



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 124 Situation & Pipeline** **Report**

November 18, 2008



Table of Contents

EXECUTIVE SUMMARY 2

 Homeowner Assistance Program..... 2

 Small Rental Property Program 3

 Deliverables 3

HOMEOWNER PROGRAM 4

 Housing Assistance Center Activity 6

 Award Calculation Activity 6

 Award Selection Activity..... 6

 Low/Moderate Income Households 6

 Elevation Program Activity 9

 Closing Activity 10

 Condominium Project 13

 Manufactured Home Project 13

 Home Evaluations (Home Inspection) Activity..... 14

 Appeals 15

 Personal Application Liaisons (PAL) 15

 Housing Assistance Center Appointment Activity 18

RENTAL PROPERTY PROGRAM..... 20

 Underwriting..... 20

 Appeals 20

 Owner Occupant (OO) Units 21

 Tier 2 Call Center..... 21

 Financial Advisors 22

 URA 22

PROGRAM SUPPORT STATUS 23

 LOGISTICS 23

 HUMAN RESOURCES 23

 TRAINING 23

 EXTERNAL AFFAIRS 24

 Communications/Media Relations..... 24

 Outreach..... 25

 POLICY 25

 INFORMATION TECHNOLOGY 26

 FRAUD PREVENTION AND COMPLIANCE 26

APPENDIX A 27

APPENDIX B 29

APPENDIX C 30

APPENDIX D 37

APPENDIX E 38

GLOSSARY 39

EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 272 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,350 and the total number of closings held as of November 13 increased to 119,693. Cumulatively, homeowners returned 143,617 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB November 6	Weekly Activity	As of COB November 13	Status Adjustments	
				Inactive	Ineligible
Applications Received	229,415	-	229,415		
Applications Not Valid for Processing			(44,303)		44,303
Applications Recorded	185,112	-	185,112		
Pre-Appointment Inactives			19,151		19,151
Total Appointments Held	227,293	272	227,565		
<i>Initial Appointments Held</i>	166,093	-	166,093	450	7,482
<i>RHAS Appointments Held</i>	61,200	272	61,472		
Benefits Calculated	160,332	18	160,350		
Benefit Options Letters Sent	152,504	(6)	152,498	680	554
Total Benefit Options Letters Returned			143,617		
<i>Number of Option One Selections</i>	125,873	13	125,886	1,487	2,312
<i>Number of Option Two Selections</i>	10,189	1	10,190	196	110
<i>Number of Option Three Selections</i>	2,925	(4)	2,921	122	29
<i>Decline Benefits</i>	2,421	47	2,468	114	28
<i>Delay Benefits</i>	2,056	(21)	2,035	274	111
<i>Incomplete Benefit Selection Form</i>	116	1	117	14	23
Benefit Options Letters Available for Transfer to Closing			134,741		
Files Transferred for Closing	124,746	209	124,955	847	36
Total Inactives and Ineligibles				4,184	74,139
Closings Scheduled			23		
Closings Held	119,530	163	119,693		

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	161	166
Conditional Awards Cancelled	2,010	1,457	582	4,049
Conditional Awards Reinstated	50	57	4	111
Total Active Awards *	742	3,637	1,579	5,958
Commitment Letters Mailed	694	3,028	953	4,675
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	144	137	34	315
OO Unit Award Letters Mailed	143	126	32	301

* Includes 41 applications reinstated through the Appeals Process.

Deliverables

No deliverables were provided during this reporting period.

HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 11/06	CUMULATIVE As of 11/13	INCREASE
APPLICATIONS & APPOINTMENTS	APPS RECEIVED	229,415	229,415	-
	APPS RECORDED	185,112	185,112	-
	PRE-APPT INACTIVE APPS	19,151	19,151	-
	INITIAL APPTS HELD	166,093	166,093	-
	RHAS APPTS HELD	61,200	61,472	272
CALCULATIONS	BENEFITS CALCULATED	160,332	160,350	18
	TOTAL	\$9.59 billion	\$ 9.59 billion	\$.0 b
	AVERAGE	\$61,985	\$62,002	

- 166,093 applicants have completed initial appointments
- The \$9.59 billion total and \$62,002 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 11/06	CUMULATIVE As of 11/13	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,504	152,498	(6)
	OPTIONS LETTERS RETURNED	143,580	143,617	37
	BSF AVAIL FOR TRANSFER TO CLOSING	134,707	134,741	34
CLOSINGS	TRANSFERRED TO CLOSING	124,746	124,955	209
	INACTIVE CLOSING FILES	856	847	(9)
	CLOSINGS HELD	119,530	119,693	163
	TOTAL	\$7.33 billion	\$7.36 billion	\$.03 b
	AVERAGE*	\$61,344	\$61,527	

- Applicants have returned 143,617 Benefits Selection Forms. After processing and review, 134,741 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 124

November 7 – November 13, 2008

Housing Assistance Center Activity

- A total of 272 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 61,472 total RHAS appointments held to date
 - 269 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,350 benefits, an increase of 18 for the week
 - The average total benefit calculated was \$62,002 (excluding ‘zero’ awards)
 - 5,623 calculations resulted in ‘zero’ grant amounts
 - 154,727 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 143,617 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,950 options selection letters have been returned from elderly applicants (Table 3)
 - The vast majority of all homeowners, including elderly homeowners, have selected Option 1 to keep their homes
 - 134,741 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 3: Cumulative Elderly Benefits Options Selection

Elderly Benefits Options Selected	
<i>Number of Option One</i>	26,566
<i>Number of Option Two</i>	3,164
<i>Number of Option Three</i>	2,220
Total Elderly Benefits Options Selected	31,950

Low/Moderate Income Households

- A total of 119,682 applicants had gone to closing and received their Road Home disbursement as of November 13, 2008. Of these applicants, 49,311 (41 percent) were documented as LMI.
- A total of \$7,363,689,346.94 in Homeowner Assistance Program awards were disbursed as of November 13, 2008. Of these disbursements, \$3,646,011,160 (50 percent) went to applicants documented as LMI.



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

**Table 4: Options Selected Activity
Total Household and Low/Moderate Income (LMI) Detail**

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	125,886	10,190	2,921	138,997
Total \$ in Options Selected	\$7,111,661,129.67	\$798,844,599.16	\$192,047,241.88	\$8,102,552,970.71
Comp Grant \$ in Options Selected	\$4,882,622,345.87	\$602,614,988.21	\$192,047,241.88	\$5,677,284,575.96
Elev Grant \$ in Options Selected *	\$931,589,149.81			\$931,589,149.81
ACG \$ in Options Selected	\$1,297,449,633.99	\$196,229,610.95		\$1,493,679,244.94
Low/Moderate Income (LMI) Detail				
Number of Options Selected by LMI	51,688	4,433	1,194	57,315
Total \$ to LMI	\$3,658,717,815.14	\$428,630,722.78	\$78,742,585.16	\$4,166,091,123.08
Comp Grant \$ to LMI	\$1,922,055,151.92	\$232,401,111.83	\$78,742,585.16	\$2,233,198,848.91
Elev Grant \$ to LMI	\$439,213,029.23			\$439,213,029.23
ACG \$ to LMI	\$1,297,449,633.99	\$196,229,610.95		\$1,493,679,244.94
Percentage of Total				
% of Total Options Selected that are LMI	41 %	44 %	41 %	41 %
% of Total \$ to LMI	51 %	54 %	41 %	51 %
% of Comp Grant \$ to LMI	39 %	39 %	41 %	39 %
% 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 124

November 7 – November 13, 2008

**Table 5: 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	110,461	7,321	1,905	119,682
Total \$ in Closings Held	\$6,579,324,121.41	\$639,843,164.23	\$144,522,061.30	\$7,363,689,346.94
Comp Grant \$ in Closings Held	\$4,722,356,865.61	\$478,855,832.59	\$144,522,061.30	\$5,345,734,759.50
Elev Grant \$ in Closings Held	\$516,500,186.27	\$29,295.00		\$516,529,481.27
ACG \$ in Closings Held	\$1,340,467,069.53	\$160,958,036.64		\$1,501,425,106.17
Number of Closings Held by LMI				
Number of Closings Held by LMI	45,229	3,294	790	49,311
Total \$ to LMI	\$3,256,956,121.68	\$329,088,707.98	\$59,966,330.27	\$3,646,011,159.93
Comp Grant \$ to LMI	\$1,827,416,713.65	\$184,999,409.75	\$59,966,330.27	\$2,072,382,453.67
Elev Grant \$ to LMI	\$239,721,433.35			\$239,721,433.35
ACG \$ in Research for Categorization**	\$150,649,094.85	\$16,868,738.41		\$167,517,833.26
ACG \$ to LMI	\$1,189,817,974.68	\$144,089,298.23		\$1,333,907,272.91
Total ACG \$	\$1,340,467,069.53	\$160,958,036.64		\$1,501,425,106.17
% of Total Closings Held that are LMI				
% of Total Closings Held that are LMI	41 %	45 %	41 %	41 %
% of Total \$ to LMI				
% of Total \$ to LMI	50 %	51 %	41 %	50 %
% of Comp Grant \$ to LMI				
% of Comp Grant \$ to LMI	39 %	39 %	41 %	39 %
% of Elev Grant \$ to LMI				
% of Elev Grant \$ to LMI	46 %	N/A%	N/A	46 %
% of ACG \$ to LMI				
% of ACG \$ to LMI	89 %	90 %	N/A	89 %

*Detailed closing data is based on population of 119,682 rather than 119,693 reported in the Daily Governor's Report as of November 13, 2008, due to a variance in data feeds.

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

Elevation Program Activity

As of November 13, 115,725 elevation letters have been sent to applicants.

- 33,156 (29%) applicants have returned letters expressing their interest in participating in the elevation program. See Figure 3 for a summary of Elevation Letter Response Activity
- 14,651 applicants have received elevation disbursements totaling \$417,851,581 (average elevation award of \$28,520) including:
 - 2,364 initial and 10,386 additional disbursements of elevation funds in 2008 for a total of \$370,756,986
 - 1,901 initial and 254 additional disbursements previously distributed for a total of \$47,094,595
- 3,983 elevation requests for a total of \$116,092,358 are currently at the closing companies for processing. See Table 6 and Figure 4 for a summary of Elevation Disbursement Activity

Figure 3: 2008 Elevation Letter Response Activity

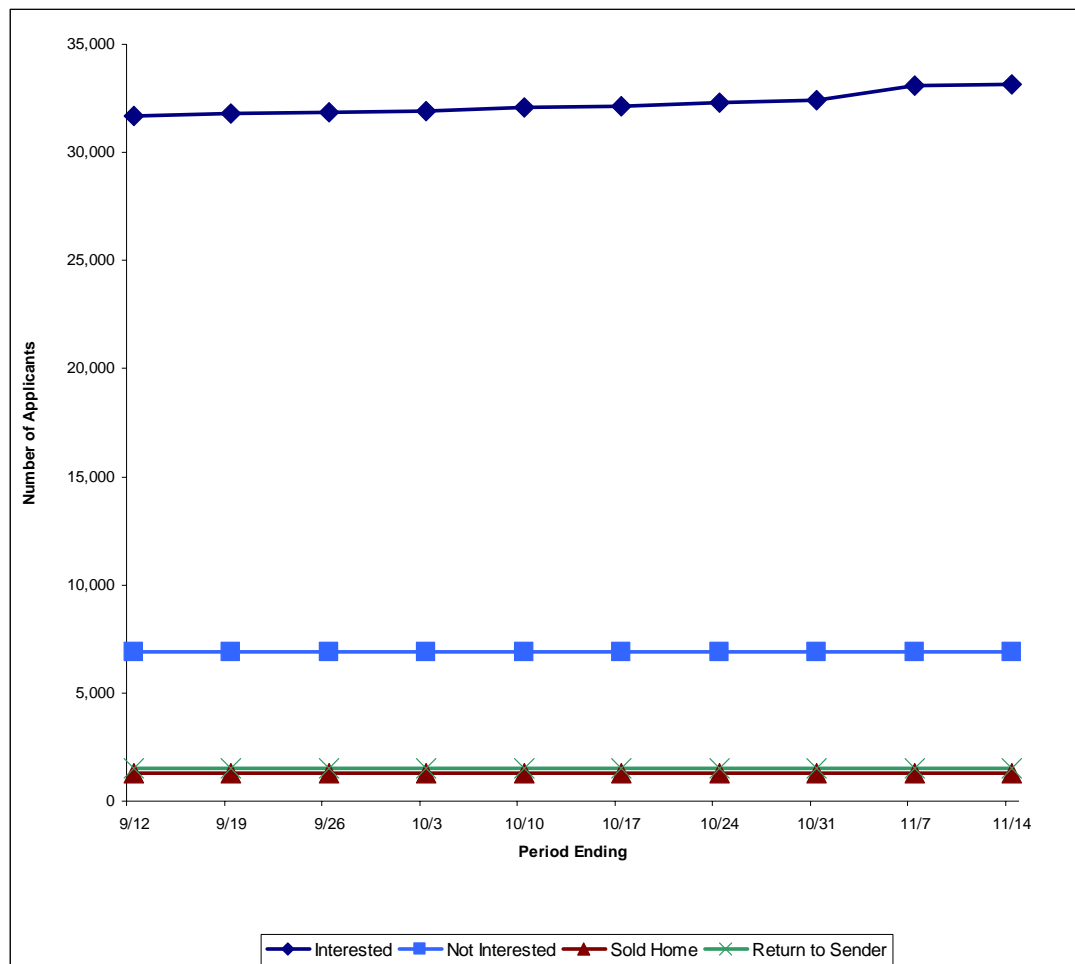


Figure 4: 2008 Elevation Disbursement Activity

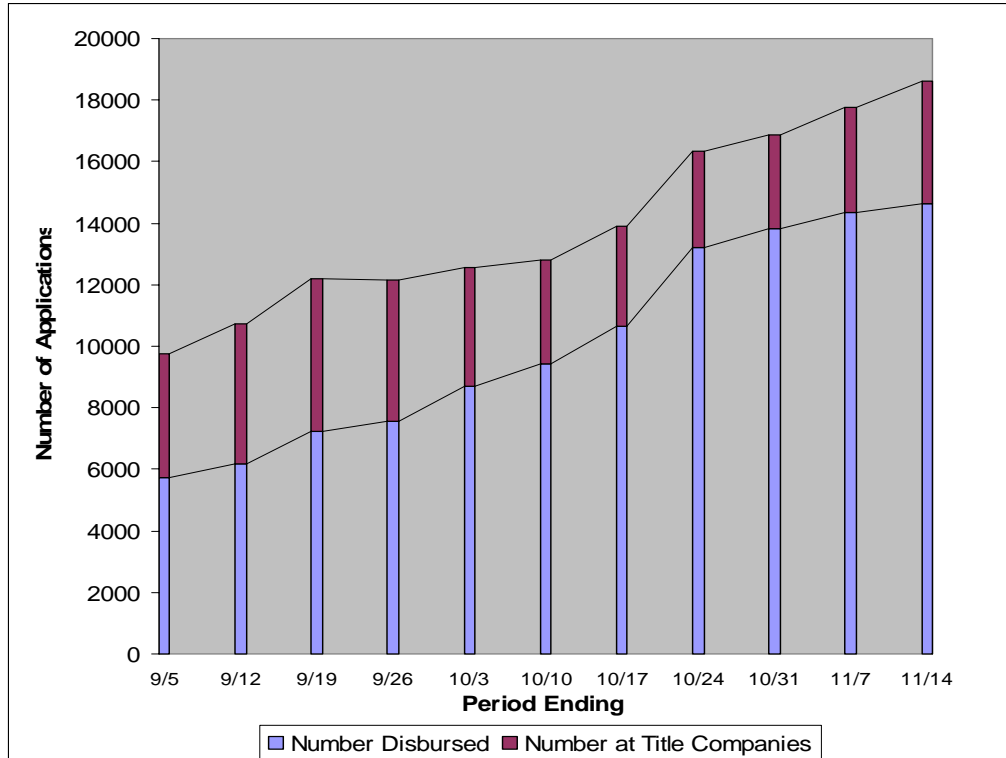


Table 6: Elevation Disbursement Activity

	# of Initial Disbursements	# of Additional Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,901	254	\$47,094,595
2008 Elevation Disbursements	2,364	10,386	\$370,756,986
Total Elevation Disbursements	4,265	10,640	\$417,851,581
Applications at Title Companies			
First American Pending Transactions		1,944	\$56,191,772.26
HGI Pending Transactions		2,039	\$59,900,586.18
Total Pending Transactions		3,983	\$116,092,358.44

Closing Activity

- As of November 13, 2008, a total of 124,955 files have been transferred to closing agents with 209 files transferred during the reporting week. Currently, 847 of the files transferred are in inactive status due to situations concerning mortgage or title issues.
- The closing team has assisted closing agents complete 119,693 closings, of which:
 - The average award is \$61,527
 - 49,311 also received additional compensation grants. The average additional compensation grant award is \$27,051



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

- Closed 27,269 elderly applicants for a total of \$1,961,122,811
- Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 16,542 additional disbursements for a total of \$507,618,371. The average additional disbursement is \$30,687

Table 7: Eligible Application Summary

Completed Applications	
Closed	119,703
Scheduled to be Closed this Month	273
Zero Awards	14,422
Declined Awards	2,900
Total Completed Applications	137,298
Applications that Cannot Close	
No Option Selected by Homeowner	711
Occupancy Proof Required	824
Refuse to Close	329
Title, Succession, Legal, Mortgage Issues	1,404
Ownership Proof Required	2,285
Homeowner Unreachable	491
POA/ADDH Issues	920
FA/HGI Undecided	38
Compliance Reviews	340
Homeowner Planning to Appeal	164
CREDCO Fail	55
Sold Homes Being Validated for Eligibility	103
FEMA Eligibility Issue	37
Missing Homeowner Documentation	470
Total Applications that Cannot Close	8,171
Active Applications	
In Progress – Pre-Closings (non-sold homes)	1,655
In Progress – Sold Homes “Interested” and Valid	1,405
IN Progress – Title Company	384
Awaiting Approval by OCD	230
Filed Pre-Closing Appeal	669
Total Active Applications	4,343
TOTAL ELIGIBLE APPLICATIONS	149,812

*Detailed closing data is based on population of 119,703 rather than 119,693 reported in the Daily Governor’s Report as of November 13, 2008, due to a variance in data feeds.

Figure 5: Award Size

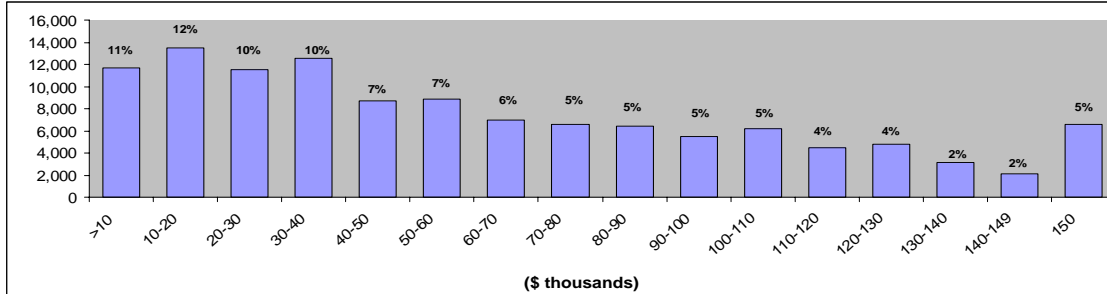


Table 8: Pre-Closing Tracking Report

ACTIVITY	Fri 11/07	Sat 11/08	Sun 11/09	Mon 11/10	Tues 11/11	Wed 11/12	Thurs 11/13	Weekly Total
Files Transferred for Closing	1	-	-	-	-	208	-	209

Table 9: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	482	>1%
American Indian/Alaska Native and White	530	>1%	352	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	279	>1%
Asian	2,925	2%	2,022	2%
Asian and White	300	>1%	199	>1%
Black/African American	65,837	36%	49,677	42%
Black/African American and White	1,153	1%	853	1%
Native Hawaiian/Other Pacific Islander	183	>1%	127	>1%
Other Multi-Racial	3,419	2%	2,404	2%
White	72,046	39%	47,103	39%
A race was not provided	37,668	20%	16,184	14%
	185,106		119,682	

*Detailed closing data is based on population of 119,682 rather than 119,693 reported in the Daily Governor's Report as of November 13, 2008, due to a variance in data feeds.



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

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 10.

Table 10: Condominium Pipeline Progress

Activity	Prior Total	10/3-10/9	10/10-10/16	10/17-10/23	10/24-10/30	10/31-11/06	11/07-11/13	Current Total
Total number of Condo Applications	1,065	-	-	-	-	12	-	1,077
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	-	-	-	-	120	-	979
Option Letters Created	838	-	-	-	-	141	-	979
Option Letters Mailed*	832	-	-	-	-	147	-	979
Option Letters Received	532	-	-	-	-	-	-	532
Transmitted for Closing	313	-	-	-	-	-	-	313
Closings Held	277	-	-	-	-	-	-	277
Elevation Only Awards	186	-	-	-	-	(186)	-	0
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 11):

- Identified 16,300 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
 - Confirmed 14,467 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation continues



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Table 11: Manufactured Home Pipeline Progress

Activity	Prior Total	10/10-10/16	10/17-10/23	10/24-10/30	10/31-11/06	11/07-11/13	Cumulative Total
Total number of Manufactured Home Applications	16,287	1	5	-	1	6	16,300
Total Manufactured Home Evaluations verified	16,031	2	-	-	1	2	16,036
Total Pre-Storm values verified	14,409	13	7	-	18	20	14,467
Total Applications released into letter generation process	14,409	13	7	-	18	20	14,467

Home Evaluations (Home Inspection) Activity

- Addressed 484 Grant review issues.
- Addressed 105 Appeals.
- Addressed 55 CAD disputes.
- Addressed 8 State Appeals.
- Addressed 10 Critical issues.
- Addressed 5 FEMA eligibility appeals.
- Addressed 7 Structure type issues.
- Completed 17 Elevation Grants
- Addressed 20 Elevation appeals
- Reviewed 38 Post-Accepted Edit Cases

Table 12: Home Evaluation Team Metrics

ACTIVITY	Prior Total	10/10-10/16	10/17-10/23	10/24-10/30	10/31-11/06	11/07-11/13	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	166,024	0	2	2	7	1	166,036 ^a	2
Work Orders Dispatched	162,940	2	2	3	7	2	162,956	3
Evaluations Completed in the Field	161,059	17	11	15	11	14	161,127 ^b	14

^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 November 13, 2008, 14,485 cases have been processed through the Appeals department, 12,680 have been resolved, and 1,805 are active. Table 13 shows the status of these cases.

Table 13: Status of Appeals

ACTIVITY	As of COB 10/16	As of COB 10/23	As of COB 10/30	As of COB 11/06	As of COB 11/13
Total Cases Processed in Appeals	13,999	14,148	14,314	14,368	14,485
Appeal Cases Pending Decision/Research	2,103	2,012	1,977	1,800	1,719
Ineligible Status Appeal	115	113	115	94	86
Total Active Cases	2,218	2,125	2,092	1,894	1,805
Total Cases Resolved	11,781	12,023	12,222	12,474	12,680

Further analysis of the resolved appeals cases (12,680) shows that:

- 4,409 (35%) have resulted in additional funds being awarded to applicants for a total of \$116,835,773. The average additional disbursement is \$26,499
- 471 (4%) resulted in a reduction of award for a total of \$6,401,679. The average reduction is \$13,593
- 3,873 (31%) resulted in no change to the award amount
- 3,927 (31%) were reviewed for an eligibility determination, 1,428 were approved and 2,499 were denied

Table 14: Status of State Panel Review Appeals

ACTIVITY	As of COB 10/30	As of COB 11/06	As of COB 11/13
Total Cases Requested for State Panel Review	1,746	1,770	1,883
State Appeal Cases in Progress	1,005	1,029	1,131
State Appeal Cases Resolved	741	741	752

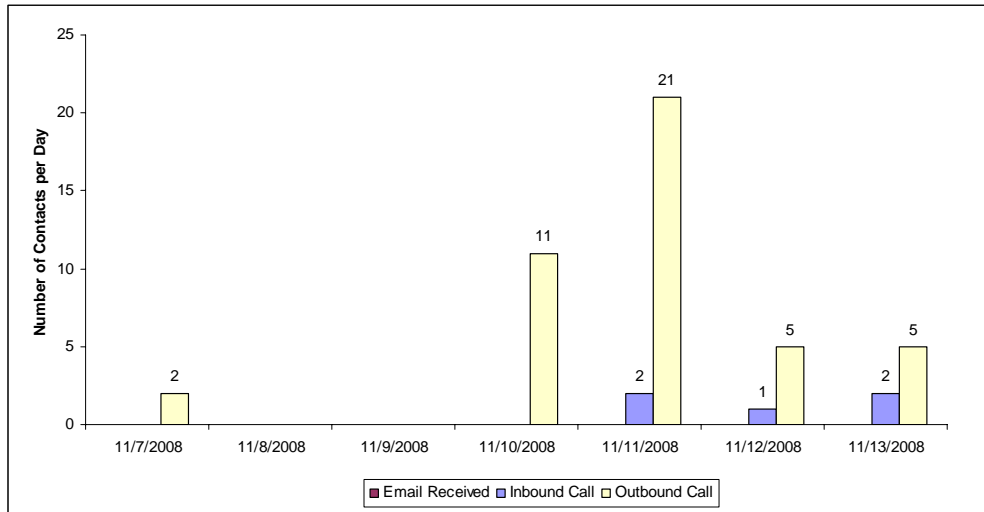
Personal Application Liaisons (PAL)

During the reporting week, 123 contacts were made through the PAL initiative. Table 15 and Figure 6 detail these contacts by type and day.

Table 15: PAL Metrics

ACTIVITY	Prior Total	10/10- 10/16	10/17- 10/23	10/24- 10/30	10/31- 11/06	11/07- 11/13	Current Total
Email Received	3,692	15	2	5	3	-	3,717
Inbound Calls	17,555	21	10	13	11	5	17,615
Outbound Calls	60,686	102	107	122	109	44	61,170
Total Contacts	81,933	138	119	140	123	49	82,502

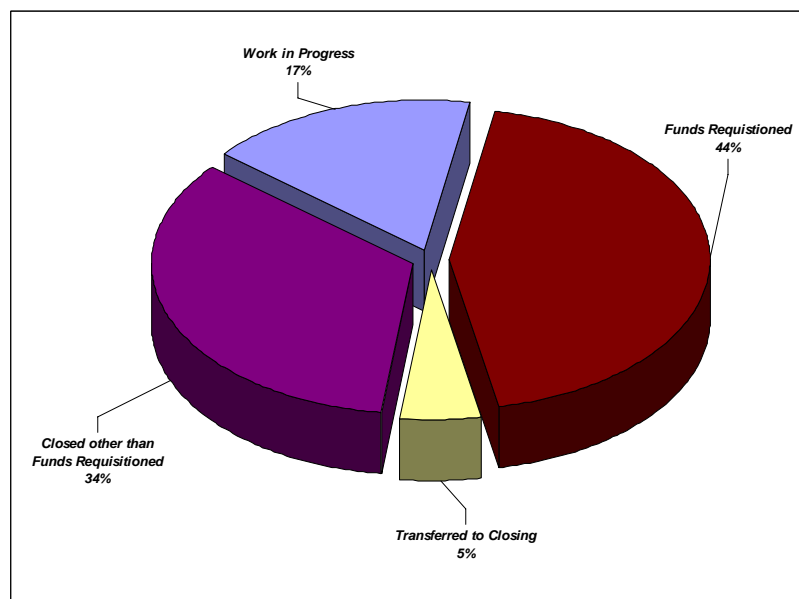
Figure 6: PAL Contacts by Day



As of November 13, a total of 37,768 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 6,336 applicant files are being worked by PAL staff
- A total of 31,432 applicant files have progressed to the closing process as the result of PAL efforts
 - 1,897 are in a transmitted to closing status
 - 16,667 have closed and are at a status of Funds Requisitioned
 - 12,868 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown





Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Additionally, Table 16 shows a breakdown of issues by categories that are being handled through the PAL initiative.

Table 16: PAL Issues by Category

Issue Category	# Apps
Advisory Services	5
Affordable Compensation Loan	24
APPEALS	112
Applicant Info	133
Application Completion	15
Appraisal	76
BPO	4
Compliance Review	21
CREDCO	24
Delay of Benefit	53
ECD	51
EGrant Calculation	23
Elevation	54
FEMA	30
FEMA Ind Assist	4
Flood Ins (NFIP)	2
Flood Zone	1
Geospatial	1
Grant Review	1
Home Eval	3
Home Evaluation	64
Homeowner dispute or decision pending	104
Info Request	71
Insurance	96
Legal Costs	4
Manufactured Home	1
Missing Documentation	443
Multiple Issues	103
Option Change	13
Option Letter	26
Other	251
Outlier	23
Owner Occupancy	110
Ownership	306
Parish Damage	1
Policy Appeal	13
Pre-Storm Value	77
Program eligibility pending	47
QA Outliers	3
Request Appraisal	1
State Appeal	8
Status Change	256
Title	525
Zero Benefit	31
Total	3,214

Housing Assistance Center Appointment Activity

There were a total of 272 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

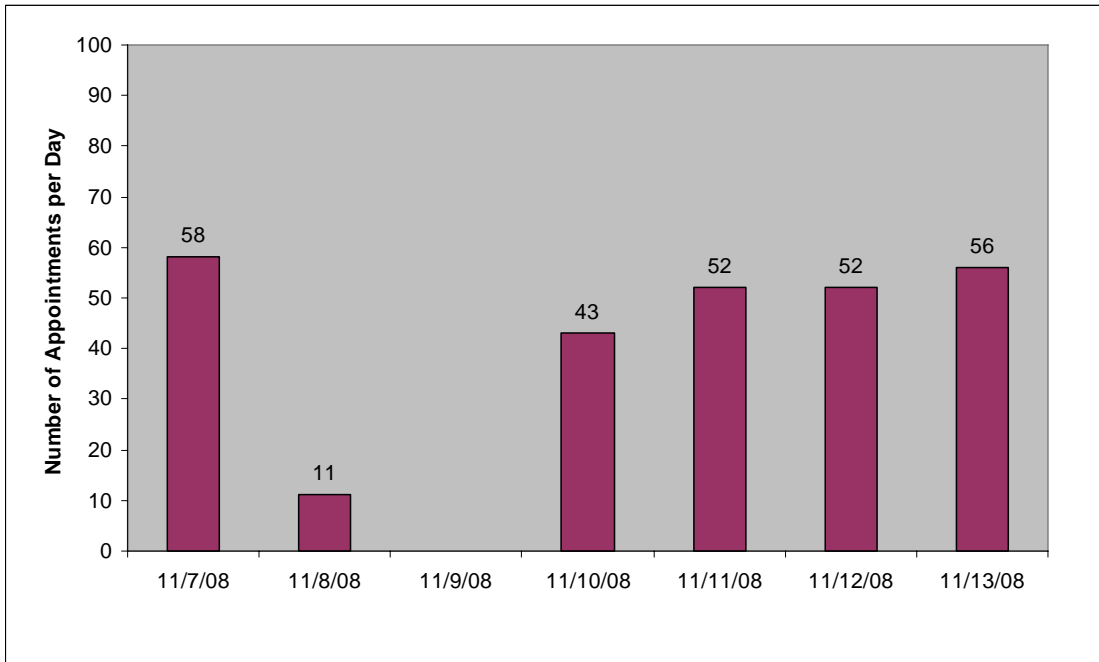


Table 17: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	10/10-10/16	10/17-10/23	10/24-10/30	10/31-11/06	11/07-11/13	Current Total	Five Week Average
RHAS Appointments Held	60,111	263	265	325	236	272	61,472	272
Average Daily RHAS Appointments Held		44	44	54	39	45		

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

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

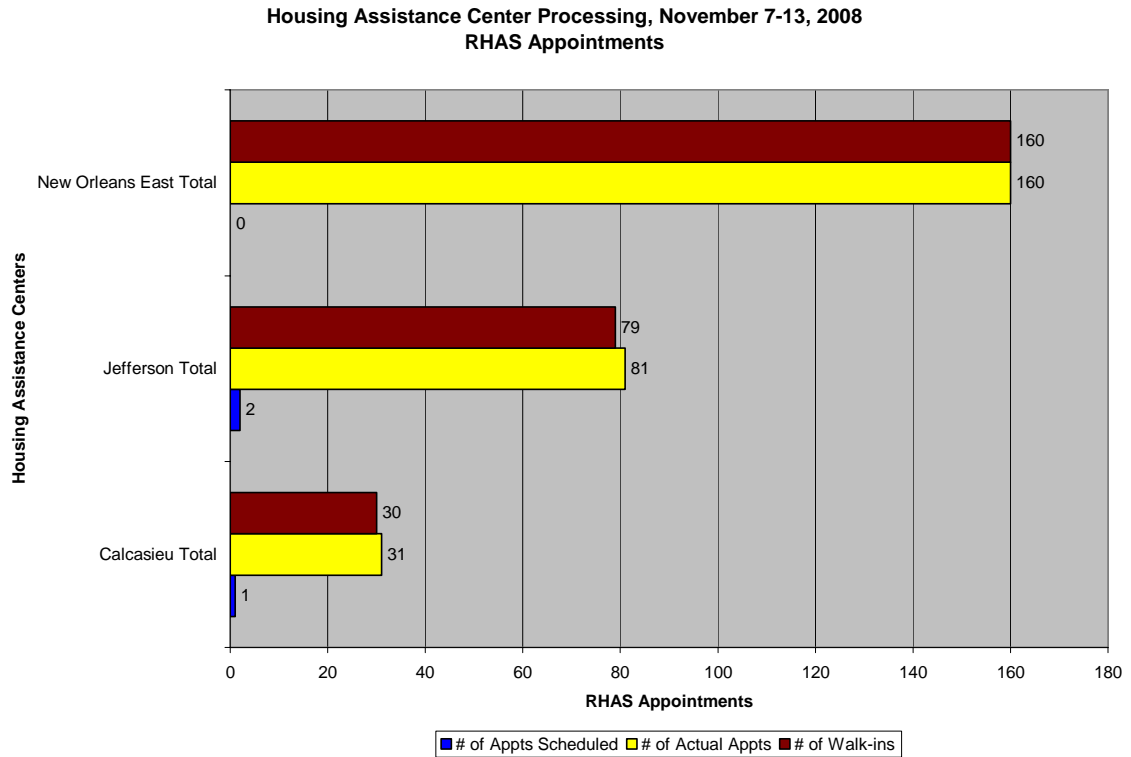
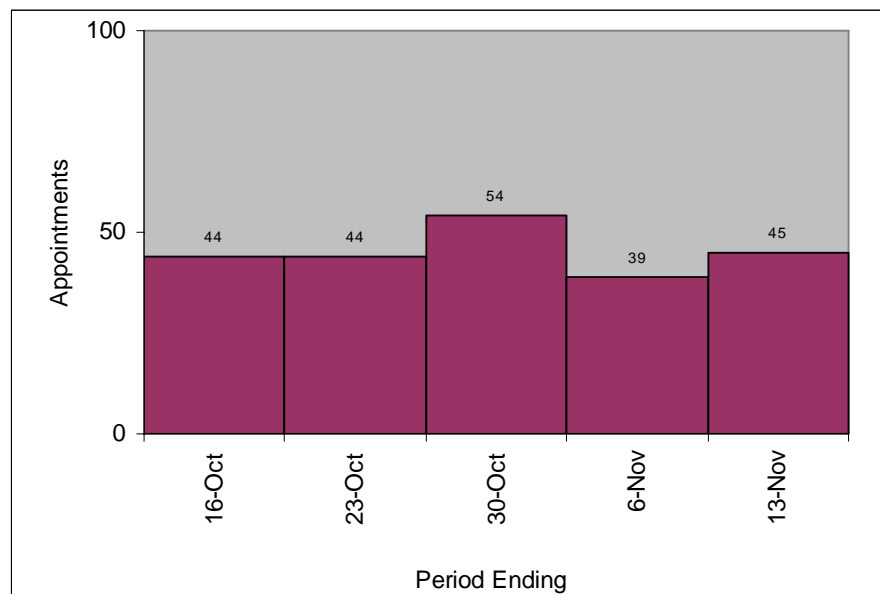


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

Figure 10: Average Daily Appointments by Period





Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

RENTAL PROPERTY PROGRAM

Underwriting

- Continued to process all active awardees (See Table 18)

Table 18: 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		161	
VERIFICATION STAGE						
Active Awards	742		3,637		1,579	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	694		3,028		953	
Commitment Letters Returned by Applicant		504		1,825		443
POST COMMITMENT STAGE						
0 - 24% Construction Complete		132		618		89
25 - 49% Construction Complete		61		167		59
50 - 74% Construction Complete		38		135		19
75 - 100% Construction Complete		273		905		276
Total	504		1,825		443	

Appeals

- Received 17 new appeals
- Completed 6 Appeal Review Determinations

Table 19: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	331	531	614	1,476
Level II Issue Determinations Made	317	493	582	1,392
Level II Issues Remaining to be Resolved	14	38	32	84



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Table 20: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	266
Denied	1,026
Dismissed	89
Withdrawn	11

Owner Occupant (OO) Units

- Mailed additional OO Letters
- Submitted OO files to QC for pre-closing review and pre-letter review

Table 21: Owner Occupant Award Activity

Owner Occupant Unit Awards	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Active OO Unit Awards	144	137	34	315
OO Award Received Via HAP	0	8	0	8
Net Current/Active OO Unit Awards	144	129	34	307
OO Unit Award Letters Mailed	143	126	32	301
No Acceptance Required	20	20	1	41
Outstanding OO Unit Award Acceptances	5	9	3	17
OO Unit Award Acceptance Received	118	97	28	243
OO Unit Award Closings Held	105	77	15	197

Tier 2 Call Center

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

Table 22: Tier 2 Call Center Metrics

Inbound Calls	
Round 1	13
Round 2	48
Round 2 Waitlist (Round 2.1)	38
HAP Appeals	11
Other	88
Total Inbound Calls	198



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Financial Advisors

- Coordinated upcoming Outreach Events
- Scheduled and completed appointments with applicants who requested financial advice or counseling

Table 23: Financial Advisor Appointment Activity

Financial Advisor	Appointments	Cumulative Total
Contacts Made *		4,318
Appointments Not Required		3,006
Appointments Required		1,312
Appointments Completed		975
Appointments to be Completed		337

*Includes applicants contacted multiple times

URA

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

Table 24: Relocation Activity

Occupied Properties				
Owner Occupants with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	170	81	6	257
Tenant Occupied (Relocation possibly needed)	109	41	6	156
Vacant Units	61	40	0	101
General Pool with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	52	387	184	623
Tenant Occupied (Relocation possibly needed)	42	295	146	483
Vacant Units	10	92	38	140

PROGRAM SUPPORT STATUS

LOGISTICS

- Property
 - 3RD Quarter Audit in progress
- Facilities
 - New Orleans East Center last day of operations scheduled for Friday, November 14, 2008

HUMAN RESOURCES

- In partnership with JOB 1 of New Orleans, developed and facilitated a new HUD Section 3 Training Workshop entitled “*Job Readiness: Being a Success on a Job,*” newly designed for low- and very-low-income persons.
- Met with the Director of Region of the Louisiana Workforce Development Commission to explore career transition options and sponsored training for employees exiting the Program.
- Continued research and analysis for the first draft of the “*2008 Annual Report of the HUD Section 3 Program,*” as required under Section 3 of the HUD Act of 1968.
- At the request of LA Works/Career Solutions Center of East St. Tammany Parish in Slidell, designed and conducted the second of four HUD Section 3 Training Seminars on “*Rebuilding Viable Career Options,*” designed for low-income persons, military veterans, people with disabilities, and individuals living in public housing.

TRAINING

- Developing Case Management Training for Appeals Team
- Evaluating updated Appeals, Pre-Closing, QC, Second Disbursement procedures
- Developing Duplication of Benefits job aid
- Preparing for next week’s 4 day new hire training
- Updating Rental Operation Procedure
- Updating Rental Pre-Closing Checklist
- Updating Rental Pre-Closing Desk Reference
- Assembled updated Rental Desk Reference Binders
- Assembled updated Rental Owner Occupant Desk Reference Binders
- Completed posting training materials to Transition Team Portal

Table 25: 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 November 13, 2008	2, 296
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of November 13, 2008	292
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of November 13, 2008	1, 398
Internal	Homeowner Program Walkthrough	Transition Team	Goodwood Office Baton Rouge, LA	November 10, 2008	10
Internal	Appeals Packets Training	Appeals Staff	Goodwood Office Baton Rouge, LA	November 11, 2008	5

EXTERNAL AFFAIRS

Communications/Media Relations

In support of Homeowner program:

- Gathering requested documentation for subcontractor monitoring review.
- Assisted with updating *Road Home* program information for external presentations.
- Assisted Appeals team with revisions and updating of homeowner letters and posted them to the Sharepoint system.
- Updated Pipeline Report on Web site
- Weekly metrics report distributed to media and posted to Web site.

In support of Rental program:

- Completing Rental Web redesign.
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content.



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Outreach

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish, LSU Ag Rebuilding Center in Orleans Parish, and Rep. Simone Champagne constituents at Erath library in Vermilion Parish.
- Assisted with Appeals State review clarification calls.
- Attempted to contact previously unreachable applicants to move them forward.
- Contacted 153 of 192 applicants identified by title companies verifying their readiness to close or withdraw from the Program with the following results:
 - 49 expressed a desire to withdraw
 - 38 expressed a desire to schedule
 - 66 identified remaining issues preventing a decision
- Retrieved Post-Closing documents for 20 applicant files in conjunction with Audit team.
- Monitored the House Committee on Municipal, Parochial, and Cultural Affairs and the Senate Local and Municipal Affairs Committee meetings.
- Worked with elected officials and staff regarding constituent issues including:
 - U.S. Senator Mary Landrieu
 - Sen. Reggie Dupre
 - Sen. Troy Hebert
 - Rep. Simone Champagne
 - Rep. Jonathan Perry
 - Rep. Joseph LoPinto, III
 - Rep. A. B. Franklin
 - Rep. Jerry “Truck” Gisclair
 - Plaquemines Parish President Billy Nungesser
 - Ernie Broussard, Executive Director of Planning Cameron Parish

Table 26: Community Outreach Metrics

Meeting Type	Events held 11/07-11/13	People reached 11/07-11/13	Events To Date	People Reached To Date
Community	3	11	895	50,860
Faith-Based	*	*	219	19,785
Business	*	*	32	1,402
Governmental	*	*	323	9,772
Case Managers	*	*	167	3,427
Rental	*	*	114	2,309
TOTALS	3	11	1,750	87,555

POLICY

- Answered policy questions from staff
- Continued to work on Christopher Park Homes applicant cases
- Drafted clarification to Change Proposal 214 and Elevation Incentive Policies



INFORMATION TECHNOLOGY

- Tested patch for HDS version 8.1.1
- Fixed all forms generator error
- Reviewed and commented on State’s RFP for replacement IT vendor
- Provided support of eGrants end users and Operations Management through issue resolution/task completion (approximately 384 completed/resolved) via the ithomeownersupport inbox
- Performed software testing for eGrants release 6.8.2
- Provided a top-down review of data warehouse functions and reporting to the Transition Team data-base administrator
- Provided additional documents to Transition Team to assist with the pending RFP release for a follow-on contractor
- Testing WIMBY 2.0 rollout
- Met with OCD to explain details of Sold Home data
- Updated all GIS applicant data
- Spatial Exceptions run and uploaded to data warehouse
- GIS delivered Closings by Congressional Districts

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 27: Fraud Prevention Metrics

ACTIVITY	Prior Totals	10/10-10/16	10/17-10/23	10/24-10/30	10/31-11/06	11/06-11/13	Current Totals
Applicant Issues Reported to Anti-Fraud	1,614	24	21	24	43	34	1,760
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	319	4		2			325
Allen	529	15	1	3	1		549
Ascension	161	2		2			165
Assumption	235	2		1	1		239
Beauregard	1,026	17		9	4		1,056
Calcasieu	13,622	198	14	214	83	4	14,135
Cameron	1,668	204	5	67	31	2	1,977
East Baton Rouge	202	5	1	2			210
East Feliciana	27	1					28
Evangeline	68	1		2			71
Iberia	1,102	28	2	8	3	3	1,146
Iberville	61	3					64
Jefferson	26,874	262	63	452	472	22	28,145
Jefferson Davis	948	19	2	6	10	4	989
Lafayette	124	3		1	1		129
Lafourche	847	12	1	8		2	870
Livingston	234	7	1	2	2		246



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Option 4. Decline Benefits	Option 5. Delay Selection of Benefit	Option 6. Unable to Determine Selection	Total
Orleans	43,402	4,337	1,899	877	830	34	51,379
Plaquemines	3,234	360	46	88	85	7	3,820
Pointe Coupee	15						15
Sabine	33						33
Saint Bernard	7,831	4,248	814	454	271	19	13,637
Saint Charles	1,094	6	1	10	6	1	1,118
Saint Helena	286	2			1		289
Saint James	390			2			392
Saint Landry	171	6		1		1	179
Saint Martin	107	5		1			113
Saint Mary	907	8		1	2		918
Saint Tammany	11,419	224	60	163	187	9	12,062
St John The Baptist	1,342	2	1	8	11	1	1,365
Tangipahoa	1,605	13	2	5	1	1	1,627
Terrebonne	2,673	81	3	24	11	6	2,798
Vermilion	1,682	92	4	46	9	1	1,834
Vernon	154	3		1	2		160
Washington	1,477	20	1	8	11		1,517
West Baton Rouge	14						14
West Feliciana	3						3
	125,886	10,190	2,921	2,468	2,035	117	143,617



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	15,427
Cameron	2,116
East Baton Rouge	321
East Feliciana	38
Evangeline	88
Iberia	1,323
Iberville	92
Jefferson	33,387
Jefferson Davis	1,172
Lafayette	153
Lafourche	997
Livingston	297
Orleans	55,567
Plaquemines	4,126
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,665
Saint Charles	1,446
Saint Helena	327
Saint James	464
Saint Landry	217
Saint Martin	135
Saint Mary	1,073
Saint Tammany	13,470
St John The Baptist	1,748
Tangipahoa	1,802
Terrebonne	3,177
Vermilion	2,005
Vernon	178
Washington	1,792
West Baton Rouge	19
West Feliciana	6
	160,350



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 119,682 rather than 119,693 reported in Daily Governor’s Report as of November 13, 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	275	2		277
Allen	447	8	1	456
Ascension	131			131
Assumption	190			190
Beauregard	885	9	1	895
Calcasieu	12,127	103	7	12,237
Cameron	1,407	102	2	1,511
East Baton Rouge	169	3	1	173
East Feliciana	27			27
Evangeline	50			50
Iberia	955	14	1	970
Iberville	48	1		49
Jefferson	23,162	188	23	23,373
Jefferson Davis	785	9		794
Lafayette	106	2		108
Lafourche	725	6	1	732



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Livingston	192	2		194
Orleans	38,549	3,187	1,221	42,955
Plaquemines	2,551	190	13	2,754
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,251	3,227	601	11,076
Saint Charles	903	3	1	907
Saint Helena	238	1		239
Saint James	333			333
Saint Landry	150	5		155
Saint Martin	92	3		95
Saint Mary	756	3		759
Saint Tammany	10,272	150	26	10,448
St John The Baptist	1,125			1,125
Tangipahoa	1,395	4	1	1,400
Terrebonne	2,286	35	1	2,322
Vermilion	1,488	47	3	1,538
Vernon	129	2		131
Washington	1,209	15	1	1,225
West Baton Rouge	12			12
West Feliciana	3			3
	110,461	7,321	1,905	119,682



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Zip Code	Number of Closings
Zip code not provided	21
70001	817
70002	898
70003	2,212
70005	716
70006	1,349
70011	1
70012	1
70014	1
70015	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	41
70032	1,710
70033	1
70036	176
70037	440
70038	241
70039	79
70040	322
70041	661
70042	6
70043	4,682
70044	3

Zip Code	Number of Closings
70045	3
70046	11
70047	146
70048	2
70049	141
70050	196
70051	54
70052	41
70053	667
70054	1
70056	1,760
70057	105
70058	2,979
70059	5
70062	863
70063	6
70064	5
70065	3,524
70066	7
70067	396
70068	682
70069	9
70070	121
70071	44
70072	4,111
70073	6
70074	1
70075	1,325

Zip Code	Number of Closings
70076	13
70077	1
70078	18
70079	20
70080	15
70081	1
70082	121
70083	700
70084	226
70085	1,402
70086	63
70087	290
70090	161
70091	92
70092	1,892
70093	2
70094	1,861
70095	2
70096	1
70101	15
70104	1
70105	1
70107	1
70109	1
70110	1
70112	69
70113	385
70114	1,197



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Zip Code	Number of Closings
70115	1,286
70116	692
70117	5,390
70118	2,208
70119	3,230
70120	1
70121	388
70122	7,312
70123	490
70124	3,376
70125	1,519
70126	5,772
70127	3,706
70128	3,294
70129	1,819
70130	197
70131	1,342
70132	1
70150	1
70164	1
70170	1
70174	1
70175	2
70177	7
70179	1
70183	1
70185	1
70189	1

Zip Code	Number of Closings
70217	1
70219	1
70224	1
70230	1
70301	175
70302	2
70339	5
70340	19
70341	46
70342	5
70343	27
70344	575
70345	90
70346	56
70352	1
70353	173
70354	49
70355	7
70356	151
70357	49
70358	205
70359	77
70360	125
70361	5
70363	695
70364	120
70372	10
70373	15

Zip Code	Number of Closings
70374	37
70377	265
70380	79
70381	2
70390	103
70391	4
70392	37
70393	6
70394	241
70395	29
70397	147
70401	157
70403	224
70404	13
70420	103
70421	11
70422	271
70423	1
70424	1
70426	165
70427	681
70429	4
70430	1
70431	103
70433	274
70434	9
70435	244
70436	16



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Zip Code	Number of Closings
70437	134
70438	334
70440	1
70441	155
70442	5
70443	164
70444	176
70445	634
70446	42
70447	74
70448	470
70449	16
70450	52
70451	27
70452	392
70453	8
70454	184
70455	12
70456	101
70457	1
70458	3,195
70459	10
70460	1,892
70461	2,658
70462	62
70463	15
70464	6
70465	32

Zip Code	Number of Closings
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	578
70511	1
70512	13
70514	125
70515	11
70516	2
70517	43
70518	12
70519	3
70520	9
70521	1
70522	13
70523	20
70524	2
70525	21
70526	113

Zip Code	Number of Closings
70528	294
70529	9
70531	11
70532	111
70533	624
70534	3
70535	32
70537	3
70538	425
70540	1
70542	51
70543	24
70544	193
70546	228
70548	102
70549	60
70550	2
70551	2
70552	9
70554	8
70555	12
70556	11
70559	20
70560	645
70562	1
70563	26
70569	2
70570	95



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

Zip Code	Number of Closings
70575	2
70576	2
70577	3
70578	59
70581	22
70582	40
70583	7
70584	5
70585	1
70586	18
70589	8
70591	152
70592	23
70601	2,851
70602	7
70605	1,611
70606	11
70607	1,932
70609	1
70610	1
70611	969
70612	5
70614	1
70615	1,175
70616	6
70621	1
70630	117
70631	562

Zip Code	Number of Closings
70632	176
70633	460
70634	449
70637	14
70638	2
70639	3
70640	34
70641	2
70643	107
70644	2
70645	259
70646	64
70647	584
70648	160
70650	13
70651	12
70652	69
70653	57
70654	10
70655	135
70656	11
70657	219
70658	22
70659	13
70660	104
70661	229
70662	3
70663	1,266

Zip Code	Number of Closings
70664	14
70665	552
70667	1
70668	364
70669	616
70699	1
70702	1
70706	13
70707	1
70711	17
70714	17
70716	1
70717	2
70718	3
70719	4
70721	14
70722	18
70723	37
70725	7
70726	30
70727	1
70728	1
70729	1
70730	4
70733	5
70734	7
70737	32
70739	7



Weekly Situation & Pipeline Report

Week 124

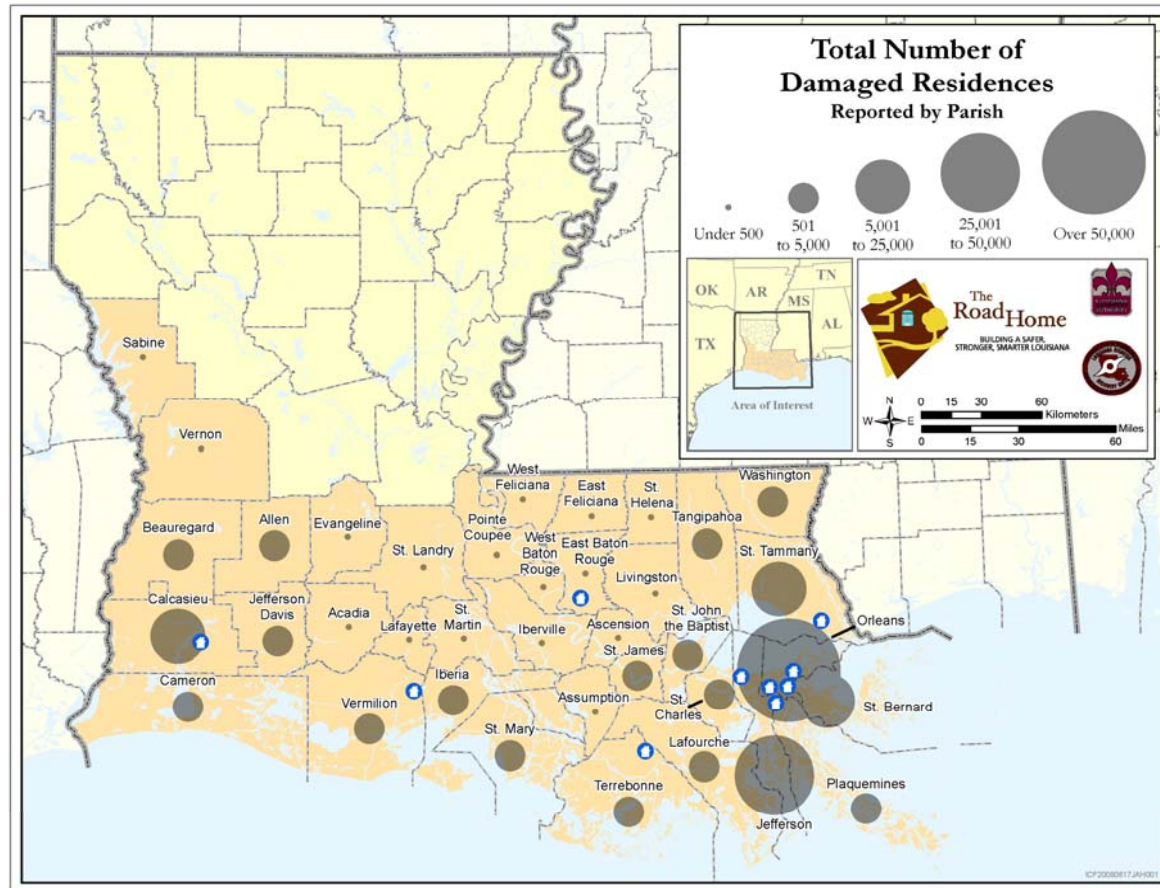
November 7 – November 13, 2008

Zip Code	Number of Closings
70740	2
70744	14
70748	1
70749	1
70750	1
70753	1
70754	8
70757	2
70760	6
70761	1
70763	17
70764	12
70767	9
70769	15
70770	3
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	4
70783	1
70785	21
70788	9
70789	2
70791	12
70792	1

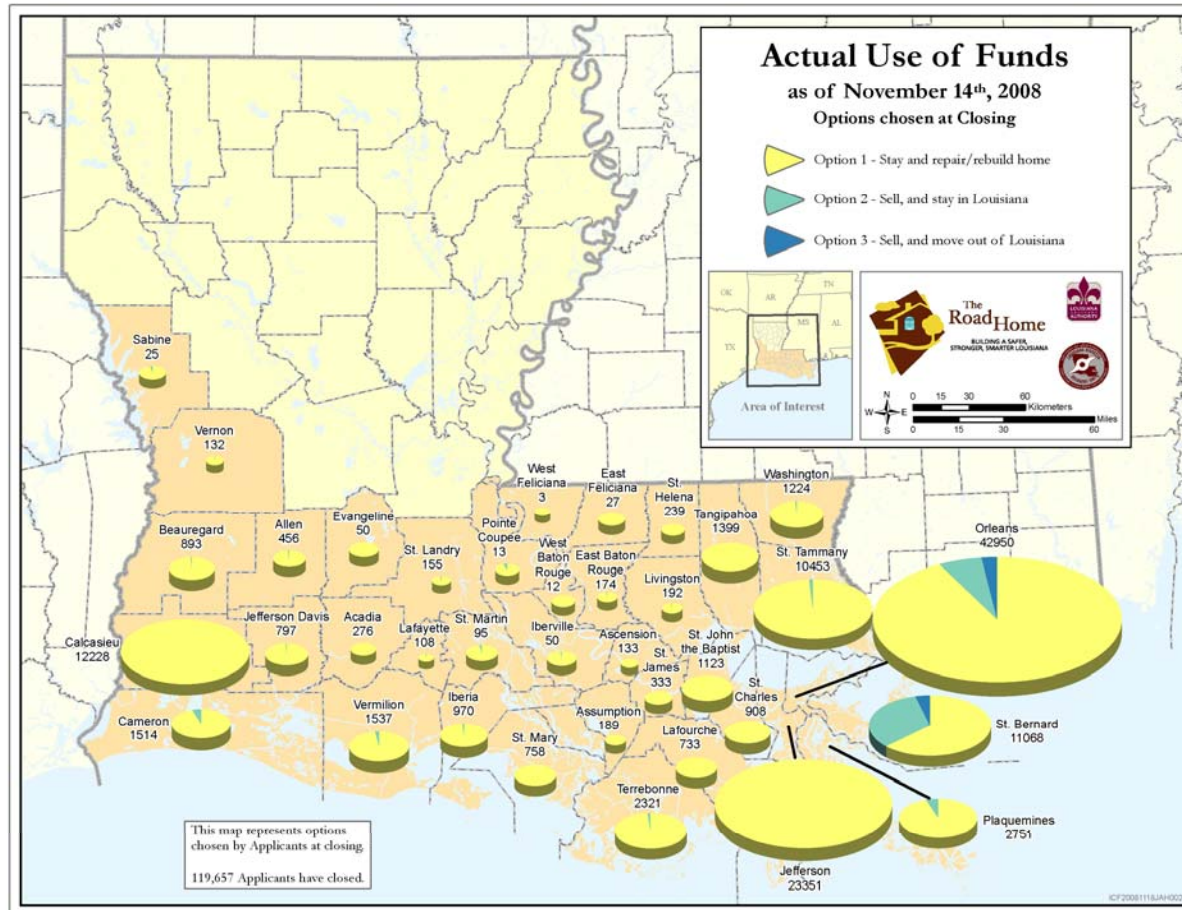
Zip Code	Number of Closings
70802	19
70805	27
70806	4
70807	8
70808	3
70809	1
70810	7
70811	7
70812	11
70814	16
70815	9
70816	5
70817	9
70818	1
70819	4
70820	2
70856	1
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1
71295	1
71322	1
71353	5
71367	11
71403	12

Zip Code	Number of Closings
71419	1
71429	3
71433	1
71439	2
71446	72
71449	11
71458	1
71460	1
71461	3
71462	1
71463	66
71474	2
71486	5
71496	1
	119,682

APPENDIX D



APPENDIX E





GLOSSARY

Table 1 Terms:

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

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

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

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

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

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

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

Benefits Calculated represents the cumulative number of benefits calculated.

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

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

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

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

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

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

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

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

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

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



Weekly Situation & Pipeline Report

Week 124

November 7 – November 13, 2008

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 124

November 7 – November 13, 2008

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

CLOSINGS

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

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

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

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