



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 119 Situation & Pipeline** **Report**

October 14, 2008



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EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 242 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,286 and the total number of closings held as of October 9 increased to 118,501. Cumulatively, homeowners returned 143,287 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB October 2	Weekly Activity	As of COB October 9	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	225,962	242	226,204		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,215	7,497
<i>RHAS Appointments Held</i>	59,869	242	60,111		
Benefits Calculated	160,274	12	160,286		
Benefit Options Letters Sent	152,389	33	152,422	1,039	559
Total Benefit Options Letters Returned			143,287		
<i>Number of Option One Selections</i>	125,315	175	125,490	2,445	2,320
<i>Number of Option Two Selections</i>	10,102	30	10,132	213	108
<i>Number of Option Three Selections</i>	2,872	22	2,894	153	29
<i>Decline Benefits</i>	2,210	81	2,291	115	28
<i>Delay Benefits</i>	2,415	(55)	2,360	371	111
<i>Incomplete Benefit Selection Form</i>	119	1	120	17	24
Benefit Options Letters Available for Transfer to Closing			132,250		
Files Transferred for Closing	123,840	307	124,147	929	38
Total Inactives and Ineligibles				6,497	74,166
Closings Scheduled			236		
Closings Held	118,294	207	118,501		

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	19	24
Conditional Awards Cancelled	1,992	1,428	538	3,958
Conditional Awards Reinstated	52	55	3	110
Total Active Awards *	762	3,664	1,480	5,906
Commitment Letters Mailed	684	2,896	747	4,327
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	10/6/2008
00035-09152008	Home Procedures Update September 2008	10/3/2008



HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 10/2	CUMULATIVE As of 10/9	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	59,869	60,111	242
CALCULATIONS	BENEFITS CALCULATED	160,274	160,286	12
	TOTAL	\$9.50 billion	\$ 9.51 billion	\$.01 b
	AVERAGE	\$61,449	\$61,485	

- 166,093 applicants have completed initial appointments

- The \$9.51 billion total and \$61,485 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 10/2	CUMULATIVE As of 10/9	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,389	152,422	33
	OPTIONS LETTERS RETURNED	143,033	143,287	254
	BSF AVAIL FOR TRANSFER TO CLOSING	132,987	132,250	(737)
CLOSINGS	TRANSFERRED TO CLOSING	123,840	124,147	307
	INACTIVE CLOSING FILES	944	929	(15)
	CLOSINGS HELD	118,294	118,501	207
	TOTAL	\$7.09 billion	\$7.18 billion	\$.09 b
	AVERAGE*	\$59,913	\$60,562	

- Applicants have returned 143,287 Benefits Selection Forms. After processing and review, 132,250 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 242 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 60,111 total RHAS appointments held to date
 - 240 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,286 benefits, an increase of 12 for the week
 - The average total benefit calculated was \$61,485 (excluding 'zero' awards)
 - 5,692 calculations resulted in 'zero' grant amounts
 - 154,594 'non-zero' or 'positive' grant amounts were calculated

Award Selection Activity

- A total of 143,287 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,858 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
 - 132,250 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>	26,509
<i>Number of Option Two</i>	3,147
<i>Number of Option Three</i>	2,202
Total Elderly Benefits Options Selected	31,858

Low/Moderate Income Households

- A total of 118,494 applicants had gone to closing and received their Road Home disbursement as of October 9, 2008. Of these applicants, 50,038 (42 percent) were documented as LMI.
- A total of \$7,176,190,770 in Homeowner Assistance Program awards were disbursed as of October 9, 2008. Of these disbursements, \$3,635,244,624.61 (51 percent) went to applicants documented as LMI.



Weekly Situation & Pipeline Report

Week 119

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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	125,490	10,132	2,894	138,516
Total \$ in Options Selected	\$6,934,684,266.91	\$799,169,337.34	\$190,338,641.93	\$7,924,192,246.18
Comp Grant \$ in Options Selected	\$4,865,215,710.51	\$599,551,531.76	\$190,338,641.93	\$5,655,105,884.20
Elev Grant \$ in Options Selected *	\$756,824,339.23			\$756,824,339.23
ACG \$ in Options Selected	\$1,312,644,217.17	\$199,617,805.58		\$1,512,262,022.75
Low/Moderate Income (LMI) Detail				
Number of Options Selected by LMI	52,657	4,518	1,186	58,361
Total \$ to LMI	\$3,637,004,039.19	\$437,906,532.38	\$77,971,419.53	\$4,152,881,991.10
Comp Grant \$ to LMI	\$1,969,175,489.13	\$238,288,726.80	\$77,971,419.53	\$2,285,435,635.46
Elev Grant \$ to LMI	\$355,184,332.89			\$355,184,332.89
ACG \$ to LMI	\$1,312,644,217.17	\$199,617,805.58		\$1,512,262,022.75
Percentage of Total				
% of Total Options Selected that are LMI	42 %	45 %	41 %	42 %
% of Total \$ to LMI	52 %	55 %	41 %	52 %
% of Comp Grant \$ to LMI	40 %	40 %	41 %	40 %
% of Elev Grant \$ to LMI	47 %	N/A%	N/A	47 %
% 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	109,478	7,178	1,838	118,494
Total \$ in Closings Held	\$6,411,453,530.93	\$625,408,542.58	\$139,328,696.87	\$7,176,190,770.38
Comp Grant \$ in Closings Held	\$4,692,312,041.81	\$468,610,102.96	\$139,328,696.87	\$5,300,250,841.64
Elev Grant \$ in Closings Held	\$393,088,331.12	\$29,295.00		\$393,117,626.12
ACG \$ in Closings Held	\$1,326,053,158.00	\$156,769,144.62		\$1,482,822,302.62
Number of Closings Held by LMI				
Number of Closings Held by LMI	45,946	3,329	763	50,038
Total \$ to LMI	\$3,244,991,888.36	\$332,387,123.72	\$57,865,612.53	\$3,635,244,624.61
Comp Grant \$ to LMI	\$1,868,679,561.32	\$187,633,662.13	\$57,865,612.53	\$2,114,178,835.98
Elev Grant \$ to LMI	\$184,428,246.06			\$184,428,246.06
ACG \$ in Research for Categorization*	\$134,169,077.02	\$12,015,683.03		\$146,184,760.05
ACG \$ to LMI	\$1,191,884,080.98	\$144,753,461.59		\$1,336,637,542.57
Total ACG \$	\$1,326,053,158.00	\$156,769,144.62		\$1,482,822,302.62
% of Total Closings Held that are LMI				
% of Total Closings Held that are LMI	42 %	46 %	42 %	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	47 %	N/A%	N/A	47 %
% of ACG \$ to LMI				
% of ACG \$ to LMI	90 %	92 %	N/A	90 %

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

Elevation Program Activity

As of October 9, 115,635 Elevation letters have been sent to applicants.

- 32,073 (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
- 9,417 applicants have received elevation disbursements totaling \$264,374,964 (average elevation award of \$28,074) including:
 - 1,886 initial and 5,632 additional disbursements of elevation funds in 2008 for a total of \$218,672,417
 - 1,899 initial and 134 additional disbursements previously distributed for a total of \$45,702,547
- 3,406 elevation requests for a total of \$98,644,240 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	134	\$45,702,547
2008 Elevation Disbursements	1,886	5,632	\$218,672,417
Total Elevation Disbursements	3,785	5,766	\$264,374,964
Applications at Title Companies			
First American Pending Transactions		1,899	\$54,495,023.60
HGI Pending Transactions		1,507	\$44,149,216.19
Total Pending Transactions		3,406	\$98,644,239.79

Figure 3: 2008 Elevation Letter Response Activity

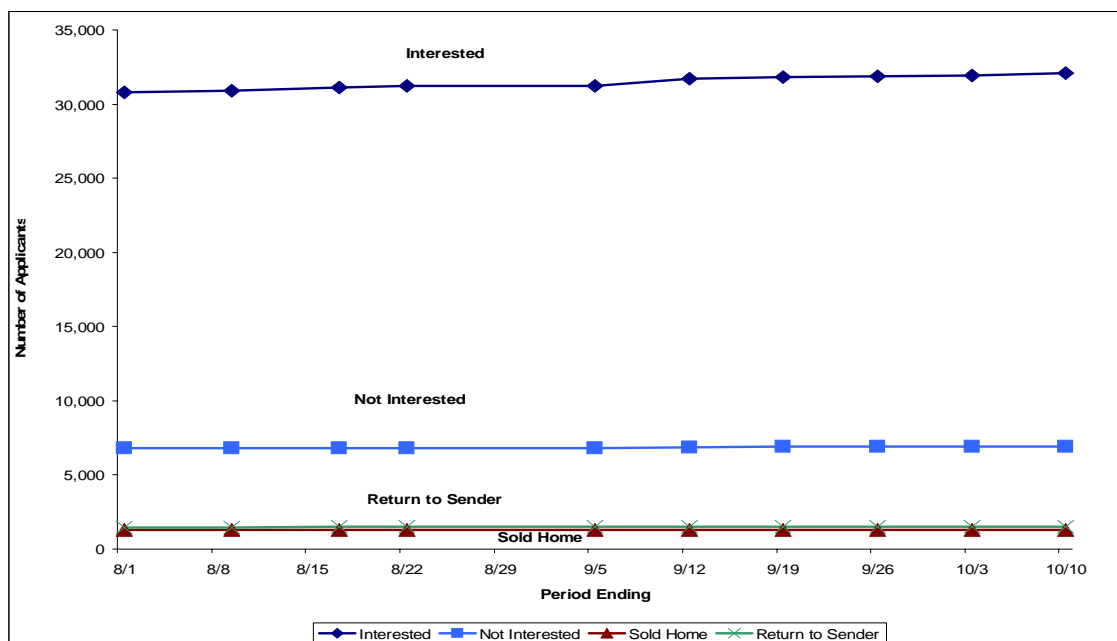
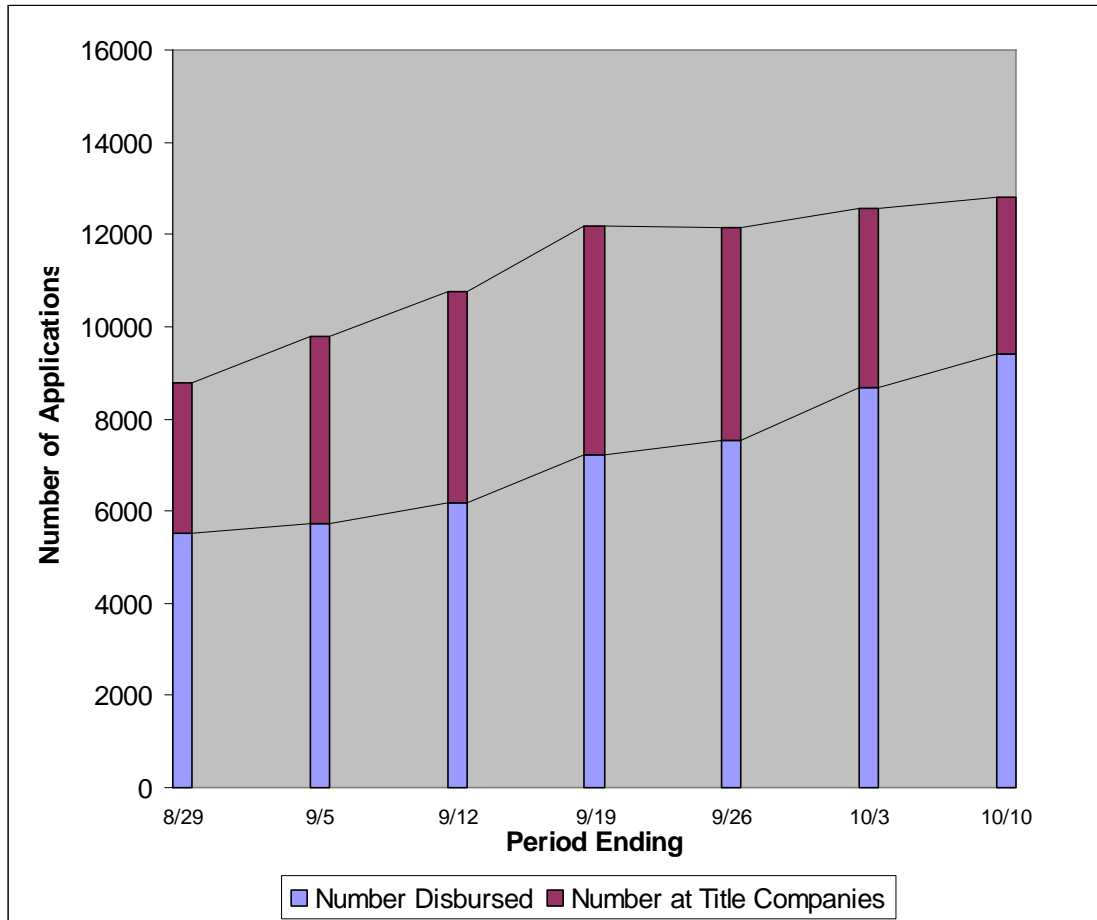


Figure 4: 2008 Elevation Disbursement Activity



Closing Activity

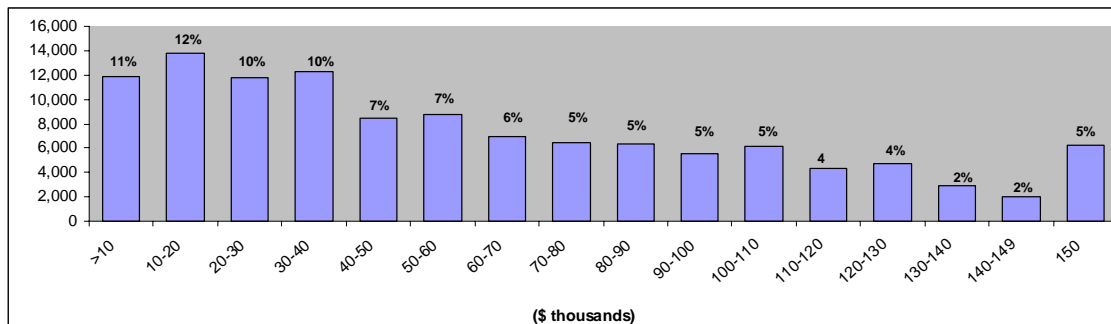
- As of October 9, 2008, a total of 124,147 files were transferred to closing agents with 307 files transferred during the reporting week. Currently, 929 of the files transferred are in inactive status due to situations concerning mortgage or title issues.
- The closing team assisted closing agents with the completion of 118,501 closings
- Of the total 118,501 cumulative closings:
 - The average award is \$60,562
 - 50,038 also received additional compensation grants. The average additional compensation grant award is \$26,712
 - Closed 26,985 elderly applicants for a total of \$1,920,729,652
 - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 10,304 additional disbursements for a total of \$319,017,009
 - The average additional disbursement is \$30,961

Table 8: Eligible Application Summary

Completed Applications	
Closed	118,646
Scheduled to be Closed this Month	541
Zero Awards	13,994
Declined Awards	2,535
Total Completed Applications	135,716
Applications that Cannot Close	
No Option Selected by Homeowner	1,898
Occupancy Proof Required	936
Refuse to Close	436
Title, Succession, Legal, Mortgage Issues	1,635
Ownership Proof Required	2,631
Homeowner Unreachable	690
POA/ADDH Issues	1,012
FA/HGI Undecided	28
Compliance Reviews	364
Homeowner Planning to Appeal	193
CREDCO Fail	148
Sold Homes Being Validated for Eligibility	59
Missing Homeowner Documentation	622
Total Applications that Cannot Close	10,652
Active Applications	
In Progress – Pre-Closings (non-sold homes)	417
In Progress – Sold Homes “Interested” and Valid	1,501
IN Progress – Title Company	486
Awaiting Approval by OCD	173
Filed Pre-Closing Appeal	901
Total Active Applications	3,478
TOTAL ELIGIBLE APPLICATIONS	149,846

*Detailed closing data is based on population of 118,646, rather than 118,501 reported in the Daily Governor’s Report as of October 9, 2008, due to a variance in data feeds.

Figure 5: Award Size





Weekly Situation & Pipeline Report

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Table 9: Pre-Closing Tracking Report

ACTIVITY	Fri 10/3	Sat 10/4	Sun 10/5	Mon 10/6	Tues 10/7	Wed 10/8	Thurs 10/9	Weekly Total
Files Transferred for Closing	-	-	-	212	38	6	51	307

Table 10: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	478	>1%
American Indian/Alaska Native and White	530	>1%	347	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	273	>1%
Asian	2,925	2%	2,000	2%
Asian and White	300	>1%	195	>1%
Black/African American	65,837	36%	49,184	42%
Black/African American and White	1,153	1%	845	1%
Native Hawaiian/Other Pacific Islander	183	>1%	126	>1%
Other Multi-Racial	3,419	2%	2,382	2%
White	72,046	39%	46,614	39%
A race was not provided	37,668	20%	16,050	14%
	185,106		118,494	

*Detailed closing data is based on population of 118,494, rather than 118,501 reported in the Daily Governor's Report as of October 9, 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	10/3-10/9	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.

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 14,409 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	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	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)	1	16,031
Total Pre-Storm values verified	14,314	41	20	10	12	12	14,409
Total Applications released into letter generation process	14,314	41	20	10	12	12	14,409

Home Evaluations (Home Inspection) Activity

- Addressed 407 Grant review issues.
- Addressed 21 Appeals.
- Addressed 39 CAD disputes.
- Addressed 3 State Appeals.
- Addressed 8 Critical issues.
- Addressed 22 FEMA eligibility appeals.
- Addressed 45 Structure type issues.
- Completed 17 Elevation Grants
- Addressed 78 Elevation appeals
- Reviewed 12 Post-Accepted Edit Cases and identified 1 for additional review

Table 13: Home Evaluation Team Metrics

ACTIVITY	Prior Total	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	166,013	1	2	1	4	3	166,024 ^a	2
Work Orders Dispatched	162,923	3	3	3	3	5	162,940	3
Evaluations Completed in the Field	161,029	0	7	22	(14)	15	161,059 ^b	6

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

^b Totals include original and re-evaluations.

Appeals

As of October 9, 2008, 13,503 cases have been processed through the Appeals department, 11,238 have been resolved, and 2,265 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

ACTIVITY	As of COB 9/11	As of COB 9/18	As of COB 9/25	As of COB 10/2	As of COB 10/9
Total Cases Processed in Appeals	12,720	12,904	12,987	13,406	13,503
Appeal Cases Pending Decision/Research	1,973	1,997	1,940	2,237	2,125
Ineligible Status Appeal	166	173	164	143	140
Total Active Cases	2,139	2,170	2,104	2,380	2,265
Total Cases Resolved	10,581	10,734	10,883	11,026	11,238

Further analysis of the resolved appeals cases (11,238) shows that:

- 3,990 (36%) have resulted in additional funds being awarded to applicants for a total of \$107,815,677.40. The average additional disbursement is \$27,021
- 372 (3%) resulted in a reduction of award for a total of \$5,293,528.09. The average reduction is \$14,230
- 3,436 (31%) resulted in no change to the award amount
- 3,440 (31%) were reviewed for an eligibility determination, 1,328 were approved and 2,112 were denied

Table 15: Status of State Panel Review Appeals

ACTIVITY	As of COB 9/25	As of COB 10/2	As of COB 10/9
Total Cases Requested for State Panel Review	1,538	1,538	1,659
State Appeal Cases in Progress	911	888	932
State Appeal Cases Resolved	627	650	727

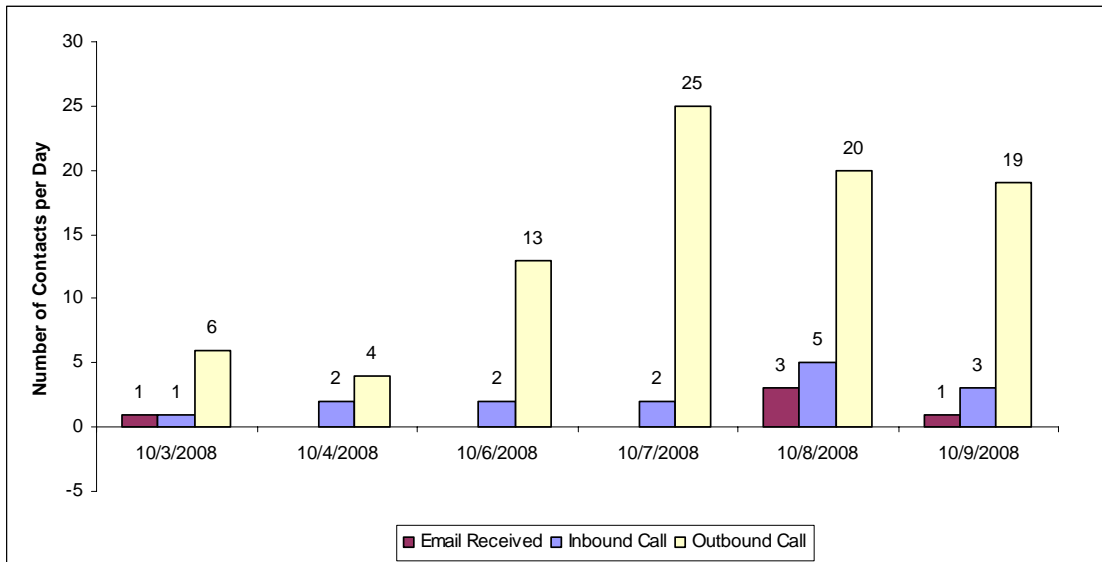
Personal Application Liaisons (PAL)

During the reporting week, 107 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	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	Current Total
Email Received	2,746	116	443	199	183	5	3,692
Inbound Calls	16,934	166	222	109	109	15	17,555
Outbound Calls	58,902	586	669	153	289	87	60,686
Total Contacts	78,582	868	1,334	461	581	107	81,933

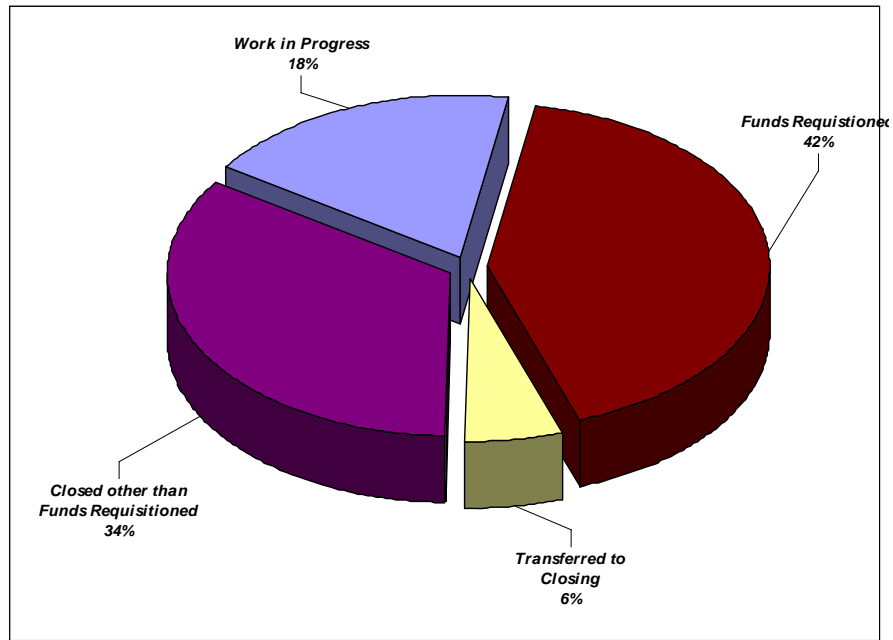
Figure 6: PAL Contacts by Day



As of October 9, a total of 37,402 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 6,865 applicant files are being worked by PAL staff
- A total of 30,537 applicant files have progressed to the closing process as the result of PAL efforts
 - 2,136 have been transmitted to closing
 - 15,669 have closed and are at a status of Funds Requisitioned
 - 12,732 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	5
Affordable Compensation Loan	47
APPEALS	110
Applicant Info	102
Application Completion	36
Appraisal	81
BPO	12
CREDCO	61
Delay of Benefit	74
ECD	82
EGrant Calculation	50
Elevation	53
FEMA	29
FEMA Ind Assist	7
Flood Ins (NFIP)	2
Geospatial	1
Grant Review	7
Home Evaluation	93
Homeowner dispute or decision pending	316
Info Request	36
Insurance	95
Legal Costs	2
Missing Documentation	796
Multiple Issues	107
Option Change	12
Option Letter	48
Other	388
Outlier	15
Owner Occupancy	184
Ownership	468
Policy Appeal	20
Pre-Storm Value	70
Program eligibility pending	80
QA Outliers	1
Request Appraisal	2
Status Change	309
Title	742
Zero Benefit	48
Total	4,591

Housing Assistance Center Appointment Activity

There were a total of 242 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

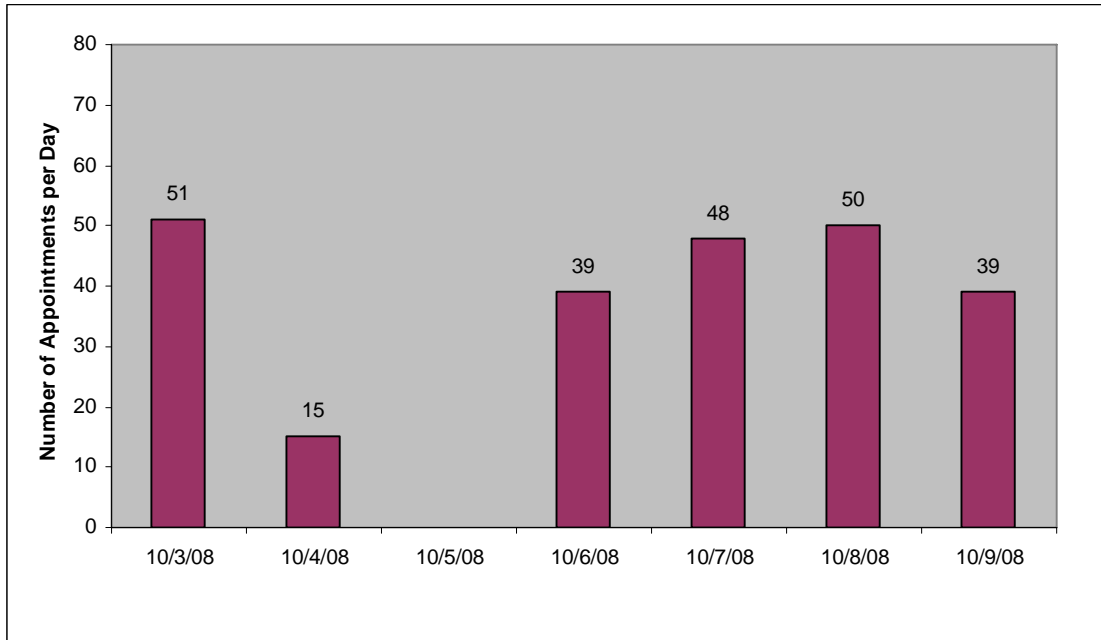


Table 18: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	Current Total	Five Week Average
RHAS Appointments Held	59,049	157	235	215	213	242	60,111	212
Average Daily RHAS Appointments Held		26	39	36	36	40		

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

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

Housing Assistance Center Processing, October 3 - October 9, 2008
RHAS Appointments

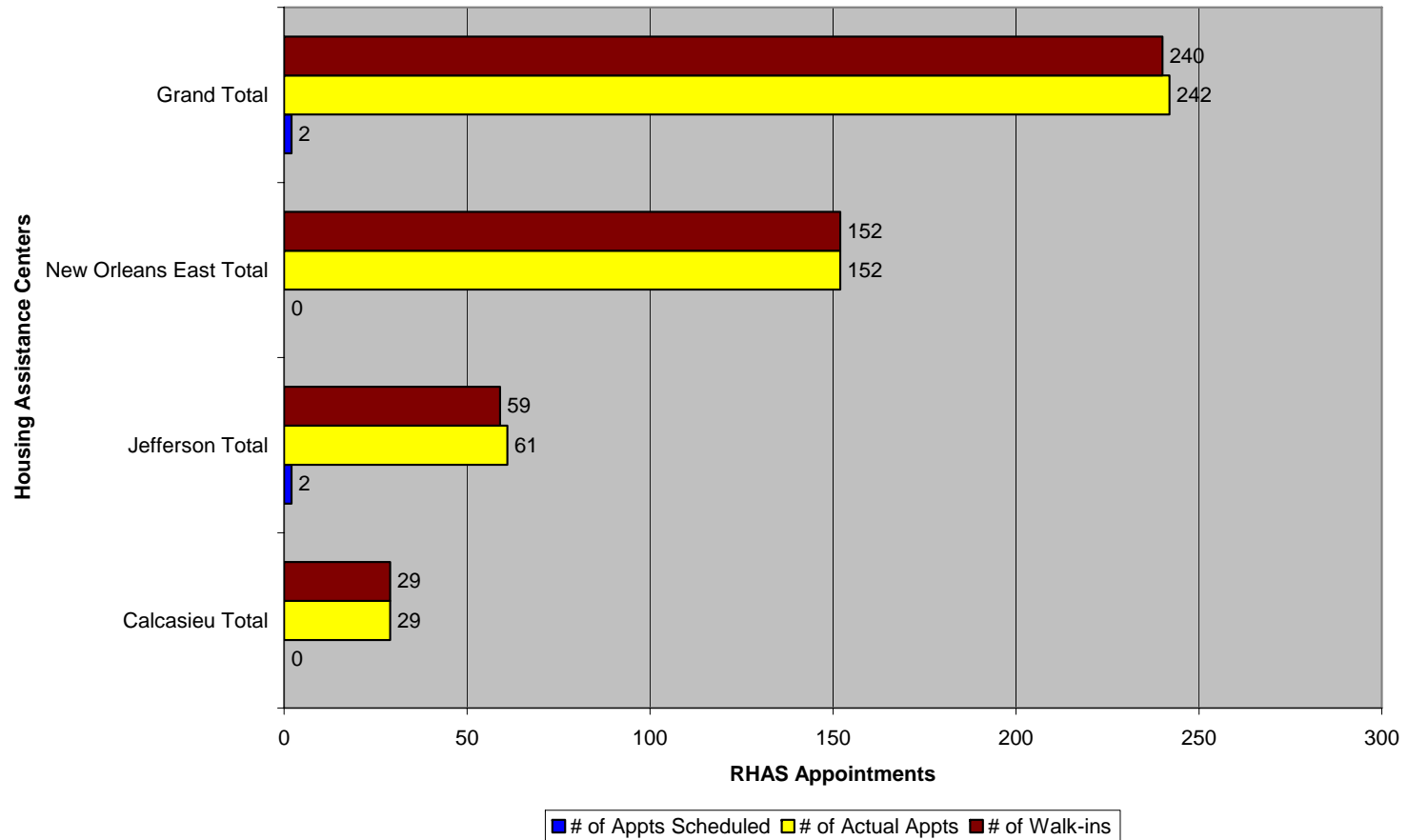
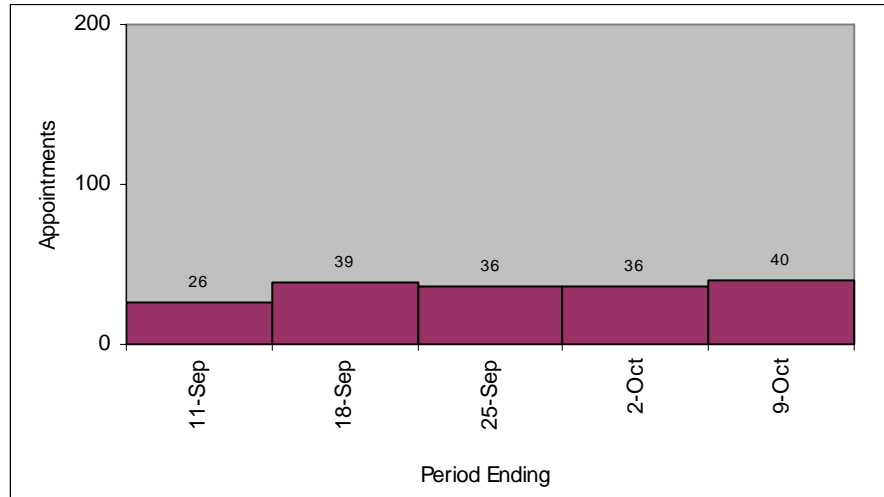


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

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		19	
VERIFICATION STAGE						
Active Awards	762		3,664		1,480	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	684		2,896		747	
Commitment Letters Returned by Applicant		486		1,646		301
POST COMMITMENT STAGE						
0 - 24% Construction Complete		125		556		68
25 - 49% Construction Complete		59		159		49
50 - 74% Construction Complete		39		138		17
75 - 100% Construction Complete		263		793		167
Total	486		1,646		301	

Appeals

- 9 new appeals received
- Completed 29 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	324	500	593	1,417
Level II Issue Determinations Made	306	481	562	1,349
Level II Issues Remaining to be Resolved	18	19	31	68

Table 21: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	253
Denied	1,000
Dismissed	85
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	26	0	48
Award Cancelled Post Mailing	2	1	0	3
OO Unit Award Acceptance Received	118	94	22	234
Outstanding OO Unit Award Acceptances	6	12	6	24
OO Unit Award Cancelled Post Acceptance	5	3	0	8
OO Unit Award Closings Held	102	65	16	183

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	15
Round 2	44
Round 2 Waitlist (Round 2.1)	68
Other	141
Total Inbound Calls	268

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 *		3,521
Appointments Not Required		2,232
Appointments Required		1,289
Appointments Completed		965
Appointments to be Completed		324

*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	166	83	4	253
Tenant Occupied (Relocation possibly needed)	108	50	4	162
Vacant Units	58	33	0	91
General Pool with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	50	384	135	569
Tenant Occupied (Relocation possibly needed)	40	294	112	446
Vacant Units	10	90	23	123

PROGRAM SUPPORT STATUS

LOGISTICS

- Mobile Events (Dates and Locations):
 - Completed Small Rental mobile event on October 11, 2008.
- Facilities
 - Second Quarter Audit complete

HUMAN RESOURCES

- Designed and conducted the first of two Special HUD Section 3 Workshops, in partnership with JOB 1 of New Orleans, on Job Readiness on October 7, 2008, for clients and unemployment applications, emphasizing communication skills, interviewing techniques, and job searching.
Participant evaluations revealed the following:
 - Overall Satisfaction with Program* 87.5%
 - Overall Satisfaction with Instructor* 87.5%
- Received advisory from the Dallas (TX) Regional Office of the U. S. Bureau of the Census, which participated in the recent Job Fair for Road Home Employees, held in the Bullard Housing Assistance Center on September 18, 2008, indicating that several employees would be Tested for employment with the 2010 National Census.
- Began an experimental "**Job Opportunity Window**" in the Bullard Housing Assistance Center to post employment opportunities with private and public employers, including the FEMA Recovery Office in New Orleans, plus local, national and international nonprofits.
- Continued drafting "**Retrospective: Career Transition Activities**" for Road Home Employees under WARN, to catalog Lessons Learned and Best Practices, plus Knowledge Transfer and Missed Opportunities, especially better coordination with local, regional and statewide economic development councils in search of employees for start-up and emerging enterprises.

TRAINING

- Created catalog of training courses
- Prepping materials for Road Home transition interview
- Coordinating training for Fairfax new hires
- Preparing for Fairfax Pre-Closing 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 9, 2008	2, 238
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of October 9, 2008	280
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of October 9, 2008	1, 344
Internal	Rental New Hire Training	Rental New Hires	Goodwood Office Baton Rouge, LA	October 3, 2008	2
Internal	Grant Review New Hire Training	Grant Review New Hires	Fairfax, VA	October 5 - 8, 2008	25
Internal	HDS Training	Rental Staff	Goodwood Office Baton Rouge, LA	October 6, 2008	1
Internal	Lead and Final Inspection Training	Rental Staff	Goodwood Office Baton Rouge, LA	October 7, 2008	28

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, LSU Ag Rebuilding Center in Orleans Parish, and Rep. Jonathan Perry meeting in Cameron Parish.
- Assisted with Appeals 25-day reminder calls and Appeals State review clarification calls.
- Assisted HGI and First American title companies in locating unreachable applicants.
- Attempted to contact aged and difficult-to-reach applicants to move them forward to closing.
- Met with non-profit agencies in the New Orleans community, Loyola Law Clinic and New Orleans Legal Assistance Center, to assist applicants as needed.
- Developed and implemented process to document outreach to 761 difficult-to-reach applicants.
- Provided program information/individualized status checks for applicants at Sen. David Vitter outreach event.
- Worked with elected officials and staff regarding constituent issues including:
 - U.S. Senator David Vitter
 - Rep. Simone Champagne
 - Rep. Jonathan Perry

- Rep. Neil Abramson
- Rep. J. P. Morrell
- Rep. Scott Simon
- Rep. Taylor Barras
- Rep. Walker Hines
- New Orleans Councilman James Carter
- New Orleans Councilmember Cynthia Willard-Lewis

Table 27: Community Outreach Metrics

Meeting Type	Events held 10/3-10/9	People reached 10/3-10/9	Events To Date	People Reached To Date
Community	3	14	881	50,753
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	2	69	321	9,772
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
TOTALS	5	83	1,734	87,448

Communications/Media Relations

In support of Homeowner program:

- E-mailed Global Green announcement to applicants.
- Weekly metrics report distributed to media and posted to website

In support of Rental program:

- Rental approved updated Site Index for Small Rental Property Program Web redesign.
- Submitted Site Index for Rental program Web redesign to State for review.
- Finalizing applicant materials and registration for the October 11, 2008, Small Rental Property Program Workshop.
- Coordinating the on-going update, review and approval of Small Rental Property Program guides, brochures and information sheets and Web content.

POLICY

- Answered policy questions from staff
- Contacted State to review HO program policies 6.1.

INFORMATION TECHNOLOGY

- Provided IT assistance for applications that previously closed, but have since changed to another option and wish to reclose.
- Created timeline for 8.1 release for Small Rental Property Program.
- Uploaded an eGrants 6.7.1 release to production
- Released Grant Review 1.7 to Production
- Generated Total Funds Disbursed by Parish consistent with Governor's Report methodology for OCD presentation to the Governor.

- Created report for OCD to count daily feed 4 records uploaded by the closing companies.
- GIS option selection and closing data delivered to OCD, LRA, RPC, & City of New Orleans.
- Updated WIMBY maps and critical infrastructure: completed Fire Houses, Hospitals and Recreation Centers.
- Option Selection Analysis performed for OCD by Reporting.
- Delivered PVCS Change History report for Business Objects to OCD
- Generated and distributed the Small Rental Aging report.

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	9/05-9/11	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	Current Totals
Applicant Issues Reported to Anti-Fraud	1,482	4	56	23	25	24	1,614
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	1,022	18		9	4		1,053
Calcasieu	13,606	198	13	207	97	4	14,125
Cameron	1,664	204	5	65	33	1	1,972
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	60	3			1		64
Jefferson	26,769	256	60	406	547	23	28,061
Jefferson Davis	950	18	2	5	10	4	989
Lafayette	124	3		1	1		129
Lafourche	846	11	1	8	1	1	868
Livingston	234	6	1	2	2		245



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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	43,220	4,311	1,880	821	983	37	51,252
Plaquemines	3,221	355	45	80	93	7	3,801
Pointe Coupee	15						15
Sabine	32	1					33
Saint Bernard	7,811	4,230	812	426	312	20	13,611
Saint Charles	1,093	6	1	9	6	1	1,116
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	11,397	224	59	150	203	9	12,042
St John The Baptist	1,340	2	1	4	14	1	1,362
Tangipahoa	1,603	13	2	4	1	1	1,624
Terrebonne	2,666	81	3	23	16	6	2,795
Vermilion	1,680	91	4	42	13	1	1,831
Vernon	154	3		1	2		160
Washington	1,471	20	1	7	12		1,511
West Baton Rouge	14						14
West Feliciana	3						3
	125,490	10,132	2,894	2,291	2,360	120	143,287



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	15,420
Cameron	2,115
East Baton Rouge	321
East Feliciana	38
Evangeline	88
Iberia	1,323
Iberville	92
Jefferson	33,379
Jefferson Davis	1,173
Lafayette	153
Lafourche	995
Livingston	296
Orleans	55,541
Plaquemines	4,123
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,660
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	1,801
Terrebonne	3,176
Vermilion	2,004
Vernon	178
Washington	1,790
West Baton Rouge	19
West Feliciana	6
	160,286



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 118,494 rather than 118,501 reported in Daily Governor’s Report as of October 9, 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	270	2		272
Allen	443	8		451
Ascension	130			130
Assumption	186			186
Beauregard	877	9	1	887
Calcasieu	12,040	98	7	12,145
Cameron	1,399	95	2	1,496
East Baton Rouge	167	3	1	171
East Feliciana	27			27
Evangeline	48			48
Iberia	945	14	1	960
Iberville	47	1		48
Jefferson	22,956	186	22	23,164
Jefferson Davis	773	8		781
Lafayette	105	2		107
Lafourche	716	6	1	723
Livingston	190	2		192



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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	38,218	3,132	1,172	42,522
Plaquemines	2,502	190	11	2,703
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,196	3,161	588	10,945
Saint Charles	899	3	1	903
Saint Helena	235	1		236
Saint James	326			326
Saint Landry	147	5		152
Saint Martin	92	3		95
Saint Mary	736	3		739
Saint Tammany	10,209	148	26	10,383
St John The Baptist	1,114			1,114
Tangipahoa	1,378	4		1,382
Terrebonne	2,256	34	1	2,291
Vermilion	1,472	43	3	1,518
Vernon	126	2		128
Washington	1,200	15	1	1,216
West Baton Rouge	12			12
West Feliciana	3			3
	109,478	7,178	1,838	118,494



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Zip Code	Number of Closings
A zip code was not provided	805
70001	888
70002	2,194
70003	710
70005	1,334
70006	1
70011	1
70012	1
70014	11
70017	6
70018	4
70019	1
70028	1
70029	42
70030	41
70031	1,688
70032	1
70033	175
70036	432
70037	240
70038	78
70039	319
70040	648
70041	6
70042	4,627
70043	3
70044	3
70045	11
70046	805

Zip Code	Number of Closings
70047	146
70048	1
70049	140
70050	195
70051	53
70052	39
70053	657
70054	2
70056	1,746
70057	104
70058	2,947
70059	5
70062	858
70063	6
70064	5
70065	3,491
70066	7
70067	390
70068	676
70069	9
70070	121
70071	44
70072	4,092
70073	6
70074	1
70075	1,310
70076	13
70077	1
70078	18
70079	20

Zip Code	Number of Closings
70080	15
70081	1
70082	118
70083	682
70084	224
70085	1,382
70086	62
70087	287
70090	157
70091	91
70092	1,870
70093	2
70094	1,840
70095	2
70096	1
70101	14
70104	1
70105	1
70107	1
70109	1
70110	1
70112	67
70113	380
70114	1,185
70115	1,278
70116	684
70117	5,311
70118	2,184
70119	3,210
70120	1



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Zip Code	Number of Closings
70121	383
70122	7,253
70123	489
70124	3,339
70125	1,504
70126	5,714
70127	3,658
70128	3,269
70129	1,803
70130	197
70131	1,327
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	19

Zip Code	Number of Closings
70341	44
70342	5
70343	27
70344	570
70345	88
70346	55
70352	1
70353	171
70354	49
70355	7
70356	146
70357	49
70358	203
70359	76
70360	124
70361	4
70363	691
70364	120
70372	10
70373	15
70374	37
70377	256
70380	76
70381	2
70390	102
70391	4
70392	36
70393	6
70394	238
70395	28

Zip Code	Number of Closings
70397	146
70401	155
70403	222
70404	13
70420	103
70421	11
70422	268
70423	1
70424	1
70426	164
70427	673
70429	4
70430	1
70431	101
70433	274
70434	9
70435	244
70436	16
70437	131
70438	333
70440	1
70441	154
70442	5
70443	160
70444	176
70445	630
70446	41
70447	74
70448	467
70449	16



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Zip Code	Number of Closings
70450	52
70451	27
70452	387
70453	8
70454	177
70455	12
70456	101
70457	1
70458	3,169
70459	10
70460	1,883
70461	2,646
70462	62
70463	14
70464	6
70465	31
70466	55
70467	3
70469	3
70470	5
70471	213
70478	1
70485	1
70501	24
70503	4
70506	12
70507	12
70508	7
70510	566
70511	2

Zip Code	Number of Closings
70512	13
70514	117
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	620
70534	3
70535	31
70537	3
70538	418
70540	1
70542	51
70543	24
70544	191
70546	225
70548	102
70549	59

Zip Code	Number of Closings
70550	2
70551	2
70552	9
70554	8
70555	12
70556	11
70559	20
70560	640
70562	1
70563	24
70569	2
70570	93
70575	2
70576	1
70577	3
70578	58
70581	22
70582	40
70583	7
70584	5
70585	1
70586	18
70589	8
70591	148
70592	22
70601	2,836
70602	7
70605	1,598
70606	11
70607	1,913



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Zip Code	Number of Closings
70609	1
70610	1
70611	964
70612	5
70614	1
70615	1,168
70616	6
70621	1
70630	116
70631	554
70632	177
70633	455
70634	447
70637	14
70638	2
70639	3
70640	33
70641	2
70643	106
70644	2
70645	256
70646	64
70647	578
70648	155
70650	13
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	1,252
70664	13
70665	548
70666	1
70667	1
70668	362
70669	610
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	7
70740	2
70744	14
70748	1
70749	1
70750	1
70753	1
70754	8
70757	2
70760	6
70761	1
70763	17
70764	11
70767	9
70769	15
70770	3
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	4
70783	1



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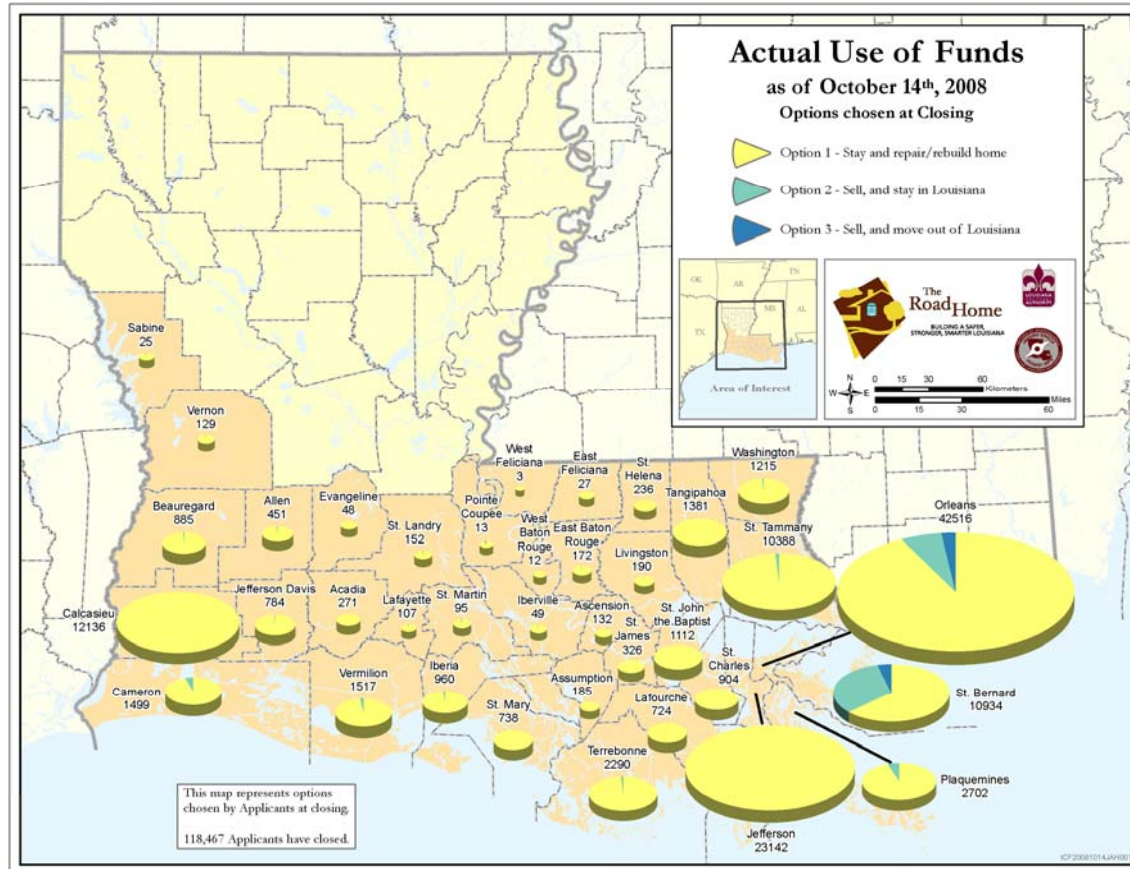
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Zip Code	Number of Closings
70785	21
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	16
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1
71295	1
71302	1
71322	1

Zip Code	Number of Closings
71353	5
71367	11
71403	12
71419	1
71429	3
71433	1
71439	2
71446	70
71449	11
71458	1
71460	1
71461	3
71462	1
71463	66
71474	2
71486	5
71496	1
	118,494

APPENDIX E



GLOSSARY

Table 1 Terms:

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

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

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

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

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

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

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

Benefits Calculated represents the cumulative number of benefits calculated.

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

Pipeline Diagram Terms (Figures 1 and 2):

APPLICATIONS & APPOINTMENTS

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

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

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

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

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

CALCULATIONS

Benefits Calculated represents the cumulative number of benefits calculated.

OPTION SELECTION

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

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



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

CLOSINGS

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

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

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

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