-Profit or Faith-Based Organizations September 2008	10/1/2008
00123B-10012008	Program Transition Plan (Annual)	10/1/2008

HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 9/25	CUMULATIVE As of 10/2	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	59,656	59,869	213
CALCULATIONS	BENEFITS CALCULATED	160,269	160,274	5
	TOTAL	\$9.49 billion	\$ 9.50 billion	\$.01 b
	AVERAGE	\$61,403	\$61,449	

- 166,093 applicants have completed initial appointments

- The \$9.50 billion total and \$61,449 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 9/25	CUMULATIVE As of 10/2	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,365	152,389	24
	OPTIONS LETTERS RETURNED	143,004	143,033	29
	BSF AVAIL FOR TRANSFER TO CLOSING	132,933	132,987	54
CLOSINGS	TRANSFERRED TO CLOSING	123,840	123,840	0
	INACTIVE CLOSING FILES	962	944	(18)
	CLOSINGS HELD	117,975	118,294	319
	TOTAL	\$7.07 billion	\$7.09 billion	\$.02 b
	AVERAGE*	\$59,903	\$59,913	

- Applicants have returned 143,033 Benefits Selection Forms. After processing and review, 132,987 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 213 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 59,869 total RHAS appointments held to date
 - 206 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,274 benefits, an increase of 5 for the week
 - The average total benefit calculated was \$61,449 (excluding 'zero' awards)
 - 5,680 calculations resulted in 'zero' grant amounts
 - 154,594 'non-zero' or 'positive' grant amounts were calculated

Award Selection Activity

- A total of 143,033 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,809 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
 - 132,987 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>	26,474
<i>Number of Option Two</i>	3,139
<i>Number of Option Three</i>	2,196
Total Elderly Benefits Options Selected	31,809

Low/Moderate Income Households

- A total of 118,031 applicants had gone to closing and received their Road Home disbursement as of October 2, 2008. Of these applicants, 50,099 (42 percent) were documented as LMI.
- A total of \$7,071,562,313 in Homeowner Assistance Program awards were disbursed as of October 2, 2008. Of these disbursements, \$3,596,321,935 (51 percent) went to applicants documented as LMI.



Weekly Situation & Pipeline Report

Week 118

September 26 – October 2, 2008

**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	125,315	10,102	2,872	138,289
Total \$ in Options Selected	\$6,919,547,606.68	\$797,987,333.25	\$189,932,762.93	\$7,907,467,702.86
Comp Grant \$ in Options Selected	\$4,862,904,983.02	\$598,814,627.49	\$189,932,762.93	\$5,651,652,373.44
Elev Grant \$ in Options Selected *	\$744,739,795.52			\$744,739,795.52
ACG \$ in Options Selected	\$1,311,902,828.14	\$199,172,705.76		\$1,511,075,533.90
Low/Moderate Income (LMI) Detail				
Number of Options Selected by LMI	52,832	4,512	1,181	58,525
Total \$ to LMI	\$3,639,238,556.51	\$437,853,033.16	\$77,888,862.87	\$4,154,980,452.54
Comp Grant \$ to LMI	\$1,977,358,738.27	\$238,680,327.40	\$77,888,862.87	\$2,293,927,928.54
Elev Grant \$ to LMI	\$349,976,990.10			\$349,976,990.10
ACG \$ to LMI	\$1,311,902,828.14	\$199,172,705.76		\$1,511,075,533.90
Percentage of Total				
% of Total Options Selected that are LMI	42 %	45 %	41 %	42 %
% 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 %



Weekly Situation & Pipeline Report

Week 118

September 26 – October 2, 2008

**Table 6: Closings Held Activity including LMI Detail
Total Household and Low/Moderate Income (LMI) Detail**

Closings Held	Option 1	Option 2	Option 3	Totals
Number of Closings Held	109,064	7,131	1,836	118,031
Total \$ in Closings Held	\$6,312,507,261.70	\$619,864,130.49	\$139,190,921.55	\$7,071,562,313.74
Comp Grant \$ in Closings Held	\$4,678,221,729.48	\$464,482,016.63	\$139,190,921.55	\$5,281,894,667.66
Elev Grant \$ in Closings Held	\$315,723,485.38	\$29,295.00		\$315,752,780.38
ACG \$ in Closings Held	\$1,318,562,046.84	\$155,352,818.86		\$1,473,914,865.70
Number of Closings Held by LMI				
Number of Closings Held by LMI	46,016	3,322	761	50,099
Total \$ to LMI	\$3,207,712,638.01	\$330,750,140.93	\$57,859,156.39	\$3,596,321,935.33
Comp Grant \$ to LMI	\$1,871,897,264.03	\$186,879,021.21	\$57,859,156.39	\$2,116,635,441.63
Elev Grant \$ to LMI	\$150,094,798.09			\$150,094,798.09
ACG \$ in Research for Categorization*	\$132,841,470.95	\$11,481,699.14		\$144,323,170.09
ACG \$ to LMI	\$1,185,720,575.89	\$143,871,119.72		\$1,329,591,695.61
Total ACG \$	\$1,318,562,046.84	\$155,352,818.86		\$1,473,914,865.70
% of Total Closings Held that are LMI				
% of Total Closings Held that are LMI	42 %	47 %	41 %	42 %
% 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 October 2, 115,425 Elevation letters have been sent to applicants.

- 31,937 (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
- 8,679 applicants have received elevation disbursements totaling \$242,932,408 (average elevation award of \$27,991) including:
 - 1,525 initial and 5,255 additional disbursements of elevation funds in 2008 for a total of \$197,226,211
 - 1,899 initial and 133 additional disbursements previously distributed for a total of \$45,706,197
- 3,897 elevation requests for a total of \$112,379,219 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	1,899	133	\$45,706,197
2008 Elevation Disbursements	1,525	5,255	\$197,226,211
Total Elevation Disbursements	3,424	5,388	\$242,932,408
Applications at Title Companies			
First American Pending Transactions		2,360	\$67,448,466.24
HGI Pending Transactions		1,537	\$44,930,752.50
Total Pending Transactions		3,897	\$112,379,218.74

Figure 3: 2008 Elevation Letter Response Activity

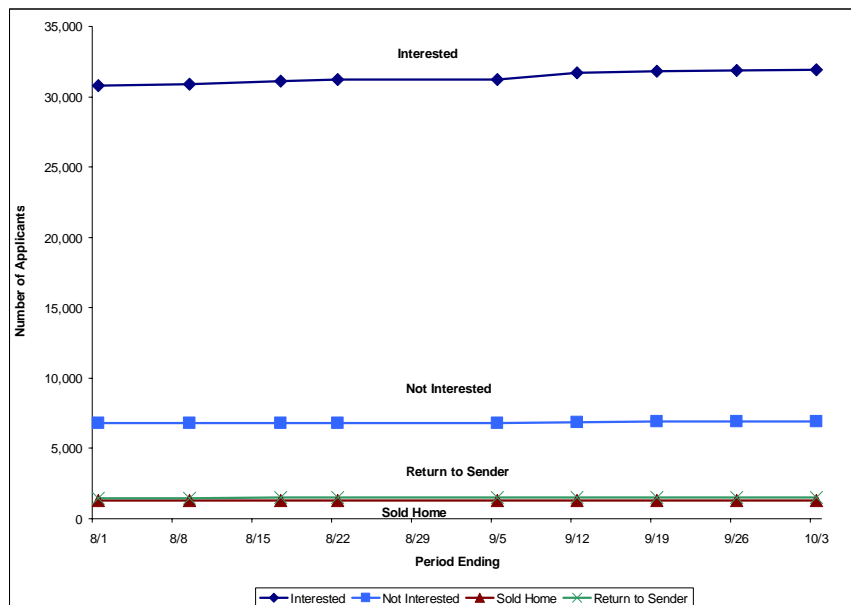
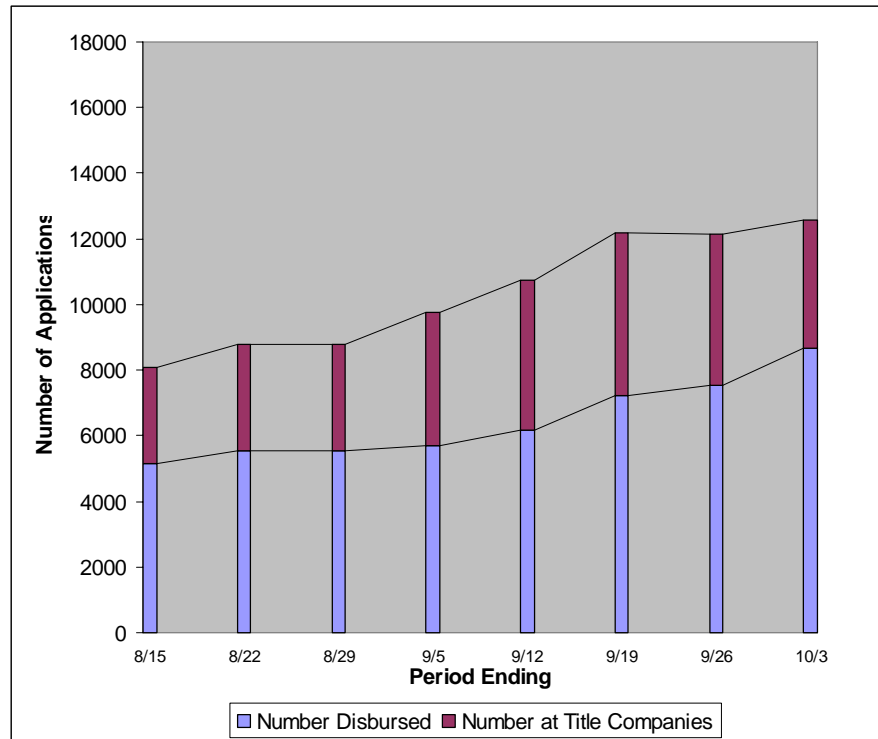


Figure 4: 2008 Elevation Disbursement Activity



Closing Activity

- As of October 2, 2008, a total of 123,840 files were transferred to closing agents with 0 files transferred during the reporting week. Currently, 944 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 118,294 closings
- Of the total 118,294 cumulative closings:
 - The average award is \$59,913
 - 50,099 also received additional compensation grants. The average additional compensation grant award is \$26,539
 - 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 10,075 additional disbursements for a total of \$312,432,471.90
 - The average additional disbursement is \$31,011

Table 8: Applications That Cannot Close

Applications that Cannot Close	
No Option Selected by Homeowner	2,054
Occupancy Proof Required	829
Refuse to Close	429
Title, Succession, Legal, Mortgage Issues	1,631
Ownership Proof Required	2,652
Homeowner Unreachable	776
POA/ADDH Issues	1,006
FA/HGI Undecided	28
Compliance Reviews	390
Homeowner Planning to Appeal	199
CREDCO Fail	88
Sold Homes Being Validated for Eligibility	1,547
Missing Homeowner Documentation	596
Total Applications that Cannot Close	12,225

Figure 5: Award Size

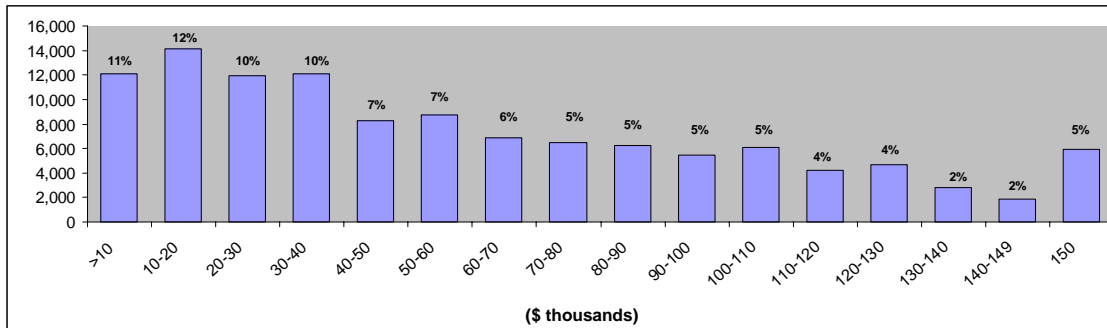


Table 9: Pre-Closing Tracking Report

ACTIVITY	Fri 9/26	Sat 9/27	Sun 9/28	Mon 9/29	Tues 9/30	Wed 10/1	Thurs 10/2	Weekly Total
Files Transferred for Closing	-	-	-	-	-	-	-	0

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%	49,003	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%	2,370	2%
White	72,046	39%	46,417	39%
A race was not provided	37,668	20%	15,995	14%
	185,106		118,031	

*Detailed closing data is based on population of 118,031, rather than 118,294 reported in Daily Governor's Report as of October 2, 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	8/29-9/4	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	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	-	6	838
Option Letters Mailed*	828	-	-	4	-	-	832
Option Letters Received	532	-	-	-	-	-	532
Transmitted for Closing	313	-	-	-	-	-	313
Closings Held	272	-	5	-	-	-	277
Elevation Only Awards	186	-	-	-	-	-	186
Inactive Applications	211	-	-	-	-	-	211
Ineligible Applications	148	-	-	-	-	-	148

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



Weekly Situation & Pipeline Report

Week 118

September 26 – October 2, 2008

Manufactured Home Project

The special manufactured home project has yielded the following progress (See Summary Table 12):

- Identified 16,287 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 14,397 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	8/29-9/04	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	Cumulative Total
Total number of Manufactured Home Applications	16,280	-	2	2	2	1	16,287
Total Manufactured Home Evaluations verified	16,029	-	-	-	105	(104)	16,030
Total Pre-Storm values verified	14,304	10	41	20	10	12	14,397
Total Applications released into letter generation process	14,304	10	41	20	10	12	14,397

Home Evaluations (Home Inspection) Activity

Table 13: Home Evaluation Team Metrics

ACTIVITY	Prior Total	8/29-9/4	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	166,012	1	1	2	1	4	166,021 ^a	2
Work Orders Dispatched	162,922	1	3	3	3	3	162,935	3
Evaluations Completed in the Field	161,022	7	0	7	22	(14)	161,044 ^b	4

^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 311 Grant review issues.
- Addressed 11 appeals.
- Addressed 16 CAD disputes.
- Addressed 3 State Appeals./
- Addressed 8 Critical issues.
- Addressed 12 FEMA eligibility appeals.
- Addressed 25 Structure type issues.
- Completed 21 Elevation Grants
- Addressed 83 Elevation appeals
- Addressed 1 Pre-closing file
- Reviewed 15 Post-Accepted Edit Cases and identified 3 for additional review

Appeals

As of October 2, 2008, 13,406 cases have been processed through the Appeals department, 11,026 have been resolved, and 2,380 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

ACTIVITY	As of COB 9/04	As of COB 9/11	As of COB 9/18	As of COB 9/25	As of COB 10/2
Total Cases Processed in Appeals	12,485	12,720	12,904	12,987	13,406
Appeal Cases Pending Decision/Research	1,890	1,973	1,997	1,940	2,237
Ineligible Status Appeal	150	166	173	164	143
Total Active Cases	2,010	2,139	2,170	2,104	2,380
Total Cases Resolved	10,445	10,581	10,734	10,883	11,026

Further analysis of the resolved appeals cases (11,026) shows that:

- 3,916 (36%) have resulted in additional funds being awarded to applicants for a total of \$106,209,172.80. The average additional disbursement is \$27,303
- 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 9/25	As of COB 10/2
Total Cases Requested for State Panel Review	1,538	1,538	1,538
State Appeal Cases in Progress	911	911	888
State Appeal Cases Resolved	627	627	650

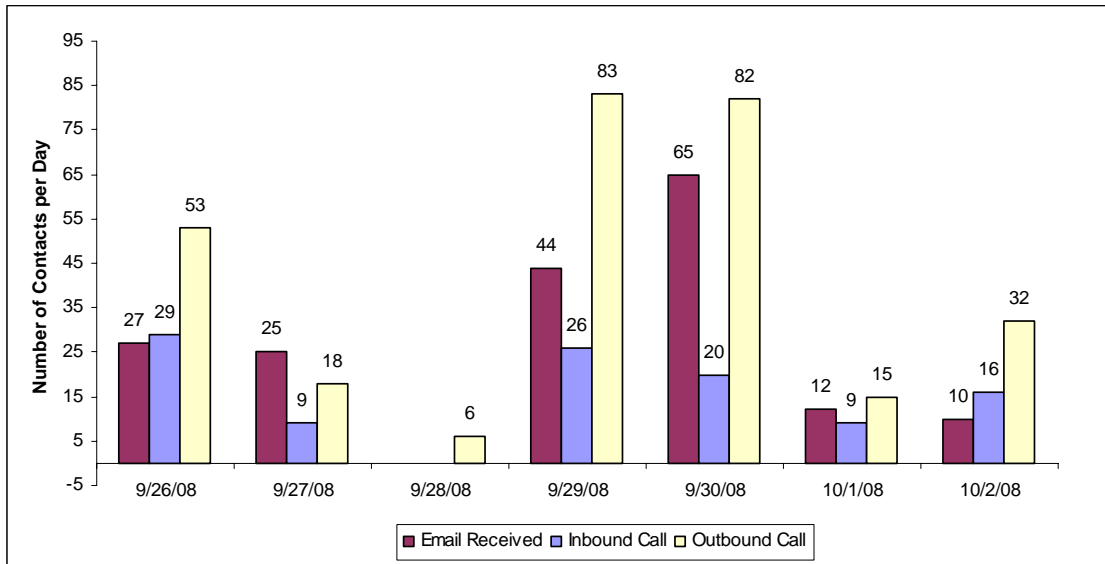
Personal Application Liaisons (PAL)

During the reporting week, 581 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	8/29- 9/04	9/5- 9/11	9/12- 9/18	9/19- 9/25	9/26- 10/2	Current Total
Email Received	2,620	126	116	443	199	183	3,687
Inbound Calls	16,856	78	166	222	109	109	17,540
Outbound Calls	58,761	141	586	669	153	289	60,599
Total Contacts	78,237	345	868	1,334	461	581	81,826

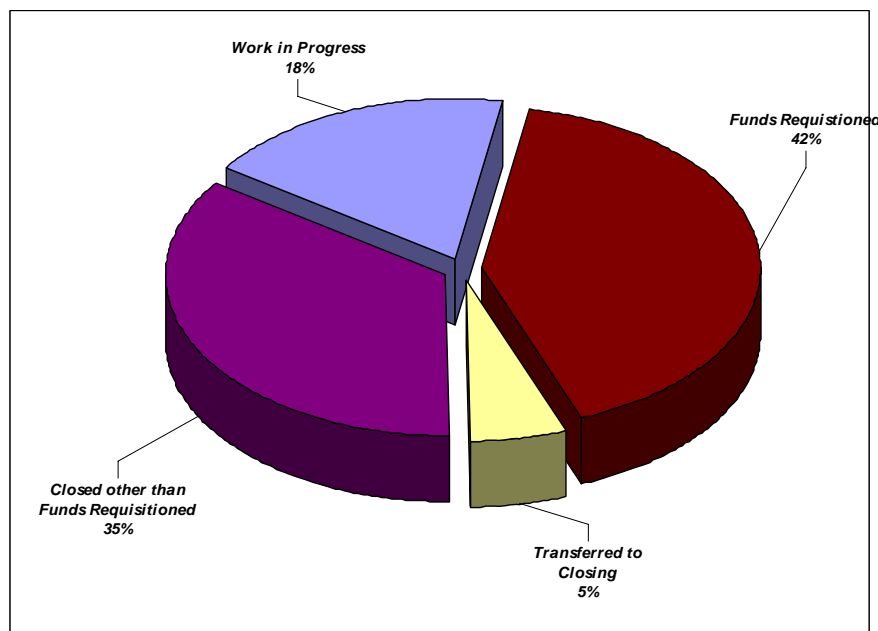
Figure 6: PAL Contacts by Day



As of October 2, a total of 37,228 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 6,702 applicant files are being worked by PAL staff
- A total of 30,526 applicant files have progressed to the closing process as the result of PAL efforts
 - 1,994 have been transmitted to closing
 - 15,435 have closed and are at a status of Funds Requisitioned
 - 13,097 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	2
Affordable Compensation Loan	49
APPEALS	101
Applicant Info	105
Application Completion	36
Appraisal	81
BPO	14
CREDCO	61
Delay of Benefit	76
ECD	83
EGrant Calculation	51
Elevation	53
FEMA	33
FEMA Ind Assist	9
Flood Ins (NFIP)	2
Geospatial	1
Grant Review	17
Home Evaluation	92
Homeowner dispute or decision pending	326
Info Request	35
Insurance	86
Legal Costs	1
Missing Documentation	784
Multiple Issues	112
Option Change	11
Option Letter	50
Other	410
Outlier	14
Owner Occupancy	188
Ownership	453
Policy Appeal	19
Post Closing Appointment	1
Pre-Storm Value	64
Program eligibility pending	87
Request Appraisal	2
Second Disbursement	1
Status Change	315
Title	746
Zero Benefit	59
Total	4,630

Housing Assistance Center Appointment Activity

There were a total of 213 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

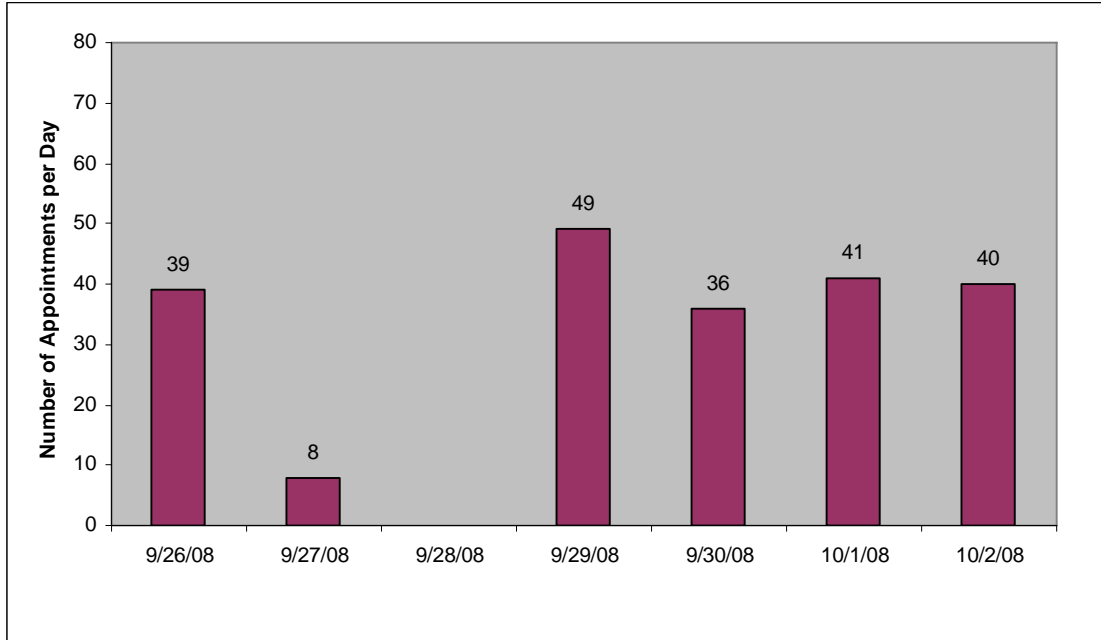


Table 18: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	8/29-9/4	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	Current Total	Five Week Average
RHAS Appointments Held	59,023	26	157	235	215	213	59,869	169
Average Daily RHAS Appointments Held		4	26	39	36	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 206 walk-ins for RHAS appointments during this reporting period.

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

Housing Assistance Center Processing, September 26 - October 2, 2008
RHAS Appointments

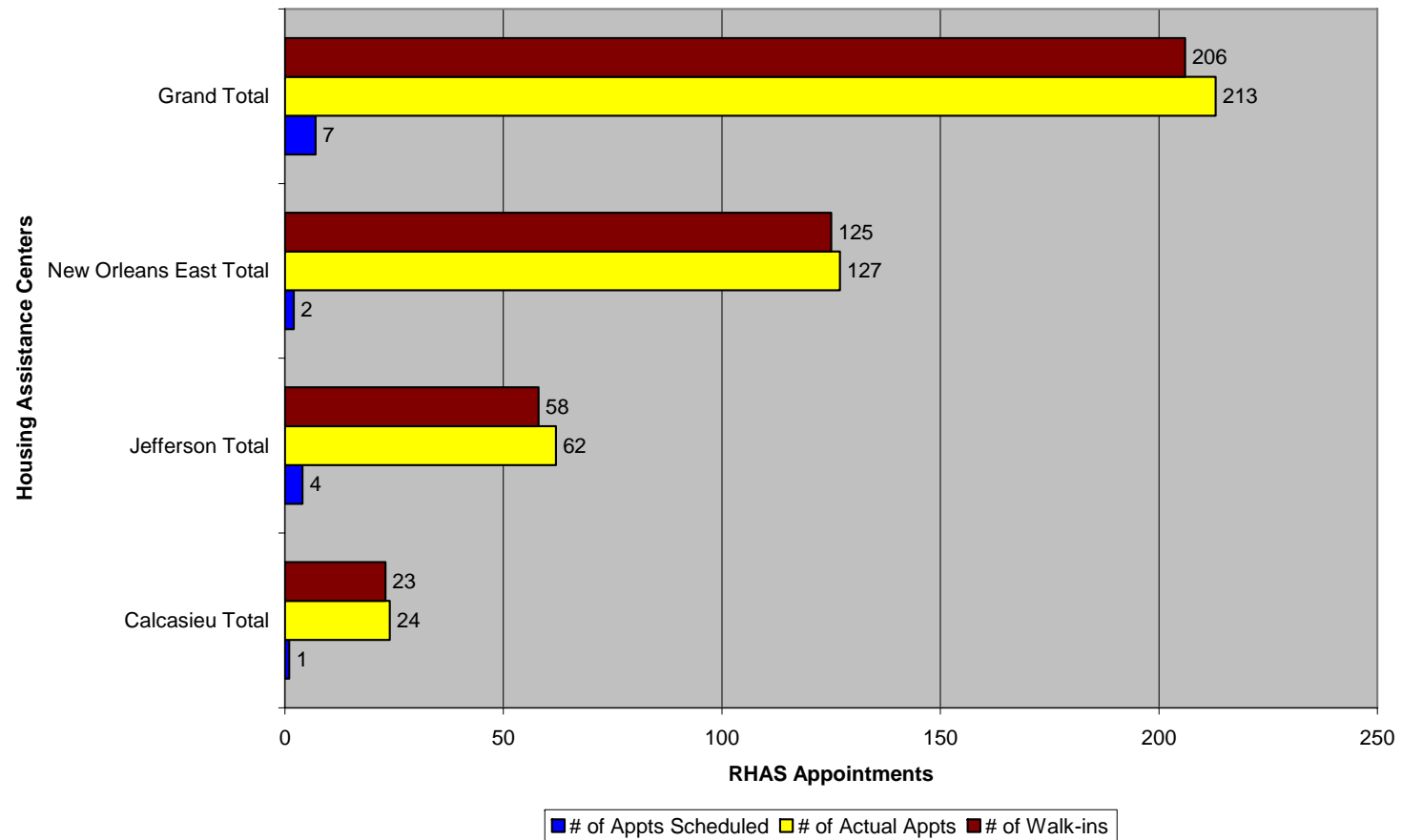
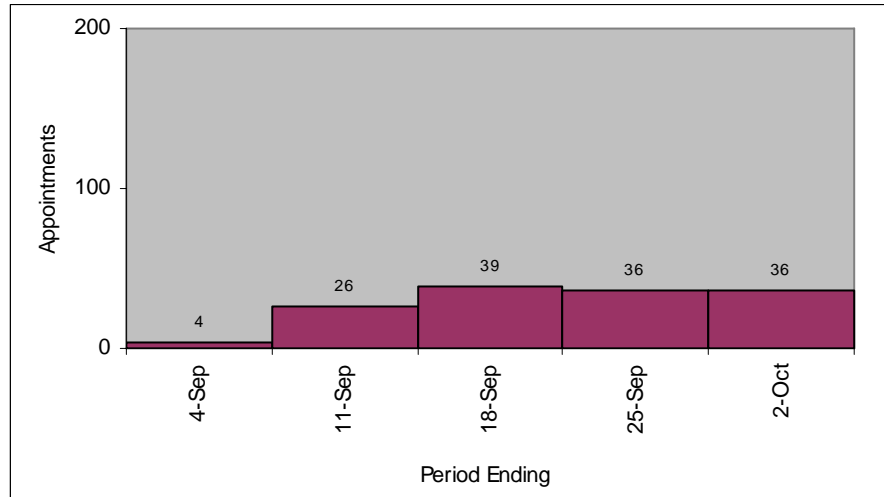


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

Figure 10: Average Daily Appointments by Period



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	762		3,664		1,475	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	678		2,845		688	
Commitment Letters Returned by Applicant		484		1,623		295
POST COMMITMENT STAGE						
0 - 24% Construction Complete		125		556		69
25 - 49% Construction Complete		69		156		48
50 - 74% Construction Complete		38		139		17
75 - 100% Construction Complete		262		772		161
Total	484		1,623		295	

Appeals

- 11 new appeals received
- Completed 16 Appeal Review Determinations
- Mailed 152 Determination letters

Table 20: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	323	498	587	1,408
Level II Issue Determinations Made	302	464	554	1,320
Level II Issues Remaining to be Resolved	21	34	33	88

Table 21: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	249
Denied	977
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	11
Round 2	55
Round 2 Waitlist (Round 2.1)	66
Other	113
Total Inbound Calls	245

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 *		3,314
Appointments Not Required		2,026
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	178	86	4	268
Tenant Occupied (Relocation possibly needed)	114	51	4	169
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	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):
 - Small Rental event scheduled for October 11, 2008.
- Facilities
 - Inventory audit for all facilities concluded October 6, 2008.

HUMAN RESOURCES

- Completed update of curriculum on Pre- and Post-Employment Trends and Challenges for HUD Section 3 Training Workshops, and continued rescheduling of accelerated training sessions for sub-income persons, military veterans, people with disabilities, and applicants for disaster unemployment insurance at LA Works Centers during October and November in Lafourche and Terrebonne Parishes, both hit hard by Hurricanes Gustav and Ike.
- Following invitation to participate in the first-ever "Workforce Summit," scheduled for October 22, 2008, in Lafayette under the leadership of the Louisiana Workforce Commission, offered to prepare a presentation on Lessons Learned and Best Practices arising from the customized Career Transition Activities for Road Home Employees, designed and managed by the ICF Office of Human Resources.
- Completed first-ever "Curriculum on Job Readiness" at request of Ms. Angela Cryer, Director of JOB 1 of New Orleans, designed to assist clients and unemployment applicants with communication skills, interviewing techniques, and job searching (scheduled for October 7 and 14).
- Completed draft of "Retrospective on Career Transition Activities" for Road Home Employees to track planning and organizing of transition options to new or expanded careers.

TRAINING

- Updated Homeowner Contact Job Aid
- Preparing training materials for transition team handover
- Prepared and delivered 4 days of Rental New Hire Training

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 October 2, 2008	2, 220
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of October 2, 2008	280
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of October 2, 2008	1, 326
Internal	Rental New Hire Training	Rental New Hires	Goodwood Office Baton Rouge, LA	September 26, 2008	4
Internal	OCD Program Overview Training	OCD	Office of Community Development Baton Rouge, LA	September 26, 2008	4
Internal	Rental Orientation	Rental New Hires	Goodwood Office Baton Rouge, LA	September 29, 2008	2
Internal	Case Management Training	Customer Service New Hires	Customer Assistance Center Baton Rouge, LA	September 29 - 30, 2008	10
Internal	Rental Case Management Training	Rental New Hires	Goodwood Office Baton Rouge, LA	September 30 - October 1, 2008	2
Internal	Rental Desk Reference Training	Rental New Hires	Goodwood Office Baton Rouge, LA	October 2, 2008	2

EXTERNAL AFFAIRS

Outreach

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish, Lower 9th Ward in Orleans Parish and LSU Ag Rebuilding Center in Orleans Parish.
- Assisted with Appeals 25-day reminder calls and Appeals State review clarification calls.
- Followed up with unreachable applicants. Completed 20 calls.
- Created 54 State Review Appeals packets.
- Contacted non-profit agencies in the New Orleans community: LA Appleseed, New Orleans Legal Aid, All Congregations Together, Loyola Law Clinic, and the Greater New Orleans Fair Housing Action Center to discuss possible collaboration.
- Developed process to document outreach to 761 unable to reach applicants.
- Monitored the Joint Legislative Committee on the Budget meeting.

- Worked with elected officials and staff regarding constituent issues including:
 - U.S. Senator David Vitter
 - Sen. David Heitmeier
 - Sen. A.G. Crowe
 - Sen. Edwin Murray
 - Rep. J.P. Morrell
 - Rep. Scott Simon
 - Rep. Joseph Lopinto, III
 - Rep. Simone Champagne
 - Rep. Jonathan Perry
 - Rep. Kevin Pearson
 - Rep. Cameron Henry
 - Rep. Neil Abramson
 - Plaquemines Parish President Billy Nungesser
 - New Orleans Councilman James Carter
 - Michelle Broussard Johnson- Louisiana Senate

Table 27: Community Outreach Metrics

Meeting Type	Events held 9/26-10/2	People reached 9/26-10/2	Events To Date	People Reached To Date
Community	3	28	878	50,739
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	1	-	319	9,703
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
TOTALS	4	28	1,729	87,365

Communications/Media Relations

In support of Homeowner program:

- Compiled Program eligibility information.
- Incorporated LRA changes to Benefit Selection Project letter.
- Printed and delivered Transition Plan to the State.
- Weekly metrics report distributed to media and posted to website.
- Assisted Outreach Team with compiling Appeals files.

In support of Rental program:

- Rental approved updated Site Index for Rental program Web re-design; scheduled to review with State.
- 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.
- Completed photo montage for Rental workshop presentation.

POLICY

- Answered policy questions from staff
- Reviewed eGrantsPlus requirements for release 6.8.1

INFORMATION TECHNOLOGY

- Completed testing and published Grant Review Checklist ver. 1.7 to Production
- Support of eGrants end users and Operations Management through issue resolution/task completion (approximately 202 e-mails completed or resolved) via ithomeownersupport inbox
- Performed testing for eGrants Release 6.8
- Delivered new disbursement report to OCD and matched for consistency with Governor's Report.
- Delivered GIS option selection and closing data to OCD, LRA, RPC, & City of NOLA
- Updated WIMBY maps and WIMBY critical infrastructure
- Gathered requirements from Monitoring Group for new Quarterly report for the Covenant and Elevation activity.
- Delivered PVCS Change History report for Business Objects to OCD

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	8/29-9/04	9/05-9/11	9/12-9/18	9/19-9/25	9/26-10/2	Current Totals
Applicant Issues Reported to Anti-Fraud	1,482	-	4	56	23	25	1,590
Evaluator Issues Reported to Anti-Fraud	5	-	-	-	-	-	5
Third-Party Issues Reported to Anti-Fraud	30	-	-	-	-	-	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	13,597	197	12	205	98	4	14,113
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	28	2	5	3	3	1,144
Iberville	59	3			1		63
Jefferson	26,730	257	59	397	559	23	28,025
Jefferson Davis	948	18	2	6	9	4	987
Lafayette	124	3		1	1		129
Lafourche	846	11	1	7	1	1	867
Livingston	234	6	1	2	2		245



Weekly Situation & Pipeline Report

Week 118

September 26– October 2, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Option 4. Decline Benefits	Option 5. Delay Selection of Benefit	Option 6. Unable to Determine Selection	Total
Orleans	43,154	4,297	1,869	787	1,010	37	51,154
Plaquemines	3,218	352	44	75	94	7	3,790
Pointe Coupee	15						15
Sabine	32	1					33
Saint Bernard	7,793	4,218	805	401	319	19	13,555
Saint Charles	1,090	6	1	9	8	1	1,115
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	11,378	223	58	145	208	9	12,021
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	82	3	23	17	6	2,794
Vermilion	1,677	90	4	41	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
	125,315	10,102	2,872	2,210	2,415	119	143,033



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	1,323
Iberville	92
Jefferson	33,374
Jefferson Davis	1,173
Lafayette	153
Lafourche	995
Livingston	296
Orleans	55,537
Plaquemines	4,123
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,659
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	2,004
Vernon	178
Washington	1,790
West Baton Rouge	19
West Feliciana	6
	160,274



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 118,031 rather than 118,294 reported in Daily Governor’s Report as of October 2, 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	1,390	94	2	1,486
East Baton Rouge	165	3	1	169
East Feliciana	27			27
Evangeline	48			48
Iberia	945	14	1	960
Iberville	45	1		46
Jefferson	22,872	186	22	23,080
Jefferson Davis	769	8		777
Lafayette	105	2		107
Lafourche	712	6	1	719
Livingston	189	2		191



Weekly Situation & Pipeline Report

Week 118

September 26– October 2, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Orleans	38,090	3,109	1,172	42,371
Plaquemines	2,479	188	11	2,678
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,175	3,143	586	10,904
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	146	26	10,347
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
	109,064	7,131	1,836	118,031



Weekly Situation & Pipeline Report

Week 118

September 26– October 2, 2008

Zip Code	Number of Closings
A zip code was not provided	21
70001	801
70002	886
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	1,684
70033	1
70036	174
70037	430
70038	237
70039	77
70040	319
70041	640
70042	6
70043	4,610
70044	3
70045	3
70046	11

Zip Code	Number of Closings
70047	145
70048	1
70049	140
70050	195
70051	53
70052	39
70053	657
70054	2
70056	1,743
70057	103
70058	2,937
70059	5
70062	856
70063	6
70064	5
70065	3,476
70066	7
70067	387
70068	673
70069	9
70070	119
70071	44
70072	4,086
70073	6
70074	1
70075	1,305
70076	12
70077	1
70078	18
70079	20

Zip Code	Number of Closings
70080	15
70081	1
70082	117
70083	673
70084	224
70085	1,369
70086	62
70087	287
70090	155
70091	90
70092	1,867
70093	2
70094	1,829
70095	2
70096	1
70101	14
70104	1
70105	1
70107	1
70109	1
70110	1
70112	67
70113	379
70114	1,176
70115	1,272
70116	682
70117	5,293
70118	2,176
70119	3,207
70120	1



Weekly Situation & Pipeline Report

Week 118

September 26– October 2, 2008

Zip Code	Number of Closings
70121	382
70122	7,230
70123	485
70124	3,314
70125	1,500
70126	5,698
70127	3,645
70128	3,263
70129	1,791
70130	196
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

Zip Code	Number of Closings
70341	44
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

Zip Code	Number of Closings
70397	146
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



Weekly Situation & Pipeline Report

Week 118

September 26– October 2, 2008

Zip Code	Number of Closings
70450	52
70451	27
70452	387
70453	8
70454	173
70455	12
70456	101
70457	1
70458	3,158
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

Zip Code	Number of Closings
70512	13
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

Zip Code	Number of Closings
70550	2
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	2,829
70602	7
70605	1,596
70606	12
70607	1,906



Weekly Situation & Pipeline Report

Week 118

September 26– October 2, 2008

Zip Code	Number of Closings
70609	1
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

Zip Code	Number of Closings
70656	11
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

Zip Code	Number of Closings
70728	1
70729	1
70730	4
70733	5
70734	6
70737	31
70739	6
70740	2
70744	14
70748	1
70749	1
70750	1
70753	1
70754	8
70757	2
70760	6
70761	1
70763	16
70764	11
70767	9
70769	15
70770	3
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	2
70783	1



Weekly Situation & Pipeline Report

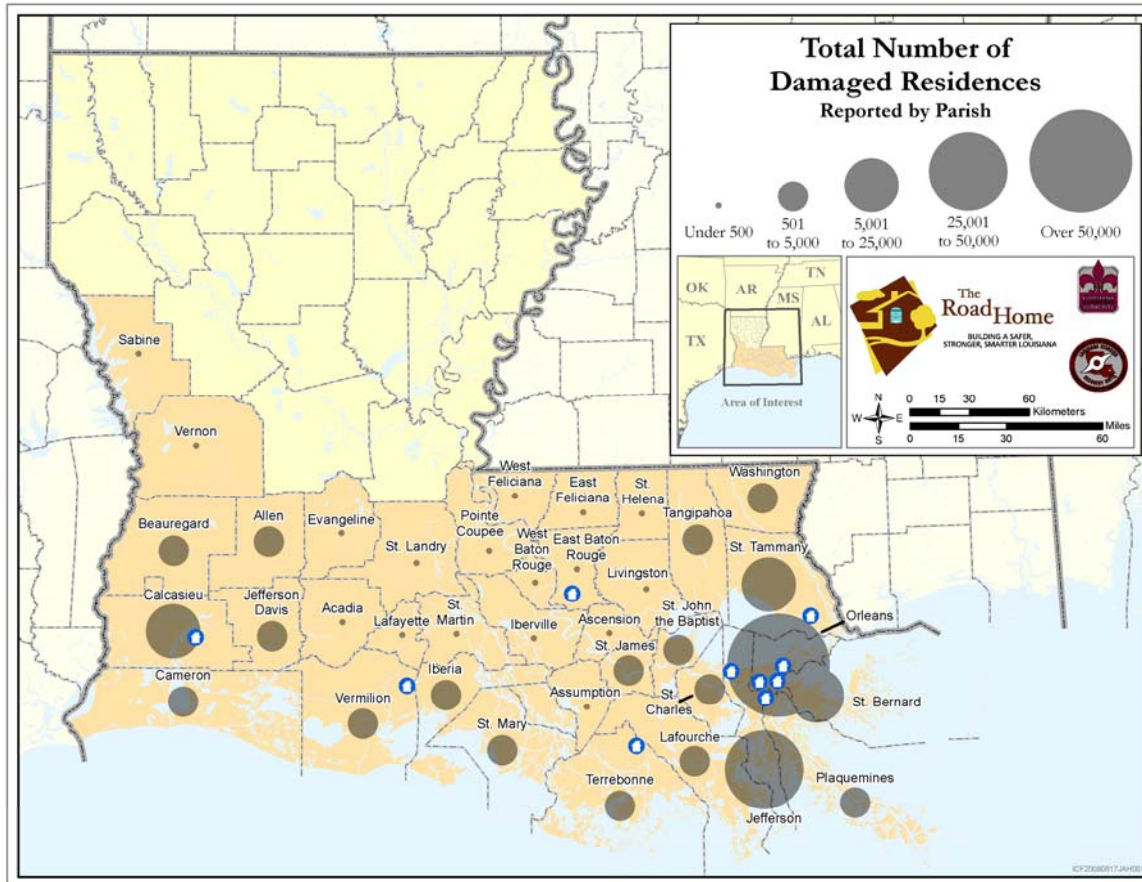
Week 118

September 26– October 2, 2008

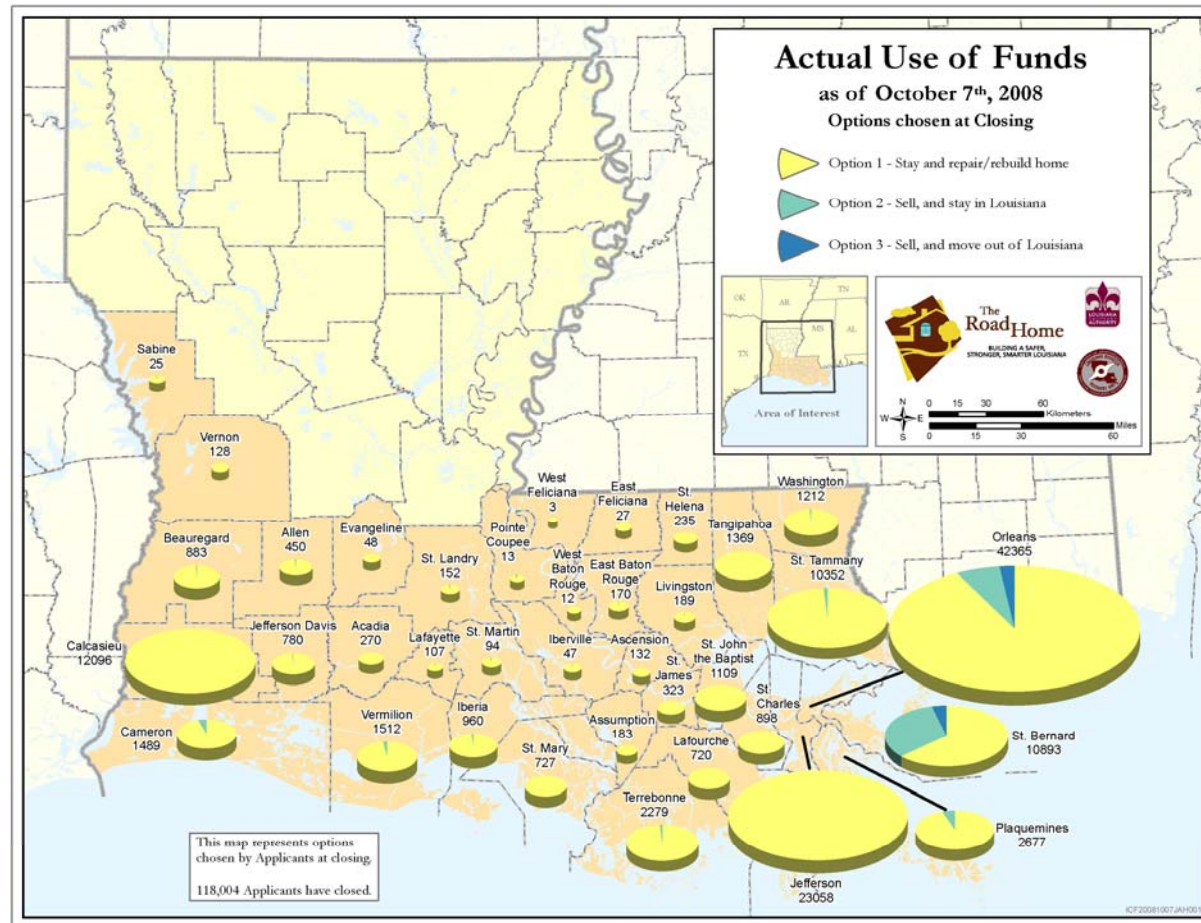
Zip Code	Number of Closings
70785	21
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	15
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1
71295	1
71302	1
71322	1

Zip Code	Number of Closings
71353	5
71367	11
71403	11
71419	1
71429	3
71433	1
71439	2
71446	70
71449	11
71458	1
71460	1
71461	3
71462	1
71463	65
71474	2
71486	5
71496	1
	118,031

APPENDIX D



APPENDIX E



GLOSSARY

Table 1 Terms:

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

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

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

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

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

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

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

Benefits Calculated represents the cumulative number of benefits calculated.

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

Pipeline Diagram Terms (Figures 1 and 2):

APPLICATIONS & APPOINTMENTS

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

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

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

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

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

CALCULATIONS

Benefits Calculated represents the cumulative number of benefits calculated.

OPTION SELECTION

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

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



Weekly Situation & Pipeline Report

Week 118

September 26– October 2, 2008

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).