



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 132 Situation & Pipeline** **Report**

January 13, 2009





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### EXECUTIVE SUMMARY

#### Homeowner Assistance Program

Homeowner Program Advisors completed 133 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,439 and the total number of closings held as of January 8 increased to 121,195. Cumulatively, homeowners returned 143,788 benefit options selection letters.

**Table 1: Homeowner Program Snapshot**

| Activity   | As of COB<br>January 1 | Weekly<br>Activity | As of COB<br>January 8 | 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  | 228,519                | 133                | 228,652                |                    |            |
| <i>Initial Appointments Held</i>                                 | 166,094                | -                  | 166,094                | 184                | 9,436      |
| <i>RHAS Appointments Held</i>                                    | 62,425                 | 133                | 62,558                 |                    |            |
| Benefits Calculated  | 160,430                | 9                  | 160,439                |                    |            |
| Benefit Options Letters Sent                                     | 152,647                | 28                 | 152,675                | 252                | 884        |
| <b>Total Benefit Options Letters Returned</b>                    |                        |                    | <b>143,901</b>         |                    |            |
| <i>Number of Option One Selections</i>                           | 126,171                | 35                 | 126,206                | 675                | 2,553      |
| <i>Number of Option Two Selections</i>                           | 10,177                 | 1                  | 10,178                 | 51                 | 379        |
| <i>Number of Option Three Selections</i>                         | 2,911                  | (3)                | 2,908                  | 62                 | 69         |
| <i>Decline Benefits</i>  | 2,554                  | 9                  | 2,563                  | 14                 | 62         |
| <i>Delay Benefits</i>  | 1,939                  | (6)                | 1,933                  | 147                | 258        |
| <i>Incomplete Benefit Selection Form</i>                         | 113                    | (113)              | -                      | 8                  | 41         |
| <b>Benefit Options Letters Available for Transfer to Closing</b> |                        |                    | <b>135,503</b>         |                    |            |
| Files Transferred for Closing                                    | 126,421                | 355                | 126,776                | 34                 | 136        |
| Total Inactives and Ineligibles                                  |                        |                    |                        | 1,427              | 77,272     |
| Closings Scheduled   |                        |                    | 302                    |                    |            |
| Closings Held  | 121,066                | 129                | 121,195                |                    |            |

### 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       | 186                          | <b>191</b>    |
| Conditional Awards Cancelled                      | 2,018   | 1,474   | 599                          | <b>4,091</b>  |
| Conditional Awards Reinstated                     | 51      | 59      | 4                            | <b>114</b>    |
| Total Active Awards *                             | 735     | 3,622   | 1,587                        | <b>5,944</b>  |
| Commitment Letters Mailed                         | 691     | 3,098   | 1,077                        | <b>4,866</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 46 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                  | 1/7/2009 |
| 00054-12312008 | Conflict of Interest Report                           | 1/8/2009 |
| 00060-12312008 | Community and Governmental Outreach Activities Report | 1/5/2009 |

## HOMEOWNER PROGRAM

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

|  | HOMEOWNER<br>PROCESS      | CUMULATIVE<br>As of 1/1 | CUMULATIVE<br>As of 1/8 | INCREASE        |
|--|---------------------------|-------------------------|-------------------------|-----------------|
| <b>APPLICATIONS &amp;<br/>APPOINTMENTS</b> | APPS RECEIVED             | 229,416                 | 229,416                 | -               |
|  | APPS RECORDED             | 185,113                 | 185,113                 | -               |
|  | PRE-APPT<br>INACTIVE APPS | 19,151                  | 19,151                  | -               |
|  | INITIAL<br>APPTS HELD     | 166,094                 | 166,094                 | -               |
|  | RHAS<br>APPTS HELD        | 62,425                  | 62,558                  | 133             |
| <b>CALCULATIONS</b>                        | BENEFITS<br>CALCULATED    | 160,430                 | 160,439                 | 9               |
|  | <b>TOTAL</b>              | <b>\$9.66 billion</b>   | <b>\$ 9.66 billion</b>  | <b>\$ .00 b</b> |
|  | <b>AVERAGE</b>            | <b>\$62,375</b>         | <b>\$62,381</b>         |                 |

- 166,094 applicants have completed initial appointments

- The \$9.66 billion total and \$62,381 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<br>PROCESS              | CUMULATIVE<br>As of 1/1 | CUMULATIVE<br>As of 1/8 | INCREASE       |
|-----------------------------|-----------------------------------|-------------------------|-------------------------|----------------|
| <b>OPTION<br/>SELECTION</b> | OPTIONS LETTERS SENT              | 152,647                 | 152,675                 | 28             |
|                             | OPTIONS LETTERS RETURNED          | 143,865                 | 143,788                 | (77)           |
|                             | BSF AVAIL FOR TRANSFER TO CLOSING | 135,116                 | 135,503                 | 387            |
| <b>CLOSINGS</b>             | TRANSFERRED TO CLOSING            | 126,421                 | 126,776                 | 355            |
|                             | INACTIVE CLOSING FILES            | 49                      | 34                      | (15)           |
|                             | CLOSINGS HELD                     | 121,066                 | 121,195                 | 129            |
|                             | <b>TOTAL</b>                      | <b>\$7.60 billion</b>   | <b>\$7.63 billion</b>   | <b>\$.03 b</b> |
|                             | <b>AVERAGE*</b>                   | <b>\$62,748</b>         | <b>\$62,968</b>         |                |

- Applicants have returned 143,788 Benefits Selection Forms. After processing and review, 135,503 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 132**

January 2, 2009 – January 8, 2009

## Housing Assistance Center Activity

- A total of 133 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - 62,558 total RHAS appointments held to date
  - Of the RHAS appointments for this reporting period, 132 were walk-ins

## Award Calculation Activity

- The *Road Home* has calculated 160,439 benefits, an increase of 9 for the week
  - The average total benefit calculated was \$62,381 (excluding ‘zero’ awards)
  - 5,587 calculations resulted in ‘zero’ grant amounts
  - 154,852 ‘non-zero’ or ‘positive’ grant amounts were calculated

## Award Selection Activity

- A total of 143,788 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 32,000 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
  - 135,503 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>                    | 26,617        |
| <i>Number of Option Two</i>                    | 3,164         |
| <i>Number of Option Three</i>                  | 2,219         |
| <b>Total Elderly Benefits Options Selected</b> | <b>32,000</b> |

## Low/Moderate Income Households

- A total of 121,188 applicants had gone to closing and received their Road Home disbursement as of January 8, 2009. Of these applicants, 50,795 (42 percent) were documented as LMI.
- A total of \$7,630,965,578 in Homeowner Assistance Program awards were disbursed as of January 8, 2009. Of these disbursements, \$3,849,922,656 (50 percent) went to applicants documented as LMI.



# Weekly Situation & Pipeline Report

## Week 132

January 2, 2009 – January 8, 2009

**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               | 126,206            | 10,178           | 2,908            | 139,292            |
| Total \$ in Options Selected             | \$7,190,591,287.66 | \$802,950,788.61 | \$191,459,482.80 | \$8,185,001,559.07 |
| Comp Grant \$ in Options Selected        | \$4,894,423,425.49 | \$603,275,457.03 | \$191,459,482.80 | \$5,689,158,365.32 |
| Elev Grant \$ in Options Selected        | \$968,795,773.05   | N/A%             | N/A              | \$968,795,773.05   |
| ACG \$ in Options Selected               | \$1,327,372,089.12 | \$199,675,331.58 | N/A              | \$1,527,047,420.70 |
|  |                    |                  |                  |                    |
| Number of Options Selected by LMI        | 52,471             | 4,515            | 1,184            | 58,170             |
| Total \$ to LMI                          | \$3,747,922,402.40 | \$436,998,800.04 | \$78,254,715.39  | \$4,263,175,917.83 |
| Comp Grant \$ to LMI                     | \$1,955,272,692.21 | \$237,323,468.46 | \$78,254,715.39  | \$2,270,850,876.06 |
| Elev Grant \$ to LMI                     | \$465,277,621.07   | N/A%             | N/A              | \$465,277,621.07   |
| ACG \$ to LMI                            | \$1,327,372,089.12 | \$199,675,331.58 | N/A              | \$1,527,047,420.70 |
|  |                    |                  |                  |                    |
| % 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 %              |



# Weekly Situation & Pipeline Report

## Week 132

January 2, 2009 – January 8, 2009

**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                 | 111,773            | 7,435            | 1,980            | 121,188            |
| Total \$ in Closings Held               | \$6,823,623,895.12 | \$655,890,412.32 | \$151,451,270.38 | \$7,630,965,577.82 |
| Comp Grant \$ in Closings Held          | \$4,770,268,902.10 | \$489,035,422.30 | \$151,451,270.38 | \$5,410,755,594.78 |
| Elev Grant \$ in Closings Held          | \$693,554,296.15   | \$49,755.00      | N/A              | \$693,604,051.15   |
| ACG \$ in Closings Held                 | \$1,359,800,696.87 | \$166,805,235.02 | N/A              | \$1,526,605,931.89 |
|   |                    |                  |                  |                    |
| Number of Closings Held by LMI          | 46,517             | 3,453            | 825              | 50,795             |
| Total \$ to LMI                         | \$3,440,706,204.37 | \$346,341,939.81 | \$62,874,511.42  | \$3,849,922,655.60 |
| Comp Grant \$ to LMI                    | \$1,877,941,406.71 | \$193,279,044.42 | \$62,874,511.42  | \$2,134,094,962.55 |
| Elev Grant \$ to LMI                    | \$330,764,687.03   | \$20,460.00      | N/A              | \$330,785,147.03   |
| ACG \$ in Research for Categorization** | \$127,800,586.24   | \$13,762,799.63  | N/A              | \$141,563,385.87   |
| ACG \$ to LMI                           | \$1,232,000,110.63 | \$153,042,435.39 | N/A              | \$1,385,042,546.02 |
| Total ACG \$                            | \$1,359,800,696.87 | \$166,805,235.02 | N/A              | \$1,526,605,931.89 |
|   |                    |                  |                  |                    |
| % of Total Closings Held that are LMI   | 42 %               | 46 %             | 42 %             | 42 %               |
| % of Total \$ to LMI                    | 50 %               | 53 %             | 42 %             | 50 %               |
| % of Comp Grant \$ to LMI               | 39 %               | 40 %             | 42 %             | 39 %               |
| % of Elev Grant \$ to LMI               | 48 %               | 41 %             | N/A              | 48 %               |
| % of ACG \$ to LMI                      | 91 %               | 92 %             | N/A              | 91 %               |

\*Detailed closing data is based on population of 121,188 rather than 121,195 reported in the Daily Governor's Report as of January 8, 2009, due to a variance in data feeds.

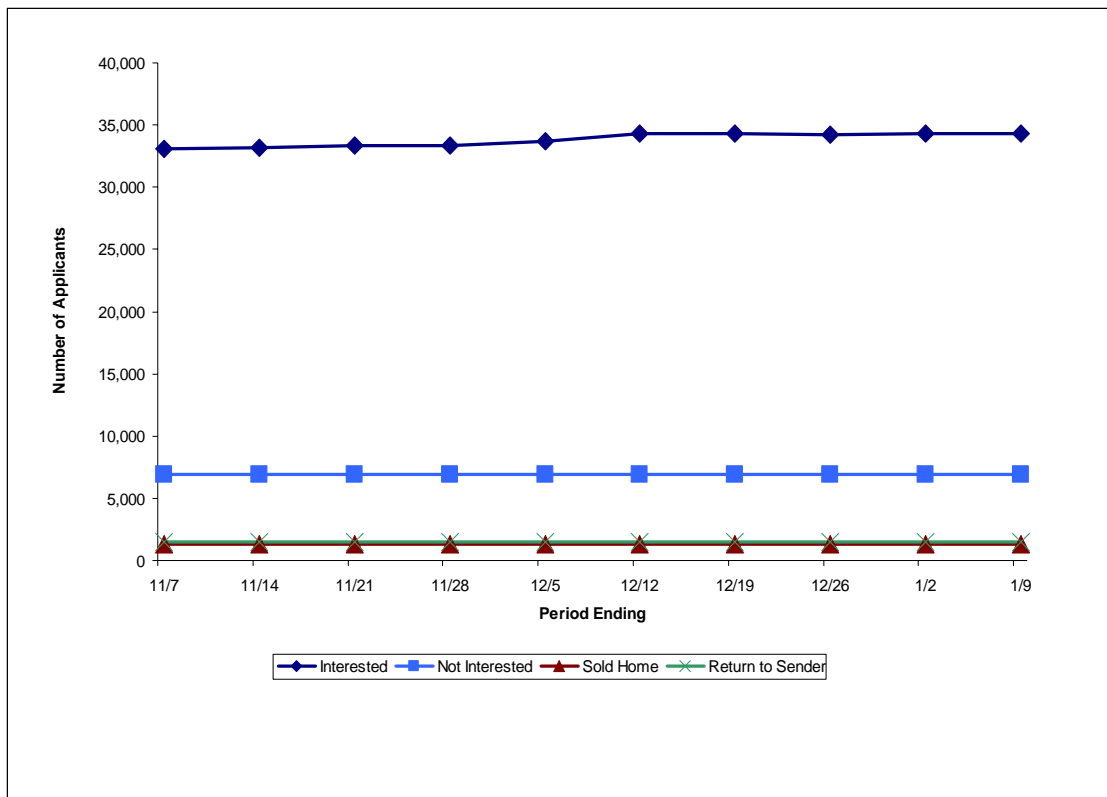
\*\*These funds represent disbursed ACG dollars that have not been categorized through final grant review.

### Elevation Program Activity

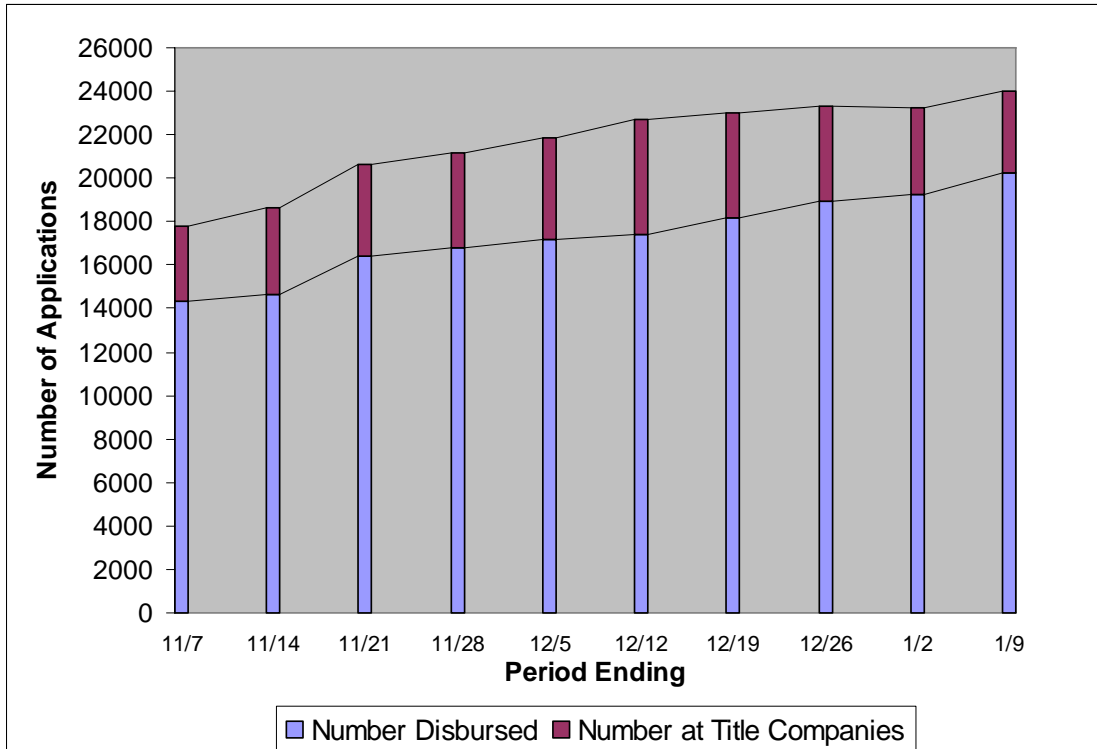
As of January 8, 2009, 116,064 elevation letters have been sent to applicants.

- 34,336 (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
- 20,259 applicants have received elevation disbursements totaling \$583,311,960 (average elevation award of \$28,792) including:
  - 3,240 initial and 15,116 additional disbursements of elevation funds in 2008 for a total of \$534,673,285
  - 1,903 initial and 392 additional disbursements previously distributed for a total of \$48,638,675
- 3,773 elevation requests for a total of \$108,067,588 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     | 1,903                      | 392                           | \$48,638,675            |
| 2008 Elevation Disbursements         | 3,240                      | 15,116                        | \$534,673,285           |
| <b>Total Elevation Disbursements</b> | <b>5,143</b>               | <b>15,508</b>                 | <b>\$583,311,960</b>    |
| Applications at Title Companies      |                            |                               |                         |
| First American Pending Transactions  |                            | 2,413                         | \$68,201,599.81         |
| HGI Pending Transactions             |                            | 1,360                         | \$39,865,988.15         |
| <b>Total Pending Transactions</b>    |                            | <b>3,773</b>                  | <b>\$108,067,587.96</b> |

### Closing Activity

- As of January 8, 2009, a total of 126,776 files have been transferred to closing agents with 355 files transferred during the reporting week. Currently, 34 of the files transferred are in inactive status due to situations concerning mortgage or title issues.
- The closing team has assisted closing agents complete 121,195 closings, of which:
  - The average award is \$62,968.
  - 50,795 also received additional compensation grants. The average additional compensation grant award is \$27,267.

- Closed 27,628 elderly applicants for a total of \$2,022,081,262.
- Appendix C reports Closings by Parish and Zip Code.
- To date, the closing agents have completed 24,713 additional disbursements for a total of \$691,001,316. The average additional disbursement is \$27,961.

**Table 8: Eligible Application Summary**

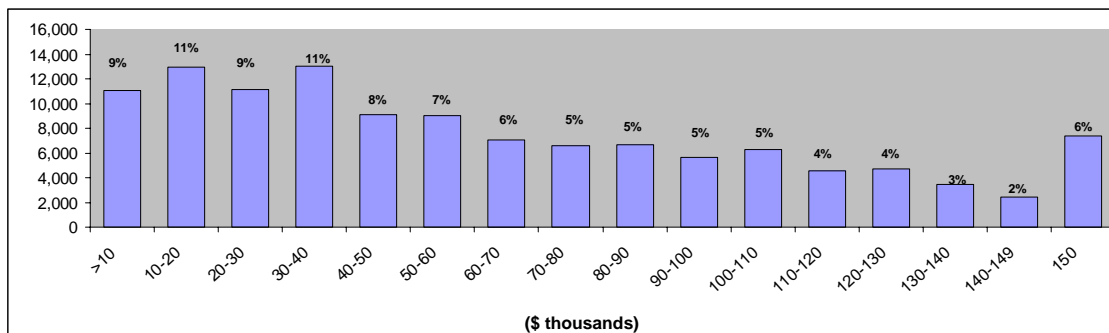
| Completed Applications                                    |                |
|---|----------------|
| Closed  | 121,068        |
| Zero Awards   | 14,129         |
| Communique's Exhausted                                    | 570            |
| Program Policy Actions Completed                          | 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> |

\* Updated figures were not available for this reporting period but will be included in the Week 133 Report.

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

| ACTIVITY                      | Fri<br>1/2 | Sat<br>1/3 | Sun<br>1/4 | Mon<br>1/5 | Tues<br>1/6 | Wed<br>1/7 | Thurs<br>1/8 | Weekly<br>Total |
|-------------------------------|------------|------------|------------|------------|-------------|------------|--------------|-----------------|
| Files Transferred for Closing | -          | -          | -          | 229        | -           | -          | 126          | 355             |

**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%  | 2,046          | 2%  |
| Asian and White                                       | 300        | >1% | 200            | >1% |
| Black/African American                                | 65,833     | 36% | 50,279         | 41% |
| Black/African American and White                      | 1,153      | 1%  | 867            | 1%  |
| Native Hawaiian/Other Pacific Islander                | 183        | >1% | 127            | >1% |
| Other Multi-Racial                                    | 3,419      | 2%  | 2,431          | 2%  |
| White   | 72,052     | 39% | 47,718         | 39% |
| A race was not provided                               | 37,673     | 20% | 16,392         | 14% |
|   | 185,113    |     | <b>121,188</b> |     |

\*Detailed closing data is based on population of 121,188 rather than 121,195 reported in the Daily Governor's Report as of January 8, 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                           | 12/5-12/11 | 12/12-12/18 | 12/19-12/25 | 12/26-1/1 | 1/2-1/8 | Weekly Total |
|------------------------------------|------------|-------------|-------------|-----------|---------|--------------|
| Total number of Condo Applications | 1,024      | 1,024       | 1,024       | 1,024     | 1,024   | -            |
| Option Letters Created Status      | 3          | 3           | 12          | 2         | 10      | <b>8</b>     |
| Option Selected Status             | 18         | 20          | 30          | 41        | 42      | <b>1</b>     |
| Condos in Progress                 | 69         | 130         | 88          | 80        | 67      | <b>(13)</b>  |
| Transmitted for Closing            | 34         | 31          | 47          | 60        | 59      | <b>(1)</b>   |
| Closings Held                      | 286        | 286         | 287         | 288       | 294     | <b>6</b>     |
| Total Zero Award                   | 260        | 258         | 265         | 266       | 266     | -            |
| Total Inactive Applications        | 63         | 58          | 53          | 49        | 49      | -            |
| Total Ineligible Applications      | 288        | 235         | 240         | 236       | 235     | <b>(1)</b>   |

### 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



# Weekly Situation & Pipeline Report

## Week 132

January 2, 2009 – January 8, 2009

- Confirmed 14,594 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 | 12/5-12/11 | 12/12-12/18 | 12/19-12/25 | 12/26-1/1 | 1/2-1/8 | 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         | 2       | <b>16,039</b>    |
| Total Pre-Storm Values verified                            | 14,532      | 16         | 19          | 9           | 10        | 8       | <b>14,594</b>    |
| Total Applications released into letter generation process | 14,532      | 16         | 19          | 9           | 10        | 8       | <b>14,594</b>    |

### Home Evaluations (Home Inspection) Activity

- Addressed 762 Grant Review issues
- Addressed 25 Appeals
- Addressed 40 CAD disputes
- Addressed 7 State Appeals
- Addressed 6 Critical Issues
- Addressed 10 FEMA Eligibility Appeals
- Addressed 5 Structure-Type Issues
- Completed 29 Elevation Grants
- Addressed 35 Elevation Appeals

**Table 13: Home Evaluation Team Metrics**

| ACTIVITY   | Prior Total | 12/5-12/11 | 12/12-12/18 | 12/19-12/25 | 12/26-1/1 | 1/2-1/8 | Current Total        | Five Week Average |
|--|-------------|------------|-------------|-------------|-----------|---------|----------------------|-------------------|
| <b>Work Orders Submitted by Housing Advisors</b> | 165,118     | 1          | 2           | 2           | 2         | 1       | 165,126 <sup>a</sup> | <b>2</b>          |
| <b>Work Orders Dispatched</b>                    | 162,961     | 1          | 4           | 2           | 2         | 1       | 162,971              | <b>2</b>          |
| <b>Evaluations Completed in the Field</b>        | 161,138     | 9          | 15          | -           | 11        | 11      | 161,184 <sup>b</sup> | <b>9</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 8, 2009, 15,071 cases have been processed through the Appeals department, 14,350 have been resolved, and 721 are active. Table 14 shows the status of these cases.

**Table 14: Status of Appeals**

| ACTIVITY                                      | As of COB<br>12/11 | As of COB<br>12/18 | As of COB<br>12/25 | As of COB<br>1/1 | As of COB<br>1/8 |
|---|--------------------|--------------------|--------------------|------------------|------------------|
| <b>Total Cases Processed</b>                  | 14,825             | 14,871             | 14,962             | 14,989           | 15,071           |
| <b>Appeal Cases Pending Decision/Research</b> | 1,036              | 847                | 790                | 744              | 696              |
| <b>Ineligible Status Appeal</b>               | 44                 | 35                 | 35                 | 29               | 25               |
| <b>Total Active Cases</b>                     | 1,080              | 882                | 825                | 773              | 721              |
| <b>Total Cases Resolved</b>                   | <b>13,745</b>      | <b>13,989</b>      | <b>14,137</b>      | <b>14,216</b>    | <b>14,350</b>    |

Further analysis of the resolved appeals cases (14,350) shows that:

- 5,007 (35%) have resulted in additional funds being awarded to applicants for a total of \$132,911,508. The average additional disbursement is \$26,545
- 616 (4%) resulted in a reduction of award for a total of \$9,679,908. The average reduction is \$15,714
- 4,522 (32%) resulted in no change to the award amount
- 4,205 (29%) were reviewed for an eligibility determination, 1,523 were approved and 2,682 were denied

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

| ACTIVITY  | As of COB<br>12/18 | As of COB<br>12/25 | As of COB<br>1/1 | As of COB<br>1/8 |
|---|--------------------|--------------------|------------------|------------------|
| <b>Total Cases Requested for State Panel Review</b> | 2,356              | 2,356              | 2,547            | 2,645            |
| <b>State Appeal Cases in Progress</b>               | 1,118              | 935                | 1,078            | 1,078            |
| <b>State Appeal Cases Resolved</b>                  | <b>1,238</b>       | <b>1,421</b>       | <b>1,469</b>     | <b>1,567</b>     |

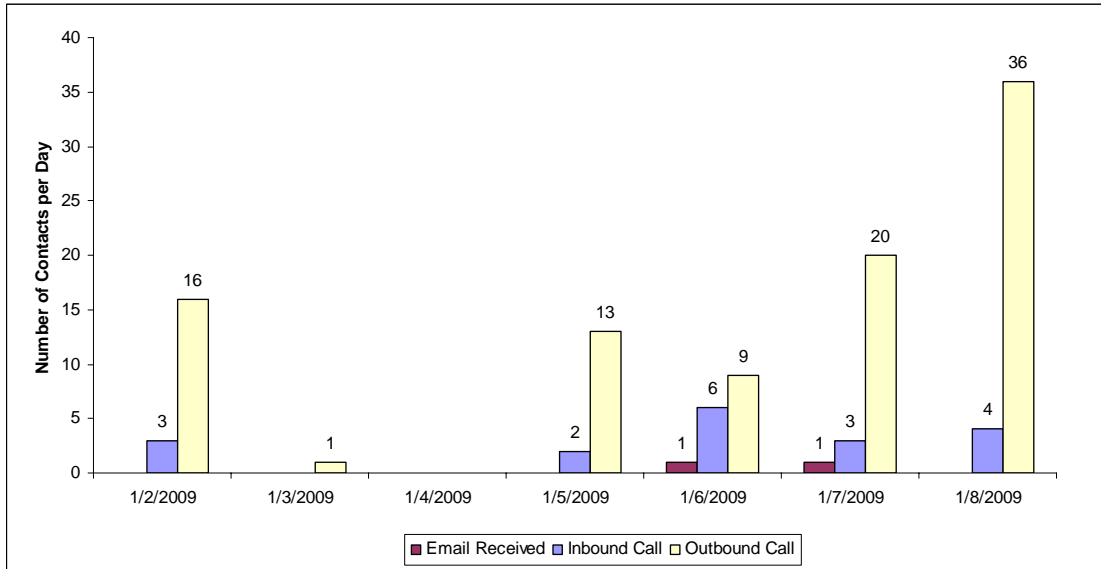
### Personal Application Liaisons (PAL)

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<br>Total | 12/5-<br>12/11 | 12/12-<br>12/18 | 12/19-<br>12/25 | 12/26-<br>1/1 | 1/2-<br>1/8 | Current Total |
|-----------------------|----------------|----------------|-----------------|-----------------|---------------|-------------|---------------|
| <b>Email Received</b> | 3,728          | 2              | 4               | 21              | 0             | 2           | <b>3,757</b>  |
| <b>Inbound Calls</b>  | 17,686         | 10             | 37              | 16              | 6             | 18          | <b>17,773</b> |
| <b>Outbound Calls</b> | 61,673         | 103            | 138             | 82              | 67            | 95          | <b>62,158</b> |
| <b>Total Contacts</b> | <b>83,087</b>  | <b>115</b>     | <b>179</b>      | <b>119</b>      | <b>73</b>     | <b>115</b>  | <b>83,688</b> |

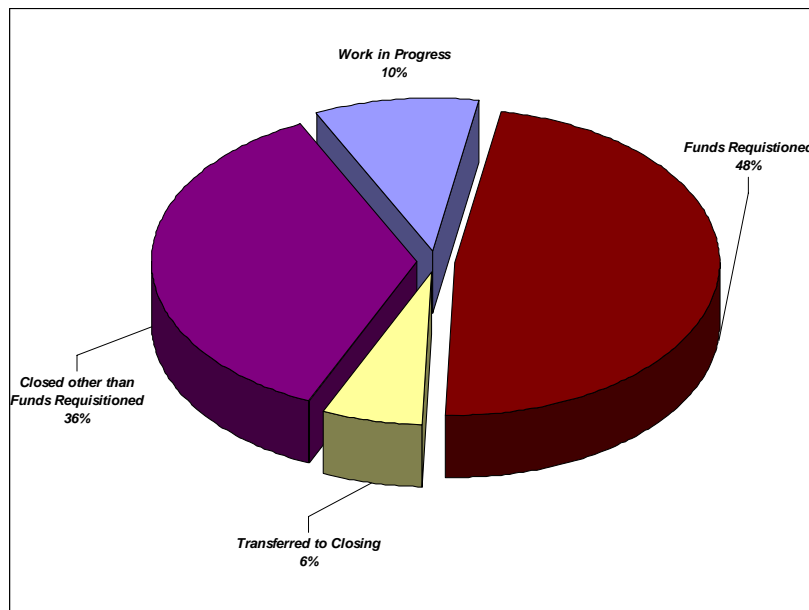
**Figure 6: PAL Contacts by Day**



As of January 8, a total of 38,195 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 3,794 applicant files are being worked by PAL staff
- A total of 34,401 applicant files have progressed to the closing process as the result of PAL efforts
  - 2,400 are in a transmitted to closing status
  - 18,271 have closed and are at a status of Funds Requisitioned
  - 13,784 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.

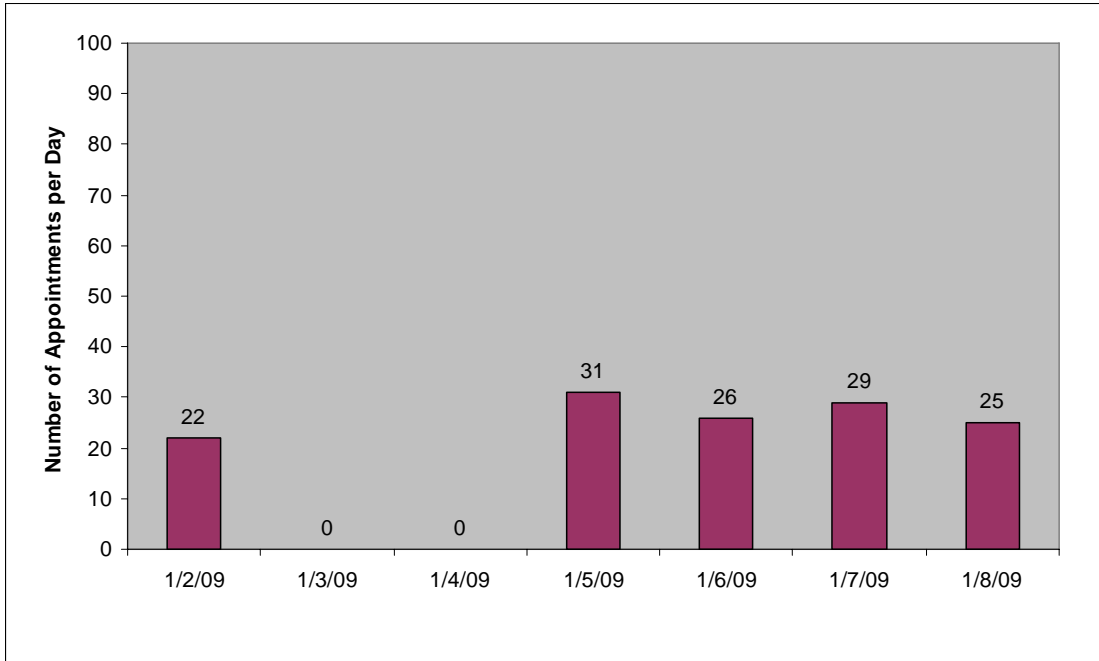
**Table 17: PAL Issues by Category**

| Issue Category                        | # Apps       |
|---------------------------------------|--------------|
| Advisory Services                     | 6            |
| Affordable Compensation Loan          | 24           |
| APPEALS                               | 110          |
| Applicant Info                        | 58           |
| Application Completion                | 15           |
| Appraisal                             | 50           |
| BPO                                   | 6            |
| Compliance Review                     | 35           |
| CREDCO                                | 34           |
| Delay of Benefit                      | 10           |
| ECD                                   | 22           |
| EGrant Calculation                    | 8            |
| Elevation                             | 14           |
| FEMA                                  | 16           |
| FEMA Ind Assist                       | 2            |
| Grant Recovery                        | 1            |
| Grant Review                          | 5            |
| Home Eval                             | 4            |
| Home Evaluation                       | 31           |
| Homeowner dispute or decision pending | 27           |
| Info Request                          | 11           |
| Insurance                             | 57           |
| Lawsuit Pending                       | 3            |
| Legal Costs                           | 2            |
| Missing Documentation                 | 280          |
| Multiple Issues                       | 33           |
| Option Change                         | 4            |
| Option Letter                         | 18           |
| Other                                 | 154          |
| Outlier                               | 12           |
| Owner Occupancy                       | 36           |
| Ownership                             | 242          |
| Policy Appeal                         | 1            |
| Pre-Storm Value                       | 42           |
| Program eligibility pending           | 60           |
| QA Outliers                           | 1            |
| Request Appraisal                     | 1            |
| State Appeal                          | 25           |
| Status Change                         | 825          |
| Title                                 | 376          |
| Title - Post Closing                  | 1            |
| Zero Benefit                          | 26           |
| <b>Total</b>                          | <b>2,688</b> |

### Housing Assistance Center Appointment Activity

There were a total of 133 RHAS appointments held at the Housing Assistance Centers during the reporting period. (Figure 8).

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



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

| ACTIVITY                                    | Prior Total | 12/5-12/11 | 12/12-12/18 | 12/19-12/25 | 12/26-1/1 | 1/2-1/8 | Current Total | Five Week Average |
|---|-------------|------------|-------------|-------------|-----------|---------|---------------|-------------------|
| <b>RHAS Appointments Held</b>               | 61,918      | 159        | 162         | 101         | 85        | 133     | <b>62,558</b> | <b>128</b>        |
| <b>Average Daily RHAS Appointments Held</b> |             | 27         | 27          | 21          | 21        | 27      |               |                   |

Figure 9 shows the number of RHAS appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. There were 132 walk-ins for RHAS appointments during this reporting period.

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

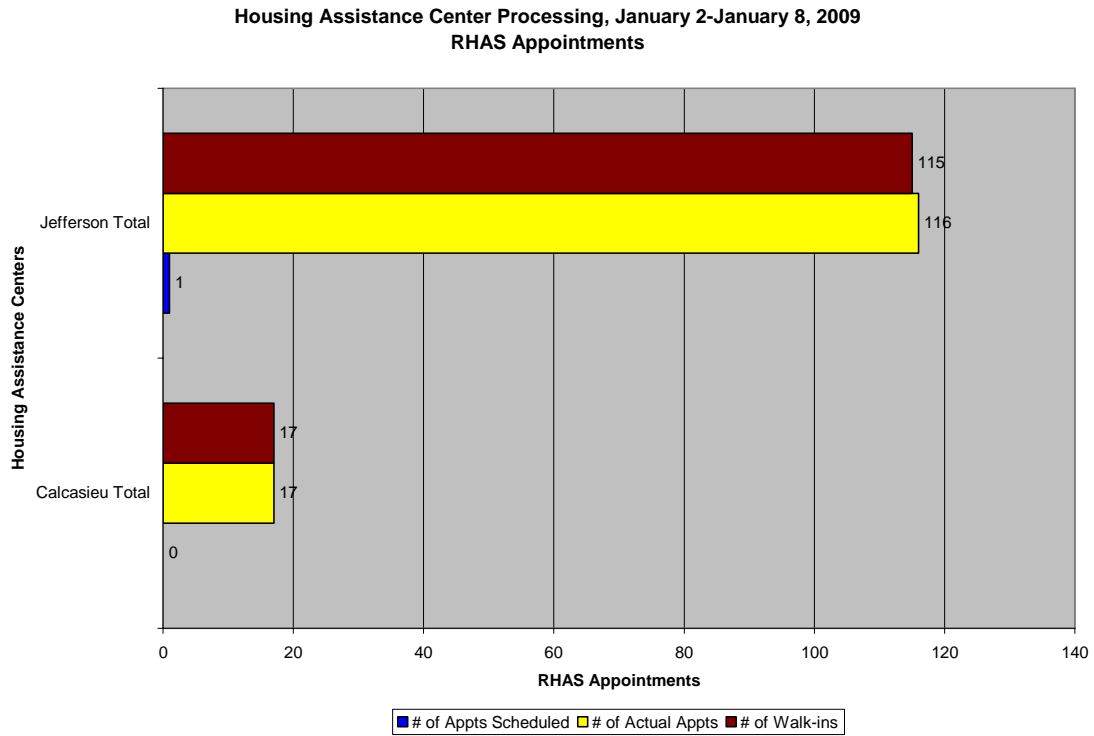
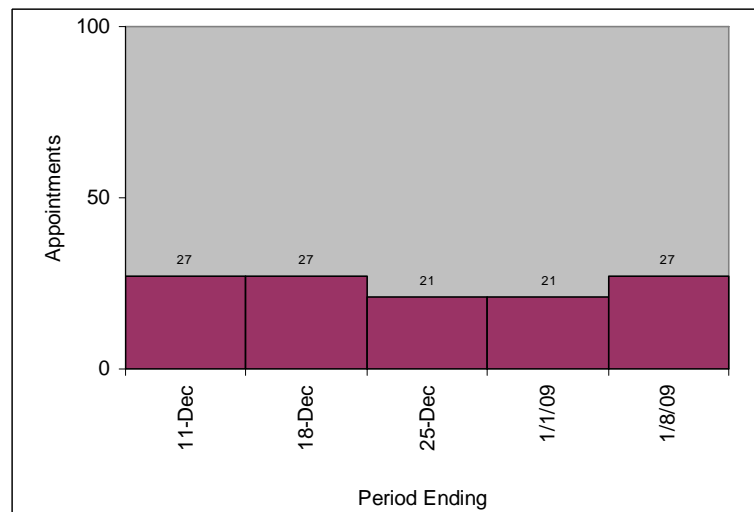


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

**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       |       | 186                          |     |
| <b>VERIFICATION STAGE</b>                        |         |     |         |       |                              |     |
| Active Awards                                    | 735     |     | 3,622   |       | 1,587                        |     |
| <b>COMMITMENT LETTER STAGE</b>                   |         |     |         |       |                              |     |
| Commitment Letters Mailed                        | 691     |     | 3,098   |       | 1,077                        |     |
| Commitment Letters Returned by Applicant         |         | 529 |         | 2,048 |                              | 629 |
| <b>POST COMMITMENT STAGE</b>                     |         |     |         |       |                              |     |
| 0 - 24% Construction Complete                    |         | 137 |         | 673   |                              | 118 |
| 25 - 49% Construction Complete                   |         | 60  |         | 179   |                              | 96  |
| 50 - 74% Construction Complete                   |         | 45  |         | 164   |                              | 28  |
| 75 - 100% Construction Complete                  |         | 287 |         | 1,032 |                              | 387 |
| Total  | 529     |     | 2,048   |       | 629                          |     |

#### Appeals

- Received 8 new appeals
- Completed 6 Appeal Review Determinations
- Researched and resolved 2 requests for Constituent Services
- Mailed 24 Determination Letters

**Table 20: Status of Appeals**

| Appeals                                  | Round 1 | Round 2 | Round 2 Waitlist (Round 2.1) | Program Total |
|--|---------|---------|------------------------------|---------------|
| Level II Issues Received                 | 342     | 558     | 637                          | <b>1,537</b>  |
| Level II Issue Determinations Made       | 329     | 531     | 618                          | <b>1,478</b>  |
| Level II Issues Remaining to be Resolved | 13      | 27      | 19                           | <b>59</b>     |

**Table 21: Appeals Determinations Summary**

| Appeals Determination After Road Home Review | Cumulative Total |
|--|------------------|
| Approved                                     | 297              |
| Denied                                       | 1,075            |
| Dismissed                                    | 95               |
| 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      | 25      | 2                            | <b>50</b>     |
| Outstanding OO Unit Award Acceptances | 2       | 2       | 2                            | <b>6</b>      |
| OO Unit Award Acceptance Received     | 119     | 97      | 28                           | <b>244</b>    |
| OO Unit Award Closings Held           | 105     | 79      | 19                           | <b>203</b>    |

### URA

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

**Table 25: Relocation Activity**

| URA                  |         |         |                              |               |
|----------------------|---------|---------|------------------------------|---------------|
| Occupied Properties  | Round 1 | Round 2 | Round 2 Waitlist (Round 2.1) | Program Total |
| Total Properties     | 165     | 634     | 184                          | <b>983</b>    |
| Total Units          | 310     | 561     | 220                          | <b>1,091</b>  |
| Total Occupied Units | 251     | 502     | 196                          | <b>949</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                      | 14         |
| Round 2                      | 77         |
| Round 2 Waitlist (Round 2.1) | 40         |
| Appeals                      | 16         |
| New Program Options          | 16         |
| Other                        | 98         |
| <b>Total Inbound Calls</b>   | <b>252</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 *              |              | 4,934            |
| Appointments Not Required    |              | 3,610            |
| Appointments Required        |              | 1,324            |
| Appointments Completed       |              | 982              |
| Appointments to be Completed |              | 342              |

\*Includes applicants contacted multiple times

## **PROGRAM SUPPORT STATUS**

### **HUMAN RESOURCES**

- Visited the Baton Rouge Area Chamber (BRAC) and met with Mr. Stephen Sparks, Director of Workforce Development, and Mr. Will Minton, Policy Analyst, to explore viable options for connecting with businesses, corporations, and nonprofits that would be interested in hiring employees exiting *The Road Home*.
- Began outlining and formatting a first-ever "Internal Working Paper" on the hidden value of the career transition activities provided to employees of *The Road Home* Program and the corresponding impact of the skills, knowledge, and techniques on enhancing the competitiveness of their search for new or expanded employee opportunities.
- Began sorting and cataloging ten file boxes of HUD Section 3 Program correspondence and documents generated during January to December 2008, including training materials, handouts, posters, newspaper notices, plus LA Works and JOB 1 items, for transfer to the Goodwood Center in Baton Rouge for storage and safekeeping.

### **POLICY**

- Responded to policy questions from staff
- Drafted clarifications to address several policy scenarios

### **INFORMATION TECHNOLOGY**

- Met with STA to discuss Knowledge Transfer metrics
- Created a Document for Knowledge Transfer to couple with the Operations training plan
- Provided support of eGrants end users through issue resolution/task completion (approximately 201 completed/resolved) via the ithomeownersupport inbox
- Gathered and analyzed Operations request for a new status in eGP
- Facilitated implementation of ADCOMEXHAUST and ADPOLEXHAUST into eGP
- Provided analysis and support for management regarding LLA, OCD, and ICF audit requests
- Processed the weekly TRH report for LLA
- Delivered GIS data to RPC, the City of New Orleans, St. Bernard Parish, and OCD/LRA
- Delivered closings by Congressional District maps
- Updated WIMBY maps and critical infrastructure
- Finalizing security model for Business Objects XI3

### TRAINING

- Researching Grant Review training needs for Fairfax team
- Creating Homeowner appeals scenario training for OCD
- Coordinating Homeowner training for OCD appeals reviewers
- Developing ACG Post-closing Review Procedures Training
- Working on Knowledge Transfer Plan with IT for transition
- Reviewing and organizing training materials

**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 8, 2009 | 2, 315    |
| Internal      | Housing Assistance Center Standard Operating Procedures Online Training | Homeowner Program Staff | Online   | As of January 8, 2009 | 300       |
| Internal      | Updated Standards of Ethical Behavior                                   | All Road Home Staff     | Online   | As of January 8, 2009 | 1, 420    |

### EXTERNAL AFFAIRS

#### Communications/Media Relations

**In support of Homeowner program:**

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

**In support of Rental program:**

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

#### Outreach

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish and the Lower 9<sup>th</sup> Ward (NENA) in Orleans Parish.



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- Assisted with retrieval attempts on 1,011 Post-Closing documents for applicant files in conjunction with ACG team.
- Assisted with retrieving missing documents on 80 aged incomplete files.
- Assisted with document retrieval needs on Audit, Monitoring, and Eligibility files.
- Reviewed 10 files with previously unreachable applicants for possible special-needs assistance.
- Reviewed unable-to-close files for the barriers blocking their closings. The results of those efforts were used to give the State a sample survey of why those applicants at the title companies were refusing or declining their awards (aged additional disbursements).
- Advised 97 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
  - Sen. David Heitmeier
  - Sen. Reggie Dupre
  - Rep. A.B. Franklin
  - Rep. Jerry “Truck” Gisclair
  - Rep. Kevin Pearson
  - Rep. Neil Abramson
  - Rep. Jonathan Perry
  - Rep. Simone Champagne
  - Rep. Nita Rusich Hutter

**Table 27: Community Outreach Metrics**

| Meeting Type  | Events held<br>1/2-1/8 | People reached<br>1/2-1/8 | Events To<br>Date | People Reached<br>To Date |
|---------------|------------------------|---------------------------|-------------------|---------------------------|
| Community     | 7                      | 121                       | 946               | 51,693                    |
| Faith-Based   | *                      | *                         | 220               | 19,785                    |
| Business      | *                      | *                         | 32                | 1,402                     |
| Governmental  | *                      | *                         | 327               | 9,781                     |
| Case Managers | 1                      | 6                         | 170               | 3,445                     |
| Rental        | *                      | *                         | 114               | 2,309                     |
| <b>TOTALS</b> | <b>8</b>               | <b>127</b>                | <b>1,809</b>      | <b>88,415</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 | 12/5 - 12/11 | 12/12 - 12/18 | 12/19 - 12/25 | 12/26 - 1/1 | 1/2 - 1/8 | Current Totals |
|---|--------------|--------------|---------------|---------------|-------------|-----------|----------------|
| Applicant Issues Reported to Anti-Fraud   | 1,849        | 27           | 31            | 17            | 13          | 14        | 1,951          |
| 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

| <b>PARISH</b>    | <b>Option 1.<br/>Keep Your Home</b> | <b>Option 2.<br/>Sell, but Stay in Louisiana</b> | <b>Option 3.<br/>Sell, and Move out of Louisiana</b> | <b>Option 4.<br/>Decline Benefits</b> | <b>Option 5.<br/>Delay Selection of Benefit</b> | <b>Option 6.<br/>Unable to Determine Selection</b> | <b>Total</b>  |
|------------------|-------------------------------------|--|--|---------------------------------------|---|--|---------------|
| Acadia           | 319                                 | 4  |  | 2                                     |   |  | <b>325</b>    |
| Allen            | 529                                 | 14   | 1  | 4                                     | 1   |  | <b>549</b>    |
| Ascension        | 161                                 | 2  |  | 2                                     |   |  | <b>165</b>    |
| Assumption       | 235                                 | 2  |  | 1                                     | 1   |  | <b>239</b>    |
| Beauregard       | 1,024                               | 20   |  | 9                                     | 4   |  | <b>1,057</b>  |
| Calcasieu        | 13,627                              | 202  | 14   | 218                                   | 81  | 4  | <b>14,146</b> |
| Cameron          | 1,674                               | 200  | 5  | 71                                    | 30  | 1  | <b>1,981</b>  |
| East Baton Rouge | 201                                 | 4  | 1  | 2                                     |   |  | <b>208</b>    |
| East Feliciana   | 27                                  | 1  |  |                                       |   |  | <b>28</b>     |
| Evangeline       | 69                                  | 1  |  | 2                                     |   |  | <b>72</b>     |
| Iberia           | 1,105                               | 27   | 2  | 10                                    | 2   | 3  | <b>1,149</b>  |
| Iberville        | 61                                  | 3  |  |                                       |   |  | <b>64</b>     |
| Jefferson        | 26,948                              | 255  | 62   | 477                                   | 451   | 21   | <b>28,214</b> |
| Jefferson Davis  | 952                                 | 19   | 2  | 7                                     | 9   | 4  | <b>993</b>    |
| Lafayette        | 124                                 | 3  |  | 1                                     | 1   |  | <b>129</b>    |
| Lafourche        | 852                                 | 12   | 1  | 9                                     |   | 1  | <b>875</b>    |
| Livingston       | 236                                 | 7  | 1  | 2                                     | 2   |  | <b>248</b>    |



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| PARISH              | Option 1.<br>Keep Your Home | Option 2.<br>Sell, but Stay in Louisiana | Option 3.<br>Sell, and Move out of Louisiana | Option 4.<br>Decline Benefits | Option 5.<br>Delay Selection of Benefit | Option 6.<br>Unable to Determine Selection | Total          |
|---------------------|-----------------------------|--|--|-------------------------------|---|--|----------------|
| Orleans             | 43,543                      | 4,337                                    | 1,895  | 908                           | 789                                     | 34   | 51,506         |
| Plaquemines         | 3,250                       | 354                                      | 45   | 95                            | 75                                      | 6  | 3,825          |
| Pointe Coupee       | 15                          |  |  |                               |   |  | 15             |
| Sabine              | 33                          |  |  |                               |   |  | 33             |
| Saint Bernard       | 7,849                       | 4,252                                    | 810  | 464                           | 256                                     | 20   | 13,651         |
| 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          | 909                         | 8  |  | 1                             | 2                                       |  | 920            |
| Saint Tammany       | 11,445                      | 225                                      | 57   | 166                           | 179                                     | 9  | 12,081         |
| St John The Baptist | 1,344                       | 2  | 1  | 8                             | 11                                      | 1  | 1,367          |
| Tangipahoa          | 1,606                       | 13                                       | 2  | 6                             | 1                                       | 1  | 1,629          |
| Terrebonne          | 2,678                       | 82                                       | 3  | 27                            | 10                                      | 6  | 2,806          |
| Vermilion           | 1,685                       | 89                                       | 4  | 48                            | 9                                       | 1  | 1,836          |
| 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>126,206</b>              | <b>10,178</b>                            | <b>2,908</b>                                 | <b>2,563</b>                  | <b>1,933</b>                            | <b>114</b>                                 | <b>143,902</b> |



# Weekly Situation & Pipeline Report

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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        | 33,409                 |
| Jefferson Davis  | 1,172                  |
| Lafayette        | 153                    |
| Lafourche        | 998                    |
| Livingston       | 297                    |
| Orleans          | 55,604                 |
| Plaquemines      | 4,126                  |
| Pointe Coupee    | 19                     |

| Parish              | Number of Calculations |
|---------------------|------------------------|
| Rapides             | 1                      |
| Sabine              | 34                     |
| Saint Bernard       | 14,671                 |
| Saint Charles       | 1,446                  |
| Saint Helena        | 327                    |
| Saint James         | 464                    |
| Saint Landry        | 217                    |
| Saint Martin        | 135                    |
| Saint Mary          | 1,073                  |
| Saint Tammany       | 13,480                 |
| St John The Baptist | 1,748                  |
| Tangipahoa          | 1,806                  |
| Terrebonne          | 3,180                  |
| Vermilion           | 2,006                  |
| Vernon              | 178                    |
| Washington          | 1,793                  |
| West Baton Rouge    | 20                     |
| West Feliciana      | 6                      |
|                     | <b>160,439</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 121,188 rather than 121,195 reported in Daily Governor’s Report as of January 8, 2009, due to a variance in data feeds.*

| PARISH           | Option 1.<br>Keep Your Home | Option 2.<br>Sell, but Stay in<br>Louisiana | Option 3.<br>Sell, and Move out of<br>Louisiana | Total  |
|------------------|-----------------------------|---|---|--------|
| Acadia           | 277                         | 2   |   | 279    |
| Allen            | 460                         | 9   | 1   | 470    |
| Ascension        | 134                         |   |   | 134    |
| Assumption       | 196                         |   |   | 196    |
| Beauregard       | 897                         | 8   |   | 905    |
| Calcasieu        | 12,262                      | 82  | 5   | 12,349 |
| Cameron          | 1,436                       | 106   | 2   | 1,544  |
| East Baton Rouge | 172                         | 1   | 1   | 174    |
| East Feliciana   | 27                          |   |   | 27     |
| Evangeline       | 51                          |   |   | 51     |
| Iberia           | 968                         | 12  | 1   | 981    |
| Iberville        | 50                          | 1   |   | 51     |
| Jefferson        | 23,493                      | 121   | 19  | 23,633 |
| Jefferson Davis  | 797                         | 9   |   | 806    |
| Lafayette        | 108                         | 1   |   | 109    |
| Lafourche        | 733                         | 5   | 1   | 739    |
| Livingston       | 198                         | 2   |   | 200    |



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| PARISH              | Option 1.<br>Keep Your Home | Option 2.<br>Sell, but Stay in<br>Louisiana | Option 3.<br>Sell, and Move out of<br>Louisiana | Total          |
|---------------------|-----------------------------|---|---|----------------|
| Orleans             | 39,037                      | 3,182                                       | 1,278   | 43,497         |
| Plaquemines         | 2,604                       | 195   | 14  | 2,813          |
| Pointe Coupee       | 13                          |   |   | 13             |
| Sabine              | 26                          |   |   | 26             |
| Saint Bernard       | 7,123                       | 3,463                                       | 627   | 11,213         |
| Saint Charles       | 920                         | 3   | 1   | 924            |
| Saint Helena        | 243                         | 1   |   | 244            |
| Saint James         | 341                         |   |   | 341            |
| Saint Landry        | 151                         | 5   |   | 156            |
| Saint Martin        | 92                          | 3   |   | 95             |
| Saint Mary          | 766                         | 3   |   | 769            |
| Saint Tammany       | 10,407                      | 118   | 24  | 10,549         |
| St John The Baptist | 1,145                       |   |   | 1,145          |
| Tangipahoa          | 1,417                       | 4   | 1   | 1,422          |
| Terrebonne          | 2,329                       | 40  | 1   | 2,370          |
| Vermilion           | 1,513                       | 45  | 3   | 1,561          |
| Vernon              | 135                         | 2   |   | 137            |
| Washington          | 1,237                       | 12  | 1   | 1,250          |
| West Baton Rouge    | 12                          |   |   | 12             |
| West Feliciana      | 3                           |   |   | 3              |
|                     | <b>111,773</b>              | <b>7,435</b>                                | <b>1,980</b>                                    | <b>121,188</b> |



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| Zip Code              | Number of Closings |
|-----------------------|--------------------|
| Zip code not provided | 21                 |
| 70001                 | 832                |
| 70002                 | 909                |
| 70003                 | 2,237              |
| 70005                 | 728                |
| 70006                 | 1,359              |
| 70011                 | 1                  |
| 70012                 | 1                  |
| 70014                 | 1                  |
| 70015                 | 1                  |
| 70017                 | 11                 |
| 70018                 | 6                  |
| 70019                 | 4                  |
| 70028                 | 1                  |
| 70029                 | 1                  |
| 70030                 | 42                 |
| 70031                 | 42                 |
| 70032                 | 1,730              |
| 70033                 | 1                  |
| 70036                 | 179                |
| 70037                 | 445                |
| 70038                 | 248                |
| 70039                 | 84                 |
| 70040                 | 330                |
| 70041                 | 676                |
| 70042                 | 5                  |
| 70043                 | 4,725              |
| 70044                 | 3                  |
| 70045                 | 3                  |

| Zip Code | Number of Closings |
|----------|--------------------|
| 70046    | 9                  |
| 70047    | 151                |
| 70048    | 2                  |
| 70049    | 146                |
| 70050    | 201                |
| 70051    | 55                 |
| 70052    | 41                 |
| 70053    | 674                |
| 70054    | 1                  |
| 70056    | 1,774              |
| 70057    | 106                |
| 70058    | 3,022              |
| 70059    | 5                  |
| 70062    | 870                |
| 70063    | 6                  |
| 70064    | 4                  |
| 70065    | 3,563              |
| 70066    | 7                  |
| 70067    | 400                |
| 70068    | 695                |
| 70069    | 9                  |
| 70070    | 122                |
| 70071    | 45                 |
| 70072    | 4,145              |
| 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    | 1,433              |
| 70086    | 66                 |
| 70087    | 294                |
| 70090    | 164                |
| 70091    | 94                 |
| 70092    | 1,920              |
| 70093    | 2                  |
| 70094    | 1,882              |
| 70095    | 2                  |
| 70096    | 1                  |
| 70101    | 15                 |
| 70104    | 1                  |
| 70105    | 1                  |
| 70107    | 1                  |
| 70109    | 1                  |
| 70110    | 1                  |
| 70112    | 71                 |
| 70113    | 387                |
| 70114    | 1,220              |
| 70115    | 1,306              |
| 70116    | 699                |
| 70117    | 5,452              |



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| Zip Code | Number of Closings |
|----------|--------------------|
| 70118    | 2,230              |
| 70119    | 3,268              |
| 70120    | 1                  |
| 70121    | 391                |
| 70122    | 7,390              |
| 70123    | 499                |
| 70124    | 3,422              |
| 70125    | 1,542              |
| 70126    | 5,849              |
| 70127    | 3,749              |
| 70128    | 3,344              |
| 70129    | 1,840              |
| 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    | 49                 |
| 70342    | 5                  |
| 70343    | 27                 |
| 70344    | 584                |
| 70345    | 90                 |
| 70346    | 57                 |
| 70352    | 1                  |
| 70353    | 175                |
| 70354    | 49                 |
| 70355    | 7                  |
| 70356    | 159                |
| 70357    | 49                 |
| 70358    | 208                |
| 70359    | 78                 |
| 70360    | 130                |
| 70361    | 5                  |
| 70363    | 704                |
| 70364    | 127                |
| 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    | 31                 |
| 70397    | 150                |
| 70401    | 162                |
| 70403    | 226                |
| 70404    | 13                 |
| 70420    | 108                |
| 70421    | 11                 |
| 70422    | 275                |
| 70423    | 1                  |
| 70424    | 1                  |
| 70426    | 168                |
| 70427    | 695                |
| 70429    | 4                  |
| 70430    | 1                  |
| 70431    | 103                |
| 70433    | 279                |
| 70434    | 9                  |
| 70435    | 250                |
| 70436    | 16                 |
| 70437    | 136                |
| 70438    | 342                |
| 70440    | 1                  |
| 70441    | 158                |
| 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    | 396                |
| 70453    | 8                  |
| 70454    | 188                |
| 70455    | 12                 |
| 70456    | 101                |
| 70457    | 1                  |
| 70458    | 3,220              |
| 70459    | 10                 |
| 70460    | 1,913              |
| 70461    | 2,677              |
| 70462    | 64                 |
| 70463    | 15                 |
| 70464    | 6                  |
| 70465    | 33                 |
| 70466    | 57                 |
| 70467    | 3                  |
| 70469    | 3                  |
| 70470    | 5                  |
| 70471    | 214                |
| 70478    | 1                  |
| 70485    | 1                  |
| 70501    | 25                 |

| Zip Code | Number of Closings |
|----------|--------------------|
| 70503    | 4                  |
| 70506    | 12                 |
| 70507    | 12                 |
| 70508    | 7                  |
| 70510    | 587                |
| 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    | 114                |
| 70533    | 631                |
| 70534    | 3                  |
| 70535    | 32                 |
| 70537    | 3                  |
| 70538    | 432                |

| Zip Code | Number of Closings |
|----------|--------------------|
| 70540    | 1                  |
| 70542    | 51                 |
| 70543    | 24                 |
| 70544    | 193                |
| 70546    | 232                |
| 70548    | 104                |
| 70549    | 62                 |
| 70550    | 2                  |
| 70551    | 2                  |
| 70552    | 9                  |
| 70554    | 9                  |
| 70555    | 13                 |
| 70556    | 11                 |
| 70559    | 20                 |
| 70560    | 654                |
| 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    | 155                |
| 70592    | 23                 |
| 70601    | 2,873              |
| 70602    | 7                  |
| 70605    | 1,620              |
| 70606    | 11                 |
| 70607    | 1,950              |
| 70609    | 1                  |
| 70610    | 1                  |
| 70611    | 981                |
| 70612    | 5                  |
| 70614    | 1                  |
| 70615    | 1,180              |
| 70616    | 6                  |
| 70621    | 1                  |
| 70630    | 118                |
| 70631    | 575                |
| 70632    | 179                |
| 70633    | 464                |
| 70634    | 456                |
| 70637    | 14                 |
| 70638    | 2                  |
| 70639    | 4                  |
| 70640    | 34                 |
| 70641    | 2                  |
| 70643    | 109                |
| 70644    | 2                  |
| 70645    | 267                |

| Zip Code | Number of Closings |
|----------|--------------------|
| 70646    | 64                 |
| 70647    | 591                |
| 70648    | 162                |
| 70650    | 13                 |
| 70651    | 12                 |
| 70652    | 69                 |
| 70653    | 59                 |
| 70654    | 11                 |
| 70655    | 138                |
| 70656    | 11                 |
| 70657    | 220                |
| 70658    | 26                 |
| 70659    | 14                 |
| 70660    | 106                |
| 70661    | 235                |
| 70662    | 3                  |
| 70663    | 1,284              |
| 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    | 38                 |
| 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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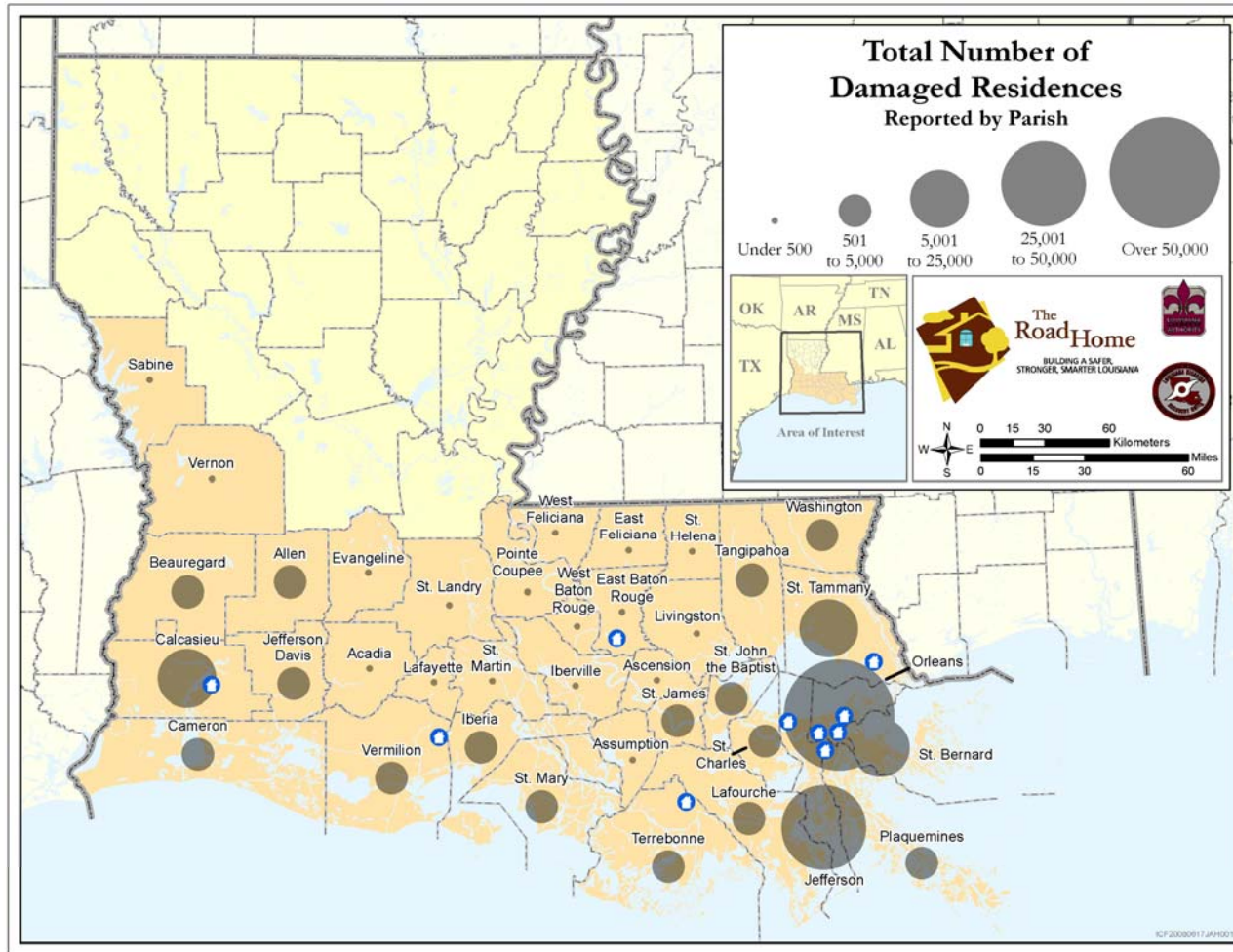
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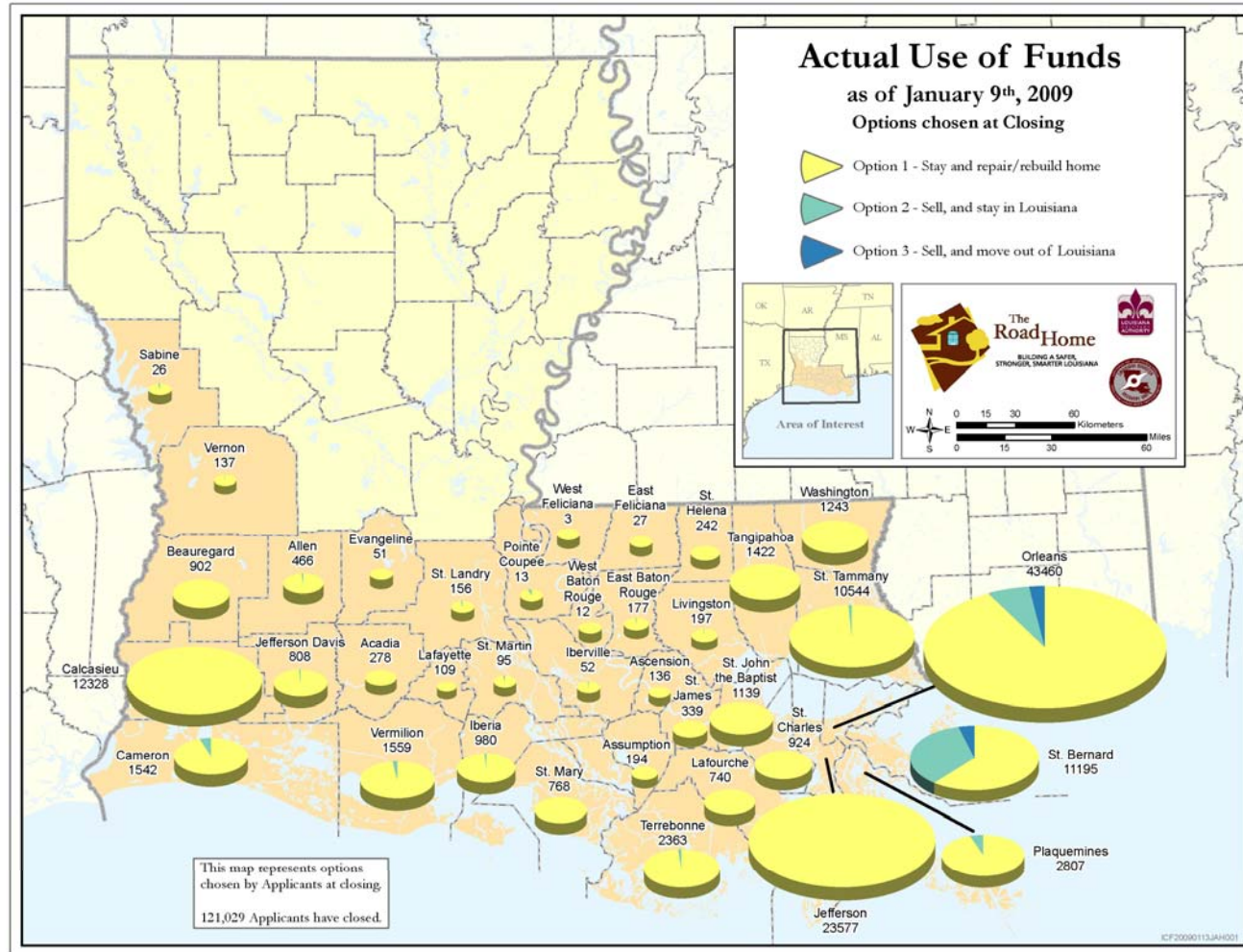
| Zip Code | Number of Closings |
|----------|--------------------|
| 70769    | 16                 |
| 70770    | 4                  |
| 70772    | 1                  |
| 70774    | 7                  |
| 70775    | 7                  |
| 70776    | 5                  |
| 70777    | 4                  |
| 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    | 73                 |
| 71449    | 12                 |
| 71458    | 1                  |
| 71460    | 1                  |
| 71461    | 4                  |
| 71462    | 1                  |
| 71463    | 67                 |
| 71474    | 2                  |
| 71486    | 5                  |
| 71496    | 1                  |
|          | <b>121,188</b>     |

### APPENDIX D



### APPENDIX E



## **GLOSSARY**

### **Table 1 Terms:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### **APPLICATIONS & APPOINTMENTS**

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

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

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

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

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

#### **CALCULATIONS**

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

#### **OPTION SELECTION**

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

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



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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).