



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 131 Situation & Pipeline** **Report**

January 6, 2009





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### EXECUTIVE SUMMARY

#### Homeowner Assistance Program

Homeowner Program Advisors completed 85 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,430 and the total number of closings held as of January 1 increased to 121,066. Cumulatively, homeowners returned 143,865 benefit options selection letters.

**Table 1: Homeowner Program Snapshot**

Activity	As of COB December 25	Weekly Activity	As of COB January 1	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	228,434	85	228,519		
<i>Initial Appointments Held</i>	166,094	-	166,094	237	9,437
<i>RHAS Appointments Held</i>	62,340	85	62,425		
Benefits Calculated	160,428	2	160,430		
Benefit Options Letters Sent	152,646	1	152,647	292	886
<b>Total Benefit Options Letters Returned</b>			<b>143,865</b>		
<i>Number of Option One Selections</i>	126,140	31	126,171	992	2,554
<i>Number of Option Two Selections</i>	10,187	(10)	10,177	77	379
<i>Number of Option Three Selections</i>	2,915	(4)	2,911	72	69
<i>Decline Benefits</i>	2,548	6	2,554	16	62
<i>Delay Benefits</i>	1,942	(3)	1,939	176	258
<i>Incomplete Benefit Selection Form</i>	114	(1)	113	10	41
<b>Benefit Options Letters Available for Transfer to Closing</b>			<b>135,116</b>		
Files Transferred for Closing	126,293	128	126,421	49	136
Total Inactives and Ineligibles				1,921	77,276
Closings Scheduled			264		
Closings Held	120,902	164	121,066		

### 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	188	<b>193</b>
Conditional Awards Cancelled	2,018	1,472	601	<b>4,091</b>
Conditional Awards Reinstated	51	59	4	<b>114</b>
Total Active Awards *	735	3,624	1,587	<b>5,946</b>
Commitment Letters Mailed	691	3,102	1,079	<b>4,872</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 43 applications reinstated through the Appeals Process.

### Deliverables

Table 3 lists the deliverables provided during the reporting period.

**Table 3: Program Deliverables**

	Deliverables	Date
00049-12312008	Mitigation Training Program Update	12/31/2008
00052-12312008	Analysis of Facility Use	12/30/2008
00053-12312008	Subcontractor Activity Report	12/30/2008

### HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 12/25	CUMULATIVE As of 1/1	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	62,340	62,425	85
<b>CALCULATIONS</b>	BENEFITS CALCULATED	160,428	160,430	2
	<b>TOTAL</b>	<b>\$9.65 billion</b>	<b>\$ 9.66 billion</b>	<b>\$ .01 b</b>
	<b>AVERAGE</b>	<b>\$62,348</b>	<b>\$62,375</b>	

- 166,094 applicants have completed initial appointments
- The \$9.66 billion total and \$62,375 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 12/25	CUMULATIVE As of 1/1	INCREASE
<b>OPTION SELECTION</b>	OPTIONS LETTERS SENT	152,646	152,647	1
	OPTIONS LETTERS RETURNED	143,846	143,865	19
	BSF AVAIL FOR TRANSFER TO CLOSING	135,101	135,116	15
<b>CLOSINGS</b>	TRANSFERRED TO CLOSING	126,293	126,421	128
	INACTIVE CLOSING FILES	49	49	-
	CLOSINGS HELD	120,902	121,066	164
	<b>TOTAL</b>	<b>\$7.57 billion</b>	<b>\$7.60 billion</b>	<b>\$.03 b</b>
	<b>AVERAGE*</b>	<b>\$62,599</b>	<b>\$62,748</b>	

- Applicants have returned 143,865 Benefits Selection Forms. After processing and review, 135,116 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 131

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### Housing Assistance Center Activity

- A total of 85 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - 62,425 total RHAS appointments held to date
  - Of the RHAS appointments for this reporting period, 84 were walk-ins

### Award Calculation Activity

- The *Road Home* has calculated 160,430 benefits, an increase of 2 for the week
  - The average total benefit calculated was \$62,375 (excluding ‘zero’ awards)
  - 5,580 calculations resulted in ‘zero’ grant amounts
  - 154,850 ‘non-zero’ or ‘positive’ grant amounts were calculated

### Award Selection Activity

- A total of 143,865 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 31,990 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
  - 135,116 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>	26,608
<i>Number of Option Two</i>	3,163
<i>Number of Option Three</i>	2,219
<b>Total Elderly Benefits Options Selected</b>	<b>31,990</b>

### Low/Moderate Income Households

- A total of 121,056 applicants had gone to closing and received their Road Home disbursement as of January 1, 2009. Of these applicants, 50,621 (42 percent) were documented as LMI.
- A total of \$7,596,001,118 in Homeowner Assistance Program awards were disbursed as of January 1, 2009. Of these disbursements, \$3,823,873,180 (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	126,171	10,177	2,911	139,259
Total \$ in Options Selected	\$7,188,821,412.66	\$802,780,561.26	\$191,575,209.37	\$8,183,177,183.29
Comp Grant \$ in Options Selected	\$4,896,021,930.33	\$603,218,414.89	\$191,575,209.37	\$5,690,815,554.59
Elev Grant \$ in Options Selected	\$967,664,241.36			\$967,664,241.36
ACG \$ in Options Selected	\$1,325,135,240.97	\$199,562,146.37		\$1,524,697,387.34
<b>Low/Moderate Income (LMI) Detail</b>				
Number of Options Selected by LMI	52,371	4,509	1,187	58,067
Total \$ to LMI	\$3,741,560,479.69	\$436,556,179.42	\$78,242,751.76	\$4,256,359,410.87
Comp Grant \$ to LMI	\$1,952,617,747.43	\$236,994,033.05	\$78,242,751.76	\$2,267,854,532.24
Elev Grant \$ to LMI	\$463,807,491.29			\$463,807,491.29
ACG \$ to LMI	\$1,325,135,240.97	\$199,562,146.37		\$1,524,697,387.34
<b>Percentage of Total</b>				
% of Total Options Selected that are LMI	42 %	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%	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	111,649	7,427	1,980	121,056
Total \$ in Closings Held	\$6,789,707,909.22	\$654,887,243.77	\$151,405,964.62	\$7,596,001,117.61
Comp Grant \$ in Closings Held	\$4,763,329,306.96	\$488,296,228.75	\$151,405,964.62	\$5,403,031,500.33
Elev Grant \$ in Closings Held	\$668,975,197.06	\$49,755.00		\$669,024,952.06
ACG \$ in Closings Held	\$1,357,403,405.20	\$166,541,260.02		\$1,523,944,665.22
Number of Closings Held by LMI	46,355	3,440	826	50,621
Total \$ to LMI	\$3,415,799,393.44	\$345,176,298.57	\$62,897,488.21	\$3,823,873,180.22
Comp Grant \$ to LMI	\$1,871,373,469.10	\$192,710,228.18	\$62,897,488.21	\$2,126,981,185.49
Elev Grant \$ to LMI	\$317,569,577.10	\$20,460.00		\$317,590,037.10
ACG \$ in Research for Categorization**	\$130,547,057.96	\$14,095,649.63		\$144,642,707.59
ACG \$ to LMI	\$1,226,856,347.24	\$152,445,610.39		\$1,379,301,957.63
Total ACG \$	\$1,357,403,405.20	\$166,541,260.02		\$1,523,944,665.22
% 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 %	91 %	N/A	90 %

\*Detailed closing data is based on population of 121,056 rather than 121,066 reported in the Daily Governor's Report as of January 1, 2009, due to a variance in data feeds.

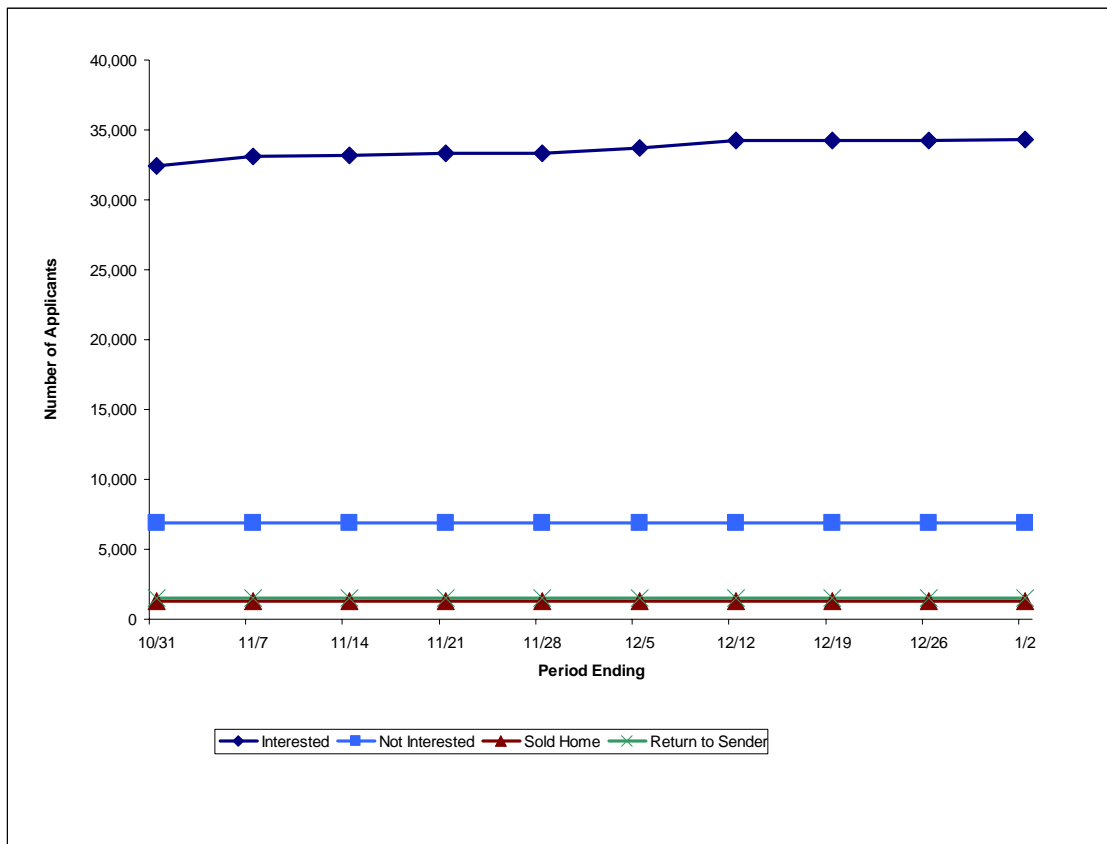
\*\*These funds represent disbursed ACG dollars that have not been categorized through final grant review.

### Elevation Program Activity

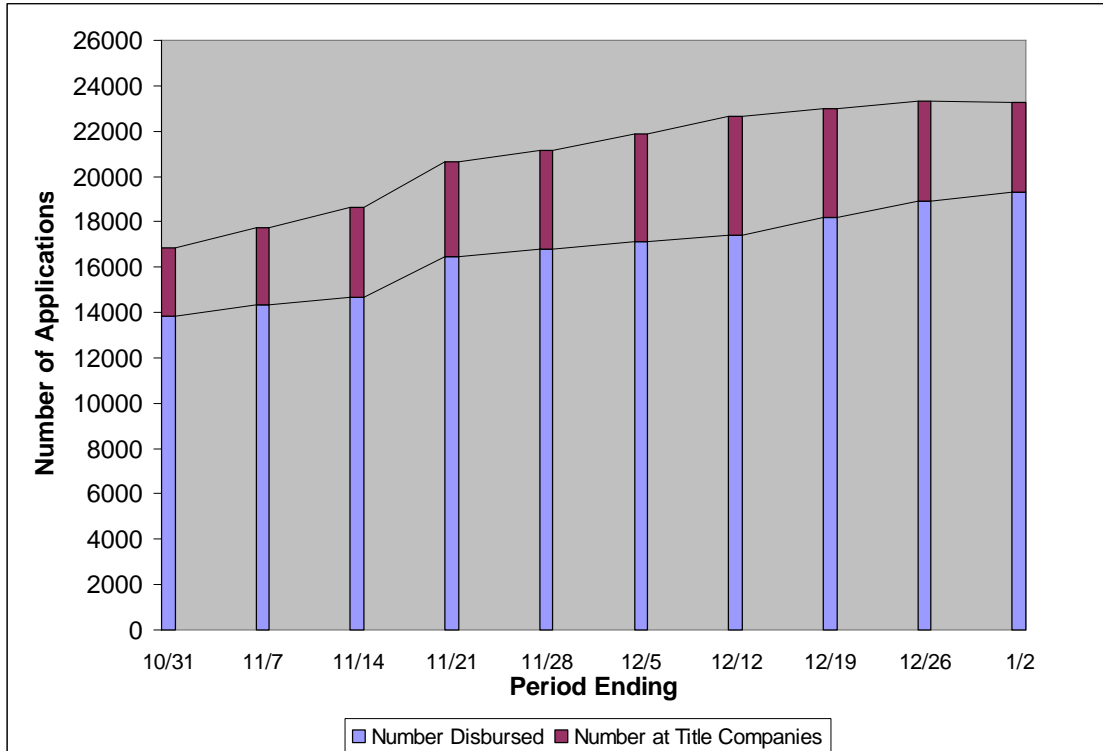
As of January 1, 2009, 116,064 elevation letters have been sent to applicants.

- 34,335 (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
- 19,287 applicants have received elevation disbursements totaling \$554,481,289 (average elevation award of \$28,749) including:
  - 3,132 initial and 14,253 additional disbursements of elevation funds in 2008 for a total of \$506,341,718
  - 1,902 initial and 354 additional disbursements previously distributed for a total of \$48,139,571
- 3,960 elevation requests for a total of \$113,264,330 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	354	\$48,139,571
2008 Elevation Disbursements	3,132	14,253	\$506,341,718
<b>Total Elevation Disbursements</b>	<b>5,034</b>	<b>14,607</b>	<b>\$554,481,289</b>
<b>Applications at Title Companies</b>			
First American Pending Transactions		2,551	\$72,006,807
HGI Pending Transactions		1,409	\$41,257,523
<b>Total Pending Transactions</b>		<b>3,960</b>	<b>\$113,264,330</b>

### Closing Activity

- As of January 1, 2009, a total of 126,421 files have been transferred to closing agents with 128 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 121,066 closings, of which:
  - The average award is \$62,748.
  - 50,621 also received additional compensation grants. The average additional compensation grant award is \$27,248.

- Closed 27,603 elderly applicants for a total of \$2,014,543,139.
- Appendix C reports Closings by Parish and Zip Code.
- To date, the closing agents have completed 21,665 additional disbursements for a total of \$630,722,572. The average additional disbursement is \$29,113.

**Table 8: Eligible Application Summary**

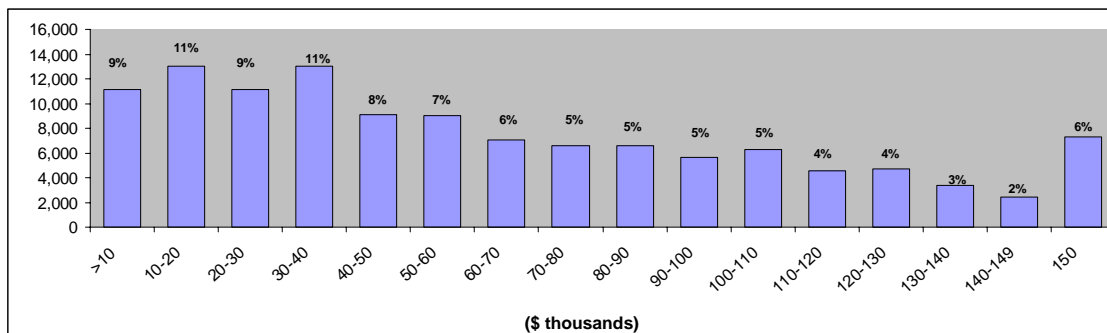
Completed Applications	
Closed	121,068
Zero Awards	14,129
Communique's Exhausted	570
Program Policy Actions Completed	2,609
Award Declined	3,012
<b>Total Completed Applications</b>	<b>141,388</b>
Initial Closings Remaining to be Finalized	
Files with Homeowner Issues	4,893
Compliance Reviews	222
Files that May Move Toward Closing	2,275
Awaiting Final Approval	368
<b>Total Initial Closings Remaining to be Finalized</b>	<b>7,758</b>
Files at Title Companies for Initial Closing	
Files with Homeowner Issues	1,316
Compliance Reviews	41
Files that May Move Toward Closing	1,265
<b>Total Files at Title Companies for Initial Closing</b>	<b>2,622</b>
<b>TOTAL ELIGIBLE APPLICATIONS</b>	<b>151,768</b>

\* Detailed closing data is based on population of 121,068 rather than 121,066 reported in the Daily Governor's Report as of January 1, 2009, due to a variance in data feeds.

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

ACTIVITY	Fri 12/26	Sat 12/27	Sun 12/28	Mon 12/29	Tues 12/30	Wed 12/31	Thurs 1/1	Weekly Total
Files Transferred for Closing	-	-	-	8	119	1	-	128

**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%	356	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	284	>1%
Asian	2,925	2%	2,043	2%
Asian and White	300	>1%	200	>1%
Black/African American	65,833	36%	50,223	41%
Black/African American and White	1,153	1%	866	1%
Native Hawaiian/Other Pacific Islander	183	>1%	127	>1%
Other Multi-Racial	3,419	2%	2,430	2%
White	72,052	39%	47,666	39%
A race was not provided	37,673	20%	16,373	14%
	185,113		121,056	

\*Detailed closing data is based on population of 121,056 rather than 121,066 reported in the Daily Governor's Report as of January 1, 2009, 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	11/28-12/4	12/5-12/11	12/12-12/18	12/19-12/25	12/26-1/1	Weekly Total
Total number of Condo Applications	1,024	1,024	1,024	1,024	1,024	-
Option Letters Created Status	3	3	3	12	2	(10)
Option Selected Status	21	18	20	30	41	11
Condos in Progress	73	69	130	88	80	(8)
Transmitted for Closing	55	34	31	47	60	13
Closings Held	255	286	286	287	288	1
Total Zero Award	262	260	258	265	266	1
Total Inactive Applications	63	63	58	53	49	(4)
Total Ineligible Applications	292	288	235	240	236	(4)

### Manufactured Home Project

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

- Identified 16,313 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



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- Confirmed 14,586 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	11/28-12/4	12/5-12/11	12/12-12/18	12/19-12/25	12/26-1/1	Cumulative Total
Total number of Manufactured Home Applications	16,306	-	2	1	-	4	<b>16,313</b>
Total Manufactured Home Evaluations verified	16,033	-	2	-	-	2	<b>16,037</b>
Total Pre-Storm Values verified	14,515	17	16	19	9	10	<b>14,586</b>
Total Applications released into letter generation process	14,515	17	16	19	9	10	<b>14,586</b>

### Home Evaluations (Home Inspection) Activity

- Addressed 983 Grant Review issues
- Addressed 25 Appeals
- Addressed 15 CAD disputes
- Addressed 5 State Appeals
- Addressed 5 Critical Issues
- Addressed 5 FEMA Eligibility Appeals
- Addressed 3 Structure-Type Issues
- Completed 5 Elevation Grants
- Addressed 3 Elevation Appeals
- Reviewed 19 Post-Accepted Edit Cases and identified 1 for additional review

**Table 13: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	11/28-12/4	12/5-12/11	12/12-12/18	12/19-12/25	12/26-1/1	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,118	2	1	2	2	2	165,127 <sup>a</sup>	<b>2</b>
Work Orders Dispatched	162,958	2	1	4	2	2	162,971	<b>2</b>
Evaluations Completed in the Field	161,143	5	9	15	-	11	161,183 <sup>b</sup>	<b>8</b>

<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 January 1, 2009, 14,989 cases have been processed through the Appeals department, 14,216 have been resolved, and 773 are active. Table 14 shows the status of these cases.

**Table 14: Status of Appeals**

ACTIVITY	As of COB 12/4	As of COB 12/11	As of COB 12/18	As of COB 12/25	As of COB 1/1
<b>Total Cases Processed</b>	14,698	14,825	14,871	14,962	14,989
<b>Appeal Cases Pending Decision/Research</b>	1,276	1,036	847	790	744
<b>Ineligible Status Appeal</b>	51	44	35	35	29
<b>Total Active Cases</b>	1,327	1,080	882	825	773
<b>Total Cases Resolved</b>	<b>13,371</b>	<b>13,745</b>	<b>13,989</b>	<b>14,137</b>	<b>14,216</b>

Further analysis of the resolved appeals cases (14,216) shows that:

- 4,949 (35%) have resulted in additional funds being awarded to applicants for a total of \$131,269,456. The average additional disbursement is \$26,524
- 606 (4%) resulted in a reduction of award for a total of \$9,462,658. The average reduction is \$15,615
- 4,486 (32%) resulted in no change to the award amount
- 4,175 (29%) were reviewed for an eligibility determination, 1,514 were approved and 2,661 were denied

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

ACTIVITY	As of COB 12/11	As of COB 12/18	As of COB 12/25	As of COB 1/1
<b>Total Cases Requested for State Panel Review</b>	2,100	2,356	2,356	2,547
<b>State Appeal Cases in Progress</b>	863	1,118	935	1,078
<b>State Appeal Cases Resolved</b>	<b>1,237</b>	<b>1,238</b>	<b>1,421</b>	<b>1,469</b>

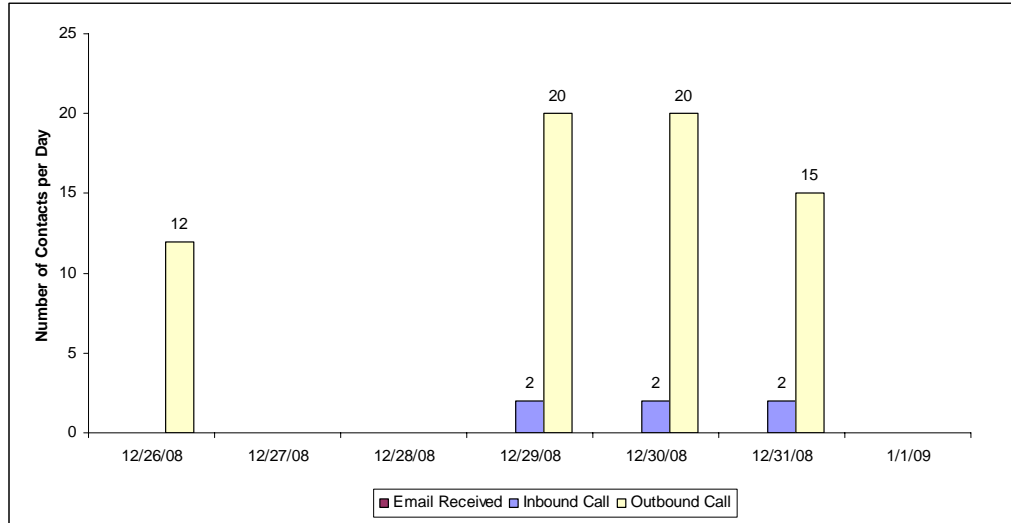
### Personal Application Liaisons (PAL)

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	11/28- 12/4	12/5- 12/11	12/12- 12/18	12/19- 12/25	12/26- 1/1	Current Total
<b>Email Received</b>	3,725	3	2	4	21	0	<b>3,755</b>
<b>Inbound Calls</b>	17,671	15	10	37	16	6	<b>17,749</b>
<b>Outbound Calls</b>	61,517	156	103	138	82	67	<b>61,996</b>
<b>Total Contacts</b>	<b>82,913</b>	<b>174</b>	<b>115</b>	<b>179</b>	<b>119</b>	<b>73</b>	<b>83,500</b>

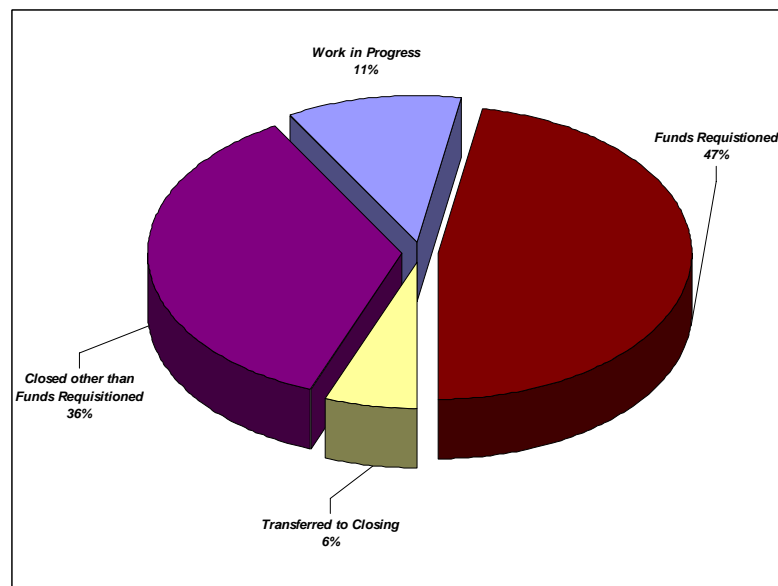
**Figure 6: PAL Contacts by Day**



As of January 1, a total of 38,180 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 4,204 applicant files are being worked by PAL staff
- A total of 33,976 applicant files have progressed to the closing process as the result of PAL efforts
  - 2,257 are in a transmitted to closing status
  - 18,005 have closed and are at a status of Funds Requisitioned
  - 13,714 have closed and are at a status of other than Funds Requisitioned

**Figure 7: PAL Application Breakdown**





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

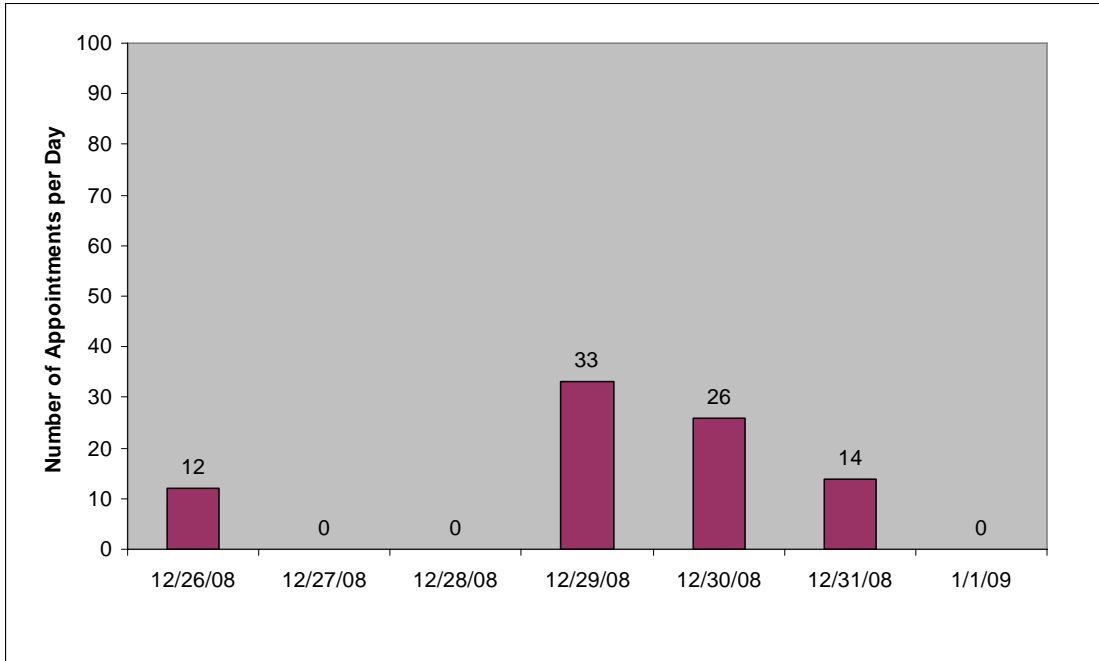
**Table 17: PAL Issues by Category**

Issue Category	# Apps
Advisory Services	6
Affordable Compensation Loan	28
APPEALS	93
Applicant Info	82
Application Completion	12
Appraisal	52
Benefits Counseling	1
BPO	7
Compliance Review	35
CREDCO	31
Delay of Benefit	12
ECD	33
EGrant Calculation	14
Elevation	18
FEMA	20
FEMA Ind Assist	3
Grant Recovery	1
Grant Review	4
Home Eval	7
Home Evaluation	35
Homeowner dispute or decision pending	35
Info Request	9
Insurance	65
Lawsuit Pending	3
Legal Costs	3
Missing Documentation	292
Mitigation	1
Multiple Issues	35
Option Change	7
Option Letter	23
Other	161
Outlier	12
Owner Occupancy	47
Ownership	282
Parish Damage	1
Policy Appeal	1
Pre-Storm Value	40
Program eligibility pending	54
QA Outliers	3
Request Appraisal	3
State Appeal	22
Status Change	860
Title	403
Title - Post Closing	3
Zero Benefit	25
<b>Total</b>	<b>2,884</b>

### Housing Assistance Center Appointment Activity

There were a total of 85 RHAS appointments held at the Housing Assistance Centers during the reporting period. Centers were closed on New Year's Day (Figure 8).

**Figure 8: Housing Assistance Center RHAS Appointments by Day**



**Table 18: Housing Assistance Center Appointments by Week**

ACTIVITY	Prior Total	11/28-12/4	12/5-12/11	12/12-12/18	12/19-12/25	12/26-1/1	Current Total	Five Week Average
<b>RHAS Appointments Held</b>	61,731	187	159	162	101	85	<b>62,425</b>	<b>139</b>
<b>Average Daily RHAS Appointments Held</b>		47	27	27	21	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 84 walk-ins for RHAS appointments during this reporting period.

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

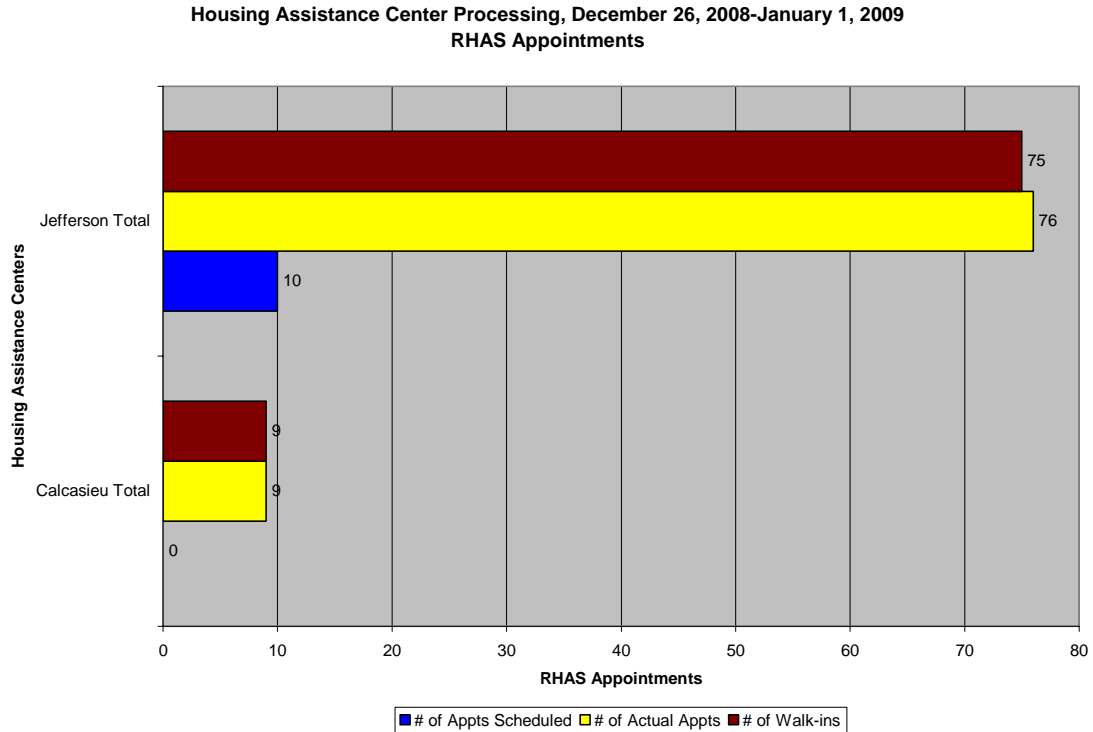
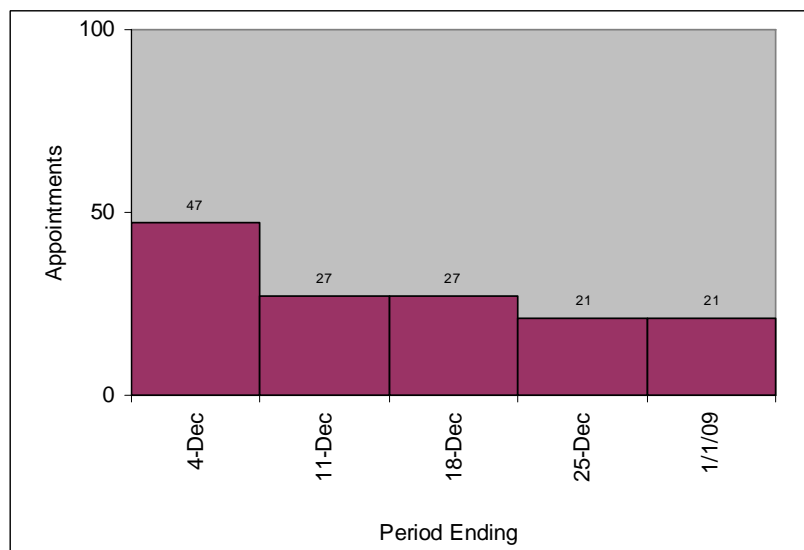


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

**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		188	
<b>VERIFICATION STAGE</b>						
Active Awards	735		3,624		1,587	
<b>COMMITMENT LETTER STAGE</b>						
Commitment Letters Mailed	691		3,102		1,079	
Commitment Letters Returned by Applicant		523		1,986		594
<b>POST COMMITMENT STAGE</b>						
0 - 24% Construction Complete		136		651		116
25 - 49% Construction Complete		63		177		83
50 - 74% Construction Complete		42		149		25
75 - 100% Construction Complete		282		1,009		370
Total	523		1,986		594	

### Appeals

- Received 2 new appeals
- Completed 17 Appeal Review Determinations
- 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	555	634	<b>1,529</b>
Level II Issue Determinations Made	328	529	615	<b>1,472</b>
Level II Issues Remaining to be Resolved	12	26	19	<b>57</b>

**Table 21: Appeals Determinations Summary**

Appeals Determination After Road Home Review	Cumulative Total
Approved	295
Denied	1,072
Dismissed	94
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	79	19	<b>203</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	8
Round 2	38
Round 2 Waitlist (Round 2.1)	32
Appeals	8
New Program Options	8
Other	45
<b>Total Inbound Calls</b>	<b>132</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 *		4,908
Appointments Not Required		3,584
Appointments Required		1,324
Appointments Completed		982
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**

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

## **PROGRAM SUPPORT STATUS**

### **HUMAN RESOURCES**

- Received alert from the Louisiana Department of Economic Development to publicize future career opportunities for managers and technicians under the *FastStart Initiative*.
- Completed inquiry with the River Region Workforce Consortium to design and facilitate HUD Section 3 Training Workshops for sub-income persons experiencing layoffs at various industrial sites near the LA Works Centers in St. Charles, St. John and St. James Parishes.
- Received preliminary copy of the "*Technology Skills Survey*," sponsored by the Louisiana Technology Council and conducted by the University of New Orleans, which revealed 37,000-plus technology workers in the Metro New Orleans parishes -- and attractive new/expanded career opportunities for employees exiting the Road Home Program.
- Completed critique on the overall impact of HUD Section 3 Training Workshops during 2008 for participants from low- and very low-income groups, veterans, people with disabilities, and individuals living in public housing to confirm positive impact of the pre- and post-employment training on their search for employment.

### **POLICY**

- Responded to policy questions from staff

### **INFORMATION TECHNOLOGY**

- Provided IT assistance for application that previously closed but have since changed option selection and wish to re-close.
- Assisted with specifications for new statuses requested for eGrants.
- Provided resolution to ad-hoc issues sent via phone and e-mail from multiple Program Operational groups.
- Provided support of eGrants end users through issue resolution/task completion (approximately 234 completed/resolved) via the ithomeownersupport inbox.
- Provided analysis and support for operations management regarding LLA and ICF audit requests

### TRAINING

- Updating/Editing Rental Case Management
- Developing policy-based Homeowner Program Mobile Home classroom activity
- Preparing E-learning materials development with Flash and Open Office software

**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 January 1, 2009	2, 315
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of January 1, 2009	300
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of January 1, 2009	1, 420
Internal	Rental HDS	Rental New Hires	Goodwood Office Baton Rouge, LA	December 30, 2008	2
Internal	Rental Desk Reference Training	Rental New Hires	Goodwood Office Baton Rouge, LA	December 30, 2008	2

### 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.
- Compile Hurricane Rita analytics for LRA presentation.

##### **In support of Rental program:**

- Updating Rental communications portal with 2008 documents.
- Preparing “additional funding” fact sheet for Rental team review.
- Preparing outreach strategy for first quarter of 2009.
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content.



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### Outreach

- Assisted with retrieval attempts on 1,011 Post-Closing documents for applicant files in conjunction with ACG team.
- Assisted with retrieving missing documents on aged incomplete files.
- Assisted with document retrieval needs on Audit, Monitoring, and Eligibility files.
- Reviewed 97 files for movement to policy options exhausted or communications exhausted status.
- Advised 67 walk-ins at the Jefferson HAC.
- Facilitated applicant progression via onsite presence at Catholic Charities/Salvation Army office in New Orleans.
- Worked with elected officials and staff regarding constituent issues including:
  - Sen. J. P. Morrell
  - Rep. A. B. Franklin
  - Rep. Jerry “Truck” Gisclair
  - Plaquemines Parish President Billy Nungesser
  - Erath City Councilman John LeBlanc

**Table 27: Community Outreach Metrics**

Meeting Type	Events held 12/26-1/1	People reached 12/26-1/1	Events To Date	People Reached To Date
Community	4	67	939	51,572
Faith-Based	*	*	220	19,785
Business	*	*	32	1,402
Governmental	*	*	327	9,781
Case Managers	1	4	169	3,439
Rental	*	*	114	2,309
<b>TOTALS</b>	<b>5</b>	<b>71</b>	<b>1,801</b>	<b>88,288</b>

### 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	11/28 - 12/4	12/5 - 12/11	12/12 - 12/18	12/19 - 12/25	12/26 - 1/1	Current Totals
<b>Applicant Issues Reported to Anti-Fraud</b>	1,823	26	27	31	17	13	<b>1,937</b>
<b>Evaluator Issues Reported to Anti-Fraud</b>	5	-	-	-	-	-	<b>5</b>
<b>Third-Party Issues Reported to Anti-Fraud</b>	30	-	-	-	-	-	<b>30</b>



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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	529	14	1	4	1		549
Ascension	161	2		2			165
Assumption	235	2		1	1		239
Beauregard	1,024	19		9	4		1,056
Calcasieu	13,625	203	14	217	81	4	14,144
Cameron	1,675	200	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	26,942	255	62	475	452	21	28,207
Jefferson Davis	951	19	2	7	9	4	992
Lafayette	124	3		1	1		129
Lafourche	852	12	1	9		1	875
Livingston	236	7	1	2	2		248



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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	43,525	4,337	1,898	905	790	34	51,489
Plaquemines	3,251	352	45	94	78	6	3,826
Pointe Coupee	15						15
Sabine	33						33
Saint Bernard	7,849	4,251	810	464	256	19	13,649
Saint Charles	1,094	6	1	10	6	1	1,118
Saint Helena	287	2			1		290
Saint James	392			2			394
Saint Landry	172	6		1		1	180
Saint Martin	107	5		1			113
Saint Mary	908	8		1	2		919
Saint Tammany	11,440	226	57	165	180	9	12,077
St John The Baptist	1,344	2	1	8	11	1	1,367
Tangipahoa	1,606	13	2	6	1	1	1,629
Terrebonne	2,676	82	3	27	10	6	2,804
Vermilion	1,683	90	4	48	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
	<b>126,171</b>	<b>10,177</b>	<b>2,911</b>	<b>2,554</b>	<b>1,939</b>	<b>113</b>	<b>143,865</b>



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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	33,407
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	1,804
Terrebonne	3,180
Vermilion	2,006
Vernon	178
Washington	1,792
West Baton Rouge	20
West Feliciana	6
	<b>160,430</b>



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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 121,056 rather than 121,066 reported in Daily Governor’s Report as of January 1, 2009, 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	277	2		279
Allen	457	9	1	467
Ascension	134			134
Assumption	195			195
Beauregard	896	8		904
Calcasieu	12,250	83	5	12,338
Cameron	1,432	105	2	1,539
East Baton Rouge	172	1	1	174
East Feliciana	27			27
Evangeline	51			51
Iberia	967	12	1	980
Iberville	50	1		51
Jefferson	23,457	120	20	23,597
Jefferson Davis	795	9		804
Lafayette	108	1		109
Lafourche	733	5	1	739
Livingston	197	2		199



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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	39,018	3,177	1,276	43,471
Plaquemines	2,599	195	15	2,809
Pointe Coupee	13			13
Sabine	26			26
Saint Bernard	7,116	3,460	627	11,203
Saint Charles	918	3	1	922
Saint Helena	241	1		242
Saint James	339			339
Saint Landry	151	5		156
Saint Martin	92	3		95
Saint Mary	766	3		769
Saint Tammany	10,397	119	24	10,540
St John The Baptist	1,141			1,141
Tangipahoa	1,417	4	1	1,422
Terrebonne	2,324	40	1	2,365
Vermilion	1,512	45	3	1,560
Vernon	134	2		136
Washington	1,232	12	1	1,245
West Baton Rouge	12			12
West Feliciana	3			3
	<b>111,649</b>	<b>7,427</b>	<b>1,980</b>	<b>121,056</b>



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Zip Code	Number of Closings
Zip code not provided	21
70001	829
70002	908
70003	2,235
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	445
70038	246
70039	83
70040	329
70041	677
70042	5
70043	4,724
70044	3
70045	3

Zip Code	Number of Closings
70046	9
70047	151
70048	2
70049	144
70050	200
70051	55
70052	41
70053	674
70054	1
70056	1,774
70057	106
70058	3,014
70059	5
70062	868
70063	6
70064	4
70065	3,559
70066	7
70067	400
70068	693
70069	9
70070	122
70071	45
70072	4,140
70073	6
70074	1
70075	1,340
70076	13
70077	1

Zip Code	Number of Closings
70078	18
70079	20
70080	15
70081	1
70082	122
70083	717
70084	226
70085	1,429
70086	66
70087	293
70090	163
70091	93
70092	1,916
70093	2
70094	1,878
70095	2
70096	1
70101	15
70104	1
70105	1
70107	1
70109	1
70110	1
70112	71
70113	386
70114	1,220
70115	1,305
70116	698
70117	5,447



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Zip Code	Number of Closings
70118	2,229
70119	3,265
70120	1
70121	391
70122	7,390
70123	496
70124	3,419
70125	1,541
70126	5,841
70127	3,747
70128	3,345
70129	1,839
70130	204
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	175
70354	49
70355	7
70356	159
70357	49
70358	208
70359	78
70360	129
70361	5
70363	704
70364	126
70372	10
70373	15
70374	37
70377	268
70380	79
70381	2
70390	106
70391	4

Zip Code	Number of Closings
70392	38
70393	6
70394	244
70395	29
70397	150
70401	162
70403	226
70404	13
70420	106
70421	11
70422	274
70423	1
70424	1
70426	167
70427	693
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	166
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	3,220
70459	10
70460	1,912
70461	2,675
70462	63
70463	15
70464	6
70465	33
70466	57
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	586
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	631
70534	3
70535	32
70537	3
70538	432

Zip Code	Number of Closings
70540	1
70542	51
70543	24
70544	193
70546	231
70548	104
70549	62
70550	2
70551	2
70552	9
70554	9
70555	13
70556	11
70559	20
70560	653
70562	1
70563	26
70569	2
70570	96
70575	2
70576	2
70577	3
70578	60
70581	23
70582	40
70583	7
70584	5
70585	1
70586	18



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Zip Code	Number of Closings
70589	8
70591	154
70592	23
70601	2,872
70602	7
70605	1,620
70606	11
70607	1,948
70609	1
70610	1
70611	980
70612	5
70614	1
70615	1,178
70616	6
70621	1
70630	118
70631	573
70632	178
70633	463
70634	455
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	162
70650	13
70651	11
70652	69
70653	59
70654	11
70655	137
70656	11
70657	220
70658	26
70659	14
70660	106
70661	234
70662	3
70663	1,282
70664	14
70665	561
70667	1
70668	372
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	18
70764	12
70767	9



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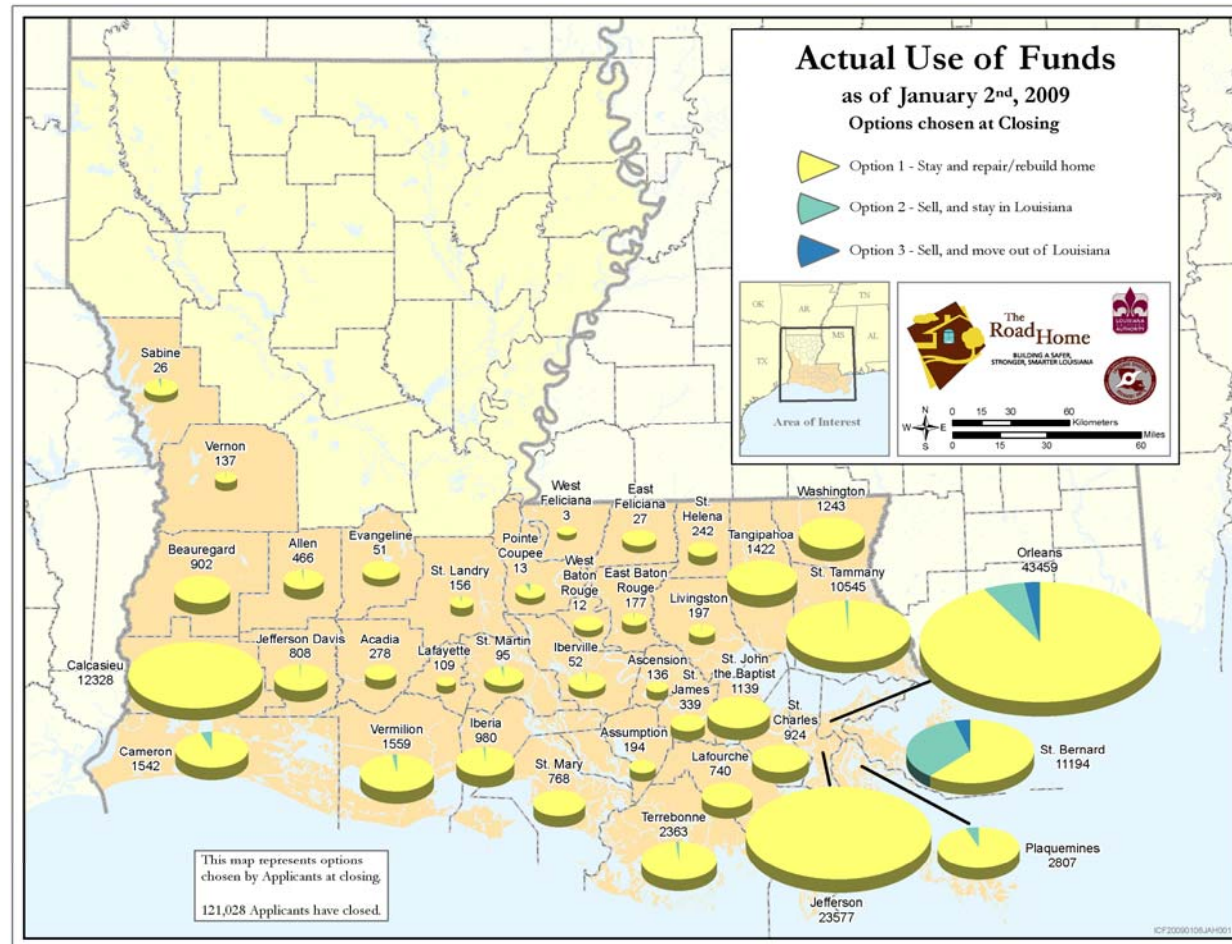
December 26, 2008 – January 1, 2009

Zip Code	Number of Closings
70769	16
70770	4
70772	1
70774	7
70775	7
70776	5
70777	4
70778	9
70780	4
70783	1
70785	22
70788	10
70789	2
70791	12
70792	1
70802	20
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>121,056</b>



### APPENDIX E



## **GLOSSARY**

### **Table 1 Terms:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### **APPLICATIONS & APPOINTMENTS**

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

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

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

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

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

#### **CALCULATIONS**

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

#### **OPTION SELECTION**

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

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



# Weekly Situation & Pipeline Report

## Week 131

December 26, 2008 – January 1, 2009

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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).