



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 130 Situation & Pipeline** **Report**

December 30, 2008



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EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 101 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,428 and the total number of closings held as of December 25 increased to 120,902. Cumulatively, homeowners returned 143,846 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB December 18	Weekly Activity	As of COB December 25	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	228,333	101	228,434		
<i>Initial Appointments Held</i>	166,094	-	166,094	237	9,438
<i>RHAS Appointments Held</i>	62,239	101	62,340		
Benefits Calculated	160,421	7	160,428		
Benefit Options Letters Sent	152,616	30	152,646	292	885
Total Benefit Options Letters Returned			143,846		
<i>Number of Option One Selections</i>	126,093	47	126,140	993	2,552
<i>Number of Option Two Selections</i>	10,187	-	10,187	77	378
<i>Number of Option Three Selections</i>	2,915	-	2,915	72	69
<i>Decline Benefits</i>	2,544	4	2,548	16	62
<i>Delay Benefits</i>	1,948	(6)	1,942	176	257
<i>Incomplete Benefit Selection Form</i>	116	(2)	114	10	41
Benefit Options Letters Available for Transfer to Closing			135,101		
Files Transferred for Closing	125,846	447	126,293	49	136
Total Inactives and Ineligibles				1,922	77,272
Closings Scheduled			264		
Closings Held	120,716	186	120,902		

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	169	174
Conditional Awards Cancelled	2,016	1,472	599	4,087
Conditional Awards Reinstated	51	60	4	115
Total Active Awards *	737	3,625	1,570	5,932
Commitment Letters Mailed	692	3,086	1,068	4,846
OWNER OCCUPIED UNIT AWARDS				
Active OO Unit Awards	145	135	35	315
OO Unit Award Letters Mailed	144	124	32	300

* Includes 43 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	12/24/2008
00120-12222008	SRPP Monthly Report	12/22/2008

HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 12/18	CUMULATIVE As of 12/25	INCREASE
APPLICATIONS & APPOINTMENTS	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	62,239	62,340	101
CALCULATIONS	BENEFITS CALCULATED	160,421	160,428	7
	TOTAL	\$9.64 billion	\$ 9.65 billion	\$.01 b
	AVERAGE	\$62,274	\$62,348	

- 166,094 applicants have completed initial appointments
- The \$9.65 billion total and \$62,348 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 12/18	CUMULATIVE As of 12/25	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,616	152,646	30
	OPTIONS LETTERS RETURNED	143,803	143,846	43
	BSF AVAIL FOR TRANSFER TO CLOSING	134,851	135,101	250
CLOSINGS	TRANSFERRED TO CLOSING	125,846	126,293	447
	INACTIVE CLOSING FILES	74	49	(25)
	CLOSINGS HELD	120,716	120,902	186
	TOTAL	\$7.54 billion	\$7.57 billion	\$.03 b
	AVERAGE*	\$62,409	\$62,599	

- Applicants have returned 143,846 Benefits Selection Forms. After processing and review, 135,101 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 101 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 62,340 total RHAS appointments held to date
 - All RHAS appointments for this reporting period were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 160,428 benefits, an increase of 7 for the week
 - The average total benefit calculated was \$62,348 (excluding ‘zero’ awards)
 - 5,584 calculations resulted in ‘zero’ grant amounts
 - 154,844 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 143,846 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 31,991 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
 - 135,101 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>	26,602
<i>Number of Option Two</i>	3,168
<i>Number of Option Three</i>	2,221
Total Elderly Benefits Options Selected	31,991

Low/Moderate Income Households

- A total of 120,890 applicants had gone to closing and received their Road Home disbursement as of December 25, 2008. Of these applicants, 50,445 (42 percent) were documented as LMI.
- A total of \$7,567,471,008 in Homeowner Assistance Program awards were disbursed as of December 25, 2008. Of these disbursements, \$3,801,834,350 (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	126,140	10,187	2,915	139,242
Total \$ in Options Selected	\$7,184,321,424.73	\$802,234,356.13	\$191,720,909.37	\$8,178,276,690.23
Comp Grant \$ in Options Selected	\$4,894,981,727.51	\$603,602,778.32	\$191,720,909.37	\$5,690,305,415.20
Elev Grant \$ in Options Selected	\$966,369,458.40		N/A	\$966,369,458.40
ACG \$ in Options Selected	\$1,322,970,238.82	\$198,631,577.81	N/A	\$1,521,601,816.63
Number of Options Selected by LMI	52,287	4,490	1,191	57,968
Total \$ to LMI	\$3,735,129,538.42	\$434,680,310.10	\$78,378,958.92	\$4,248,188,807.44
Comp Grant \$ to LMI	\$1,949,891,950.81	\$236,048,732.29	\$78,378,958.92	\$2,264,319,642.02
Elev Grant \$ to LMI	\$462,267,348.79		N/A	\$462,267,348.79
ACG \$ to LMI	\$1,322,970,238.82	\$198,631,577.81	N/A	\$1,521,601,816.63
% of Total Options Selected that are LMI	41 %	44 %	41 %	42 %
% 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	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	111,504	7,412	1,974	120,890
Total \$ in Closings Held	\$6,762,929,810.44	\$653,551,269.03	\$150,989,928.51	\$7,567,471,007.98
Comp Grant \$ in Closings Held	\$4,756,675,949.99	\$487,498,179.02	\$150,989,928.51	\$5,395,164,057.52
Elev Grant \$ in Closings Held	\$651,648,822.73	\$49,755.00	N/A	\$651,698,577.73
ACG \$ in Closings Held	\$1,354,605,037.72	\$166,003,335.01	N/A	\$1,520,608,372.73
Number of Closings Held by LMI				
Number of Closings Held by LMI	46,211	3,409	825	50,445
Total \$ to LMI	\$3,396,628,711.10	\$342,385,256.43	\$62,820,382.81	\$3,801,834,350.34
Comp Grant \$ to LMI	\$1,866,221,046.66	\$191,136,373.74	\$62,820,382.81	\$2,120,177,803.21
Elev Grant \$ to LMI	\$308,393,749.43	\$20,460.00	N/A	\$308,414,209.43
ACG \$ in Research for Categorization**	\$132,591,122.71	\$14,774,912.32	N/A	\$147,366,035.03
ACG \$ to LMI	\$1,222,013,915.01	\$151,228,422.69	N/A	\$1,373,242,337.70
Total ACG \$	\$1,354,605,037.72	\$166,003,335.01	N/A	\$1,520,608,372.73
% of Total Closings Held that are LMI				
% of Total Closings Held that are LMI	41 %	46 %	42 %	42 %
% 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 %	41 %	N/A	47 %
% of ACG \$ to LMI				
% of ACG \$ to LMI	90 %	91 %	N/A	90 %

*Detailed closing data is based on population of 120,890 rather than 120,902 reported in the Daily Governor's Report as of December 25, 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 25, 115,988 elevation letters have been sent to applicants.

- 34,265 (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
- 18,914 applicants have received elevation disbursements totaling \$543,608,113 (average elevation award of \$28,688) including:
 - 2,803 initial and 14,209 additional disbursements of elevation funds in 2008 for a total of \$495,516,519
 - 1,902 initial and 348 additional disbursements previously distributed for a total of \$48,091,594
- 4,392 elevation requests for a total of \$115,714,623 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

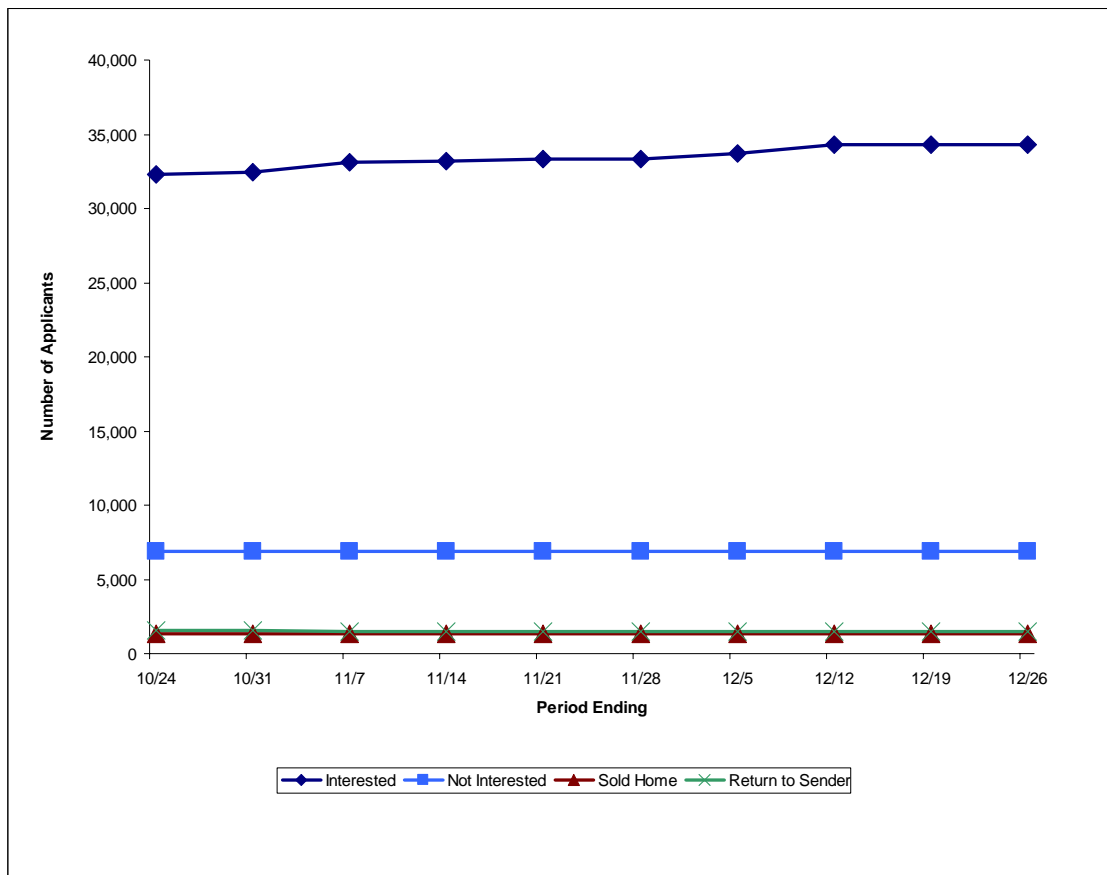


Figure 4: 2008 Elevation Disbursement Activity

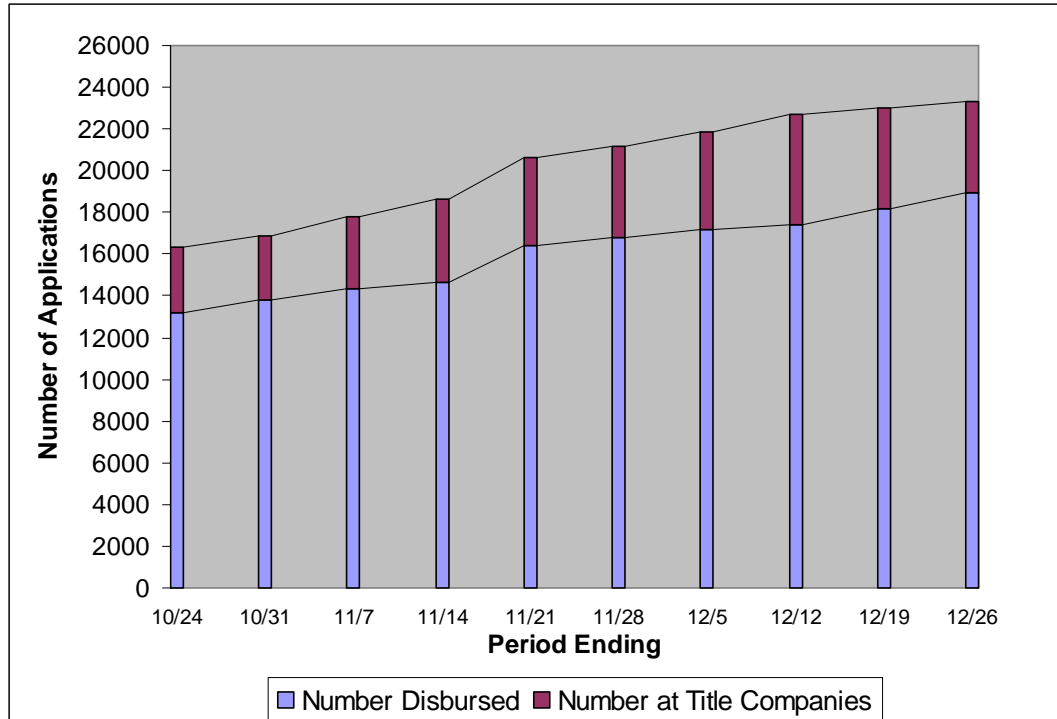


Table 7: Elevation Disbursement Activity

	# of Initial Disbursements	# of Additional Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,902	348	\$48,091,594
2008 Elevation Disbursements	2,803	14,209	\$495,516,519
Total Elevation Disbursements	4,705	14,557	\$543,608,113
Applications at Title Companies			
First American Pending Transactions		2,699	\$76,294,431
HGI Pending Transactions		1,693	\$49,420,192
Total Pending Transactions		4,392	\$125,714,623

Closing Activity

- As of December 25, 2008, a total of 126,293 files have been transferred to closing agents with 447 files transferred during the reporting week. Currently, 49 of the files transferred are in inactive status due to situations concerning mortgage or title issues.
- The closing team has assisted closing agents complete 120,902 closings, of which:
 - The average award is \$62,599.
 - 50,445 also received additional compensation grants. The average additional compensation grant award is \$27,223.
 - Closed 27,560 elderly applicants for a total of \$2,007,556,182.



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- Appendix C reports Closings by Parish and Zip Code.
- To date, the closing agents have completed 20,656 additional disbursements for a total of \$611,252,632. The average additional disbursement is \$29,952.

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

*Report not updated due to Christmas holiday. Updated figures will be included in the Week 131 Report.

Table 9: Pre-Closing Tracking Report

ACTIVITY	Fri 12/19	Sat 12/20	Sun 12/21	Mon 12/22	Tues 12/23	Wed 12/24	Thurs 12/25	Weekly Total
Files Transferred for Closing	242	-	-	99	1	105	-	447

Figure 5: Award Size

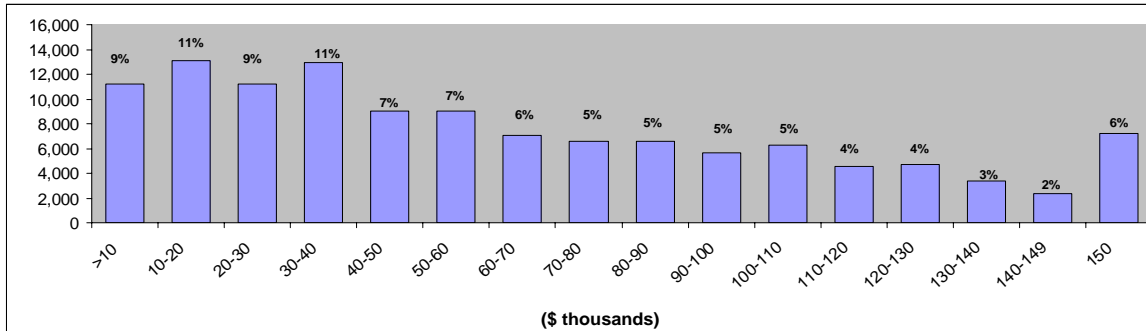


Table 10: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	488	>1%
American Indian/Alaska Native and White	530	>1%	354	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	283	>1%
Asian	2,925	2%	2,040	2%
Asian and White	300	>1%	199	>1%
Black/African American	65,837	36%	50,159	41%
Black/African American and White	1,153	1%	865	1%
Native Hawaiian/Other Pacific Islander	183	>1%	127	>1%
Other Multi-Racial	3,419	2%	2,426	2%
White	72,046	39%	47,595	39%
A race was not provided	37,668	20%	16,354	14%
	185,106		120,890	

*Detailed closing data is based on population of 120,890 rather than 120,902 reported in the Daily Governor's Report as of December 25, 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	11/21- 11/27	11/28- 12/4	12/5- 12/11	12/12- 12/18	12/19- 12/25	Weekly Total
Total number of Condo Applications	1,023	1,024	1,024	1,024	1,024	-
Option Letters Created Status	4	3	3	3	12	9
Option Selected Status	22	21	18	20	30	10
Condos in Progress	75	73	69	130	88	(42)
Transmitted for Closing	54	55	34	31	47	16
Closings Held	255	255	286	286	287	1
Total Zero Award	261	262	260	258	265	7
Total Inactive Applications	71	63	63	58	53	(5)
Total Ineligible Applications	281	292	288	235	240	5

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 14,576 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	11/21- 11/27	11/28- 12/4	12/5- 12/11	12/12- 12/18	12/19- 12/25	Cumulative Total
Total number of Manufactured Home Applications	16,300	6	-	2	1	-	16,309
Total Manufactured Home Evaluations verified	16,033	-	-	2	-	-	16,035
Total Pre-Storm Values verified	14,497	18	17	16	19	9	14,576
Total Applications released into letter generation process	14,497	18	17	16	19	9	14,576

Home Evaluations (Home Inspection) Activity

- Addressed 2,927 Grant Review issues
- Addressed 21 Appeals
- Addressed 28 CAD disputes
- Addressed 2 State Appeals
- Addressed 3 Critical Issues
- Addressed 2 FEMA Eligibility Appeals
- Addressed 2 Structure-Type Issues
- Completed 7 Elevation Grants
- Addressed 13 Elevation Appeals

Table 13: Home Evaluation Team Metrics

ACTIVITY	Prior Total	11/21-11/27	11/28-12/4	12/5-12/11	12/12-12/18	12/19-12/25	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,117	1	2	1	2	2	165,125 ^a	2
Work Orders Dispatched	162,957	1	2	1	4	2	162,967	2
Evaluations Completed in the Field	161,133	10	5	9	15	-	161,172 ^b	8

^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 25, 2008, 14,962 cases have been processed through the Appeals department, 14,137 have been resolved, and 825 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

ACTIVITY	As of COB 11/27	As of COB 12/4	As of COB 12/11	As of COB 12/18	As of COB 12/25
Total Cases Processed	14,647	14,698	14,825	14,871	14,962
Appeal Cases Pending Decision/Research	1,420	1,276	1,036	847	790
Ineligible Status Appeal	61	51	44	35	35
Total Active Cases	1,481	1,327	1,080	882	825
Total Cases Resolved	13,166	13,371	13,745	13,989	14,137

Further analysis of the resolved appeals cases (14,137) shows that:

- 4,920 (35%) have resulted in additional funds being awarded to applicants for a total of \$130,528,793. The average additional disbursement is \$26,530
- 599 (4%) resulted in a reduction of award for a total of \$9,289,136. The average reduction is \$15,508
- 4,452 (31%) resulted in no change to the award amount
- 4,166 (30%) were reviewed for an eligibility determination, 1,511 were approved and 2,655 were denied

Table 15: Status of State Panel Review Appeals

ACTIVITY	As of COB 12/4	As of COB 12/11	As of COB 12/18	As of COB 12/25
Total Cases Requested for State Panel Review	2,067	2,100	2,356	2,356
State Appeal Cases in Progress	981	863	1,118	935
State Appeal Cases Resolved	1,086	1,237	1,238	1,421

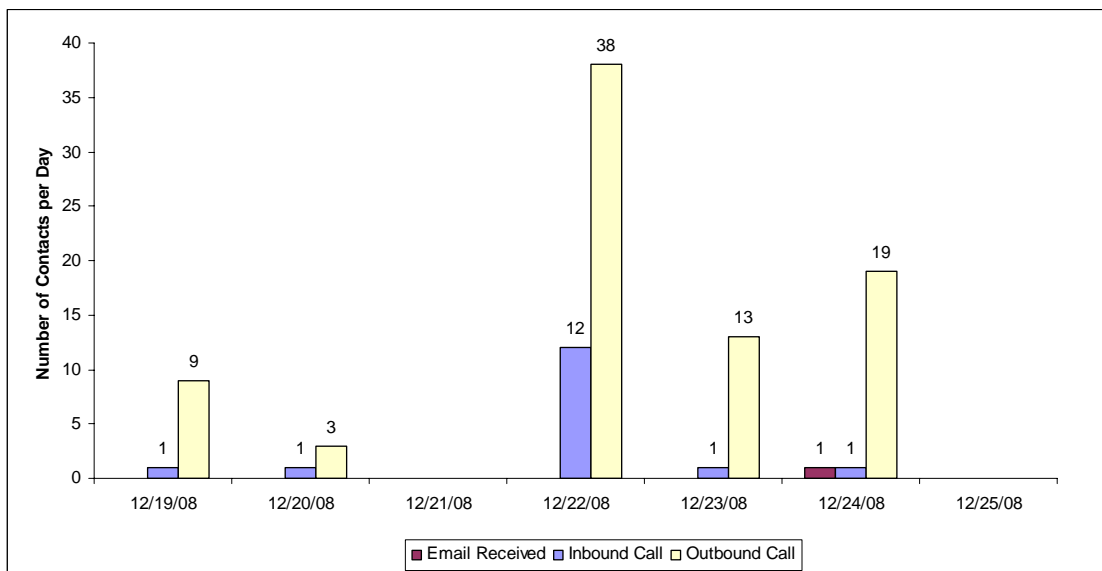
Personal Application Liaisons (PAL)

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	11/21- 11/27	11/28- 12/4	12/5- 12/11	12/12- 12/18	12/19- 12/25	Current Total
Email Received	3,722	3	3	2	4	21	3,755
Inbound Calls	17,662	9	15	10	37	16	17,749
Outbound Calls	61,332	185	156	103	138	82	61,996
Total Contacts	82,716	197	174	115	179	119	83,500

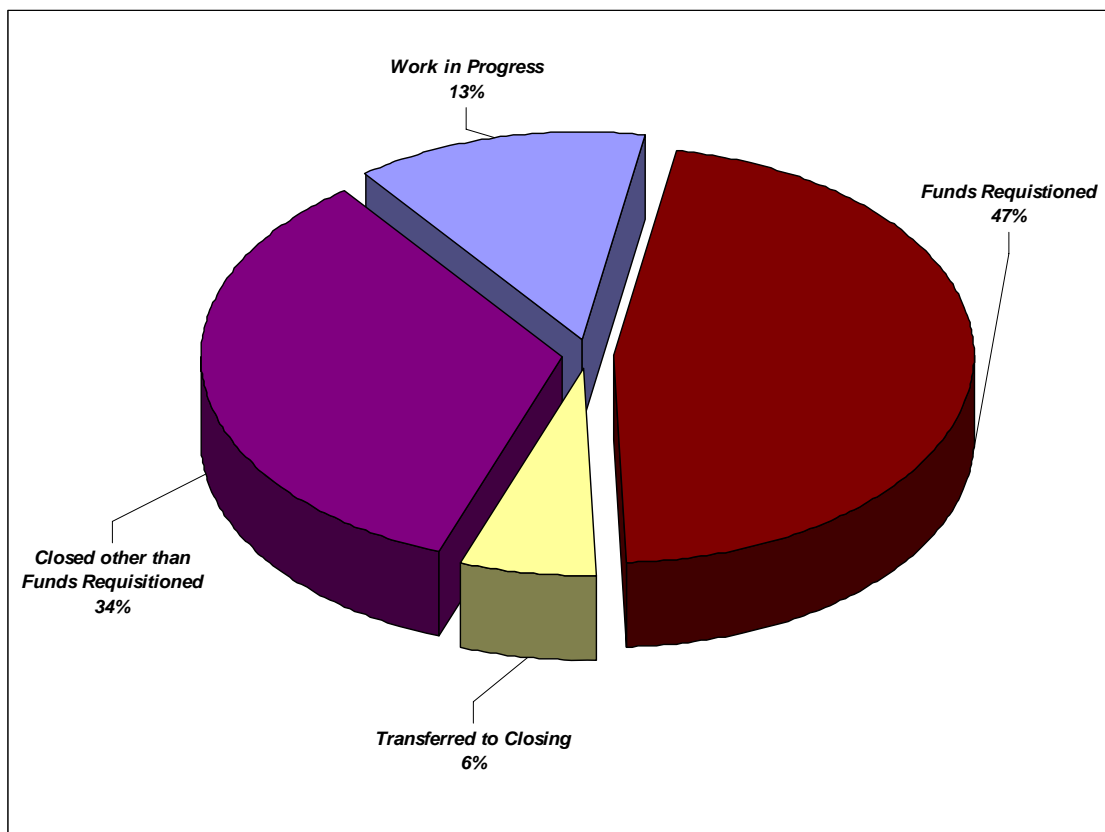
Figure 6: PAL Contacts by Day



As of December 25 a total of 38,166 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 4,990 applicant files are being worked by PAL staff
- A total of 33,176 applicant files have progressed to the closing process as the result of PAL efforts
 - 2,290 are in a transmitted to closing status
 - 17,829 have closed and are at a status of Funds Requisitioned
 - 13,057 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown



Additionally, Table 17 shows a breakdown of issues by categories that are being handled through the PAL initiative.

Table 17: PAL Issues by Category

Issue Category	# Apps
Advisory Services	5
Affordable Compensation Loan	37
APPEALS	156
Applicant Info	97
Application Completion	18
Appraisal	62
Benefits Counseling	1
BPO	7
Compliance Review	35
CREDCO	33
Delay of Benefit	24
ECD	46
EGrant Calculation	19
Elevation	20
FEMA	22
FEMA Ind Assist	3
Grant Review	4
Home Eval	8
Home Evaluation	38
Homeowner dispute or decision pending	36
Info Request	27
Insurance	68
Lawsuit Pending	2
Legal Costs	3
Missing Documentation	388
Mitigation	1
Multiple Issues	51
Option Change	10
Option Letter	18
Other	185
Outlier	15
Owner Occupancy	79
Ownership	338
Parish Damage	1
Policy Appeal	1
Pre-Storm Value	43
Program eligibility pending	82
QA Outliers	1
Request Appraisal	2
State Appeal	20
Status Change	728
Title	455
Title - Post Closing	4
Zero Benefit	34
Total	3,227

Housing Assistance Center Appointment Activity

There were a total of 101 RHAS appointments held at the Housing Assistance Centers during the reporting period. Centers were closed on Christmas day, but continued to see applicants on Saturdays (Figure 8).

Figure 8: Housing Assistance Center RHAS Appointments by Day

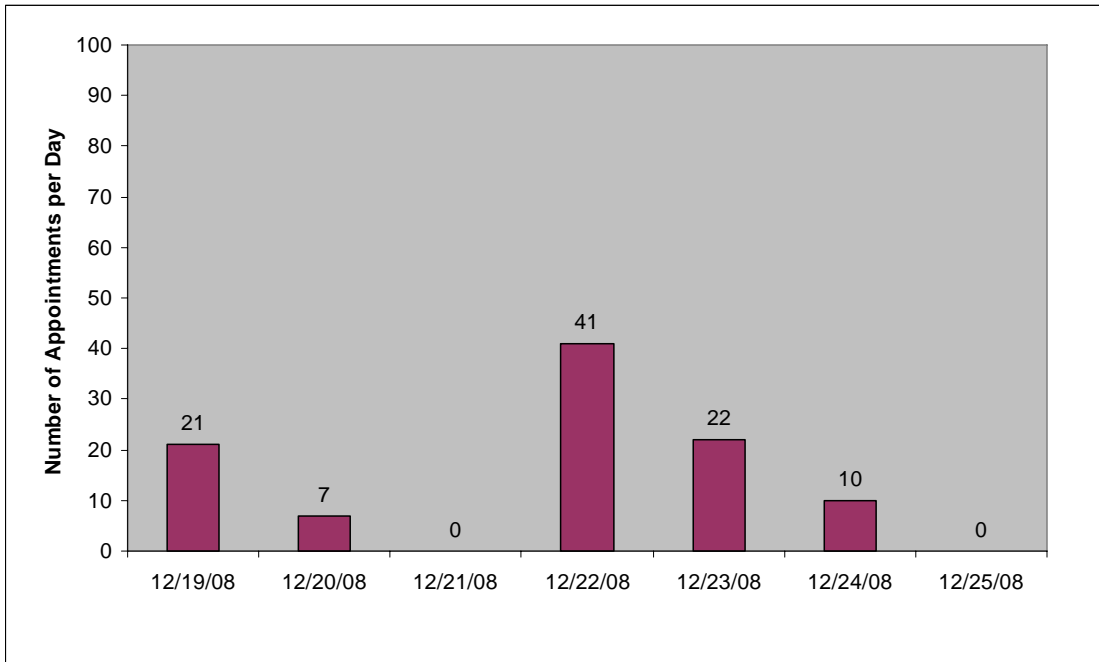


Table 18: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	11/20-11/27	11/28-12/4	12/5-12/11	12/12-12/18	12/19-12/25	Current Total	Five Week Average
RHAS Appointments Held	61,617	114	187	159	162	101	62,340	153
Average Daily RHAS Appointments Held		23	47	27	27	21		

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

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

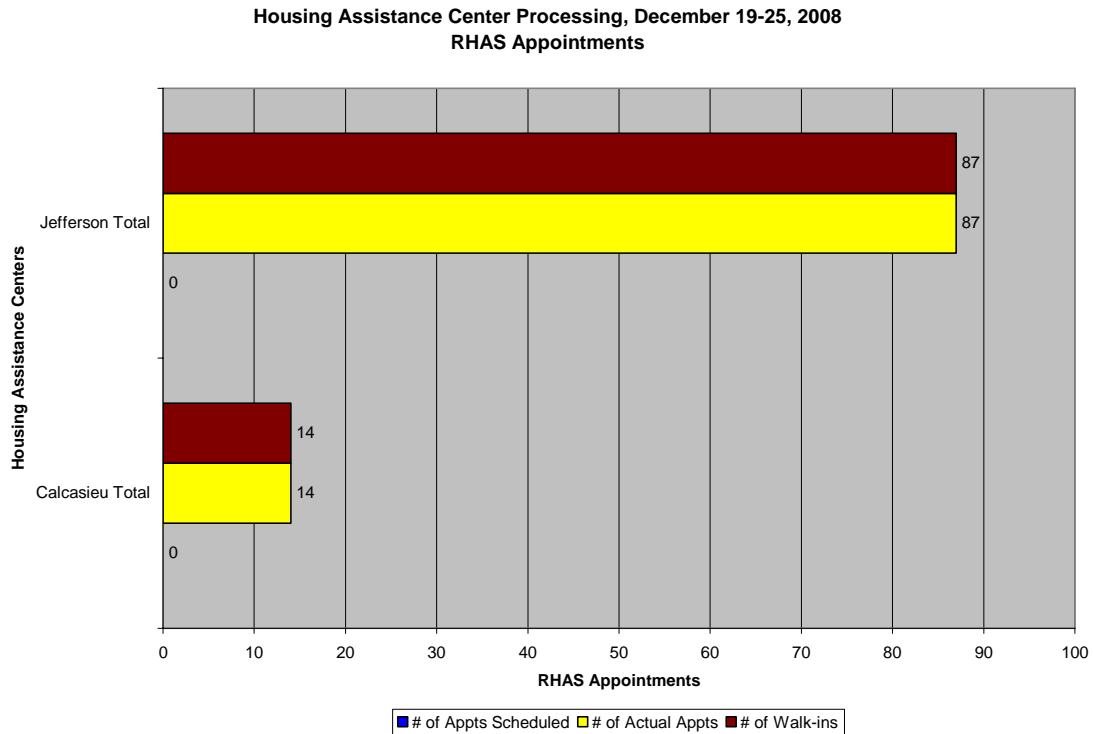
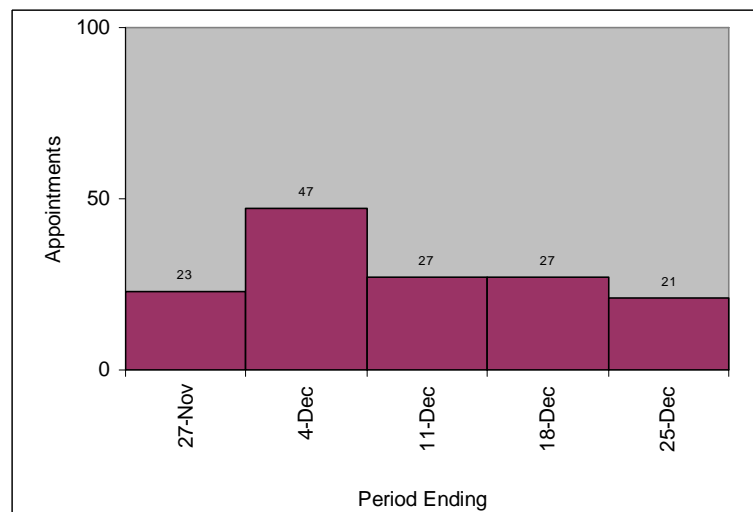


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

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		169	
VERIFICATION STAGE						
Active Awards	737		3,625		1,570	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	692		3,086		1,068	
Commitment Letters Returned by Applicant		523		1,967		587
POST COMMITMENT STAGE						
0 - 24% Construction Complete		136		646		114
25 - 49% Construction Complete		63		177		82
50 - 74% Construction Complete		42		145		25
75 - 100% Construction Complete		282		999		366
Total	523		1,967		587	

Appeals

- Received 14 new appeals
- Completed 12 Appeal Review Determinations
- Researched and resolved 2 requests for Constituent Services
- Mailed 16 Determination Letters

Table 20: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	340	553	634	1,527
Level II Issue Determinations Made	327	515	613	1,455
Level II Issues Remaining to be Resolved	13	38	21	72

Table 21: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	287
Denied	1,064
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	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	19	202

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	14
Round 2	52
Round 2 Waitlist (Round 2.1)	27
Appeals	5
New Program Options	5
Other	44
Total Inbound Calls	166

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 *		4,841
Appointments Not Required		3,518
Appointments Required		1,323
Appointments Completed		981
Appointments to be Completed		342

*Includes applicants contacted multiple times



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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

POLICY

- Responded to policy questions from staff and the State

TRAINING

- Developed Mobile Home training exercise
- Researched ACG questions

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	Rental Orientation	Rental New Hires	Goodwood Office Baton Rouge, LA	December 22, 2008	1
Internal	Rental Case Management	Rental New Hires	Goodwood Office Baton Rouge, LA	December 23-24, 2008	1

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 updated Home and Contacts Web pages for State review.
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content.

Outreach

- Assisted with retrieval attempts on 1,011 Post-Closing documents for applicant files in conjunction with ACG team.
- Attempted to contact previously unreachable applicants to move them forward.
- Reviewed 100 files for movement to policy options exhausted (POE) or communications exhausted status.
- Advised 75 walk-ins at the Jefferson HAC.
- Monitored the Joint Legislative Committee on the Budget meeting.
- Worked with elected officials and staff regarding constituent issues including:
 - Sen. J. P. Morrell
 - Sen. Cheryl Gray
 - Rep. Simone Champagne
 - Rep. Jonathan Perry
 - Rep. Joseph Lopinto, III
 - Rep. A.B. Franklin
 - Rep. Stephen Pugh
 - Rep. Jerry “Truck” Gisclair
 - Rep. Neil Abramson

Table 27: Community Outreach Metrics

Meeting Type	Events held 12/19-12/25	People reached 12/19-12/25	Events To Date	People Reached To Date
Community	5	75	935	51,505
Faith-Based	*	*	220	19,785
Business	*	*	32	1,402
Governmental	1	*	327	9,781
Case Managers	*	8	168	3,435
Rental	*	*	114	2,309
TOTALS	6	75	1,796	88,217

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	11/21 - 11/27	11/28 - 12/4	12/5 - 12/11	12/12 - 12/18	12/19 - 12/25	Current Totals
Applicant Issues Reported to Anti-Fraud	1,800	23	26	27	31	17	1,924
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	1,023	19		10	4		1,056
Calcasieu	13,627	201	14	217	81	4	14,144
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	26,940	255	63	473	452	22	28,205
Jefferson Davis	951	19	2	7	9	4	992
Lafayette	124	3		1	1		129
Lafourche	851	13	1	9		1	875
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	43,502	4,343	1,901	903	790	34	51,473
Plaquemines	3,249	353	46	94	78	6	3,826
Pointe Coupee	15						15
Sabine	33						33
Saint Bernard	7,847	4,254	809	464	258	19	13,651
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	226	57	164	181	9	12,076
St John The Baptist	1,344	2	1	8	11	1	1,367
Tangipahoa	1,605	13	2	6	1	1	1,628
Terrebonne	2,676	82	3	27	10	6	2,804
Vermilion	1,684	90	4	47	9	1	1,835
Vernon	155	2		1	2		160
Washington	1,481	19	1	8	10		1,519
West Baton Rouge	14						14
West Feliciana	3						3
	126,140	10,187	2,915	2,548	1,942	114	143,846



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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	15,429
Cameron	2,116
East Baton Rouge	319
East Feliciana	38
Evangeline	88
Iberia	1,324
Iberville	92
Jefferson	33,406
Jefferson Davis	1,172
Lafayette	153
Lafourche	998
Livingston	297
Orleans	55,602
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	1,803
Terrebonne	3,180
Vermilion	2,006
Vernon	178
Washington	1,792
West Baton Rouge	20
West Feliciana	6
	160,428



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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 120,890 rather than 120,902 reported in Daily Governor’s Report as of December 25, 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	893	8		901
Calcasieu	12,231	83	5	12,319
Cameron	1,428	104	2	1,534
East Baton Rouge	171	1	1	173
East Feliciana	27			27
Evangeline	51			51
Iberia	964	12	1	977
Iberville	50	1		51
Jefferson	23,440	120	19	23,579
Jefferson Davis	791	9		800
Lafayette	108	1		109
Lafourche	732	5	1	738
Livingston	196	2		198



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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	38,980	3,169	1,271	43,420
Plaquemines	2,592	194	15	2,801
Pointe Coupee	13			13
Sabine	26			26
Saint Bernard	7,109	3,457	626	11,192
Saint Charles	917	3	1	921
Saint Helena	241	1		242
Saint James	338			338
Saint Landry	151	5		156
Saint Martin	92	3		95
Saint Mary	764	3		767
Saint Tammany	10,386	118	25	10,529
St John The Baptist	1,140			1,140
Tangipahoa	1,413	4	1	1,418
Terrebonne	2,316	39	1	2,356
Vermilion	1,508	45	3	1,556
Vernon	133	2		135
Washington	1,230	12	1	1,243
West Baton Rouge	12			12
West Feliciana	3			3
	111,504	7,412	1,974	120,890



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Zip Code	Number of Closings
Zip code not provided	21
70001	827
70002	908
70003	2,232
70005	726
70006	1,357
70011	1
70012	1
70014	1
70015	1
70017	11
70018	6
70019	4
70028	1
70029	1
70030	42
70031	42
70032	1,729
70033	1
70036	179
70037	444
70038	246
70039	82
70040	327
70041	673
70042	5
70043	4,721
70044	3
70045	3

Zip Code	Number of Closings
70046	10
70047	151
70048	2
70049	144
70050	200
70051	54
70052	41
70053	673
70054	1
70056	1,773
70057	106
70058	3,012
70059	5
70062	867
70063	6
70064	4
70065	3,556
70066	7
70067	400
70068	693
70069	9
70070	122
70071	45
70072	4,138
70073	6
70074	1
70075	1,338
70076	13
70077	1

Zip Code	Number of Closings
70078	18
70079	20
70080	15
70081	1
70082	122
70083	716
70084	226
70085	1,426
70086	66
70087	293
70090	163
70091	93
70092	1,912
70093	2
70094	1,876
70095	2
70096	1
70101	15
70104	1
70105	1
70107	1
70109	1
70110	1
70112	71
70113	386
70114	1,217
70115	1,305
70116	699
70117	5,440



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Zip Code	Number of Closings
70118	2,227
70119	3,263
70120	1
70121	391
70122	7,380
70123	496
70124	3,413
70125	1,537
70126	5,832
70127	3,746
70128	3,340
70129	1,837
70130	203
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	208
70359	78
70360	128
70361	5
70363	704
70364	124
70372	10
70373	15
70374	37
70377	267
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	691
70429	4
70430	1
70431	103
70433	279
70434	9
70435	248
70436	16
70437	136
70438	340
70440	1
70441	157
70442	5
70443	165
70444	179



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Zip Code	Number of Closings
70445	642
70446	42
70447	74
70448	476
70449	16
70450	53
70451	28
70452	395
70453	8
70454	188
70455	12
70456	101
70457	1
70458	3,215
70459	10
70460	1,908
70461	2,673
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	585
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	113
70533	628
70534	3
70535	32
70537	3
70538	430

Zip Code	Number of Closings
70540	1
70542	51
70543	24
70544	193
70546	229
70548	104
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



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Zip Code	Number of Closings
70589	8
70591	153
70592	23
70601	2,870
70602	7
70605	1,616
70606	11
70607	1,945
70609	1
70610	1
70611	978
70612	5
70614	1
70615	1,177
70616	6
70621	1
70630	118
70631	570
70632	178
70633	463
70634	453
70637	14
70638	2
70639	4
70640	34
70641	2
70643	109
70644	2
70645	265

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	16
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



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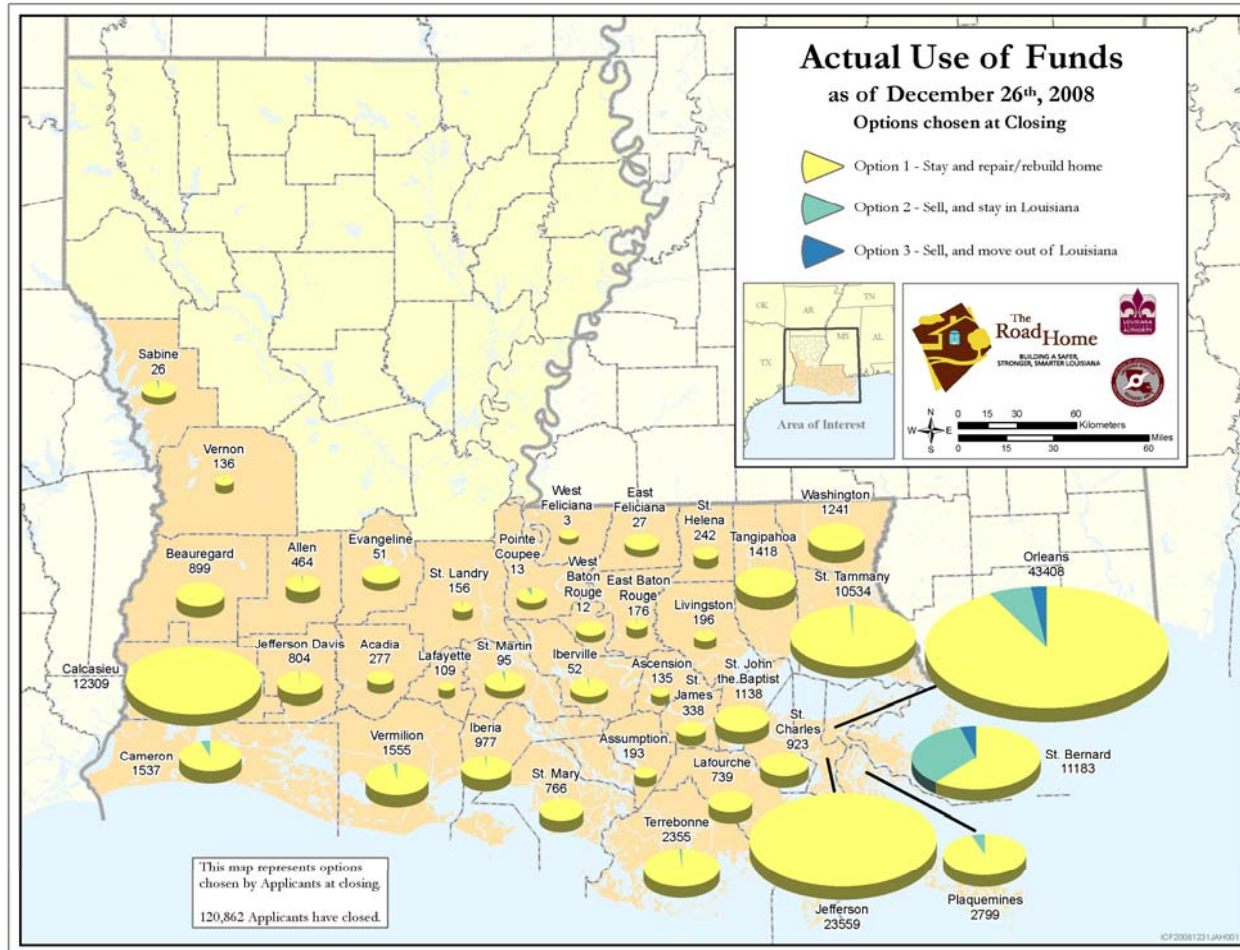
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Zip Code	Number of Closings
70769	15
70770	4
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	4
70783	1
70785	21
70788	10
70789	2
70791	12
70792	1
70802	19
70805	27
70806	5
70807	8
70808	3
70809	1
70810	7
70811	7
70812	11
70814	16
70815	9
70816	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
	120,890

APPENDIX E



GLOSSARY

Table 1 Terms:

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

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

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

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

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

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

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

Benefits Calculated represents the cumulative number of benefits calculated.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Pipeline Diagram Terms (Figures 1 and 2):

APPLICATIONS & APPOINTMENTS

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

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

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

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

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

CALCULATIONS

Benefits Calculated represents the cumulative number of benefits calculated.

OPTION SELECTION

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

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



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

CLOSINGS

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

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

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

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