



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 128 Situation & Pipeline** **Report**

December 16, 2008



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EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 1 initial appointment and 159 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,397 and the total number of closings held as of December 11 increased to 120,438. Cumulatively, homeowners returned 143,758 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB December 4	Weekly Activity	As of COB December 11	Status Adjustments	
				Inactive	Ineligible
Applications Received	229,415	1	229,416		
Applications Not Valid for Processing			(44,303)		44,303
Applications Recorded	185,112	1	185,113		
Pre-Appointment Inactives			19,151		19,151
Total Appointments Held	228,011	160	228,171		
<i>Initial Appointments Held</i>	166,094	1	166,094	240	9,442
<i>RHAS Appointments Held</i>	61,918	159	62,077		
Benefits Calculated	160,387	10	160,397		
Benefit Options Letters Sent	152,544	44	152,588	309	882
Total Benefit Options Letters Returned			143,758		
<i>Number of Option One Selections</i>	126,000	53	126,053	1,180	2,537
<i>Number of Option Two Selections</i>	10,191	(7)	10,184	109	370
<i>Number of Option Three Selections</i>	2,915	(1)	2,914	83	67
<i>Decline Benefits</i>	2,502	17	2,519	108	62
<i>Delay Benefits</i>	1,990	(19)	1,971	180	257
<i>Incomplete Benefit Selection Form</i>	118	(1)	117	10	41
Benefit Options Letters Available for Transfer to Closing			134,805		
Files Transferred for Closing	125,549	274	125,823	74	136
Total Inactives and Ineligibles				2,293	77,248
Closings Scheduled			401		
Closings Held	120,253	185	120,438		

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	171	176
Conditional Awards Cancelled	2,011	1,467	596	4,074
Conditional Awards Reinstated	51	60	4	115
Total Active Awards *	742	3,630	1,575	5,947
Commitment Letters Mailed	694	3,080	1,047	4,821
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	145	135	35	315
OO Unit Award Letters Mailed	144	124	32	300

* Includes 37 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	12/8/2008
00054-11302008	Conflict of Interest Report	12/9/2008

HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 12/4	CUMULATIVE As of 12/11	INCREASE
APPLICATIONS & APPOINTMENTS	APPS RECEIVED	229,415	229,416	1
	APPS RECORDED	185,112	185,113	1
	PRE-APPT INACTIVE APPS	19,151	19,151	-
	INITIAL APPTS HELD	166,093	166,094	1
	RHAS APPTS HELD	61,918	62,077	159
CALCULATIONS	BENEFITS CALCULATED	160,387	160,397	10
	TOTAL	\$9.62 billion	\$ 9.63 billion	\$.01 b
	AVERAGE	\$62,147	\$62,213	

- 166,094 applicants have completed initial appointments
- The \$9.63 billion total and \$62,213 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 12/4	CUMULATIVE As of 12/11	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,544	152,588	44
	OPTIONS LETTERS RETURNED	143,716	143,758	42
	BSF AVAIL FOR TRANSFER TO CLOSING	134,628	134,805	177
CLOSINGS	TRANSFERRED TO CLOSING	125,549	125,823	274
	INACTIVE CLOSING FILES	184	74	(110)
	CLOSINGS HELD	120,253	120,438	185
	TOTAL	\$7.45 billion	\$7.48 billion	\$.03 b
	AVERAGE*	\$61,954	\$62,148	

- Applicants have returned 143,758 Benefits Selection Forms. After processing and review, 134,805 of these forms are available for transfer to closing agents for further processing.
- Applicants' initial option selections are in Appendix A

- *Extrapolation of average award for populations where funds have been disbursed

See the Glossary for explanation of Figure 2 terms



Housing Assistance Center Activity

- A total of 1 initial appointment and 159 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 62,077 total RHAS appointments held to date
 - 156 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,397 benefits, an increase of 10 for the week
 - The average total benefit calculated was \$62,213 (excluding ‘zero’ awards)
 - 5,599 calculations resulted in ‘zero’ grant amounts
 - 154,798 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 143,758 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,979 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
 - 134,805 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>	26,595
<i>Number of Option Two</i>	3,165
<i>Number of Option Three</i>	2,219
Total Elderly Benefits Options Selected	31,979

Low/Moderate Income Households

- A total of 120,430 applicants had gone to closing and received their Road Home disbursement as of December 11, 2008. Of these applicants, 49,877 (41 percent) were documented as LMI.
- A total of \$7,484,527,622 in Homeowner Assistance Program awards were disbursed as of December 11, 2008. Of these disbursements, \$3,732,957,320 (50 percent) went to applicants documented as LMI.



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Table 5: Options Selected Activity
Total Household and Low/Moderate Income (LMI) Detail

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	126,053	10,184	2,914	139,151
Total \$ in Options Selected	\$7,157,836,277.51	\$799,547,396.17	\$191,904,050.10	\$8,149,287,723.78
Comp Grant \$ in Options Selected	\$4,892,404,870.51	\$603,150,967.85	\$191,904,050.10	\$5,687,459,888.46
Elev Grant \$ in Options Selected	\$953,313,763.30			\$953,313,763.30
ACG \$ in Options Selected	\$1,312,117,643.70	\$196,396,428.32		\$1,508,514,072.02
Number of Options Selected by LMI	51,973	4,438	1,193	57,604
Total \$ to LMI	\$3,703,350,999.33	\$429,124,269.60	\$78,652,927.89	\$4,211,128,196.82
Comp Grant \$ to LMI	\$1,938,051,969.11	\$232,727,841.28	\$78,652,927.89	\$2,249,432,738.28
Elev Grant \$ to LMI	\$453,181,386.52			\$453,181,386.52
ACG \$ to LMI	\$1,312,117,643.70	\$196,396,428.32		\$1,508,514,072.02
% of Total Options Selected that are LMI	41 %	44 %	41 %	41 %
% of Total \$ to LMI	52 %	54 %	41 %	52 %
% of Comp Grant \$ to LMI	40 %	39 %	41 %	40 %
% of Elev Grant \$ to LMI	48 %	N/A%	N/A	48 %
% of ACG \$ to LMI	100 %	100 %	N/A	100 %



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

Closings Held	Option 1	Option 2	Option 3	Totals
Number of Closings Held	111,125	7,373	1,932	120,430
Total \$ in Closings Held	\$6,692,027,792.68	\$645,737,643.90	\$146,762,185.39	\$7,484,527,621.97
Comp Grant \$ in Closings Held	\$4,744,687,775.54	\$481,981,666.05	\$146,762,185.39	\$5,373,431,626.98
Elev Grant \$ in Closings Held	\$598,144,063.14	\$29,295.00		\$598,173,358.14
ACG \$ in Closings Held	\$1,349,195,954.00	\$163,726,682.85		\$1,512,922,636.85
Number of Closings Held by LMI				
Number of Closings Held by LMI	45,733	3,338	806	49,877
Total \$ to LMI	\$3,337,435,029.24	\$334,195,376.81	\$61,326,913.77	\$3,732,957,319.82
Comp Grant \$ to LMI	\$1,848,888,447.79	\$187,353,383.05	\$61,326,913.77	\$2,097,568,744.61
Elev Grant \$ to LMI	\$281,037,955.42			\$281,037,955.42
ACG \$ in Research for Categorization**	\$141,687,327.97	\$16,884,689.09		\$158,572,017.06
ACG \$ to LMI	\$1,207,508,626.03	\$146,841,993.76		\$1,354,350,619.79
Total ACG \$	\$1,349,195,954.00	\$163,726,682.85		\$1,512,922,636.85
% of Total Closings Held that are LMI				
% of Total Closings Held that are LMI	41 %	45 %	42 %	41 %
% of Total \$ to LMI				
% of Total \$ to LMI	50 %	52 %	42 %	50 %
% of Comp Grant \$ to LMI				
% of Comp Grant \$ to LMI	39 %	39 %	42 %	39 %
% of Elev Grant \$ to LMI				
% of Elev Grant \$ to LMI	47 %	N/A%	N/A	47 %
% of ACG \$ to LMI				
% of ACG \$ to LMI	89 %	90 %	N/A	90 %

*Detailed closing data is based on population of 120,430 rather than 120,438 reported in the Daily Governor's Report as of December 11, 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 December 11, 115,872 elevation letters have been sent to applicants.

- 34,270 (30%) applicants have returned letters expressing their interest in participating in the elevation program. See Figure 3 for a summary of Elevation Letter Response Activity
- 17,411 applicants have received elevation disbursements totaling \$499,116,635 (average elevation award of \$28,667) including:
 - 2,548 initial and 12,961 additional disbursements of elevation funds in 2008 for a total of \$451,477,930
 - 1,902 initial and 300 additional disbursements previously distributed for a total of \$47,638,705
- 5,260 elevation requests for a total of \$151,763,462 are currently at the closing companies for processing. See Table 7 and Figure 4 for a summary of Elevation Disbursement Activity

Figure 3: 2008 Elevation Letter Response Activity

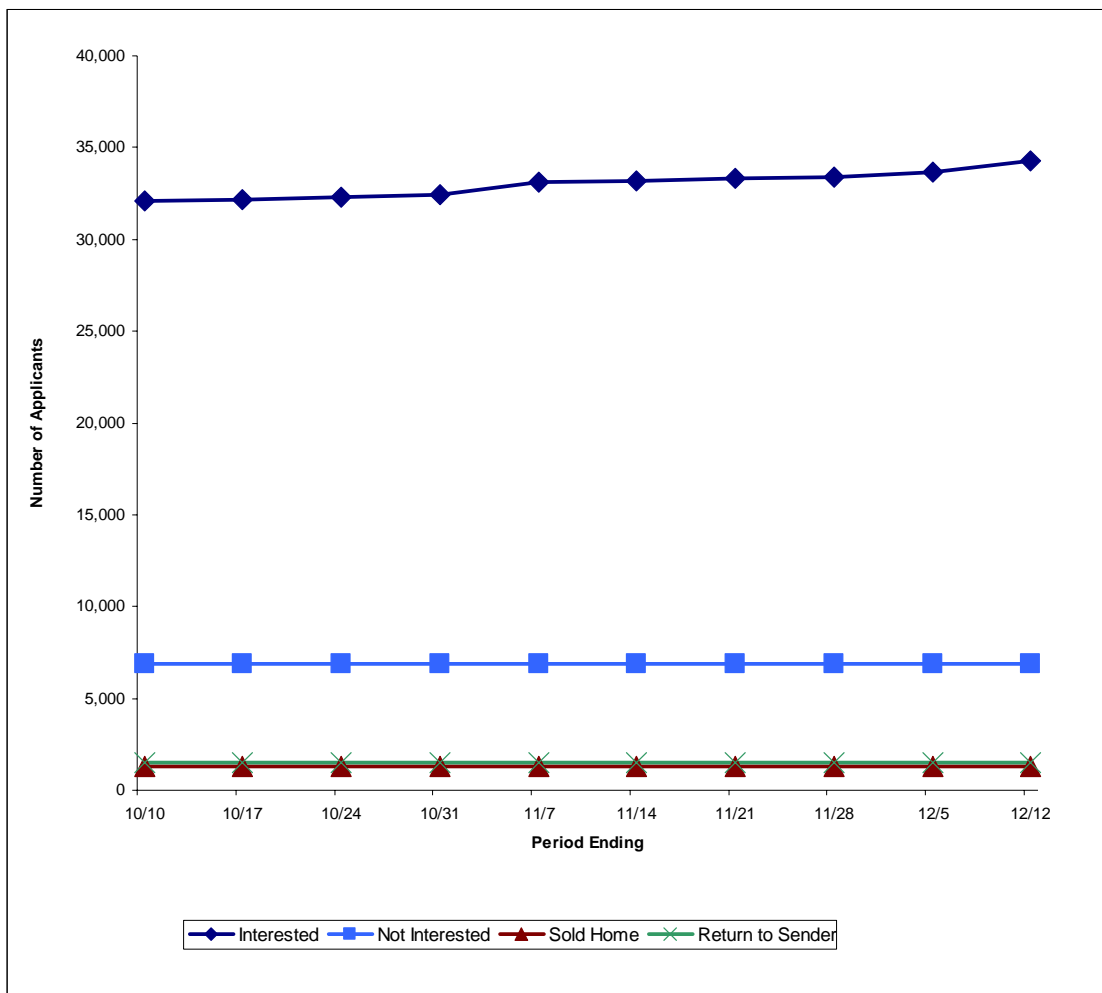


Figure 4: 2008 Elevation Disbursement Activity

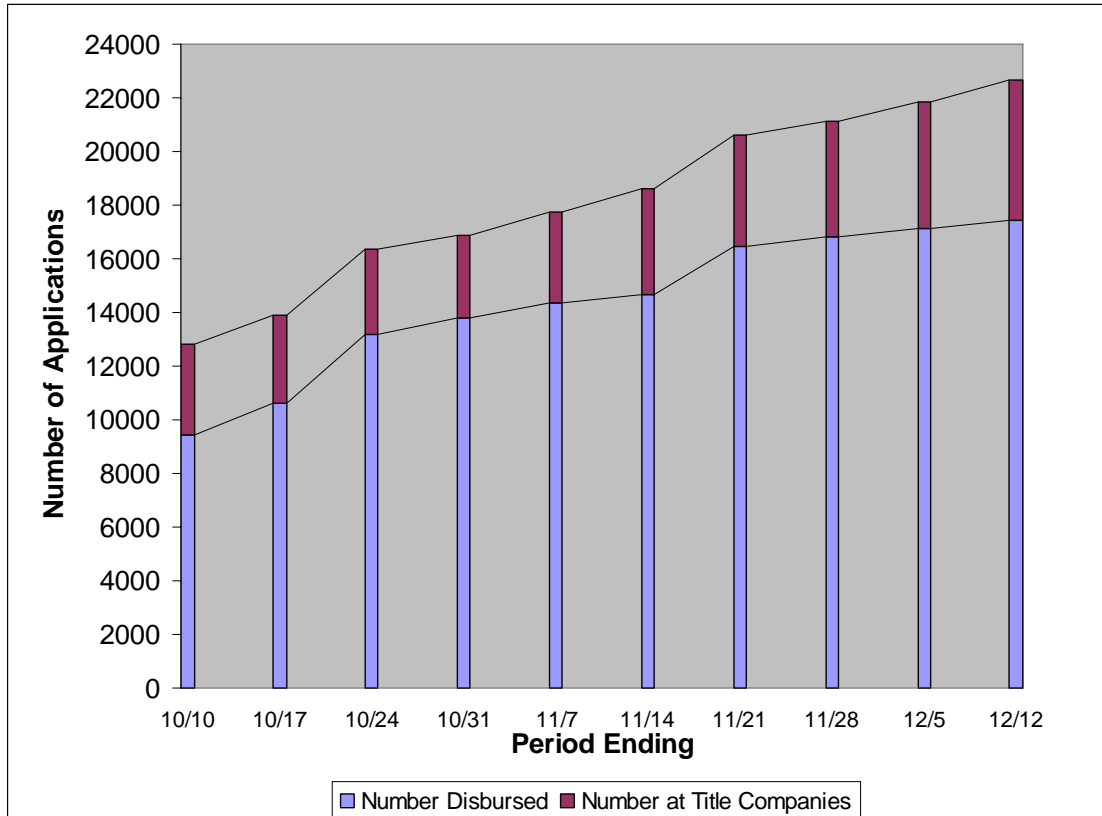


Table 7: Elevation Disbursement Activity

	# of Initial Disbursements	# of Additional Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,902	300	\$47,638,705
2008 Elevation Disbursements	2,548	12,961	\$451,477,930
Total Elevation Disbursements	4,450	13,261	\$499,116,635
Applications at Title Companies			
First American Pending Transactions		2,929	\$83,616,531.07
HGI Pending Transactions		2,331	\$68,146,930.67
Total Pending Transactions		5,260	\$151,763,461.74

Closing Activity

- As of December 11, 2008, a total of 125,823 files have been transferred to closing agents with 274 files transferred during the reporting week. Currently, 74 of the files transferred are in inactive status due to situations concerning mortgage or title issues.
- The closing team has assisted closing agents complete 120,438 closings, of which:
 - The average award is \$62,148



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- 49,877 also received additional compensation grants. The average additional compensation grant award is \$27,154
- Closed 27,451 elderly applicants for a total of \$1,989,048,093
- Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 19,042 additional disbursements for a total of \$575,450,467. The average additional disbursement is \$30,220

Table 8: Eligible Application Summary

Completed Applications	
Closed	120,541
Scheduled to be Closed this Month	297
Zero Awards	14,589
Communique's Exhausted	350
Program Policy Actions Completed	1,420
Declined/Withdrawn Awards	2,965
Total Completed Applications	140,162
Applications that Cannot Close	
No Option Selected by Homeowner	241
Occupancy Proof Required	525
Refuse to Close	315
Title, Succession, Legal, Mortgage Issues	921
Ownership Proof Required	1,919
Homeowner Unreachable	185
POA/ADDH Issues	800
FA/HGI Undecided	32
Compliance Reviews	334
Homeowner Planning to Appeal	302
CREDCO Fail	35
Sold Homes Being Validated for Eligibility	102
FEMA Eligibility Issue	57
Missing Homeowner Documentation	390
Total Applications that Cannot Close	6,158
Active Applications	
In Progress – Pre-Closings (non-sold homes)	821
In Progress – Sold Homes “Interested” and Valid	1,694
IN Progress – Title Company	569
Awaiting Approval by OCD	393
Filed Pre-Closing Appeal	367
Total Active Applications	3,844
TOTAL ELIGIBLE APPLICATIONS	150,164

*Detailed closing data is based on population of 120,541 rather than 120,438 reported in the Daily Governor’s Report as of December 11, 2008, due to a variance in data feeds.

Table 9: Pre-Closing Tracking Report

ACTIVITY	Fri 12/5	Sat 12/6	Sun 12/7	Mon 12/8	Tues 12/9	Wed 12/10	Thurs 12/11	Weekly Total
Files Transferred for Closing	10	-	-	6	258	-	-	274

Figure 5: Award Size

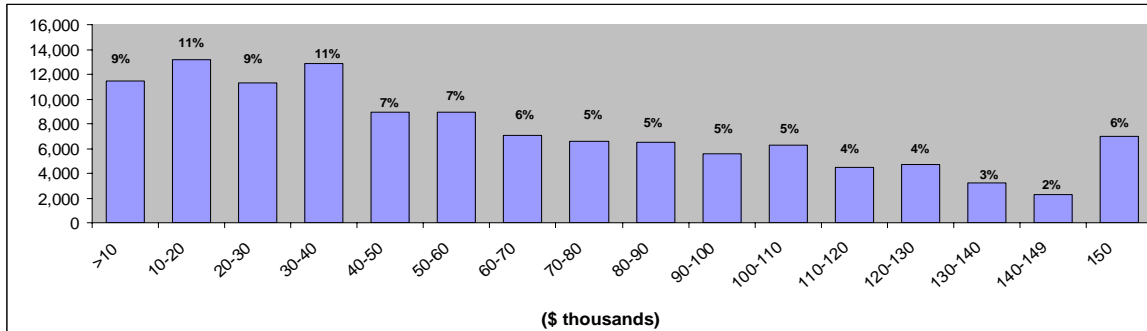


Table 10: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	483	>1%
American Indian/Alaska Native and White	530	>1%	353	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	283	>1%
Asian	2,925	2%	2,032	2%
Asian and White	300	>1%	200	>1%
Black/African American	65,837	36%	49,983	42%
Black/African American and White	1,153	1%	859	1%
Native Hawaiian/Other Pacific Islander	183	>1%	127	>1%
Other Multi-Racial	3,419	2%	2,418	2%
White	72,046	39%	47,398	39%
A race was not provided	37,668	20%	16,294	14%
	185,106		120,430	

*Detailed closing data is based on population of 120,430 rather than 120,438 reported in the Daily Governor's Report as of December 11, 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	11/07-11/13	11/14-11/20	11/21-11/27	11/28-12/4	12/5-12/11	Weekly Total
Total number of Condo Applications	1,077	1,023	1,023	1,024	1,024	-
Option Letters Created Status		4	4	3	3	3
Option Selected Status		22	22	21	18	(3)
Condos in Progress		75	75	73	69	(4)
Transmitted for Closing		54	54	55	34	(21)
Closings Held	277	255	255	255	286	31
Total Zero Award		261	261	262	260	(2)
Total Inactive Applications	211	71	71	63	63	-
Total Ineligible Applications	148	281	281	292	288	(4)

Manufactured Home Project

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

- Identified 16,308 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, we have determined whether or not the existing BPO is based on manufactured home comparables; if not ordered new BPO
 - Confirmed 14,548 loaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-Provided Appraisals*) meet MH policy
- Letter generation continues

Table 12: Manufactured Home Pipeline Progress

Activity	Prior Total	11/07-11/13	11/14-11/20	11/21-11/27	11/28-12/4	12/5-12/11	Cumulative Total
Total number of Manufactured Home Applications	16,294	6	-	6	-	2	16,308
Total Manufactured Home Evaluations verified	16,034	2	(3)	-	-	2	16,035
Total Pre-Storm Values verified	14,447	20	30	18	17	16	14,548
Total Applications released into letter generation process	14,447	20	30	18	17	16	14,548



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Home Evaluations (Home Inspection) Activity

- Addressed 2200 Grant Review issues
- Addressed 70 Appeals
- Addressed 55 CAD disputes
- Addressed 8 State Appeals
- Addressed 30 Critical Issues
- Addressed 10 FEMA Eligibility Appeals
- Addressed 3 Structure-Type Issues
- Completed 10 Elevation Grant
- Addressed 15 Elevation Appeals
- Reviewed 16 Post-Accepted Edit Cases and identified 1 for additional review

Table 13: Home Evaluation Team Metrics

ACTIVITY	Prior Total	11/07-11/13	11/14-11/20	11/21-11/27	11/28-12/4	12/5-12/11	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,126	1	2	1	2	2	165,134 ^a	2
Work Orders Dispatched	162,954	2	3	1	2	2	162,964	3
Evaluations Completed in the Field	161,099	14	20	10	5	9	161,157 ^b	12

^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 December 11, 2008, 14,825 cases have been processed through the Appeals department, 13,745 have been resolved, and 1,080 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

ACTIVITY	As of COB 11/06	As of COB 11/13	As of COB 11/20	As of COB 11/27	As of COB 12/4	As of COB 12/11
Total Cases Processed	14,368	14,485	14,579	14,647	14,698	14,825
Appeal Cases Pending Decision/Research	1,800	1,719	1,618	1,420	1,276	1,036
Ineligible Status Appeal	94	86	77	61	51	44
Total Active Cases	1,894	1,805	1,695	1,481	1,327	1,080
Total Cases Resolved	12,474	12,680	12,884	13,166	13,371	13,745

Further analysis of the resolved appeals cases (13,745) shows that:

- 4,739 (34%) have resulted in additional funds being awarded to applicants for a total of \$125,523,197. The average additional disbursement is \$26,487
- 568 (4%) resulted in a reduction of award for a total of \$8,629,439. The average reduction is \$15,193
- 4,315 (31%) resulted in no change to the award amount
- 4,123 (30%) were reviewed for an eligibility determination, 1,500 were approved and 2,623 were denied

Table 15: Status of State Panel Review Appeals

ACTIVITY	As of COB 11/20	As of COB 11/27	As of COB 12/4	As of COB 12/11
Total Cases Requested for State Panel Review	1,944	1,972	2,067	2,100
State Appeal Cases in Progress	955	951	981	863
State Appeal Cases Resolved	989	1,021	1,086	1,237

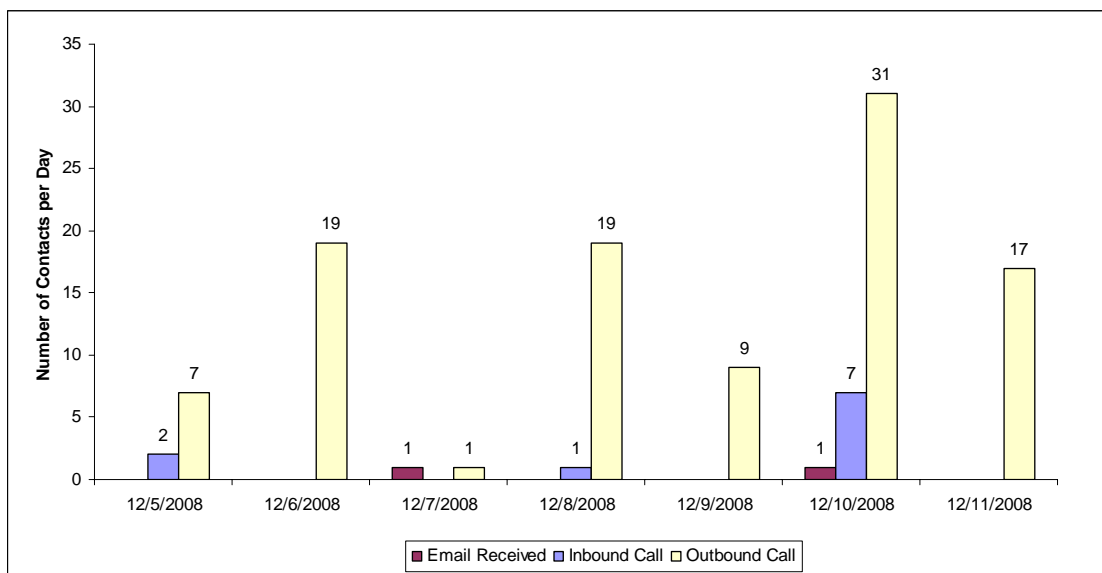
Personal Application Liaisons (PAL)

During the reporting week, 115 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	11/07- 11/13	11/14- 11/20	11/21- 11/27	11/28- 12/4	12/5- 12/11	Current Total
Email Received	3,717	-	5	3	3	2	3,730
Inbound Calls	17,610	5	47	9	15	10	17,696
Outbound Calls	61,126	44	162	185	156	103	61,776
Total Contacts	82,453	49	214	197	174	115	83,202

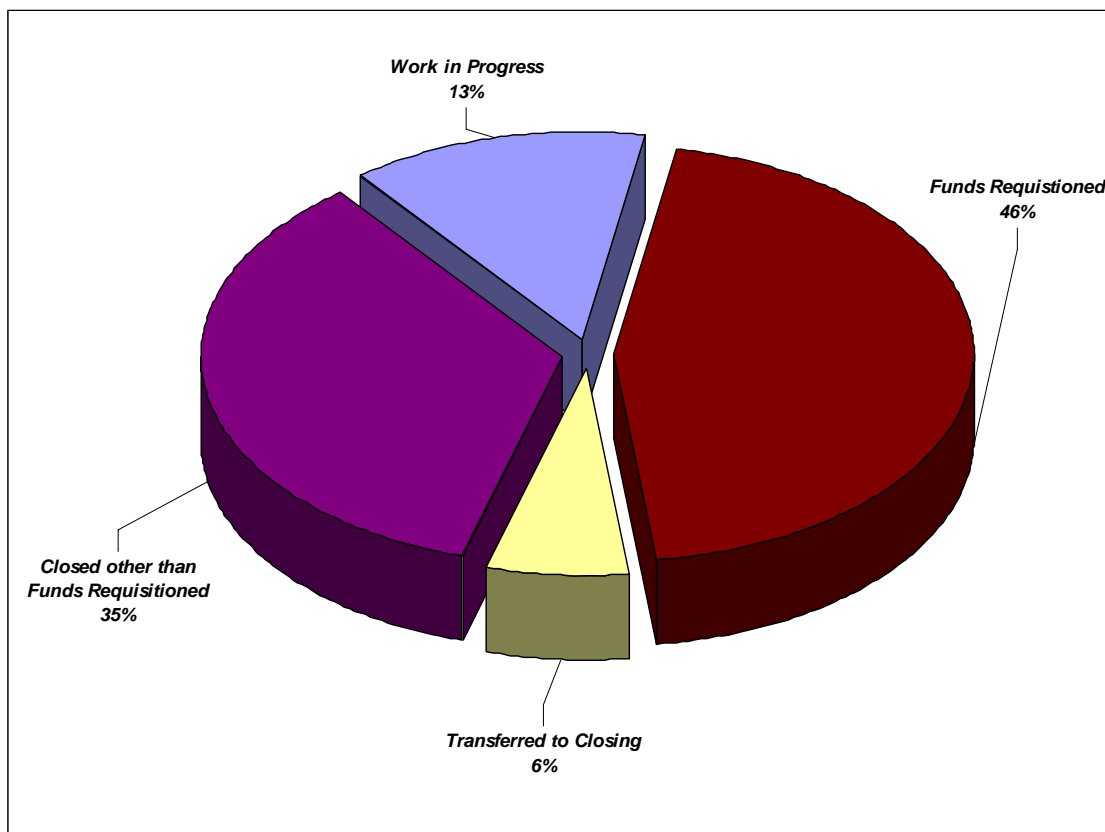
Figure 6: PAL Contacts by Day



As of December 11 a total of 37,984 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 5,028 applicant files are being worked by PAL staff
- A total of 32,956 applicant files have progressed to the closing process as the result of PAL efforts
 - 2,393 are in a transmitted to closing status
 - 17,229 have closed and are at a status of Funds Requisitioned
 - 13,334 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	8
Affordable Compensation Loan	39
APPEALS	118
Applicant Info	118
Application Completion	22
Appraisal	79
Benefits Counseling	1
BPO	4
Compliance Review	21
CREDCO	37
Delay of Benefit	25
ECD	53
EGrant Calculation	25
Elevation	30
FEMA	28
FEMA Ind Assist	3
Flood Ins (NFIP)	1
Grant Review	4
Home Eval	10
Home Evaluation	62
Homeowner dispute or decision pending	50
Info Request	29
Insurance	79
Lawsuit Pending	2
Legal Costs	4
Manufactured Home	1
Missing Documentation	561
Mitigation	1
Multiple Issues	65
Not Eligible to Appeal	1
Option Change	14
Option Letter	22
Other	221
Outlier	22
Owner Occupancy	124
Ownership	435
Parish Damage	1
Pre-Storm Value	61
Program eligibility pending	51
Pullback from Title Company	1
QA Outliers	5
Request Appraisal	1
State Appeal	16
Status Change	499
Title	526
Title – Post Closing	2
Zero Benefit	40
Total	3,522

Housing Assistance Center Appointment Activity

There were a total of 159 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

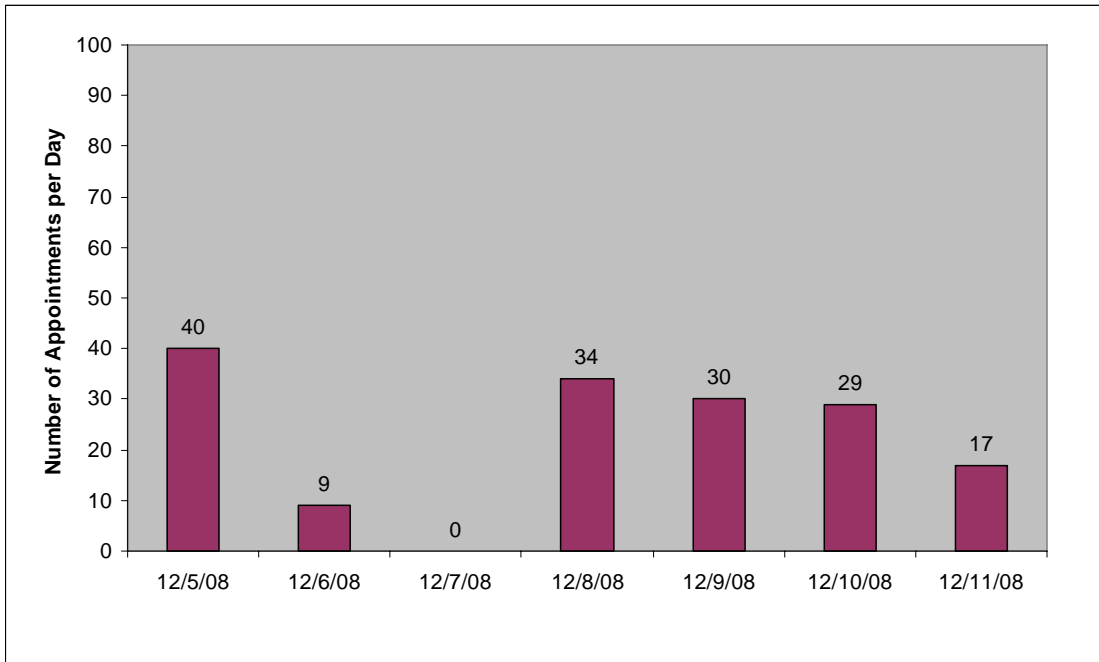


Table 18: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	11/07-11/13	11/14-11/20	11/20-11/27	11/28-12/4	12/5-12/11	Current Total	Five Week Average
RHAS Appointments Held	61,200	272	145	114	187	159	62,077	175
Average Daily RHAS Appointments Held		45	24	23	47	27		

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

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

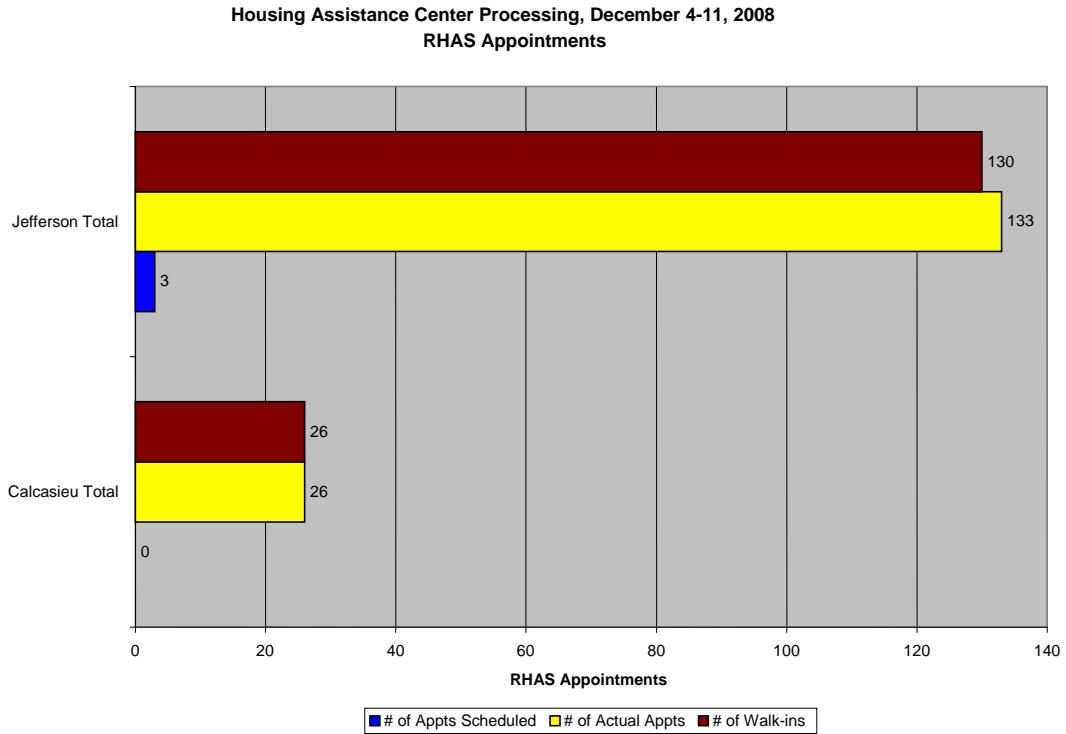
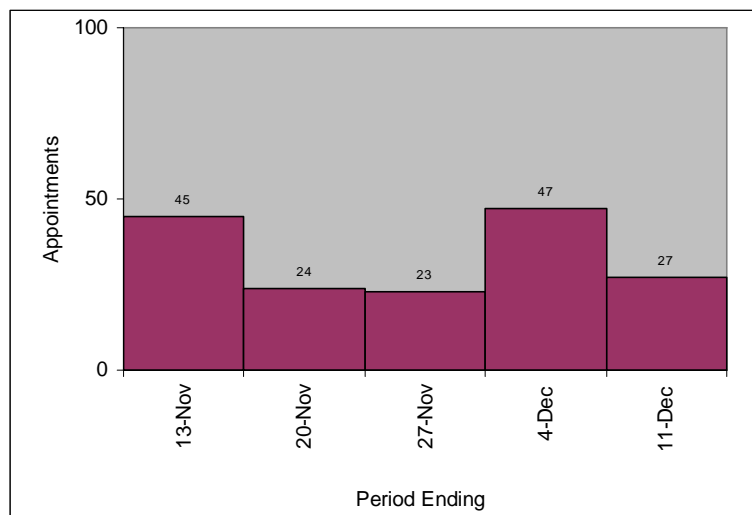


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

Figure 10: Average Daily Appointments by Period



RENTAL PROPERTY PROGRAM

Underwriting

- Continued to process all active awardees (See Table 19)

Table 19: Conditional Award Processing

	Round 1		Round 2		Round 2 Waitlist (Round 2.1)	
CONDITIONAL AWARD STAGE						
Conditional Awardees	2,702		5,032		1,996	
Manual Conditional Awards Issued/Appeal Approved	0		5		171	
VERIFICATION STAGE						
Active Awards	742		3,630		1,575	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	694		3,080		1,047	
Commitment Letters Returned by Applicant		518		1,920		528
POST COMMITMENT STAGE						
0 - 24% Construction Complete		133		640		98
25 - 49% Construction Complete		62		173		75
50 - 74% Construction Complete		41		141		20
75 - 100% Construction Complete		282		966		335
Total	518		1,920		528	

Appeals

- Received 5 new appeals
- Completed 14 Appeal Review Determinations

Table 20: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	332	543	632	1,507
Level II Issue Determinations Made	325	506	601	1,432
Level II Issues Remaining to be Resolved	7	37	31	75

Table 21: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	279
Denied	1,052
Dismissed	90
Withdrawn	11

Owner Occupant (OO) Units

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

Table 22: Owner Occupant Award Activity

Owner Occupant Unit Awards	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Active OO Unit Awards	145	135	35	315
OO Award Received Via HAP	0	8	0	8
Net Current/Active OO Unit Awards	145	127	35	307
OO Unit Award Letters Mailed	144	124	32	300
No Acceptance Required	23	24	2	49
Outstanding OO Unit Award Acceptances	2	3	2	7
OO Unit Award Acceptance Received	119	97	28	244
OO Unit Award Closings Held	105	78	17	200

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	5
Round 2	52
Round 2 Waitlist (Round 2.1)	38
Appeals	9
Other	89
Total Inbound Calls	193

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 *		4,708
Appointments Not Required		3,388
Appointments Required		1,320
Appointments Completed		981
Appointments to be Completed		339

*Includes applicants contacted multiple times

URA

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

Table 25: Relocation Activity

Occupied Properties				
Owner Occupants with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	165	75	6	246
Tenant Occupied (Relocation possibly needed)	108	48	6	162
Vacant Units	57	27	0	84
General Pool with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	52	411	200	663
Tenant Occupied (Relocation possibly needed)	42	316	159	517
Vacant Units	10	95	41	146

PROGRAM SUPPORT STATUS

HUMAN RESOURCES

- Scheduled orientation with the Manager of the Baton Rouge Area Chamber to learn more about employers' needs in the Baton Rouge region and best approach to team with the Work Investment Boards of East and West Baton Rouge Parishes to identify job options and training programs to assist employees exiting The Road Home Program.
- Met with the Manager of LA Works Center/St. Tammany Parish, located in Slidell, to update curriculum materials and to schedule two HUD Section 3 Training Seminars for low- and very low-income persons seeking pre-employment and entrepreneurial training, prompted by rising unemployment in St. Tammany Parish due to downsizing and closing of businesses, regional industries and nonprofits.
- Continued research and analysis of "Voluntary Employee Questionnaires," completed by new employees hired by The Road Home during 2008 and used to aggregate data for populating Part I of the Annual Report on the HUD Section 3 Program, as required under the Housing and Development Act of 1968.
- Met with the Manager of LA Works/Jefferson Workforce Center, located in Metairie, to reschedule HUD Section 3 Training Workshops, delayed by the relocation of the Workforce Center to a new home, and to update curriculum materials on pre- and post-employment trends for sub-income persons, disabled veterans, people with disabilities, and persons living in public housing.

POLICY

- Answered policy questions from staff
- Assisted applicants with processing their applications
- Worked with Grant Review Tier 2 team to resolve policy-related issues

TRAINING

- Built Desk Reference Binders
- Updated Special Issues module of Rental Case Management
- Mentored Appeals staff
- Coordinated reproduction of Homeowner Case Management and Appeals training materials
- Responded to requests for training materials
- Organized training documents



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Table 26: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	RH Information Security and Management Online Training	All Road Home Staff	Online	As of December 11, 2008	2, 315
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of December 11, 2008	300
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of December 11, 2008	1, 420
Internal	Rental Orientation	Rental New Hires	Goodwood Office Baton Rouge, LA	December 8, 2008	4
Internal	Case Management Refresher	Pre-Closing Rehire	Goodwood Office Baton Rouge, LA	December 9, 2008	1
Internal	Rental Case Management	Rental New Hires	Goodwood Office Baton Rouge, LA	December 9 and 11, 2008	4
Internal	HDS and Binder Training	Rental New Hires	Goodwood Office Baton Rouge, LA	December 10, 2008	5

EXTERNAL AFFAIRS

Communications/Media Relations

In support of Homeowner program:

- Creating catalog of communications publications for transition team.
- Assisted Outreach Team with document retrieval project.
- Weekly metrics report distributed to media and posted to Web site.

In support of Rental program:

- Submitted “New Option Available to Small Rental Property Program Participants” press release and talking points to State for review.
- Submitted “Program Development Going Forward” summary page to Rental program for review.
- Received approval from State to begin Web redesign for Rental Property Owners content.
- State submitted feedback on Rental Web redesign.
- Completing Rental Web redesign.
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content.

Outreach

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish, the Lower 9th Ward (NENA) in Orleans Parish, LSU Ag Rebuilding Center in Orleans Parish and Rep. Simone Champagne constituents in Vermilion Parish.
 - Attempted to contact previously unreachable applicants to move them forward. During this reporting timeframe 114 applicants were researched and 54 post cards were sent.
 - Assisted with retrieval attempts on Post-Closing documents for applicant files in conjunction with ACG team.
 - Reviewed files for movement to policy exhausted or communications exhausted status.
 - Advised 109 walk-ins at the Jefferson HAC.
 - Monitored the Senate Local and Municipal Affairs Committee meeting.
 - Worked with elected officials and staff regarding constituent issues including:
 - Sen. J. P. Morrell
 - Sen. Cheryl Gray
 - Sen. David Heitmeier
 - Sen. Reggie Dupre
 - Rep. Jerry “Truck” Gisclair
 - Rep. Simone Champagne
 - Rep. Jonathan Perry
 - Rep. Joseph Lopinto, III
-

- Rep. A.B. Franklin
- Rep. Stephen Pugh
- Rep. Neil Abramson
- Plaquemines Parish Councilman Burghart Turner
- New Orleans City Councilman James Carter
- New Orleans City Councilmember Shelley Midura
- Erath City Councilman John LeBlanc
- Cameron Parish Planning & Development Ryan Bourriaque

Table 27: Community Outreach Metrics

Meeting Type	Events held 12/5-12/11	People reached 12/5-12/11	Events To Date	People Reached To Date
Community	9	123	924	51,337
Faith-Based	*	*	220	19,785
Business	*	*	32	1,402
Governmental	*	*	325	9,772
Case Managers	*	*	167	3,427
Rental	*	*	114	2,309
TOTALS	9	127	1,782	88,032

INFORMATION TECHNOLOGY

- Provided support of eGrants end users through issue resolution/task completion (approximately 326 completed/resolved) via the ithomeownersupport inbox.
- Pushed 8.15 (patch) into production for HDS.
- Pushed changes to the URA tool into production.
- Completed the network circuit upgrade for the Jefferson HAC. Monitoring shows a signification performance improvement.
- Local phone services for the RH-FFX office have been configured in the RHP Call Manager in order to eliminate toll charges to the FFX area codes.
- Created report of applications with multiple closings for OCD to run in Business Objects.
- Analysis of ICC duplication of benefits delivered for OCD-LRA.
- GIS provided Long/Lat data in support of RHP report for LLT.
- Underlying SQL for Option Change History provided to OCD.
- GIS delivered Closings by Congressional Districts maps.

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



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Table 28: Fraud Prevention Metrics

ACTIVITY	Prior Totals	11/06 - 11/13	11/14 - 11/20	11/21 - 11/27	11/28 - 12/4	12/5 - 12/11	Current Totals
Applicant Issues Reported to Anti-Fraud	1,726	34	40	23	26	27	1,876
Evaluator Issues Reported to Anti-Fraud	5	-	-	-	-	-	5
Third-Party Issues Reported to Anti-Fraud	30	-	-	-	-	-	30



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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	531	14	1	3	1		550
Ascension	161	2		2			165
Assumption	235	2		1	1		239
Beauregard	1,024	19		9	4		1,056
Calcasieu	13,624	201	14	217	81	4	14,141
Cameron	1,669	202	5	70	30	1	1,977
East Baton Rouge	201	4	1	2			208
East Feliciana	27	1					28
Evangeline	69	1		2			72
Iberia	1,104	28	2	9	3	3	1,149
Iberville	61	3					64
Jefferson	26,911	259	63	465	459	22	28,179
Jefferson Davis	949	19	2	7	10	4	991
Lafayette	124	3		1	1		129
Lafourche	849	12	1	9		2	873
Livingston	235	7	1	2	2		247



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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	43,466	4,343	1,897	892	802	35	51,435
Plaquemines	3,244	354	46	91	83	7	3,825
Pointe Coupee	15						15
Sabine	33						33
Saint Bernard	7,848	4,247	811	462	260	19	13,647
Saint Charles	1,094	6	1	10	6	1	1,118
Saint Helena	287	2			1		290
Saint James	391			2			393
Saint Landry	172	6		1		1	180
Saint Martin	107	5		1			113
Saint Mary	908	8		1	2		919
Saint Tammany	11,433	224	58	163	181	9	12,068
St John The Baptist	1,342	3	1	8	11	1	1,366
Tangipahoa	1,605	13	2	6	1	1	1,628
Terrebonne	2,678	81	3	26	10	6	2,804
Vermilion	1,685	90	4	46	9	1	1,835
Vernon	155	2		1	2		160
Washington	1,480	19	1	8	11		1,519
West Baton Rouge	14						14
West Feliciana	3						3
	126,053	10,184	2,914	2,519	1,971	117	143,758



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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	661
Ascension	196
Assumption	281
Beauregard	1,178
Calcasieu	15,427
Cameron	2,116
East Baton Rouge	319
East Feliciana	38
Evangeline	88
Iberia	1,324
Iberville	92
Jefferson	33,402
Jefferson Davis	1,172
Lafayette	153
Lafourche	998
Livingston	297
Orleans	55,589
Plaquemines	4,126
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,669
Saint Charles	1,446
Saint Helena	327
Saint James	464
Saint Landry	217
Saint Martin	135
Saint Mary	1,073
Saint Tammany	13,473
St John The Baptist	1,748
Tangipahoa	1,802
Terrebonne	3,177
Vermilion	2,005
Vernon	178
Washington	1,792
West Baton Rouge	20
West Feliciana	6
	160,397



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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 120,430 rather than 120,438 reported in Daily Governor’s Report as of December 11, 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	276	2		278
Allen	453	8	1	462
Ascension	132			132
Assumption	192			192
Beauregard	886	10	1	897
Calcasieu	12,184	103	7	12,294
Cameron	1,418	104	2	1,524
East Baton Rouge	169	2	1	172
East Feliciana	27			27
Evangeline	51			51
Iberia	960	14	1	975
Iberville	49	1		50
Jefferson	23,284	183	22	23,489
Jefferson Davis	788	9		797
Lafayette	107	2		109
Lafourche	729	6	1	736
Livingston	195	2		197



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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	38,797	3,209	1,248	43,254
Plaquemines	2,578	195	14	2,787
Pointe Coupee	13			13
Sabine	25			25
Saint Bernard	7,288	3,252	601	11,141
Saint Charles	910	3	1	914
Saint Helena	238	1		239
Saint James	335			335
Saint Landry	151	5		156
Saint Martin	92	3		95
Saint Mary	760	4		764
Saint Tammany	10,327	148	26	10,501
St John The Baptist	1,136			1,136
Tangipahoa	1,406	4	1	1,411
Terrebonne	2,303	36	1	2,340
Vermilion	1,499	49	3	1,551
Vernon	132	2		134
Washington	1,220	16	1	1,237
West Baton Rouge	12			12
West Feliciana	3			3
	111,125	7,373	1,932	120,430



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Zip Code	Number of Closings
Zip code not provided	21
70001	819
70002	904
70003	2,222
70005	720
70006	1,353
70011	1
70012	1
70014	1
70015	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	42
70032	1,720
70033	1
70036	178
70037	443
70038	244
70039	81
70040	324
70041	670
70042	6
70043	4,702
70044	3
70045	3

Zip Code	Number of Closings
70046	11
70047	147
70048	2
70049	144
70050	199
70051	54
70052	41
70053	671
70054	1
70056	1,768
70057	105
70058	2,999
70059	5
70062	866
70063	6
70064	4
70065	3,541
70066	7
70067	398
70068	690
70069	9
70070	122
70071	44
70072	4,127
70073	6
70074	1
70075	1,334
70076	13
70077	1

Zip Code	Number of Closings
70078	18
70079	20
70080	15
70081	1
70082	122
70083	712
70084	226
70085	1,416
70086	64
70087	291
70090	163
70091	92
70092	1,903
70093	2
70094	1,874
70095	2
70096	1
70101	16
70104	1
70105	1
70107	1
70109	1
70110	1
70112	70
70113	386
70114	1,209
70115	1,297
70116	692
70117	5,423



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Zip Code	Number of Closings
70118	2,219
70119	3,253
70120	1
70121	389
70122	7,358
70123	493
70124	3,400
70125	1,528
70126	5,808
70127	3,734
70128	3,327
70129	1,830
70130	199
70131	1,359
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

Zip Code	Number of Closings
70301	177
70302	2
70339	5
70340	19
70341	46
70342	5
70343	27
70344	578
70345	90
70346	57
70352	1
70353	173
70354	49
70355	7
70356	156
70357	49
70358	205
70359	78
70360	127
70361	5
70363	698
70364	124
70372	10
70373	15
70374	37
70377	265
70380	79
70381	2
70390	105

Zip Code	Number of Closings
70391	4
70392	38
70393	6
70394	243
70395	29
70397	147
70401	159
70403	225
70404	13
70420	104
70421	11
70422	273
70423	1
70424	1
70426	167
70427	687
70429	4
70430	1
70431	103
70433	277
70434	9
70435	248
70436	16
70437	135
70438	338
70440	1
70441	155
70442	5
70443	164



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Zip Code	Number of Closings
70444	177
70445	638
70446	42
70447	74
70448	475
70449	16
70450	53
70451	28
70452	393
70453	8
70454	188
70455	12
70456	101
70457	1
70458	3,208
70459	10
70460	1,903
70461	2,668
70462	63
70463	15
70464	6
70465	32
70466	55
70467	3
70469	3
70470	5
70471	213
70478	1
70485	1

Zip Code	Number of Closings
70501	25
70503	4
70506	12
70507	12
70508	7
70510	582
70511	1
70512	13
70514	125
70515	11
70516	2
70517	43
70518	12
70519	3
70520	9
70521	1
70522	14
70523	20
70524	2
70525	21
70526	114
70528	299
70529	9
70531	11
70532	111
70533	627
70534	3
70535	32
70537	3

Zip Code	Number of Closings
70538	428
70540	1
70542	51
70543	24
70544	193
70546	228
70548	103
70549	62
70550	2
70551	2
70552	9
70554	9
70555	13
70556	11
70559	20
70560	649
70562	1
70563	26
70569	2
70570	96
70575	2
70576	2
70577	3
70578	59
70581	22
70582	40
70583	7
70584	5
70585	1



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Zip Code	Number of Closings
70586	18
70589	8
70591	153
70592	23
70601	2,865
70602	7
70605	1,616
70606	11
70607	1,942
70609	1
70610	1
70611	973
70612	5
70614	1
70615	1,175
70616	6
70621	1
70630	118
70631	565
70632	178
70633	462
70634	450
70637	14
70638	2
70639	4
70640	34
70641	2
70643	109
70644	2

Zip Code	Number of Closings
70645	262
70646	64
70647	590
70648	161
70650	13
70651	12
70652	69
70653	58
70654	10
70655	136
70656	11
70657	219
70658	24
70659	14
70660	104
70661	232
70662	3
70663	1,273
70664	14
70665	557
70667	1
70668	367
70669	617
70699	1
70702	1
70706	13
70707	1
70711	17
70714	17

Zip Code	Number of Closings
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
70740	2
70744	15
70748	1
70749	1
70750	1
70753	1
70754	9
70757	2
70760	6
70761	1
70763	17
70764	12



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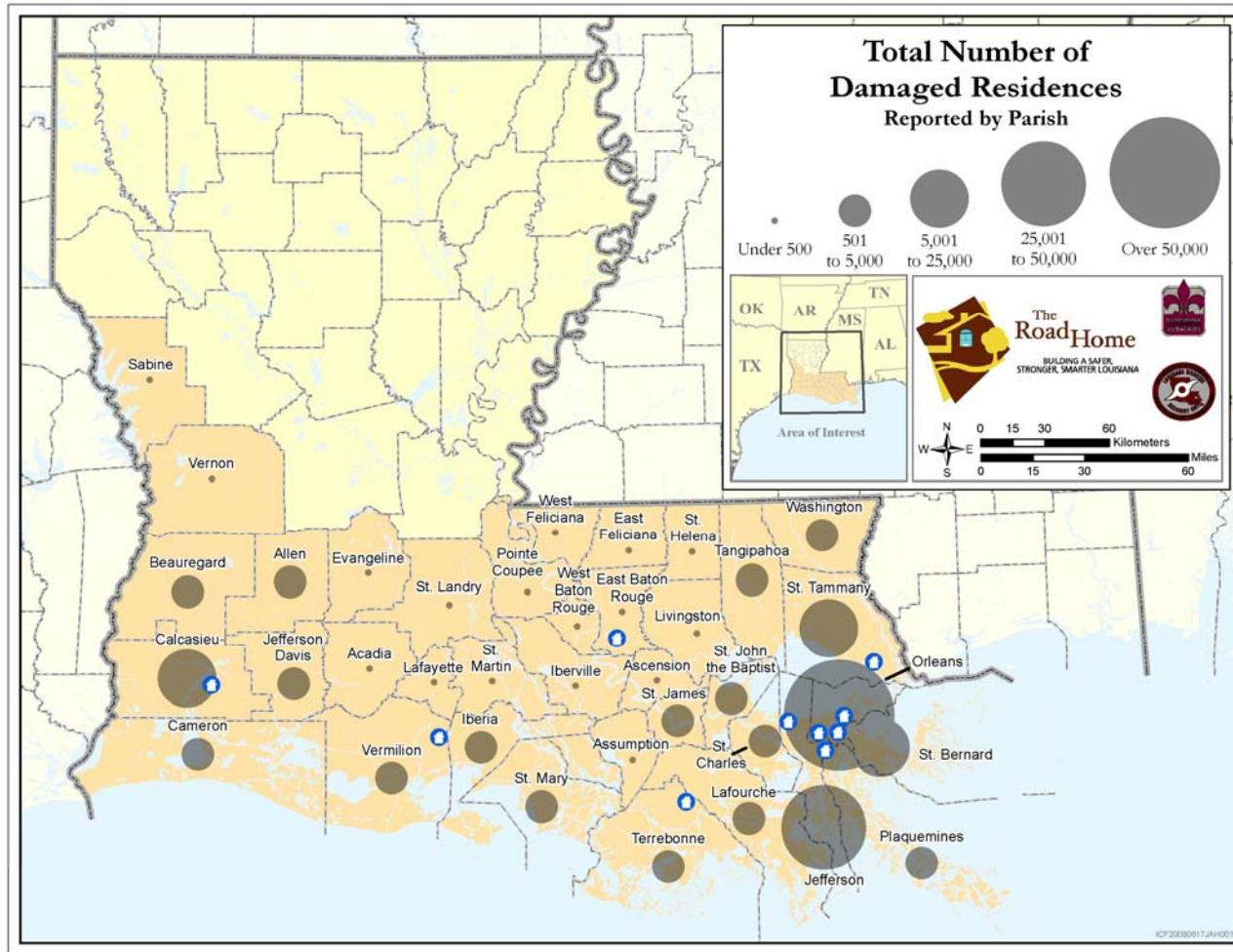
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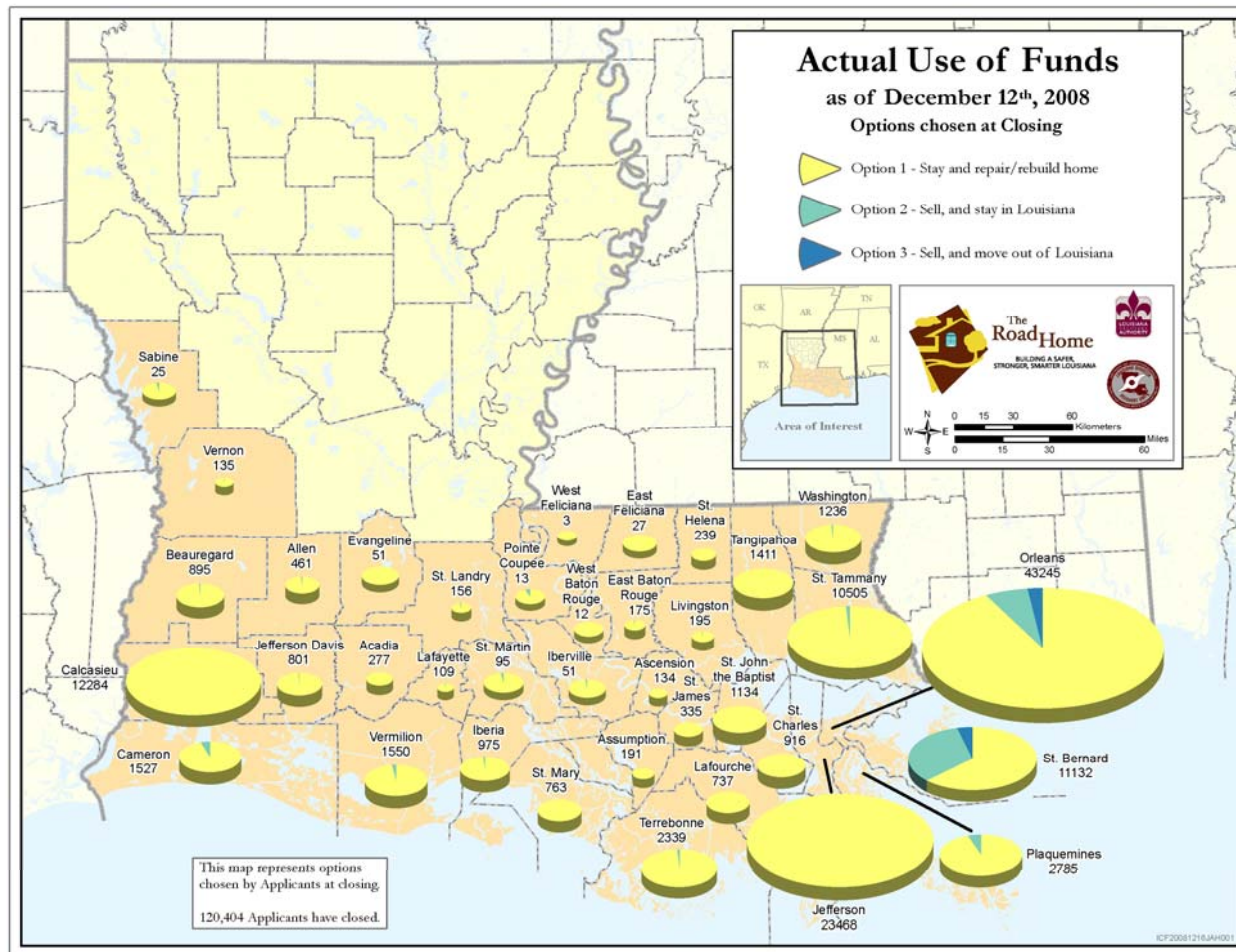
Zip Code	Number of Closings
70767	9
70769	15
70770	3
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	4
70783	1
70785	21
70788	10
70789	2
70791	12
70792	1
70802	19
70805	27
70806	5
70807	8
70808	3
70809	1
70810	7
70811	7
70812	11
70814	16
70815	9
70816	5
70817	9
70818	1

Zip Code	Number of Closings
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	13
71419	1
71429	3
71433	1
71439	2
71446	72
71449	11
71458	1
71460	1
71461	3
71462	1
71463	67
71474	2
71486	5
71496	1
	120,430

APPENDIX D



APPENDIX E



GLOSSARY

Table 1 Terms:

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

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

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

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

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

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

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

Benefits Calculated represents the cumulative number of benefits calculated.

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

Pipeline Diagram Terms (Figures 1 and 2):

APPLICATIONS & APPOINTMENTS

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

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

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

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

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

CALCULATIONS

Benefits Calculated represents the cumulative number of benefits calculated.

OPTION SELECTION

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

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



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

CLOSINGS

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

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

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

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