



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 129 Situation & Pipeline** **Report**

December 23, 2008





**Table of Contents**

EXECUTIVE SUMMARY ..... 2  
     Homeowner Assistance Program..... 2  
     Small Rental Property Program ..... 3  
     Deliverables ..... 3  
 HOMEOWNER PROGRAM ..... 4  
     Housing Assistance Center Activity ..... 6  
     Award Calculation Activity ..... 6  
     Award Selection Activity..... 6  
     Low/Moderate Income Households ..... 6  
     Elevation Program Activity ..... 9  
     Closing Activity ..... 10  
     Condominium Project ..... 12  
     Manufactured Home Project ..... 13  
     Home Evaluations (Home Inspection) Activity..... 14  
     Appeals ..... 14  
     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  
     HUMAN RESOURCES ..... 23  
     TRAINING ..... 23  
     EXTERNAL AFFAIRS ..... 24  
         Communications/Media Relations..... 24  
         Outreach..... 24  
     POLICY ..... 23  
     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



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

### EXECUTIVE SUMMARY

#### Homeowner Assistance Program

Homeowner Program Advisors completed 162 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,421 and the total number of closings held as of December 18 increased to 120,716. Cumulatively, homeowners returned 143,803 benefit options selection letters.

**Table 1: Homeowner Program Snapshot**

Activity	As of COB December 11	Weekly Activity	As of COB December 18	Status Adjustments	
				Inactive	Ineligible
Applications Received	229,416		229,416		
Applications Not Valid for Processing			(44,303)	-	44,303
Applications Recorded	185,113	-	185,113		
Pre-Appointment Inactives			19,151	-	19,151
Total Appointments Held	228,171	162	228,333		
<i>Initial Appointments Held</i>	166,094	-	166,094	239	9,437
<i>RHAS Appointments Held</i>	62,077	162	62,239		
Benefits Calculated	160,397	24	160,421		
Benefit Options Letters Sent	152,588	28	152,616	309	882
<b>Total Benefit Options Letters Returned</b>			<b>143,803</b>		
<i>Number of Option One Selections</i>	126,053	40	126,093	1,179	2,536
<i>Number of Option Two Selections</i>	10,184	3	10,187	109	370
<i>Number of Option Three Selections</i>	2,914	1	2,915	83	67
<i>Decline Benefits</i>	2,519	25	2,544	108	62
<i>Delay Benefits</i>	1,971	(23)	1,948	180	257
<i>Incomplete Benefit Selection Form</i>	117	(1)	116	10	41
<b>Benefit Options Letters Available for Transfer to Closing</b>			<b>134,851</b>		
Files Transferred for Closing	125,823	23	125,846	74	136
Total Inactives and Ineligibles				2,291	77,242
Closings Scheduled			423		
Closings Held	120,438	278	120,716		

### Small Rental Property Program

Small Rental continues to process active awardees for Round 1 and 2. Small Rental has begun processing the Round 2.1 (Waitlist) conditional awardees who have returned the signed conditional award acceptance.

**Table 2: Rental Program Snapshot**

Activity	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
<b>RENTAL UNIT AWARDS</b>				
Total Conditional Awards Issued	2,702	5,032	1,996	<b>9,730</b>
Manual Conditional Awards Issued/Appeals Approved	0	5	169	<b>174</b>
Conditional Awards Cancelled	2,013	1,467	596	<b>4,076</b>
Conditional Awards Reinstated	51	60	4	<b>115</b>
Total Active Awards *	740	3,630	1,573	<b>5,943</b>
Commitment Letters Mailed	692	3,082	1,058	<b>4,832</b>
<b>OWNER OCCUPIED UNIT AWARDS</b>				
Active OO Unit Awards	145	135	35	<b>315</b>
OO Unit Award Letters Mailed	144	124	32	<b>300</b>

\* Includes 41 applications reinstated through the Appeals Process.

### Deliverables

Table 3 lists the deliverables provided during the reporting period.

**Table 3: Program Deliverables**

	Deliverables	Date
00035-11152008	Closing Procedures Update	12/15/2008
00081-10152008	Quarterly Property Report	12/15/2008

### HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 12/11	CUMULATIVE As of 12/18	INCREASE
<b>APPLICATIONS &amp; APPOINTMENTS</b>	APPS RECEIVED	229,416	229,416	-
	APPS RECORDED	185,113	185,113	-
	PRE-APPT INACTIVE APPS	19,151	19,151	-
	INITIAL APPTS HELD	166,094	166,094	-
	RHAS APPTS HELD	62,077	62,239	162
<b>CALCULATIONS</b>	BENEFITS CALCULATED	160,397	160,421	24
	<b>TOTAL</b>	<b>\$9.63 billion</b>	<b>\$ 9.64 billion</b>	<b>\$ .01 b</b>
	<b>AVERAGE</b>	<b>\$62,213</b>	<b>\$62,274</b>	

- 166,094 applicants have completed initial appointments
- The \$9.64 billion total and \$62,274 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 12/11	CUMULATIVE As of 12/18	INCREASE
<b>OPTION SELECTION</b>	OPTIONS LETTERS SENT	152,588	152,616	28
	OPTIONS LETTERS RETURNED	143,758	143,803	45
	BSF AVAIL FOR TRANSFER TO CLOSING	134,805	134,851	46
<b>CLOSINGS</b>	TRANSFERRED TO CLOSING	125,823	125,846	23
	INACTIVE CLOSING FILES	74	74	-
	CLOSINGS HELD	120,438	120,716	278
	<b>TOTAL</b>	<b>\$7.48 billion</b>	<b>\$7.54 billion</b>	<b>\$.06 b</b>
	<b>AVERAGE*</b>	<b>\$62,148</b>	<b>\$62,409</b>	

- Applicants have returned 143,803 Benefits Selection Forms. After processing and review, 134,851 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 129**

**December 12 – December 18, 2008**

## Housing Assistance Center Activity

- A total of 162 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - 62,239 total RHAS appointments held to date
  - 157 RHAS appointments were due to walk-ins

## Award Calculation Activity

- The *Road Home* has calculated 160,421 benefits, an increase of 24 for the week
  - The average total benefit calculated was \$62,274 (excluding ‘zero’ awards)
  - 5,583 calculations resulted in ‘zero’ grant amounts
  - 154,838 ‘non-zero’ or ‘positive’ grant amounts were calculated

## Award Selection Activity

- A total of 143,803 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 31,982 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
  - 134,851 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>	2,222
<b>Total Elderly Benefits Options Selected</b>	<b>31,982</b>

## Low/Moderate Income Households

- A total of 120,702 applicants had gone to closing and received their Road Home disbursement as of December 18, 2008. Of these applicants, 50,188 (42 percent) were documented as LMI.
- A total of \$7,532,929,188.80 in Homeowner Assistance Program awards were disbursed as of December 18, 2008. Of these disbursements, \$3,773,037,560.09 (50 percent) went to applicants documented as LMI.



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

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

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	126,092	10,187	2,915	139,194
Total \$ in Options Selected	\$7,171,203,986.27	\$800,852,663.05	\$191,780,521.44	\$8,163,837,170.76
Comp Grant \$ in Options Selected	\$4,893,901,547.84	\$603,700,638.67	\$191,780,521.44	\$5,689,382,707.95
Elev Grant \$ in Options Selected	\$960,857,413.02			\$960,857,413.02
ACG \$ in Options Selected	\$1,316,445,025.41	\$197,152,024.38		\$1,513,597,049.79
<b>Low/Moderate Income (LMI) Detail</b>				
Number of Options Selected by LMI	52,080	4,460	1,194	57,734
Total \$ to LMI	\$3,717,370,850.00	\$431,525,867.13	\$78,561,196.67	\$4,227,457,913.80
Comp Grant \$ to LMI	\$1,942,974,940.97	\$234,373,842.75	\$78,561,196.67	\$2,255,909,980.39
Elev Grant \$ to LMI	\$457,950,883.62			\$457,950,883.62
ACG \$ to LMI	\$1,316,445,025.41	\$197,152,024.38		\$1,513,597,049.79
<b>Percentage of Total</b>				
% 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 %



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

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

Closings Held	Option 1	Option 2	Option 3	Totals
Number of Closings Held	111,345	7,389	1,968	120,702
Total \$ in Closings Held	\$6,730,753,923.65	\$651,533,021.91	\$150,642,243.24	\$7,532,929,188.80
Comp Grant \$ in Closings Held	\$4,749,116,011.45	\$485,995,802.86	\$150,642,243.24	\$5,385,754,057.55
Elev Grant \$ in Closings Held	\$629,095,564.76	\$49,755.00		\$629,145,319.76
ACG \$ in Closings Held	\$1,352,542,347.44	\$165,487,464.05		\$1,518,029,811.49
Number of Closings Held by LMI	45,985	3,378	825	50,188
Total \$ to LMI	\$3,371,041,119.48	\$339,191,492.94	\$62,804,947.67	\$3,773,037,560.09
Comp Grant \$ to LMI	\$1,858,401,740.56	\$189,449,427.58	\$62,804,947.67	\$2,110,656,115.81
Elev Grant \$ to LMI	\$297,117,088.90	\$20,460.00		\$297,137,548.90
ACG \$ in Research for Categorization**	\$137,020,057.42	\$15,765,858.69		\$152,785,916.11
ACG \$ to LMI	\$1,215,522,290.02	\$149,721,605.36		\$1,365,243,895.38
Total ACG \$	\$1,352,542,347.44	\$165,487,464.05		\$1,518,029,811.49
% of Total Closings Held that are LMI	41 %	46 %	42 %	42 %
% of Total \$ to LMI	50 %	52 %	42 %	50 %
% of Comp Grant \$ to LMI	39 %	39 %	42 %	39 %
% of Elev Grant \$ to LMI	47 %	41 %	N/A	47 %
% of ACG \$ to LMI	90 %	90 %	N/A	90 %

\*Detailed closing data is based on population of 120,702 rather than 120,716 reported in the Daily Governor's Report as of December 18, 2008, due to a variance in data feeds.

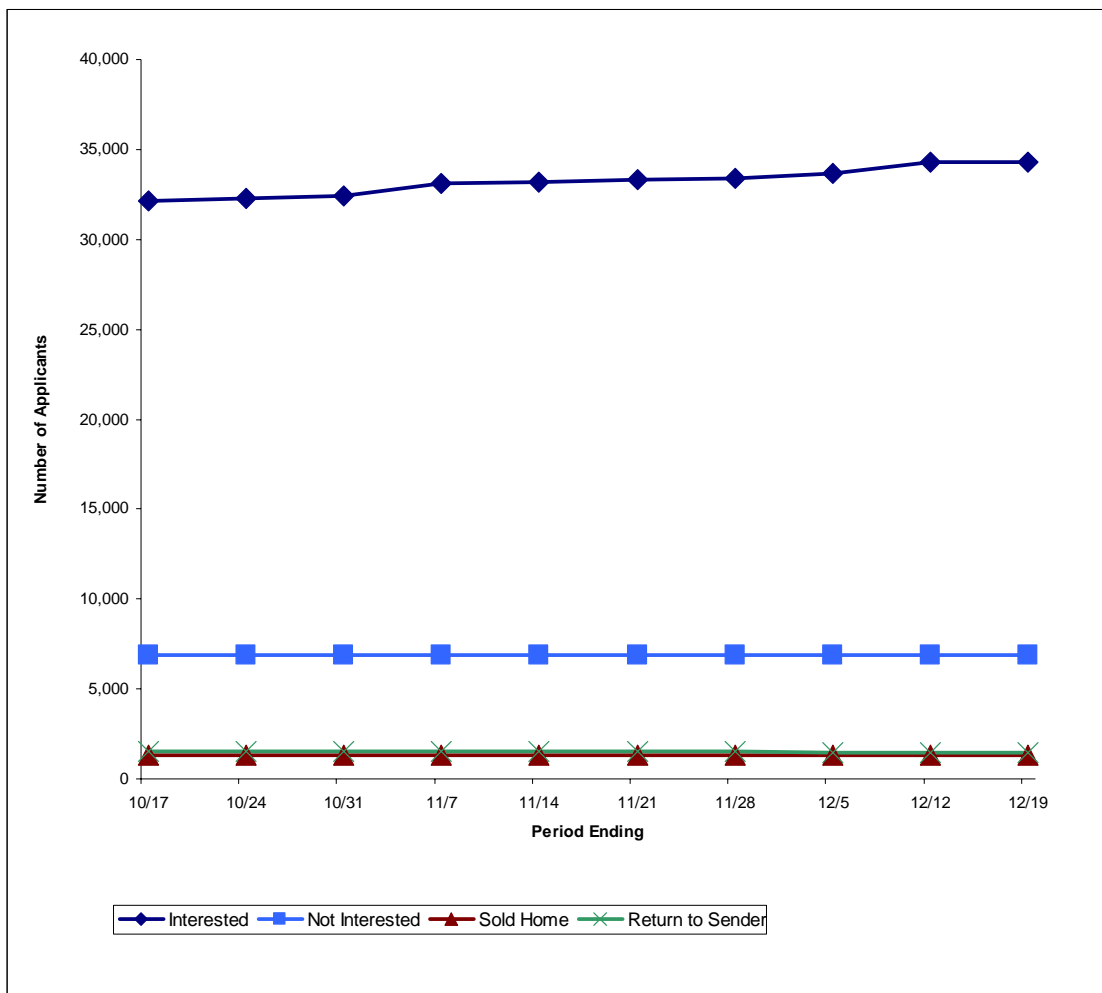
\*\*These funds represent disbursed ACG dollars that have not been categorized through final grant review.

### Elevation Program Activity

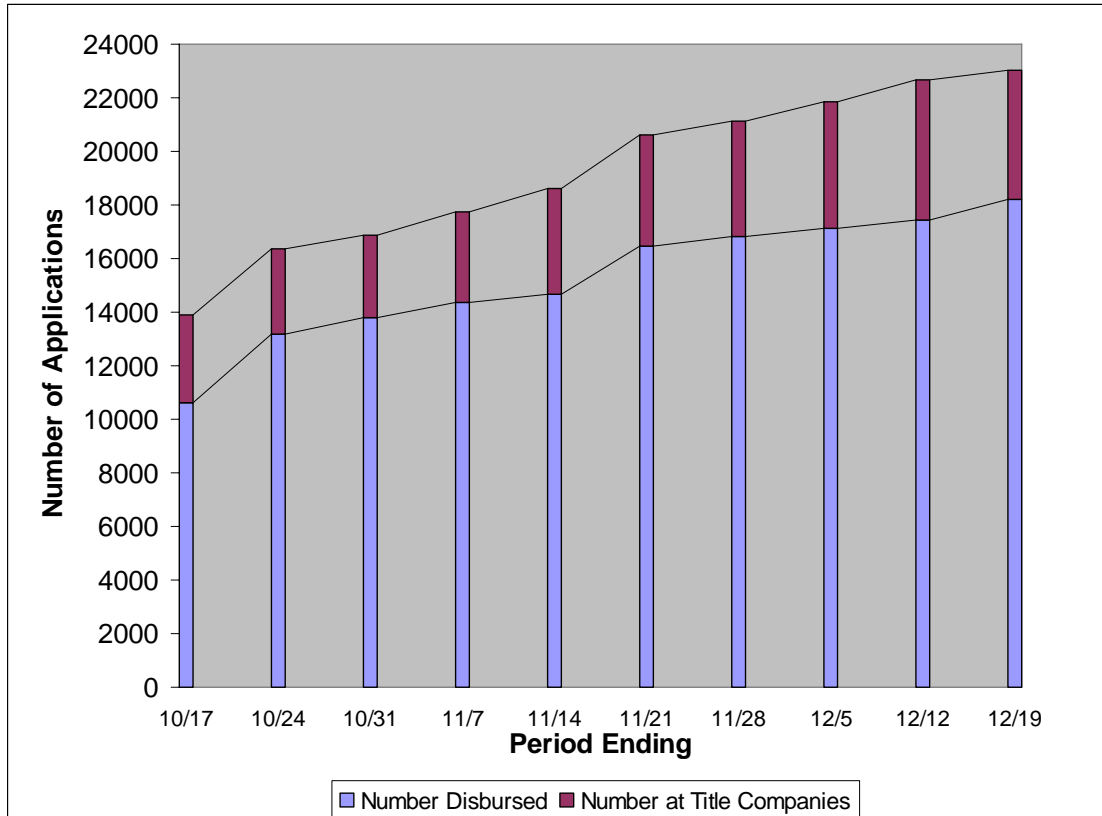
As of December 18, 115,872 elevation letters have been sent to applicants.

- 34,268 (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
- 18,183 applicants have received elevation disbursements totaling \$522,008,149 (average elevation award of \$28,709) including:
  - 2,637 initial and 13,644 additional disbursements of elevation funds in 2008 for a total of \$474,072,112
  - 1,902 initial and 329 additional disbursements previously distributed for a total of \$47,936,037
- 4,819 elevation requests for a total of \$138,596,459 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	329	\$47,936,037
2008 Elevation Disbursements	2,637	13,644	\$474,072,112
<b>Total Elevation Disbursements</b>	<b>4,539</b>	<b>13,973</b>	<b>\$522,008,149</b>
Applications at Title Companies			
First American Pending Transactions		2,830	\$80,399,681.54
HGI Pending Transactions		1,989	\$58,196,777.51
<b>Total Pending Transactions</b>		<b>4,819</b>	<b>\$138,596,459.05</b>

### Closing Activity

- As of December 18, 2008, a total of 125,846 files have been transferred to closing agents with 23 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 120,716 closings, of which:
  - The average award is \$62,409



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

- 50,188 also received additional compensation grants. The average additional compensation grant award is \$27,203
- Closed 27,525 elderly applicants for a total of \$2,000,506,924
- Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 19,419 additional disbursements for a total of \$584,817,100. The average additional disbursement is \$30,116

**Table 8: Eligible Application Summary**

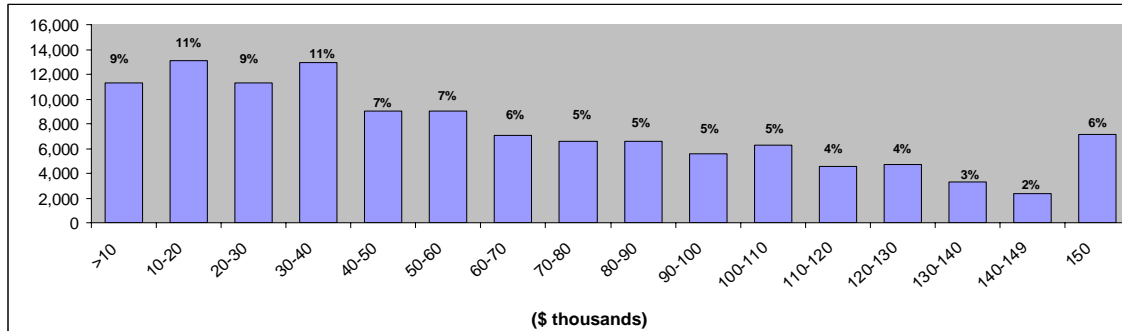
Completed Applications	
Closed	120,806
Scheduled to be Closed this Month	179
Zero Awards	14,573
Communique's Exhausted	372
Program Policy Actions Completed	2,236
Declined/Withdrawn Awards	3,124
<b>Total Completed Applications</b>	<b>141,290</b>
Applications that Cannot Close	
No Option Selected by Homeowner	152
Occupancy Proof Required	108
Refuse to Close	131
Title, Succession, Legal, Mortgage Issues	753
Ownership Proof Required	1,733
Homeowner Unreachable	182
POA/ADDH Issues	756
FA/HGI Undecided	31
Compliance Reviews	298
Homeowner Planning to Appeal	293
CREDCO Fail	20
Sold Homes Being Validated for Eligibility	102
FEMA Eligibility Issue	37
Missing Homeowner Documentation	289
<b>Total Applications that Cannot Close</b>	<b>4,885</b>
Active Applications	
In Progress – Pre-Closings (non-sold homes)	1,228
In Progress – Sold Homes “Interested” and Valid	1,694
IN Progress – Title Company	538
Awaiting Approval by OCD	134
Filed Pre-Closing Appeal	392
<b>Total Active Applications</b>	<b>3,986</b>
<b>TOTAL ELIGIBLE APPLICATIONS</b>	<b>150,161</b>

\*Detailed closing data is based on population of 120,806 rather than 120,716 reported in the Daily Governor’s Report as of December 18, 2008, due to a variance in data feeds.

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

ACTIVITY	Fri 12/12	Sat 12/13	Sun 12/14	Mon 12/15	Tues 12/16	Wed 12/17	Thurs 12/18	Weekly Total
Files Transferred for Closing	-	-	-	21	-	-	2	23

**Figure 5: Award Size**



**Table 10: Applicants and Closings Held By Race/Ethnicity**

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	487	>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%	2,036	2%
Asian and White	300	>1%	199	>1%
Black/African American	65,837	36%	50,097	42%
Black/African American and White	1,153	1%	862	1%
Native Hawaiian/Other Pacific Islander	183	>1%	127	>1%
Other Multi-Racial	3,419	2%	2,422	2%
White	72,046	39%	47,504	39%
A race was not provided	37,668	20%	16,332	14%
	185,106		120,702	

\*Detailed closing data is based on population of 120,702 rather than 120,716 reported in the Daily Governor's Report as of December 18, 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.

- 60 applicants were removed from ineligible, inactive, and zero award as a result of Home Evaluation implementation of an Alternate Methodology for pro-rating roof damage to condominium units.
- 61 condominium applications were added to the total number of condominium applications in progress.

To date the project has yielded the following progress summarized in Table 11.

**Table 11: Condominium Pipeline Progress**

Activity	11/14-11/20	11/21-11/27	11/28-12/4	12/5-12/11	12/12-12/18	Weekly Total
Total number of Condo Applications	1,023	1,023	1,024	1,024	1,024	-
Option Letters Created Status	4	4	3	3	3	-
Option Selected Status	22	22	21	18	20	2
Condos in Progress	75	75	73	69	130	61
Transmitted for Closing	54	54	55	34	31	(3)
Closings Held	255	255	255	286	286	-
Total Zero Award	261	261	262	260	258	(2)
Total Inactive Applications	71	71	63	63	58	(5)
Total Ineligible Applications	281	281	292	288	235	(53)

### Manufactured Home Project

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

- Identified 16,309 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 14,567 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	11/14-11/20	11/21-11/27	11/28-12/4	12/5-12/11	12/12-12/18	Cumulative Total
Total number of Manufactured Home Applications	16,300	-	6	-	2	1	16,309
Total Manufactured Home Evaluations verified	16,036	(3)	-	-	2	-	16,035
Total Pre-Storm Values verified	14,467	30	18	17	16	19	14,567
Total Applications released into letter generation process	14,467	30	18	17	16	19	14,567



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

### Home Evaluations (Home Inspection) Activity

- Addressed 1,302 Grant Review issues
- Addressed 66 Appeals
- Addressed 41 CAD disputes
- Addressed 5 State Appeals
- Addressed 12 Critical Issues
- Addressed 6 FEMA Eligibility Appeals
- Addressed 6 Structure-Type Issues
- Completed 32 Elevation Grants
- Addressed 20 Elevation Appeals
- Reviewed 32 Post-Accepted Edit Cases and identified 1 for additional review

**Table 13: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	11/14-11/20	11/21-11/27	11/28-12/4	12/5-12/11	12/12-12/18	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,127	2	1	2	2	2	165,136 <sup>a</sup>	2
Work Orders Dispatched	162,956	3	1	2	2	4	162,968	3
Evaluations Completed in the Field	161,113	20	10	5	9	15	161,172 <sup>b</sup>	12

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

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

### Appeals

As of December 18, 2008, 14,871 cases have been processed through the Appeals department, 13,989 have been resolved, and 882 are active. Table 14 shows the status of these cases.

**Table 14: Status of Appeals**

ACTIVITY	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	As of COB 12/18
Total Cases Processed	14,485	14,579	14,647	14,698	14,825	14,871
Appeal Cases Pending Decision/Research	1,719	1,618	1,420	1,276	1,036	847
Ineligible Status Appeal	86	77	61	51	44	35
Total Active Cases	1,805	1,695	1,481	1,327	1,080	882
Total Cases Resolved	12,680	12,884	13,166	13,371	13,745	13,989

Further analysis of the resolved appeals cases (13,989) shows that:

- 4,854 (35%) have resulted in additional funds being awarded to applicants for a total of \$129,129,214. The average additional disbursement is \$26,603
- 583 (4%) resulted in a reduction of award for a total of \$8,896,193. The average reduction is \$15,259
- 4,396 (31%) resulted in no change to the award amount
- 4,156 (30%) were reviewed for an eligibility determination, 1,512 were approved and 2,644 were denied

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

ACTIVITY	As of COB 11/27	As of COB 12/4	As of COB 12/11	As of COB 12/18
Total Cases Requested for State Panel Review	1,972	2,067	2,100	2,356
State Appeal Cases in Progress	951	981	863	1,118
State Appeal Cases Resolved	1,021	1,086	1,237	1,238

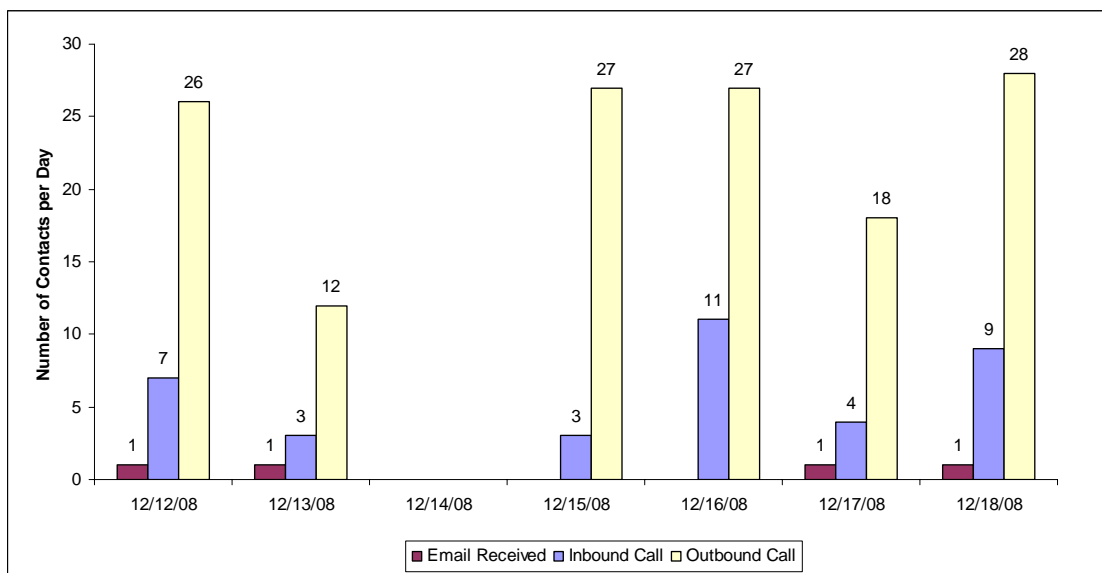
### Personal Application Liaisons (PAL)

During the reporting week, 179 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	11/14- 11/20	11/21- 11/27	11/28- 12/4	12/5- 12/11	12/12- 12/18	Current Total
Email Received	3,717	5	3	3	2	4	3,734
Inbound Calls	17,615	47	9	15	10	37	17,733
Outbound Calls	61,170	162	185	156	103	138	61,914
<b>Total Contacts</b>	<b>82,502</b>	<b>214</b>	<b>197</b>	<b>174</b>	<b>115</b>	<b>179</b>	<b>83,381</b>

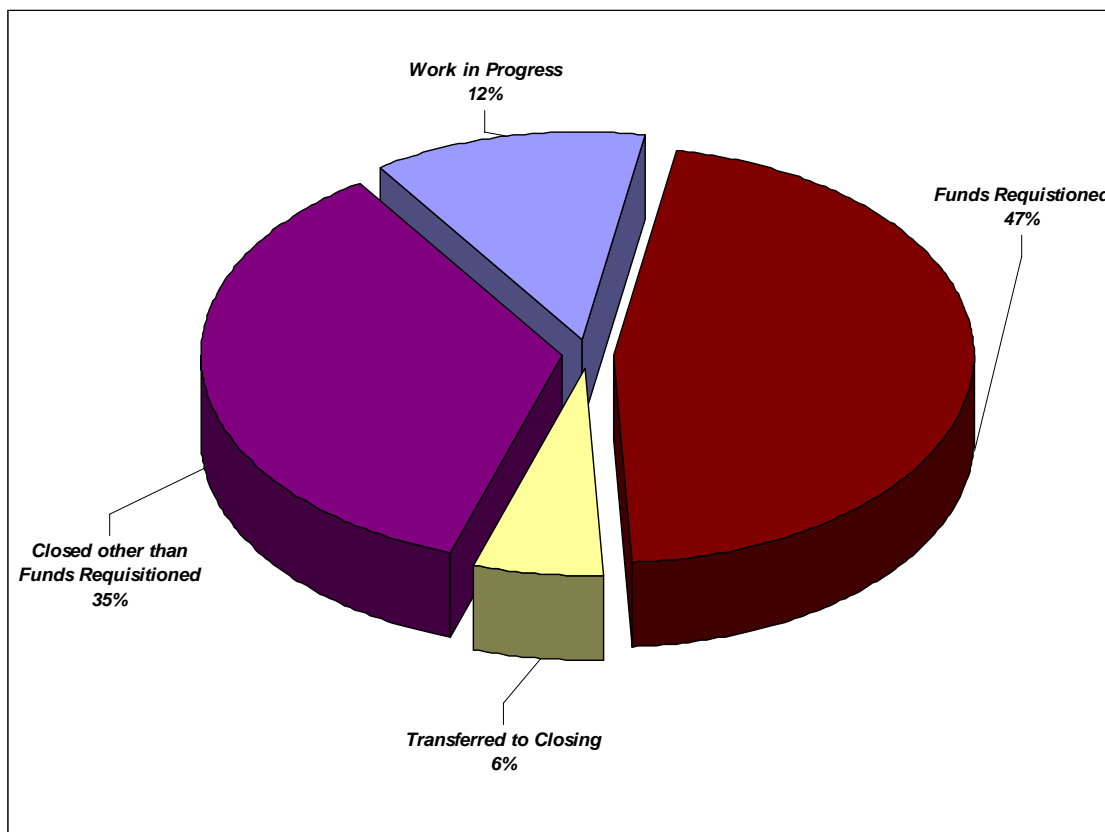
**Figure 6: PAL Contacts by Day**



As of December 11 a total of 38,077 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 4,700 applicant files are being worked by PAL staff
- A total of 33,377 applicant files have progressed to the closing process as the result of PAL efforts
  - 2,289 are in a transmitted to closing status
  - 17,634 have closed and are at a status of Funds Requisitioned
  - 13,454 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.

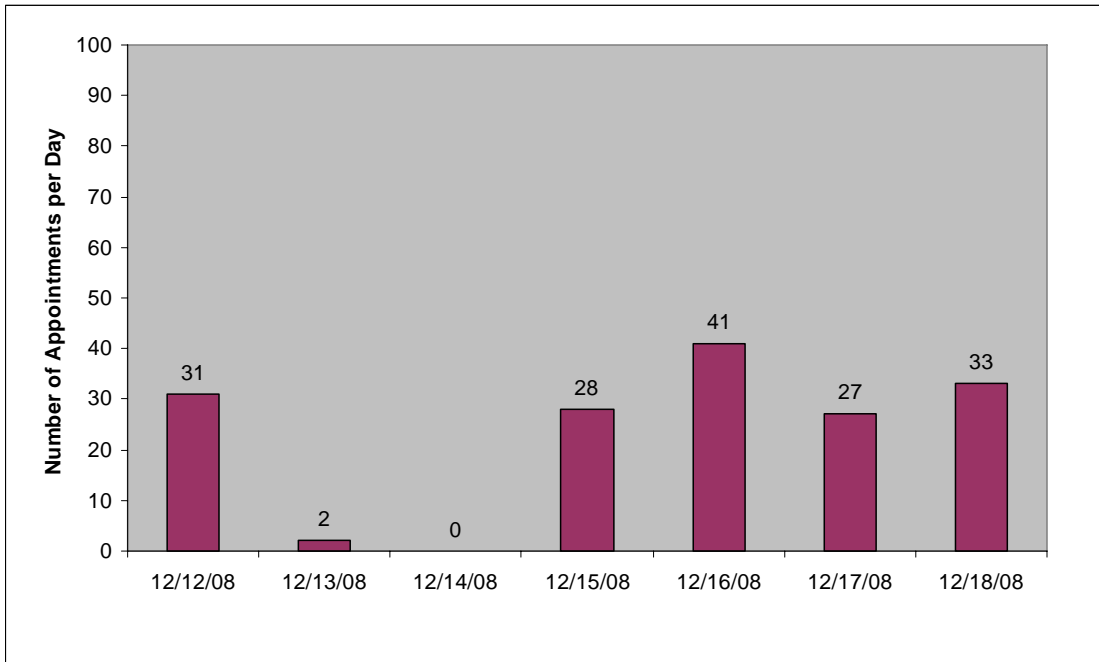
**Table 17: PAL Issues by Category**

Issue Category	# Apps
Advisory Services	6
Affordable Compensation Loan	33
APPEALS	132
Applicant Info	105
Application Completion	17
Appraisal	73
Benefits Counseling	1
BPO	6
Compliance Review	31
CREDCO	31
Delay of Benefit	19
ECD	48
EGrant Calculation	23
Elevation	20
FEMA	23
FEMA Ind Assist	3
Grant Review	4
Home Eval	9
Home Evaluation	43
Homeowner dispute or decision pending	38
Info Request	28
Insurance	65
Lawsuit Pending	2
Legal Costs	3
Missing Documentation	423
Mitigation	1
Multiple Issues	59
Option Change	9
Option Letter	21
Other	221
Outlier	16
Owner Occupancy	90
Ownership	352
Parish Damage	1
Policy Appeal	1
Pre-Storm Value	43
Program eligibility pending	47
QA Outliers	1
Request Appraisal	1
State Appeal	16
Status Change	691
Title	485
Title - Post Closing	2
Zero Benefit	40
<b>Total</b>	<b>3,283</b>

### Housing Assistance Center Appointment Activity

There were a total of 162 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	11/14-11/20	11/20-11/27	11/28-12/4	12/5-12/11	12/12-12/18	Current Total	Five Week Average
RHAS Appointments Held	61,472	145	114	187	159	162	62,239	153
Average Daily RHAS Appointments Held		24	23	47	27	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 157 walk-ins for RHAS appointments during this reporting period.

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

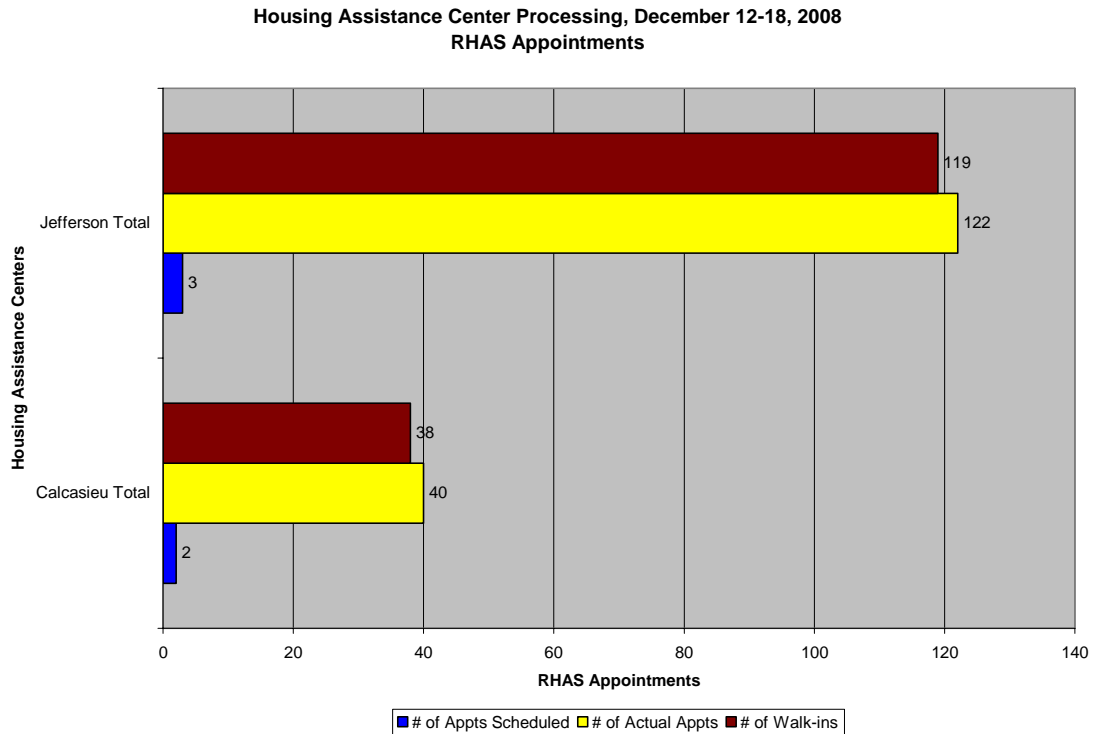
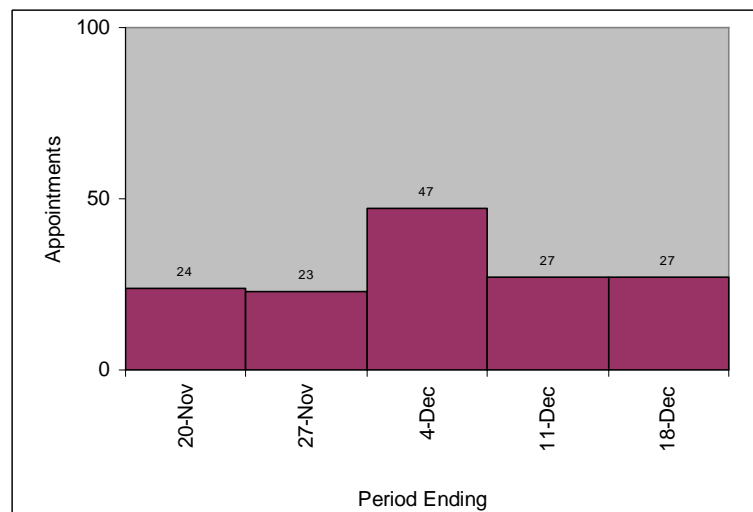


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

**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)	
<b>CONDITIONAL AWARD STAGE</b>						
Conditional Awardees	2,702		5,032		1,996	
Manual Conditional Awards Issued/Appeal Approved	0		5		169	
<b>VERIFICATION STAGE</b>						
Active Awards	740		3,630		1,573	
<b>COMMITMENT LETTER STAGE</b>						
Commitment Letters Mailed	692		3,082		1,058	
Commitment Letters Returned by Applicant		523		1,960		578
<b>POST COMMITMENT STAGE</b>						
0 - 24% Construction Complete		135		649		112
25 - 49% Construction Complete		63		176		78
50 - 74% Construction Complete		42		146		25
75 - 100% Construction Complete		283		989		363
<b>Total</b>	<b>523</b>		<b>1,960</b>		<b>578</b>	

### Appeals

- Received 6 new appeals
- Completed 11 Appeal Review Determinations
- Researched and resolved 1 request for Constituent Services
- Mailed 9 Determination Letters

**Table 20: Status of Appeals**

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	333	546	634	<b>1,513</b>
Level II Issue Determinations Made	325	509	609	<b>1,443</b>
Level II Issues Remaining to be Resolved	8	37	25	<b>70</b>

**Table 21: Appeals Determinations Summary**

Appeals Determination After Road Home Review	Cumulative Total
Approved	283
Denied	1,056
Dismissed	93
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	<b>315</b>
OO Award Received Via HAP	0	8	0	<b>8</b>
Net Current/Active OO Unit Awards	145	127	35	<b>307</b>
OO Unit Award Letters Mailed	144	124	32	<b>300</b>
No Acceptance Required	23	24	2	<b>49</b>
Outstanding OO Unit Award Acceptances	2	3	2	<b>7</b>
OO Unit Award Acceptance Received	119	97	28	<b>244</b>
OO Unit Award Closings Held	105	78	17	<b>200</b>

### 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	17
Round 2	67
Round 2 Waitlist (Round 2.1)	29
Appeals	7
Other	78
<b>Total Inbound Calls</b>	<b>198</b>

### Financial Advisors

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

**Table 24: Financial Advisor Appointment Activity**

Financial Advisor	Appointments	Cumulative Total
Contacts Made *		4,835
Appointments Not Required		3,512
Appointments Required		1,323
Appointments Completed		981
Appointments to be Completed		342

\*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	171	78	6	255
Tenant Occupied (Relocation possibly needed)	112	51	6	169
Vacant Units	59	27	0	86
General Pool with Tenants	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Total Rental Units	60	439	206	705
Tenant Occupied (Relocation possibly needed)	49	339	163	551
Vacant Units	11	100	43	154

## **PROGRAM SUPPORT STATUS**

### **HUMAN RESOURCES**

- In partnership with LA Work of St. Bernard Parish, located in Chalmette, designed and conducted a HUD Section 3 Workshop on "*Surviving Nasty Unemployment*," emphasizing job search techniques, networking, and interviewing skills.
- Teamed with JOB 1 of New Orleans to plan an enhanced series of HUD Section 3 Training Workshops for recent wave of unemployed clients, including sub-income individuals, veterans, people with disabilities, and individuals living in public housing--especially the Housing Authority of New Orleans. Focus of Training Workshops will be communication skills, successful workplace practices, and continuing education.
- In partnership with the River Region Consortium, began redesigning new series of HUD Section 3 Training Seminars on "*Revitalizing Employment Opportunities*," structured for low- and very low-income persons impacted by recent lay-offs in the surrounding parishes:
  - LA Works/St. Charles Parish - Luling
  - LA Works/St. James Parish - Lusher
  - LA Works/St. John Parish - LaPlace

### **POLICY**

- Drafted change proposals and procedural clarification memorandums to address procedural and policy changes
- Responded to policy questions from staff
- Reviewed job training aids
- Reviewed changed to income policies and procedures

## TRAINING

- Developing Income Policies and Procedures Timeline Job Aid
- Revising Rental Final Inspection Guide
- Organizing policy changes and ACG training strategy covering the period of October 2007 – May 2008

**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 18, 2008	2, 315
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of December 18, 2008	300
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of December 18, 2008	1, 420
Internal	HDS and Binder Training	Rental New Hires	Goodwood Office Baton Rouge, LA	December 15, 2008	5
Internal	URA Training	Rental Staff	Goodwood Office Baton Rouge, LA	December 16, 2008	75

## 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 report of all 2008 Outreach events for Rental program for State review.
- Submitted project overview and timeline for Rental Web redesign for State review.
- 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 129

December 12 – December 18, 2008

### Outreach

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish, the Lower 9<sup>th</sup> Ward (NENA) in Orleans Parish, LSU Ag Rebuilding Center in Orleans Parish, Rep. Jonathan Perry’s office in Vermilion Parish and Catholic Charities/Salvation Army in New Orleans.
- Assisted with retrieval attempts on 1,011 Post-Closing documents for applicant files in conjunction with ACG team.
- Reviewed 449 files for movement to policy options exhausted (POE) or communications exhausted status.
- Advised 76 walk-ins at the Jefferson HAC.
- Reviewed 340 aged files identified as inactive or applicant requesting withdrawal from program. Of these, 227 were confirmed as having no response to program requests or were verified as withdrawn and moved to POE status. The remaining 113 were identified as having existing issues and forwarded to advisors to finalize.
- Worked with elected officials and staff regarding constituent issues including:
  - Sen. J. P. Morrell
  - Sen. Cheryl Gray
  - Sen. Reggie Dupre
  - Rep. Jerry “Truck” Gisclair
  - Rep. Simone Champagne
  - Rep. Jonathan Perry
  - Sen. Troy Hebert
  - Erath City Councilman John LeBlanc
  - Rep. Joseph Lopinto, III
  - Rep. A.B. Franklin
  - Rep. Stephen Pugh
  - Rep. Neil Abramson

**Table 27: Community Outreach Metrics**

Meeting Type	Events held 12/12-12/18	People reached 12/12-12/18	Events To Date	People Reached To Date
Community	6	93	930	51,430
Faith-Based	*	*	220	19,785
Business	*	*	32	1,402
Governmental	1	9	326	9,781
Case Managers	1	8	168	3,435
Rental	*	*	114	2,309
<b>TOTALS</b>	<b>8</b>	<b>110</b>	<b>1,790</b>	<b>88,142</b>

### INFORMATION TECHNOLOGY

- Provided support of eGrants end users through issue resolution/task completion (approximately 326 completed/resolved) via the ithomeownersupport inbox.
- Ongoing testing of Business Objects XI 3.1. All Road Home objects now present in test environment. Reports spanning multiple universes currently being tested.
- Delivered GIS data to RPC, the City of New Orleans, St. Bernard Parish and OCD/LRA.
- Updated WIMBY maps and critical infrastructure.
- GIS provided Long/Lat data in support of report for LLT.

### FRAUD PREVENTION AND COMPLIANCE

- Researched and responded to subpoenas, advocacy group requests, and applicant requests served on the Program
- Investigated both internal and external matters reported via several sources, to include the Ethics and Anti-Fraud Help Lines

**Table 28: Fraud Prevention Metrics**

ACTIVITY	Prior Totals	11/14 - 11/20	11/21 - 11/27	11/28 - 12/4	12/5 - 12/11	12/12 - 12/18	Current Totals
Applicant Issues Reported to Anti-Fraud	1,760	40	23	26	27	31	1,907
Evaluator Issues Reported to Anti-Fraud	5	-	-	-	-	-	5
Third-Party Issues Reported to Anti-Fraud	30	-	-	-	-	-	30



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

### **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	1,023	19		10	4		1,056
Calcasieu	13,626	201	14	217	81	4	14,143
Cameron	1,674	201	5	70	30	1	1,981
East Baton Rouge	201	4	1	2			208
East Feliciana	27	1					28
Evangeline	69	1		2			72
Iberia	1,105	27	2	10	2	3	1,149
Iberville	61	3					64
Jefferson	26,925	257	63	471	454	22	28,192
Jefferson Davis	950	19	2	7	10	4	992
Lafayette	124	3		1	1		129
Lafourche	851	13	1	9		1	875
Livingston	235	7	1	2	2		247



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 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	43,479	4,341	1,899	903	792	35	51,449
Plaquemines	3,247	354	46	93	79	7	3,826
Pointe Coupee	15						15
Sabine	33						33
Saint Bernard	7,842	4,254	811	464	257	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	11,439	225	57	164	181	9	12,075
St John The Baptist	1,343	2	1	8	11	1	1,366
Tangipahoa	1,605	13	2	6	1	1	1,628
Terrebonne	2,676	82	3	27	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
	<b>126,092</b>	<b>10,187</b>	<b>2,915</b>	<b>2,544</b>	<b>1,948</b>	<b>116</b>	<b>143,802</b>



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

### **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	15,429
Cameron	2,116
East Baton Rouge	319
East Feliciana	38
Evangeline	88
Iberia	1,324
Iberville	92
Jefferson	33,404
Jefferson Davis	1,172
Lafayette	153
Lafourche	998
Livingston	297
Orleans	55,599
Plaquemines	4,126
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,670
Saint Charles	1,446
Saint Helena	327
Saint James	464
Saint Landry	217
Saint Martin	135
Saint Mary	1,073
Saint Tammany	13,479
St John The Baptist	1,748
Tangipahoa	1,802
Terrebonne	3,178
Vermilion	2,006
Vernon	178
Washington	1,792
West Baton Rouge	20
West Feliciana	6
	<b>160,420</b>



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

### **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 120,702 rather than 120,716 reported in Daily Governor’s Report as of December 18, 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	455	9	1	465
Ascension	133			133
Assumption	194			194
Beauregard	892	8		900
Calcasieu	12,224	83	5	12,312
Cameron	1,423	104	2	1,529
East Baton Rouge	171	1	1	173
East Feliciana	27			27
Evangeline	51			51
Iberia	964	12	1	977
Iberville	50	1		51
Jefferson	23,399	118	18	23,535
Jefferson Davis	791	8		799
Lafayette	108	1		109
Lafourche	731	5	1	737
Livingston	196	2		198



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Orleans	38,922	3,163	1,267	43,352
Plaquemines	2,587	193	15	2,795
Pointe Coupee	13			13
Sabine	26			26
Saint Bernard	7,097	3,445	625	11,167
Saint Charles	915	3	1	919
Saint Helena	239	1		240
Saint James	338			338
Saint Landry	151	5		156
Saint Martin	92	3		95
Saint Mary	764	3		767
Saint Tammany	10,371	118	25	10,514
St John The Baptist	1,139			1,139
Tangipahoa	1,413	4	1	1,418
Terrebonne	2,313	39	1	2,353
Vermilion	1,506	44	3	1,553
Vernon	133	2		135
Washington	1,226	12	1	1,239
West Baton Rouge	12			12
West Feliciana	3			3
	<b>111,345</b>	<b>7,389</b>	<b>1,968</b>	<b>120,702</b>



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

Zip Code	Number of Closings
Zip code not provided	21
70001	823
70002	906
70003	2,227
70005	723
70006	1,355
70011	1
70012	1
70014	1
70015	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	42
70032	1,725
70033	1
70036	179
70037	443
70038	245
70039	82
70040	325
70041	672
70042	6
70043	4,710
70044	3
70045	3

Zip Code	Number of Closings
70046	11
70047	151
70048	2
70049	144
70050	200
70051	54
70052	41
70053	672
70054	1
70056	1,772
70057	105
70058	3,004
70059	5
70062	867
70063	6
70064	4
70065	3,546
70066	7
70067	400
70068	692
70069	9
70070	122
70071	45
70072	4,134
70073	6
70074	1
70075	1,337
70076	13
70077	1

Zip Code	Number of Closings
70078	18
70079	20
70080	15
70081	1
70082	122
70083	714
70084	226
70085	1,422
70086	66
70087	292
70090	163
70091	92
70092	1,907
70093	2
70094	1,875
70095	2
70096	1
70101	15
70104	1
70105	1
70107	1
70109	1
70110	1
70112	71
70113	386
70114	1,214
70115	1,299
70116	695
70117	5,435



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

Zip Code	Number of Closings
70118	2,223
70119	3,260
70120	1
70121	390
70122	7,367
70123	495
70124	3,408
70125	1,535
70126	5,821
70127	3,740
70128	3,337
70129	1,835
70130	202
70131	1,364
70132	1
70150	1
70164	1
70170	1
70174	1
70175	2
70177	7
70179	1
70183	1
70189	1
70217	1
70219	1
70224	1
70230	1
70301	178

Zip Code	Number of Closings
70302	2
70339	5
70340	19
70341	48
70342	5
70343	27
70344	583
70345	90
70346	57
70352	1
70353	174
70354	49
70355	7
70356	157
70357	49
70358	206
70359	78
70360	128
70361	5
70363	701
70364	124
70372	10
70373	15
70374	37
70377	266
70380	79
70381	2
70390	105
70391	4

Zip Code	Number of Closings
70392	38
70393	6
70394	243
70395	29
70397	148
70401	161
70403	226
70404	13
70420	105
70421	11
70422	274
70423	1
70424	1
70426	167
70427	688
70429	4
70430	1
70431	103
70433	278
70434	9
70435	248
70436	16
70437	136
70438	339
70440	1
70441	155
70442	5
70443	165
70444	179



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

Zip Code	Number of Closings
70445	639
70446	42
70447	74
70448	475
70449	16
70450	53
70451	28
70452	395
70453	8
70454	188
70455	12
70456	101
70457	1
70458	3,210
70459	10
70460	1,906
70461	2,670
70462	63
70463	15
70464	6
70465	32
70466	56
70467	3
70469	3
70470	5
70471	213
70478	1
70485	1
70501	25

Zip Code	Number of Closings
70503	4
70506	12
70507	12
70508	7
70510	584
70511	1
70512	13
70514	126
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	300
70529	9
70531	11
70532	112
70533	627
70534	3
70535	32
70537	3
70538	430

Zip Code	Number of Closings
70540	1
70542	51
70543	24
70544	193
70546	229
70548	103
70549	62
70550	2
70551	2
70552	9
70554	9
70555	13
70556	11
70559	20
70560	650
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
70586	18



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

Zip Code	Number of Closings
70589	8
70591	153
70592	23
70601	2,867
70602	7
70605	1,616
70606	11
70607	1,943
70609	1
70610	1
70611	977
70612	5
70614	1
70615	1,175
70616	6
70621	1
70630	118
70631	567
70632	178
70633	463
70634	452
70637	14
70638	2
70639	4
70640	34
70641	2
70643	109
70644	2
70645	264

Zip Code	Number of Closings
70646	64
70647	590
70648	161
70650	13
70651	11
70652	69
70653	59
70654	11
70655	137
70656	11
70657	219
70658	25
70659	14
70660	105
70661	234
70662	3
70663	1,277
70664	14
70665	560
70667	1
70668	369
70669	617
70699	1
70702	1
70706	13
70707	1
70711	17
70714	17
70716	1

Zip Code	Number of Closings
70717	2
70718	3
70719	4
70721	15
70722	18
70723	37
70725	7
70726	31
70727	1
70728	1
70729	1
70730	4
70733	5
70734	7
70737	33
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
70767	9



# Weekly Situation & Pipeline Report

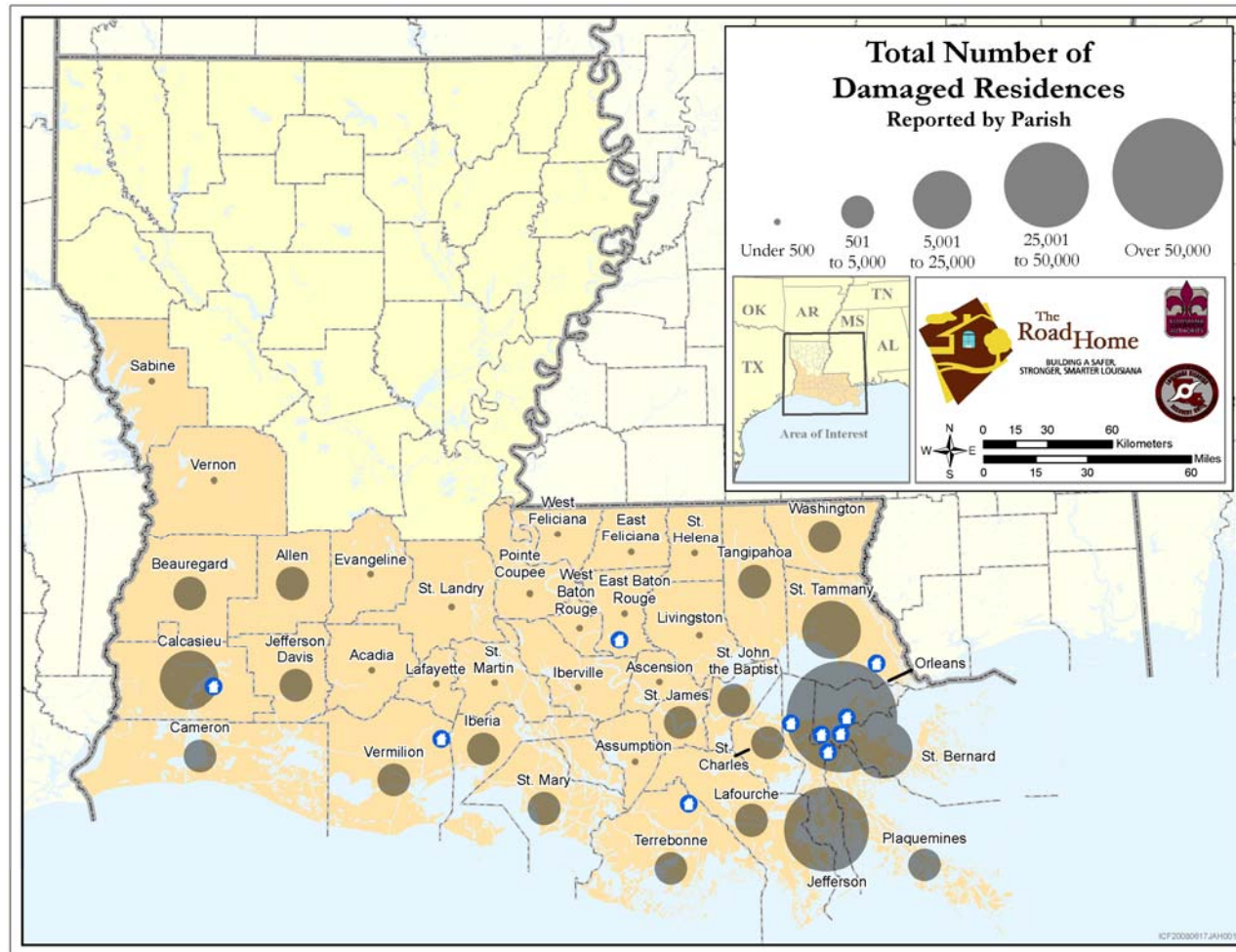
## Week 129

December 12 – December 18, 2008

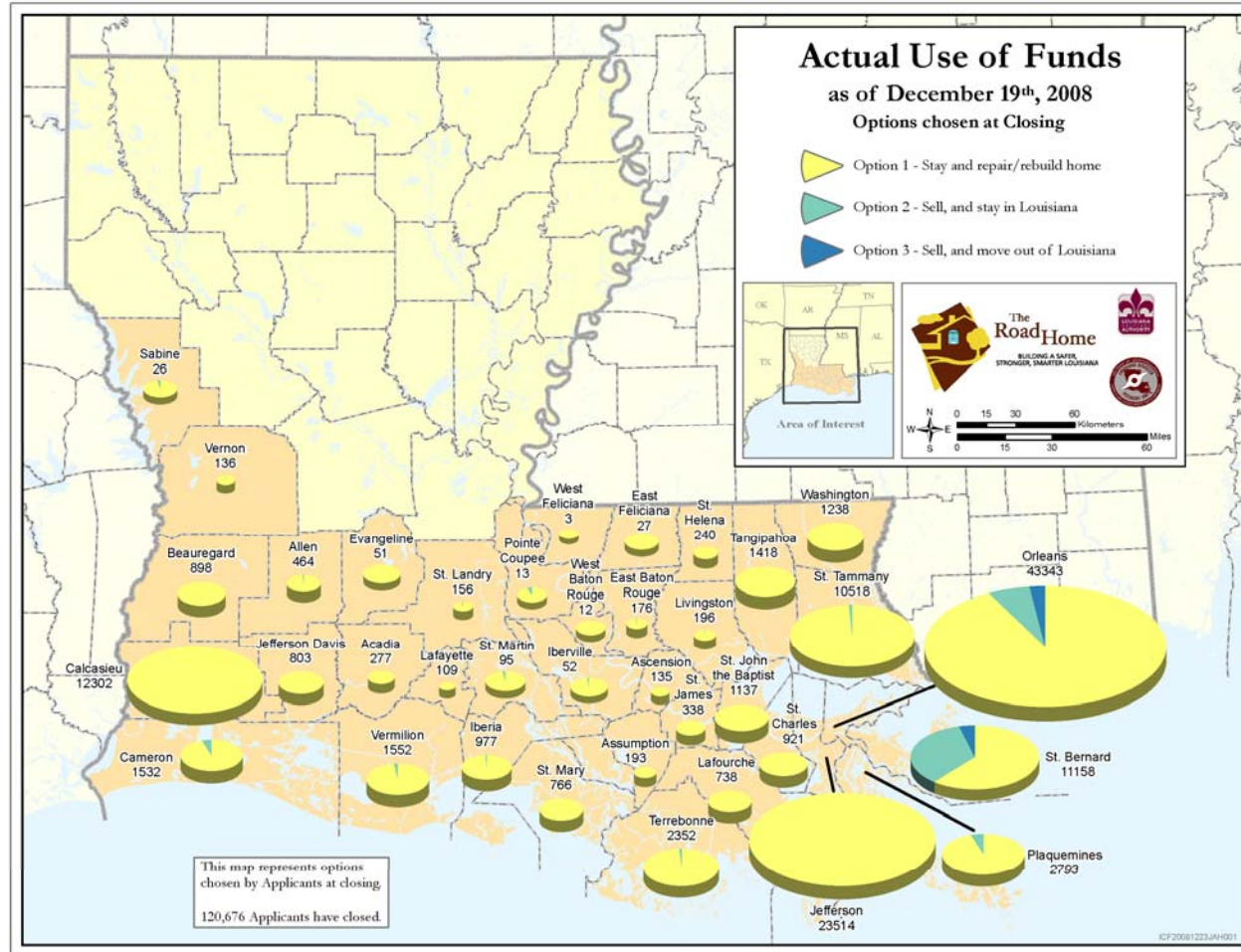
Zip Code	Number of Closings
70769	15
70770	4
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	4
70783	1
70785	21
70788	10
70789	2
70791	12
70792	1
70802	19
70805	27
70806	5
70807	8
70808	3
70809	1
70810	7
70811	7
70812	11
70814	16
70815	9
70816	5
70817	9
70818	1
70819	4

Zip Code	Number of Closings
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	12
71458	1
71460	1
71461	4
71462	1
71463	67
71474	2
71486	5
71496	1
	<b>120,702</b>

### APPENDIX D



### APPENDIX E



## GLOSSARY

### Table 1 Terms:

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

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

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

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

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

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

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

**Benefits Calculated** represents the cumulative number of benefits calculated.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Pipeline Diagram Terms (Figures 1 and 2):**

#### **APPLICATIONS & APPOINTMENTS**

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

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

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

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

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

#### **CALCULATIONS**

**Benefits Calculated** represents the cumulative number of benefits calculated.

#### **OPTION SELECTION**

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

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



# Weekly Situation & Pipeline Report

## Week 129

December 12 – December 18, 2008

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

### CLOSINGS

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

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

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

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