



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 120 Situation & Pipeline** **Report**

October 21, 2008





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### EXECUTIVE SUMMARY

#### Homeowner Assistance Program

Homeowner Program Advisors completed 263 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,298 and the total number of closings held as of October 16 increased to 118,744. Cumulatively, homeowners returned 143,389 benefit options selection letters.

**Table 1: Homeowner Program Snapshot**

Activity	As of COB October 9	Weekly Activity	As of COB October 16	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	226,204	263	226,467		
<i>Initial Appointments Held</i>	166,093	-	166,093	1,145	7,497
<i>RHAS Appointments Held</i>	60,111	263	60,374		
Benefits Calculated	160,286	12	160,298		
Benefit Options Letters Sent	152,422	22	152,444	911	558
<b>Total Benefit Options Letters Returned</b>			<b>143,389</b>		
<i>Number of Option One Selections</i>	125,490	219	125,709	2,434	2,333
<i>Number of Option Two Selections</i>	10,132	33	10,165	213	108
<i>Number of Option Three Selections</i>	2,894	5	2,899	152	29
<i>Decline Benefits</i>	2,291	62	2,353	114	28
<i>Delay Benefits</i>	2,360	(214)	2,146	346	112
<i>Incomplete Benefit Selection Form</i>	120	(3)	117	16	24
<b>Benefit Options Letters Available for Transfer to Closing</b>			<b>133,504</b>		
Files Transferred for Closing	124,147	48	124,195	907	37
Total Inactives and Ineligibles				6,238	74,178
Closings Scheduled			291		
Closings Held	118,501	243	118,744		

### 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
<b>RENTAL UNIT AWARDS</b>				
Total Conditional Awards Issued	2,702	5,032	1,996	<b>9,730</b>
Manual Conditional Awards Issued/Appeals Approved	0	5	14	<b>19</b>
Conditional Awards Cancelled	1,993	1,431	534	<b>3,958</b>
Conditional Awards Reinstated	52	56	4	<b>112</b>
Total Active Awards *	761	3,662	1,480	<b>5,903</b>
Commitment Letters Mailed	694	2,955	849	<b>4,498</b>
<b>OWNER OCCUPIED UNIT AWARDS</b>				
Active OO Unit Awards	143	136	33	<b>312</b>
OO Unit Award Letters Mailed	143	126	32	<b>301</b>

\* 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	10/13/2008



**HOMEOWNER PROGRAM**

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

	HOMEOWNER PROCESS	CUMULATIVE As of 10/9	CUMULATIVE As of 10/16	INCREASE
<b>APPLICATIONS &amp; APPOINTMENTS</b>	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	60,111	60,374	263
<b>CALCULATIONS</b>	BENEFITS CALCULATED	160,286	160,298	12
	<b>TOTAL</b>	<b>\$9.51 billion</b>	<b>\$ 9.51 billion</b>	<b>\$ .00 b</b>
	<b>AVERAGE</b>	<b>\$61,485</b>	<b>\$61,517</b>	

- 166,093 applicants have completed initial appointments

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- The \$9.51 billion total and \$61,517 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 10/9	CUMULATIVE As of 10/16	INCREASE
<b>OPTION SELECTION</b>	OPTIONS LETTERS SENT	152,422	152,444	22
	OPTIONS LETTERS RETURNED	143,287	143,389	102
	BSF AVAIL FOR TRANSFER TO CLOSING	132,250	133,504	1254
<b>CLOSINGS</b>	TRANSFERRED TO CLOSING	124,147	124,195	48
	INACTIVE CLOSING FILES	929	907	(22)
	CLOSINGS HELD	118,501	118,744	243
	<b>TOTAL</b>	<b>\$7.18 billion</b>	<b>\$7.22 billion</b>	<b>\$.04 b</b>
	<b>AVERAGE*</b>	<b>\$60,562</b>	<b>\$60,796</b>	

- Applicants have returned 143,389 Benefits Selection Forms. After processing and review, 133,504 of these forms are available for transfer to closing agents for further processing.
  - Applicants' initial option selections are in Appendix A
- 
- \*Extrapolation of average award for populations where funds have been disbursed

*See the Glossary for explanation of Figure 2 terms*



# Weekly Situation & Pipeline Report

**Week 120**

**October 10 – October 16, 2008**

## Housing Assistance Center Activity

- A total of 263 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - 60,374 total RHAS appointments held to date
  - 260 RHAS appointments were due to walk-ins

## Award Calculation Activity

- The *Road Home* has calculated 160,298 benefits, an increase of 12 for the week
  - The average total benefit calculated was \$61,517 (excluding 'zero' awards)
  - 5,696 calculations resulted in 'zero' grant amounts
  - 154,602 'non-zero' or 'positive' grant amounts were calculated

## Award Selection Activity

- A total of 143,389 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 31,909 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
  - 133,504 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>	26,544
<i>Number of Option Two</i>	3,163
<i>Number of Option Three</i>	2,202
<b>Total Elderly Benefits Options Selected</b>	<b>31,909</b>

## Low/Moderate Income Households

- A total of 118,733 applicants had gone to closing and received their Road Home disbursement as of October 16, 2008. Of these applicants, 49,908 (42 percent) were documented as LMI.
- A total of \$7,218,521,706 in Homeowner Assistance Program awards were disbursed as of October 16, 2008. Of these disbursements, \$3,641,443,052 (50 percent) went to applicants documented as LMI.



# Weekly Situation & Pipeline Report

## Week 120

October 10 – October 16, 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	125,709	10,165	2,899	138,773
Total \$ in Options Selected	\$6,951,372,999.40	\$800,317,463.51	\$190,438,646.90	\$7,942,129,109.81
Comp Grant \$ in Options Selected	\$4,868,377,530.77	\$600,936,360.07	\$190,438,646.90	\$5,659,752,537.74
Elev Grant \$ in Options Selected *	\$771,878,130.44			\$771,878,130.44
ACG \$ in Options Selected	\$1,311,117,338.19	\$199,381,103.44		\$1,510,498,441.63
<b>Low/Moderate Income (LMI) Detail</b>				
Number of Options Selected by LMI	52,536	4,504	1,189	58,229
Total \$ to LMI	\$3,633,301,266.39	\$436,748,105.13	\$78,145,766.03	\$4,148,195,137.55
Comp Grant \$ to LMI	\$1,960,431,669.89	\$237,367,001.69	\$78,145,766.03	\$2,275,944,437.61
Elev Grant \$ to LMI	\$361,752,258.31			\$361,752,258.31
ACG \$ to LMI	\$1,311,117,338.19	\$199,381,103.44		\$1,510,498,441.63
<b>Percentage of Total</b>				
% of Total Options Selected that are LMI	42 %	44 %	41 %	42 %
% of Total \$ to LMI	52 %	55 %	41 %	52 %
% of Comp Grant \$ to LMI	40 %	39 %	41 %	40 %
% 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 120

October 10 – October 16, 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	109,668	7,213	1,852	118,733
Total \$ in Closings Held	\$6,449,220,531.52	\$628,897,470.61	\$140,403,704.33	\$7,218,521,706.46
Comp Grant \$ in Closings Held	\$4,699,186,586.30	\$470,977,567.24	\$140,403,704.33	\$5,310,567,857.87
Elev Grant \$ in Closings Held	\$420,891,841.74	\$29,295.00		\$420,921,136.74
ACG \$ in Closings Held	\$1,329,142,103.48	\$157,890,608.37		\$1,487,032,711.85
<b>Number of Closings Held by LMI</b>				
Number of Closings Held by LMI	45,810	3,327	771	49,908
Total \$ to LMI	\$3,250,551,228.59	\$332,433,188.97	\$58,458,634.66	\$3,641,443,052.22
Comp Grant \$ to LMI	\$1,860,911,456.10	\$187,681,393.63	\$58,458,634.66	\$2,107,051,484.39
Elev Grant \$ to LMI	\$196,435,001.66			\$196,435,001.66
ACG \$ in Research for Categorization*	\$135,937,332.65	\$13,138,813.03		\$149,076,145.68
ACG \$ to LMI	\$1,193,204,770.83	\$144,751,795.34		\$1,337,956,566.17
Total ACG \$	\$1,329,142,103.48	\$157,890,608.37		\$1,487,032,711.85
<b>% of Total Closings Held that are LMI</b>				
% of Total Closings Held that are LMI	42 %	46 %	42 %	42 %
<b>% of Total \$ to LMI</b>				
% of Total \$ to LMI	50 %	53 %	42 %	50 %
<b>% of Comp Grant \$ to LMI</b>				
% of Comp Grant \$ to LMI	40 %	40 %	42 %	40 %
<b>% of Elev Grant \$ to LMI</b>				
% of Elev Grant \$ to LMI	47 %	N/A%	N/A	47 %
<b>% of ACG \$ to LMI</b>				
% 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

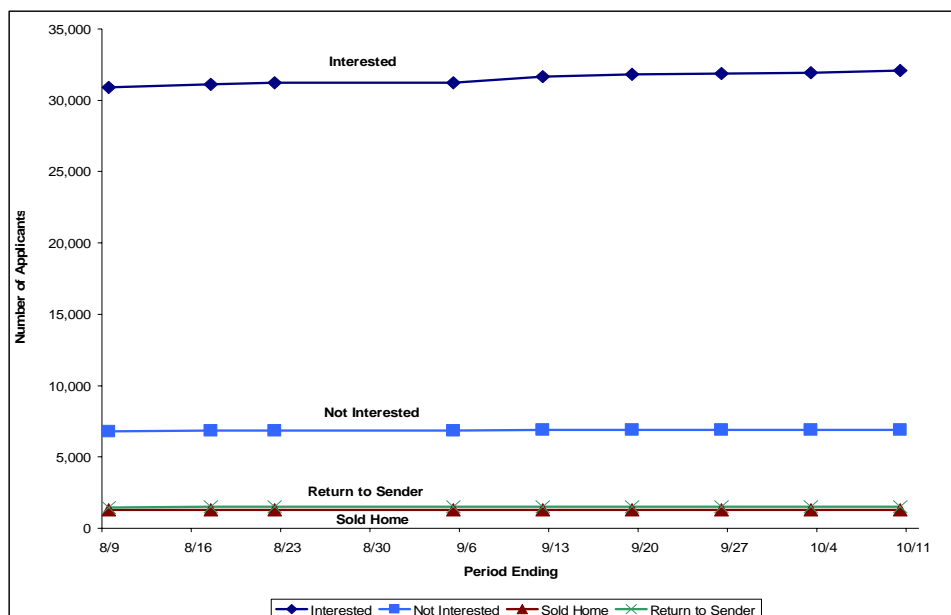
As of October 16, 115,635 Elevation letters have been sent to applicants.

- 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
- 10,633 applicants have received elevation disbursements totaling \$300,216,395 (average elevation award of \$28,234) including:
  - 1,929 initial and 6,805 additional disbursements of elevation funds in 2008 for a total of \$254,122,915
  - 1,899 initial and 170 additional disbursements previously distributed for a total of \$46,093,480
- 3,264 elevation requests for a total of \$94,693,400 are currently at the closing companies for processing. See Table 7 and Figure 4 for summary of Elevation Disbursement Activity

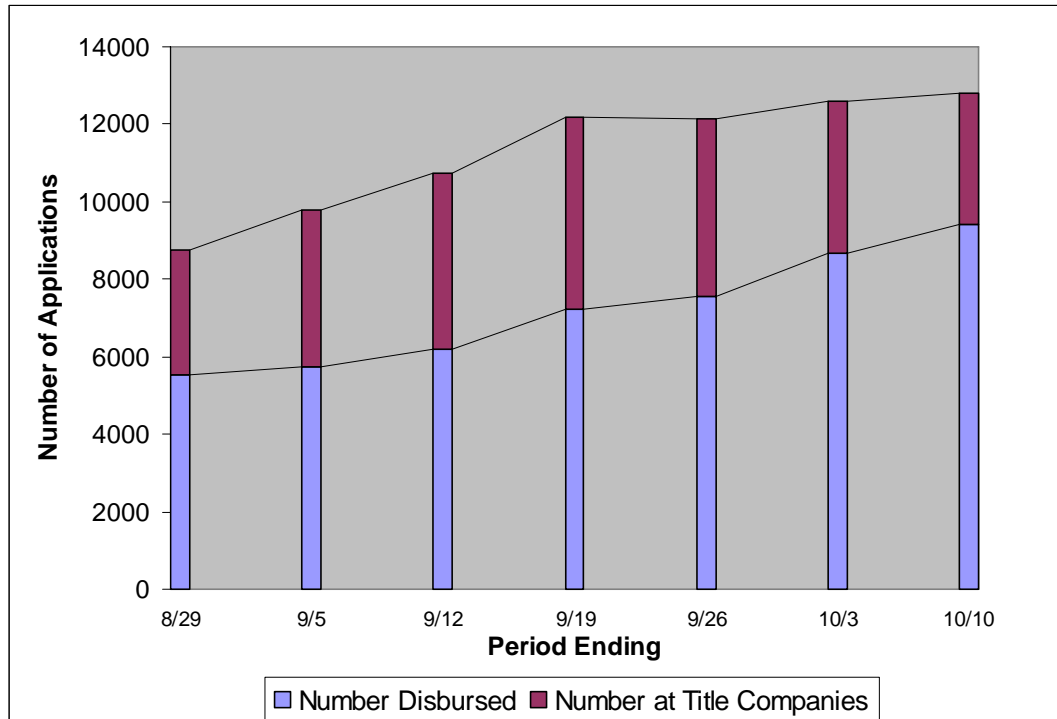
**Table 7: Elevation Disbursement Activity**

	# of Initial Disbursements	# of Additional Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,899	170	\$46,093,480
2008 Elevation Disbursements	1,929	6,805	\$254,122,915
<b>Total Elevation Disbursements</b>	<b>3,828</b>	<b>6,975</b>	<b>\$300,216,395</b>
<b>Applications at Title Companies</b>			
First American Pending Transactions		1,704	\$48,939,315.55
HGI Pending Transactions		1,560	\$45,754,083.98
<b>Total Pending Transactions</b>		<b>3,264</b>	<b>\$94,693,399.53</b>

**Figure 3: 2008 Elevation Letter Response Activity**



**Figure 4: 2008 Elevation Disbursement Activity**



### Closing Activity

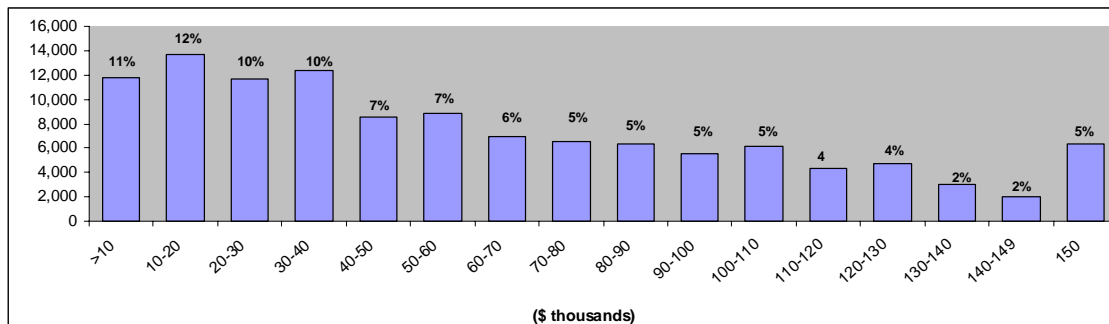
- As of October 16, 2008, a total of 124,195 files were transferred to closing agents with 48 files transferred during the reporting week. Currently, 907 of the files transferred are in inactive status due to situations concerning mortgage or title issues.
- The closing team assisted closing agents with the completion of 118,744 closings
- Of the total 118,744 cumulative closings:
  - The average award is \$60,796
  - 49,908 also received additional compensation grants. The average additional compensation grant award is \$26,808
  - Closed 27,040 elderly applicants for a total of \$1,929,760,370
  - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 11,894 additional disbursements for a total of \$368,423,884
  - The average additional disbursement is \$30,976

**Table 8: Eligible Application Summary**

Completed Applications	
Closed	119,009
Scheduled to be Closed this Month	378
Zero Awards	14,493
Declined Awards	2,567
<b>Total Completed Applications</b>	<b>136,447</b>
Applications that Cannot Close	
No Option Selected by Homeowner	1,208
Occupancy Proof Required	927
Refuse to Close	402
Title, Succession, Legal, Mortgage Issues	1,586
Ownership Proof Required	2,530
Homeowner Unreachable	591
POA/ADDH Issues	1,005
FA/HGI Undecided	30
Compliance Reviews	365
Homeowner Planning to Appeal	198
CREDCO Fail	111
Sold Homes Being Validated for Eligibility	59
Missing Homeowner Documentation	646
<b>Total Applications that Cannot Close</b>	<b>9,658</b>
Active Applications	
In Progress – Pre-Closings (non-sold homes)	948
In Progress – Sold Homes “Interested” and Valid	1,501
IN Progress – Title Company	331
Awaiting Approval by OCD	92
Filed Pre-Closing Appeal	855
<b>Total Active Applications</b>	<b>3,727</b>
<b>TOTAL ELIGIBLE APPLICATIONS</b>	<b>149,832</b>

\*Detailed closing data is based on population of 119,009, rather than 118,744 reported in the Daily Governor’s Report as of October 16, 2008, due to a variance in data feeds.

**Figure 5: Award Size**





# Weekly Situation & Pipeline Report

## Week 120

October 10 – October 16, 2008

**Table 9: Pre-Closing Tracking Report**

ACTIVITY	Fri 10/10	Sat 10/11	Sun 10/12	Mon 10/13	Tues 10/14	Wed 10/15	Thurs 10/16	Weekly Total
Files Transferred for Closing	1	-	-	-	6	-	41	48

**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%	349	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	273	>1%
Asian	2,925	2%	2,001	2%
Asian and White	300	>1%	196	>1%
Black/African American	65,837	36%	49,288	42%
Black/African American and White	1,153	1%	846	1%
Native Hawaiian/Other Pacific Islander	183	>1%	126	>1%
Other Multi-Racial	3,419	2%	2,389	2%
White	72,046	39%	46,709	39%
A race was not provided	37,668	20%	16,078	14%
	185,106		118,733	

\*Detailed closing data is based on population of 118,733, rather than 118,744 reported in the Daily Governor's Report as of October 16, 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	9/5-9/11	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	10/10-10/16	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 120**

**October 10 – October 16, 2008**

## Manufactured Home Project

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

- Identified 16,288 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 14,422 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	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	10/10-10/16	Cumulative Total
Total number of Manufactured Home Applications	16,282	2	2	1	-	1	<b>16,288</b>
Total Manufactured Home Evaluations verified	16,029	-	105	(104)	1	2	<b>16,033</b>
Total Pre-Storm values verified	14,355	20	10	12	12	13	<b>14,422</b>
Total Applications released into letter generation process	14,355	20	10	12	12	13	<b>14,422</b>

## Home Evaluations (Home Inspection) Activity

- Addressed 246 Grant review issues.
- Addressed 229 Appeals.
- Addressed 118 CAD disputes.
- Addressed 2 State Appeals.
- Addressed 12 Critical issues.
- Addressed 20 FEMA eligibility appeals.
- Addressed 43 Structure type issues.
- Completed 30 Elevation Grants
- Addressed 24 Elevation appeals
- Reviewed 14 Post-Accepted Edit Cases and identified 0 for additional review

**Table 13: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	10/10-10/16	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	166,014	2	1	4	3	0	166,024 <sup>a</sup>	2
Work Orders Dispatched	162,926	3	3	3	5	2	162,942	3
Evaluations Completed in the Field	161,029	7	22	(14)	15	17	161,076 <sup>b</sup>	9

<sup>a</sup> 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.

<sup>b</sup> Totals include original and re-evaluations.

### Appeals

As of October 16, 2008, 13,999 cases have been processed through the Appeals department, 11,781 have been resolved, and 2,218 are active. Table 14 shows the status of these cases.

**Table 14: Status of Appeals**

ACTIVITY	As of COB 9/18	As of COB 9/25	As of COB 10/2	As of COB 10/09	As of COB 10/16
Total Cases Processed in Appeals	12,904	12,987	13,406	13,503	13,999
Appeal Cases Pending Decision/Research	1,997	1,940	2,237	2,125	2,103
Ineligible Status Appeal	173	164	143	140	115
Total Active Cases	2,170	2,104	2,380	2,265	2,218
Total Cases Resolved	10,734	10,883	11,026	11,238	11,781

Further analysis of the resolved appeals cases (11,781) shows that:

- 4,105 (35%) have resulted in additional funds being awarded to applicants for a total of \$105,482,186.20. The average additional disbursement is \$25,697
- 438 (4%) resulted in a reduction of award for a total of \$6,244,581.77. The average reduction is \$14,257
- 3,529 (30%) resulted in no change to the award amount
- 3,709 (31%) were reviewed for an eligibility determination, 1,376 were approved and 2,333 were denied

**Table 15: Status of State Panel Review Appeals**

ACTIVITY	As of COB 10/2	As of COB 10/9	As of COB 10/16
Total Cases Requested for State Panel Review	1,538	1,659	1,746
State Appeal Cases in Progress	888	932	1,005
State Appeal Cases Resolved	650	727	741

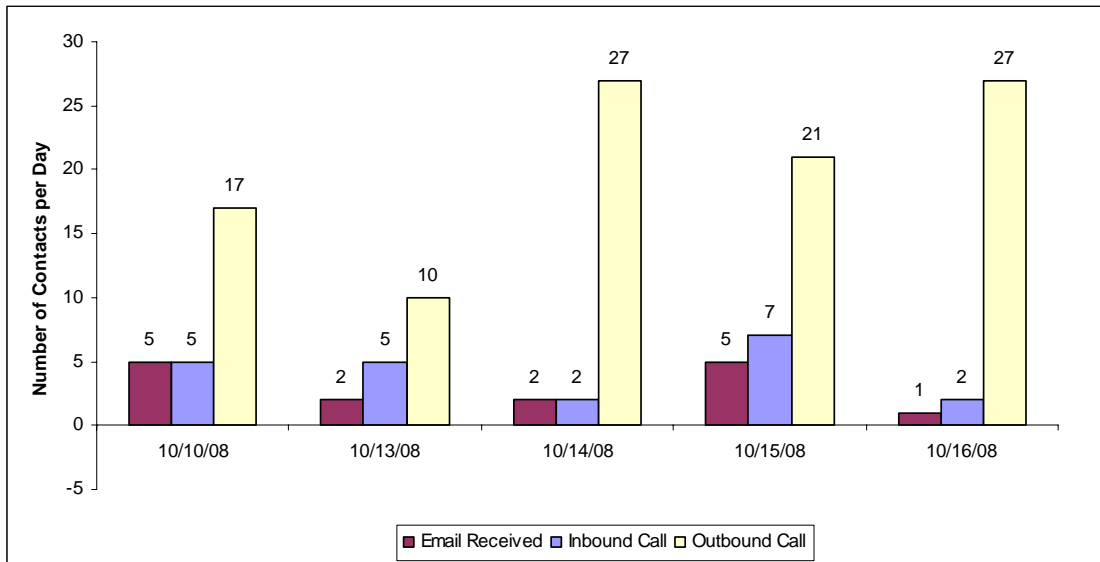
### Personal Application Liaisons (PAL)

During the reporting week, 138 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	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	10/10-10/16	Current Total
Email Received	2,862	443	199	183	5	15	3,707
Inbound Calls	17,100	222	109	109	15	21	17,576
Outbound Calls	59,488	669	153	289	87	102	60,788
<b>Total Contacts</b>	<b>79,450</b>	<b>1,334</b>	<b>461</b>	<b>581</b>	<b>107</b>	<b>138</b>	<b>82,071</b>

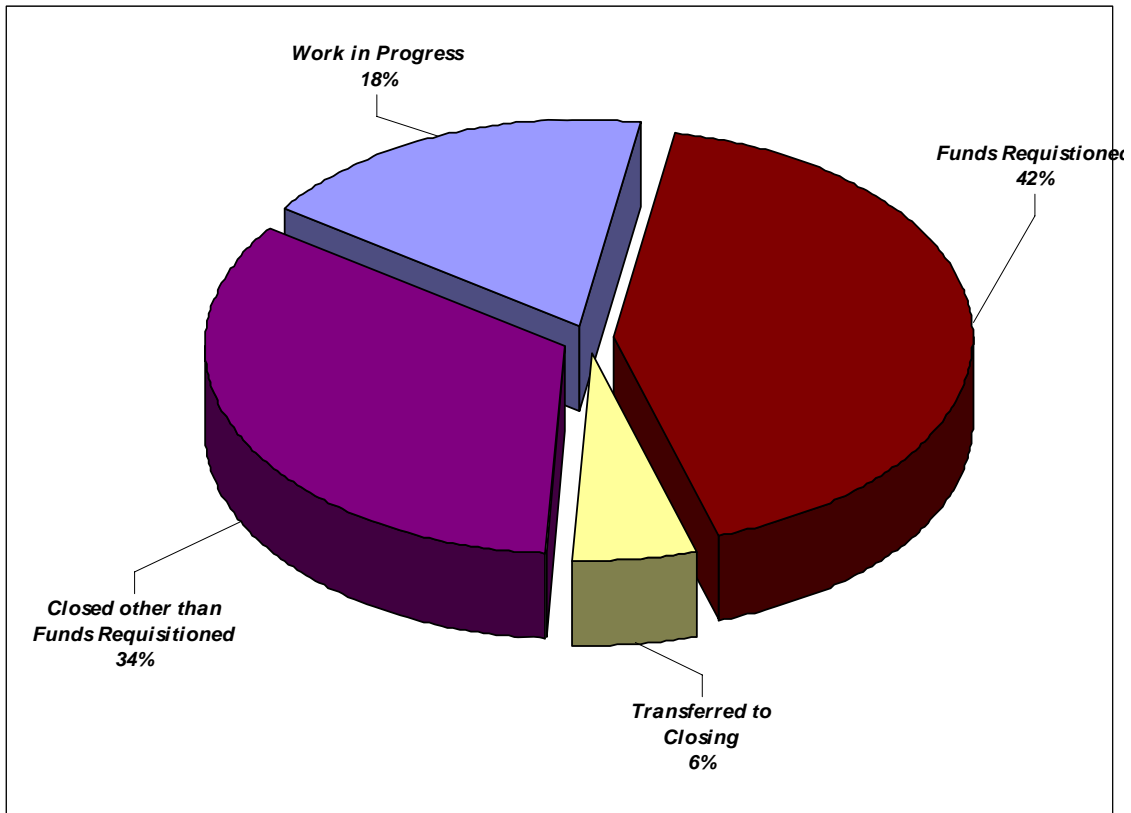
**Figure 6: PAL Contacts by Day**



As of October 16, a total of 37,467 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 6,815 applicant files are being worked by PAL staff
- A total of 30,652 applicant files have progressed to the closing process as the result of PAL efforts
  - 2,087 have been transmitted to closing
  - 15,881 have closed and are at a status of Funds Requisitioned
  - 12,684 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.

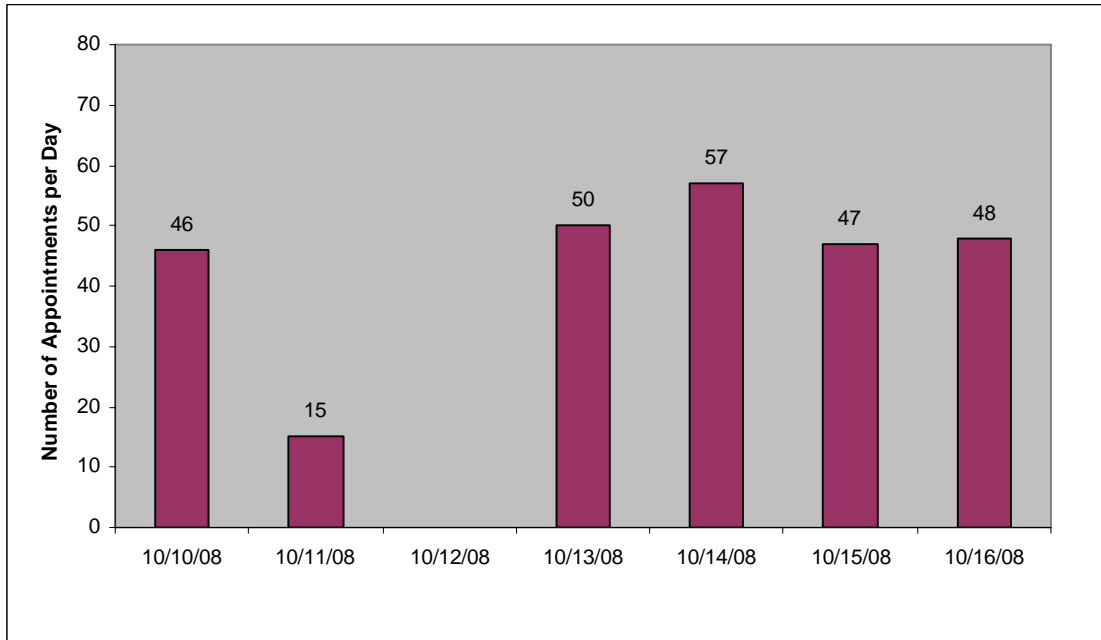
**Table 17: PAL Issues by Category**

Issue Category	# Apps
Advisory Services	3
Affordable Compensation Loan	44
APPEALS	108
Applicant Info	100
Application Completion	36
Appraisal	85
BPO	14
CREDCO	59
Delay of Benefit	72
ECD	73
EGrant Calculation	33
Elevation	53
FEMA	29
FEMA Ind Assist	7
Flood Ins (NFIP)	2
Geospatial	1
Grant Recovery	1
Grant Review	7
Home Evaluation	98
Homeowner dispute or decision pending	252
Info Request	30
Insurance	120
Legal Costs	3
Missing Documentation	693
Multiple Issues	109
Option Change	18
Option Letter	50
Other	391
Outlier	26
Owner Occupancy	172
Ownership	472
Policy Appeal	20
Pre-Storm Value	75
Program eligibility pending	83
QA Outliers	1
Request Appraisal	2
Status Change	337
Title	674
Zero Benefit	62
<b>Total</b>	<b>4,415</b>

### Housing Assistance Center Appointment Activity

There were a total of 263 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	9/12-9/18	9/19-9/25	9/26-10/2	10/3-10/9	10/10-10/16	Current Total	Five Week Average
RHAS Appointments Held	59,206	235	215	213	242	263	60,374	234
Average Daily RHAS Appointments Held		39	36	36	40	44		

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

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

**Housing Assistance Center Processing, October 10 - October 16, 2008**  
**RHAS Appointments**

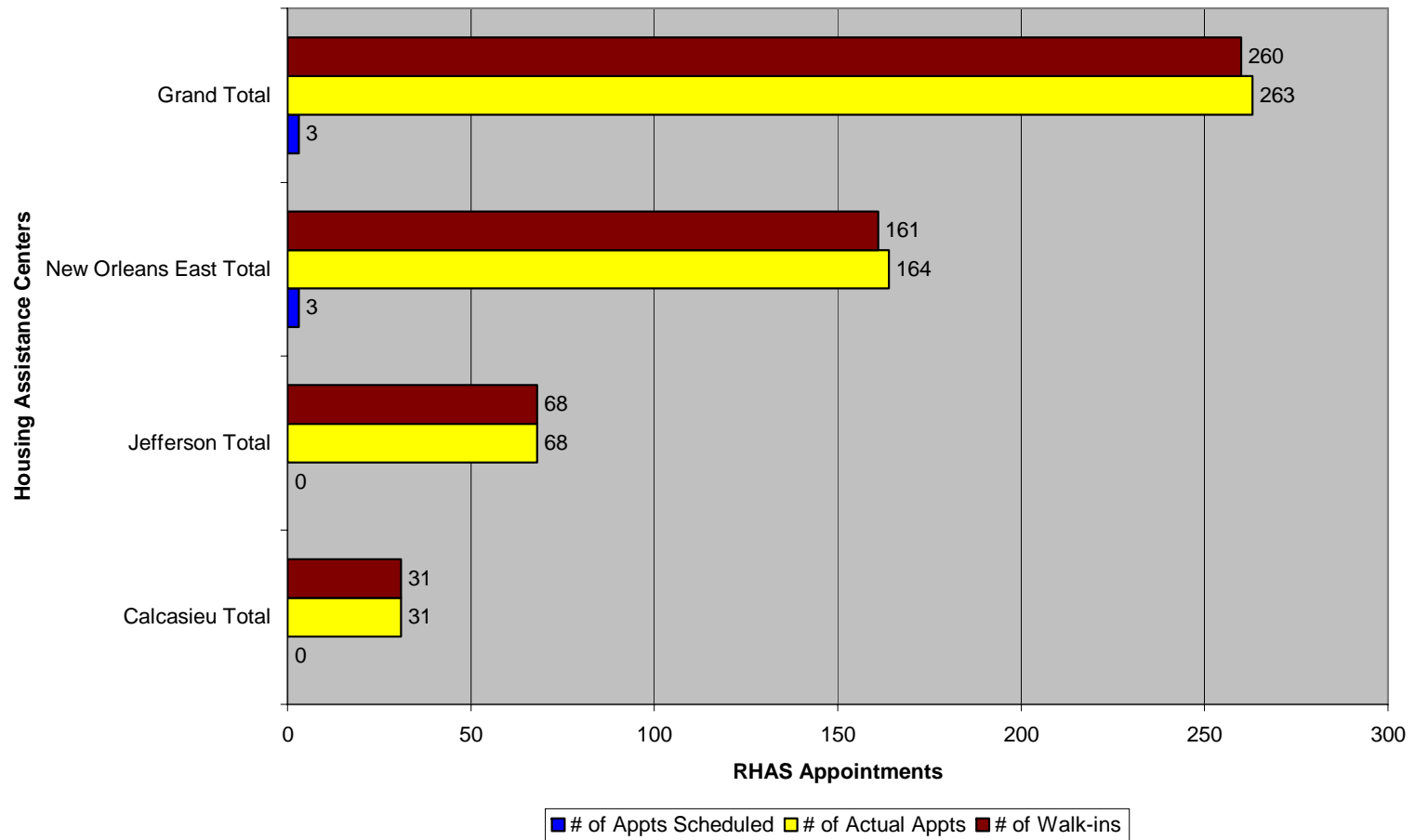
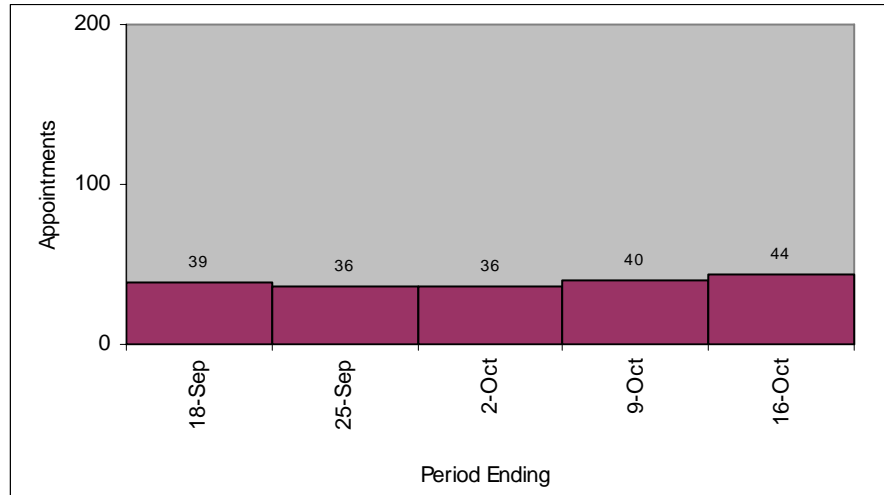


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

**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)	
<b>CONDITIONAL AWARD STAGE</b>						
Conditional Awardees	2,702		5,032		1,996	
Manual Conditional Awards Issued/Appeal Approved	0		5		14	
<b>VERIFICATION STAGE</b>						
Active Awards	761		3,662		1,480	
<b>COMMITMENT LETTER STAGE</b>						
Commitment Letters Mailed	694		2,955		849	
Commitment Letters Returned by Applicant		490		1,664		317
<b>POST COMMITMENT STAGE</b>						
0 - 24% Construction Complete		126		564		68
25 - 49% Construction Complete		59		160		49
50 - 74% Construction Complete		41		137		15
75 - 100% Construction Complete		264		803		185
Total	490		1,664		317	

#### Appeals

- 15 new appeals received
- Completed 20 Appeal Review Determinations
- Mailed 25 Determination letters

**Table 20: Status of Appeals**

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	326	507	599	<b>1,432</b>
Level II Issue Determinations Made	312	486	571	<b>1,369</b>
Level II Issues Remaining to be Resolved	14	21	28	<b>63</b>

**Table 21: Appeals Determinations Summary**

Appeals Determination After Road Home Review	Cumulative Total
Approved	255
Denied	1,015
Dismissed	87
Withdrawn	12

### 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	0	8	0	8
No Acceptance Required	143	128	33	304
Award Cancelled Post Mailing	143	126	32	301
OO Unit Award Acceptance Received	20	20	1	41
Outstanding OO Unit Award Acceptances	5	9	3	17
OO Unit Award Cancelled Post Acceptance	118	97	28	243
OO Unit Award Closings Held	102	71	10	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	12
Round 2	54
Round 2 Waitlist (Round 2.1)	76
Other	101
<b>Total Inbound Calls</b>	<b>243</b>

### 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 *		3,702
Appointments Not Required		2,406
Appointments Required		1,296
Appointments Completed		967
Appointments to be Completed		329

\*Includes applicants contacted multiple times

### URA

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

**Table 25: Relocation Activity**

Occupied Properties				
	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
<b>Owner Occupants with Tenants</b>				
Total Rental Units	162	82	6	250
Tenant Occupied (Relocation possibly needed)	106	49	6	161
Vacant Units	56	33	0	89
<b>General Pool with Tenants</b>				
Total Rental Units	48	406	152	606
Tenant Occupied (Relocation possibly needed)	38	310	124	472
Vacant Units	10	96	28	134



### **PROGRAM SUPPORT STATUS**

#### **LOGISTICS**

- Facilities
  - Completed reconciliation of 2008, 2nd Quarter, Property Audit

#### **HUMAN RESOURCES**

- Met with new Site Manager of the LA Works Centers for St. Bernard and Plaquemines Parishes, located in Chalmette, to restart the on-site HUD Section 3 Training Program and to plan duplicate training sessions during the first and second weeks of November and December at the LA Works Centers in Chalmette and Belle Chasse.
- In partnership with JOB 1/ New Orleans, conducted the second of two (2) "*Special HUD Section 3 Workshops on Job Readiness*" on 14 October, designed for sub-income clients and unemployed individuals impacted by Hurricanes Katrina, Gustav and Ike.
- Worked with the Program Coordinator for the WIA/River Parishes Consortium, to restart HUD Section 3 Training Program on pre- and post-employment trends, designed for low- and very-low income persons, military veterans, people with disabilities, and individuals living in public housing, and to target the third week of November and December for training sessions in the LA Works Center located in St. Charles, St. James, and St. John Parishes.

#### **TRAINING**

- Developed and delivered Assembling Homeowner Appeals Packets Training
- Updated Homeowner Case Management Course
- Updated Homeowner Grant Review Course
- Organized Homeowner Program training materials for posting to the portal

**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 16, 2008	2, 242
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of October 16, 2008	280
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of October 16, 2008	1,348
Internal	Fundamentals of Pre-Closing	Pre-Closing Staff	Fairfax, VA	October 13-15, 2008	85
Internal	Rental Orientation	Rental Staff	Goodwood Office Baton Rouge, LA	October 14, 2008	3
Internal	HDS Introduction	Rental Staff	Goodwood Office Baton Rouge, LA	October 14, 2008	1
Internal	Desk Reference Training	Rental Staff	Goodwood Office Baton Rouge, LA	October 15, 2008	1
Internal	Assembling Homeowner Appeals Packets	Appeals New Hires	Customer Assistance Center Baton Rouge, LA	October 15, 2008	15
Internal	Road Home Overview	OCD	Office of Community Development Baton Rouge, LA	October 16, 2008	12

## EXTERNAL AFFAIRS

### Outreach

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish, Lower 9<sup>th</sup> Ward in Orleans Parish, and LSU Ag Rebuilding Center in Orleans Parish.
- Assisted with Appeals State review clarification calls.
- Attempted to contact previously unreachable applicants to move them forward. Have reached 240 applicants, with efforts toward contacting 381 applicants still in progress.
- Provided program information/individualized status checks for applicants at LRA Board of Director's meeting.
- Worked with elected officials and staff regarding constituent issues including:
  - Sen. Troy Hebert
  - Sen. David Heitmeier
  - Rep. Simone Champagne
  - Rep. J. P. Morrell
  - Rep. A. B. Franklin

- New Orleans Councilman James Carter
- Plaquemines Parish President Billy Nungesser
- Plaquemines Parish Councilman Burghart Turner

**Table 27: Community Outreach Metrics**

Meeting Type	Events held 10/10-10/16	People reached 10/10-10/16	Events To Date	People Reached To Date
Community	3	15	884	50,768
Faith-Based	-	-	219	19,785
Business	-	-	32	1,402
Governmental	1	-	322	9,772
Case Managers	-	-	167	3,427
Rental	-	-	114	2,309
<b>TOTALS</b>	<b>4</b>	<b>15</b>	<b>1,738</b>	<b>87,463</b>

### Communications/Media Relations

#### In support of Homeowner program:

- Assisted with the formatting of the Closeout Business Plan.
- Assisted Appeals team with revisions and updating of homeowner letters and posted them to the Sharepoint system.
- Weekly metrics report distributed to media and posted to website.

#### In support of Rental program:

- Completed Rental program workshop at UNO on Saturday, October 11.
- State approved new Site Index for Rental program Web redesign.
- Completing Rental Property Owners section (including Owner Occupants and Non-Profits) for the Web redesign.
- Coordinating the on-going update, review and approval of Rental program guides, brochures, information sheets and Web content.

### POLICY

- Answered policy questions from staff
- Delivered HO program policies version 6.1 with requested revisions
- Continued work on change proposal for applicants on large rural lots

### INFORMATION TECHNOLOGY

- eGP 6.7.1 release loaded to Production and provided support for 6.8.1 release.
- Provided support for eGrants end users and Operations Management through issue resolution/task completion (approximately 241 completed or resolved) via ithomeownersupport inbox.
- Delivered Webi Report Options Analysis with methodology to OCD
- GIS addressed 83 resolution issues.
- Provided Second Disbursement Analysis to OCD.
- Updated WIMBY critical infrastructure.
- 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**

<b>ACTIVITY</b>	<b>Prior Totals</b>	<b>9/12-9/18</b>	<b>9/19-9/25</b>	<b>9/26-10/2</b>	<b>10/3-10/9</b>	<b>10/10-10/16</b>	<b>Current Totals</b>
<b>Applicant Issues Reported to Anti-Fraud</b>	1,486	56	23	25	24	24	<b>1,638</b>
<b>Evaluator Issues Reported to Anti-Fraud</b>	5	-	-	-	-	-	<b>5</b>
<b>Third-Party Issues Reported to Anti-Fraud</b>	30	-	-	-	-	-	<b>30</b>



**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	318	4		2			324
Allen	528	14	1	3	1		547
Ascension	161	2		2			165
Assumption	235	2		1	1		239
Beauregard	1,023	18		9	4		1,054
Calcasieu	13,614	199	13	210	88	4	14,128
Cameron	1,666	207	5	65	30	1	1,974
East Baton Rouge	201	6	1	2			210
East Feliciana	27	1					28
Evangeline	69	1		1			71
Iberia	1,103	28	2	6	3	3	1,145
Iberville	60	3			1		64
Jefferson	26,842	255	60	419	490	23	28,089
Jefferson Davis	950	18	2	5	10	4	989
Lafayette	124	3		1	1		129
Lafourche	847	11	1	8	1	1	869
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	43,316	4,329	1,885	844	882	35	51,291
Plaquemines	3,226	358	45	83	89	7	3,808
Pointe Coupee	15						15
Sabine	33						33
Saint Bernard	7,818	4,239	813	434	295	19	13,618
Saint Charles	1,095	6	1	9	5	1	1,117
Saint Helena	286	2			1		289
Saint James	390			2			392
Saint Landry	170	6		1		1	178
Saint Martin	107	5		1			113
Saint Mary	905	8		1	2		916
Saint Tammany	11,407	224	58	157	192	9	12,047
St John The Baptist	1,341	2	1	6	12	1	1,363
Tangipahoa	1,603	13	2	4	1	1	1,624
Terrebonne	2,669	81	3	24	12	6	2,795
Vermilion	1,683	91	4	43	10	1	1,832
Vernon	154	3		1	2		160
Washington	1,472	20	1	7	11		1,511
West Baton Rouge	14						14
West Feliciana	3						3
	<b>125,709</b>	<b>10,165</b>	<b>2,899</b>	<b>2,353</b>	<b>2,146</b>	<b>117</b>	<b>143,389</b>



**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	15,421
Cameron	2,115
East Baton Rouge	321
East Feliciana	38
Evangeline	88
Iberia	1,323
Iberville	92
Jefferson	33,380
Jefferson Davis	1,173
Lafayette	153
Lafourche	995
Livingston	296
Orleans	55,545
Plaquemines	4,125
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,662
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	1,802
Terrebonne	3,176
Vermilion	2,004
Vernon	178
Washington	1,791
West Baton Rouge	19
West Feliciana	6
	<b>160,298</b>



**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 118,733 rather than 118,744 reported in Daily Governor’s Report as of October 16, 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	272	2		274
Allen	445	8		453
Ascension	130			130
Assumption	187			187
Beauregard	879	9	1	889
Calcasieu	12,066	98	7	12,171
Cameron	1,401	97	2	1,500
East Baton Rouge	167	3	1	171
East Feliciana	27			27
Evangeline	48			48
Iberia	947	14	1	962
Iberville	47	1		48
Jefferson	22,982	188	22	23,192
Jefferson Davis	776	8		784
Lafayette	105	2		107
Lafourche	719	6	1	726
Livingston	191	2		193



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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	38,273	3,149	1,179	42,601
Plaquemines	2,516	191	12	2,719
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,206	3,173	594	10,973
Saint Charles	900	3	1	904
Saint Helena	235	1		236
Saint James	327			327
Saint Landry	148	5		153
Saint Martin	92	3		95
Saint Mary	741	3		744
Saint Tammany	10,226	147	26	10,399
St John The Baptist	1,117			1,117
Tangipahoa	1,383	4		1,387
Terrebonne	2,259	35	1	2,295
Vermilion	1,476	43	3	1,522
Vernon	126	2		128
Washington	1,201	16	1	1,218
West Baton Rouge	12			12
West Feliciana	3			3
	<b>109,668</b>	<b>7,213</b>	<b>1,852</b>	<b>118,733</b>



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Zip Code	Number of Closings
Zip code not provided	1
70001	806
70002	889
70003	2,196
70005	710
70006	1,336
70011	1
70012	1
70014	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,694
70033	1
70036	175
70037	433
70038	241
70039	78
70040	321
70041	651
70042	6
70043	4,641
70044	3
70045	3
70046	11
70047	146

Zip Code	Number of Closings
70048	1
70049	141
70050	195
70051	53
70052	39
70053	657
70054	1
70056	1,746
70057	105
70058	2,951
70059	5
70062	860
70063	6
70064	5
70065	3,496
70066	7
70067	391
70068	677
70069	9
70070	121
70071	44
70072	4,096
70073	6
70074	1
70075	1,313
70076	13
70077	1
70078	18
70079	20
70080	15

Zip Code	Number of Closings
70081	1
70082	119
70083	688
70084	225
70085	1,384
70086	62
70087	288
70090	158
70091	91
70092	1,874
70093	2
70094	1,844
70095	2
70096	1
70101	14
70104	1
70105	1
70107	1
70109	1
70110	1
70112	67
70113	380
70114	1,190
70115	1,279
70116	687
70117	5,328
70118	2,188
70119	3,214
70120	1
70121	385



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Zip Code	Number of Closings
70122	7,260
70123	489
70124	3,345
70125	1,506
70126	5,726
70127	3,666
70128	3,275
70129	1,805
70130	197
70131	1,329
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	173
70302	2
70339	5
70340	19
70341	45

Zip Code	Number of Closings
70342	5
70343	27
70344	570
70345	89
70346	55
70352	1
70353	172
70354	49
70355	7
70356	146
70357	49
70358	204
70359	76
70360	124
70361	5
70363	693
70364	120
70372	10
70373	15
70374	37
70377	256
70380	76
70381	2
70390	102
70391	4
70392	36
70393	6
70394	239
70395	28
70397	146

Zip Code	Number of Closings
70401	156
70403	222
70404	13
70420	103
70421	11
70422	270
70423	1
70424	1
70426	164
70427	675
70429	4
70430	1
70431	101
70433	275
70434	9
70435	244
70436	16
70437	131
70438	333
70440	1
70441	154
70442	5
70443	161
70444	176
70445	633
70446	42
70447	74
70448	467
70449	16
70450	52



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Zip Code	Number of Closings
70451	27
70452	389
70453	8
70454	177
70455	12
70456	101
70457	1
70458	3,174
70459	10
70460	1,885
70461	2,650
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	569
70511	2
70512	13

Zip Code	Number of Closings
70514	119
70515	10
70516	2
70517	43
70518	12
70519	3
70520	9
70521	1
70522	13
70523	20
70524	2
70525	21
70526	112
70528	287
70529	9
70531	10
70532	111
70533	621
70534	3
70535	31
70537	3
70538	420
70540	1
70542	51
70543	24
70544	191
70546	225
70548	102
70549	59
70550	2

Zip Code	Number of Closings
70551	2
70552	9
70554	8
70555	12
70556	11
70559	20
70560	641
70562	1
70563	25
70569	2
70570	94
70575	2
70576	1
70577	3
70578	58
70581	22
70582	40
70583	7
70584	5
70585	1
70586	18
70589	8
70591	149
70592	22
70601	2,840
70602	7
70605	1,600
70606	11
70607	1,919
70609	1



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Zip Code	Number of Closings
70610	1
70611	965
70612	5
70614	1
70615	1,170
70616	6
70621	1
70630	117
70631	556
70632	176
70633	457
70634	448
70637	14
70638	2
70639	3
70640	33
70641	2
70643	106
70644	2
70645	257
70646	64
70647	582
70648	156
70650	13
70651	12
70652	68
70653	56
70654	9
70655	136
70656	11

Zip Code	Number of Closings
70657	218
70658	22
70659	12
70660	103
70661	227
70662	3
70663	1,255
70664	14
70665	548
70666	1
70667	1
70668	363
70669	612
70699	1
70702	1
70706	13
70707	2
70711	17
70714	17
70716	1
70717	2
70718	3
70719	4
70721	14
70722	18
70723	37
70725	7
70726	29
70727	1
70728	1

Zip Code	Number of Closings
70729	1
70730	4
70733	5
70734	6
70737	31
70739	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
70785	21



# Weekly Situation & Pipeline Report

## Week 120

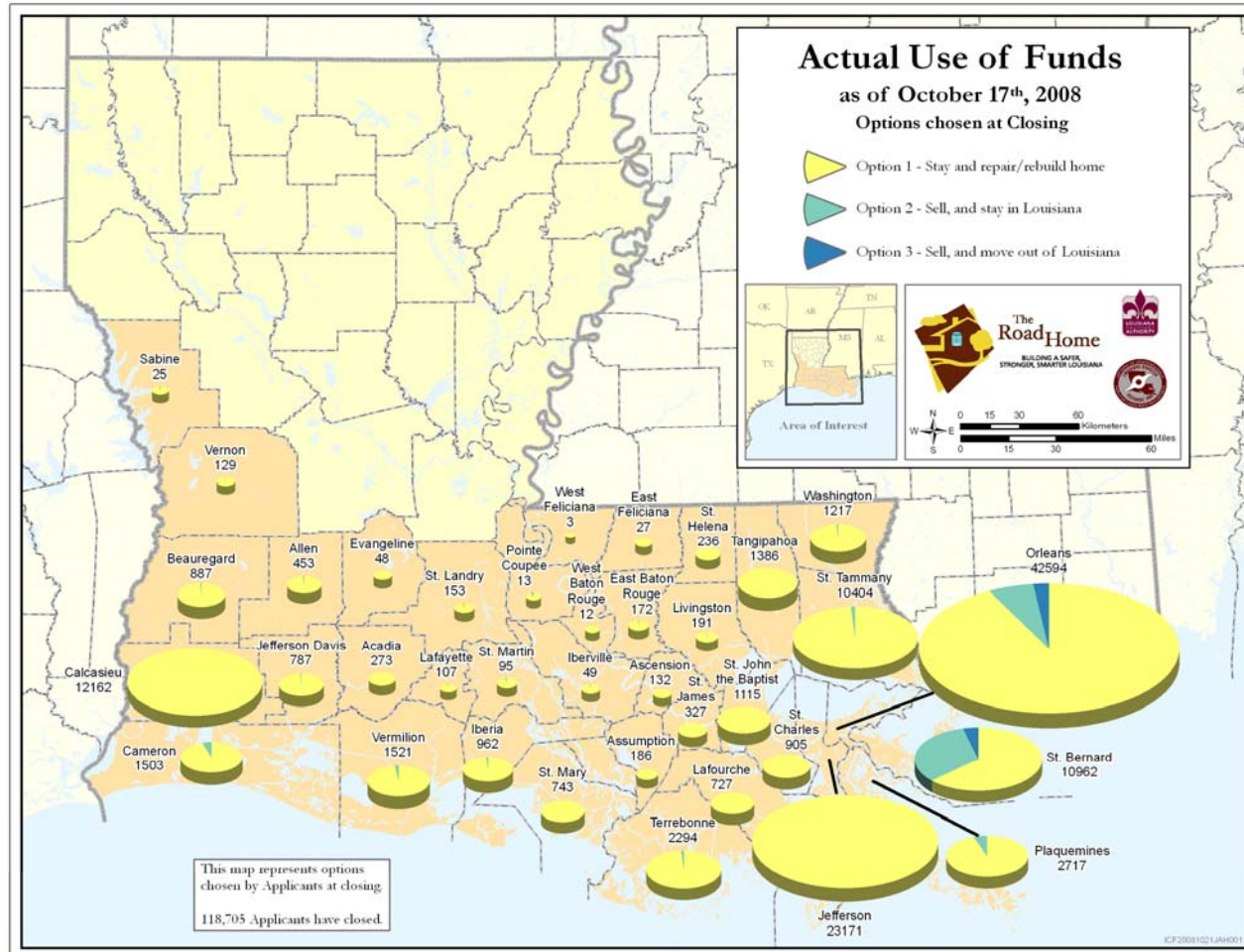
October 10– October 16, 2008

Zip Code	Number of Closings
70788	9
70789	2
70791	12
70792	1
70802	19
70805	27
70806	4
70807	7
70808	3
70809	1
70810	7
70811	7
70812	11
70814	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
71353	5

Zip Code	Number of Closings
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
	<b>118,733</b>



### 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 120

October 10– October 16, 2008

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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).