



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 139 Situation & Pipeline** **Report**

March 3, 2009



Table of Contents

EXECUTIVE SUMMARY	2
Homeowner Assistance Program.....	2
Small Rental Property Program	3
Deliverables	3
HOMEOWNER PROGRAM	4
Housing Assistance Center Activity	6
Award Calculation Activity	6
Award Selection Activity.....	6
Low/Moderate Income Households.....	6
Elevation Program Activity	9
Closing Activity.....	10
Condominium Project.....	12
Manufactured Home Project.....	13
Home Evaluations (Home Inspection) Activity.....	13
Appeals	14
Personal Application Liaisons (PAL).....	15
Housing Assistance Center Appointment Activity	17
RENTAL PROPERTY PROGRAM.....	19
Underwriting.....	19
Appeals	19
Owner Occupant (OO) Units	20
URA	20
Tier 2 Call Center.....	21
Financial Advisors	21
PROGRAM SUPPORT STATUS	22
HUMAN RESOURCES	22
INFORMATION TECHNOLOGY	22
LOGISTICS	23
TRAINING	23
EXTERNAL AFFAIRS	23
COMMUNICATIONS/MEDIA RELATIONS	23
OUTREACH.....	24
FRAUD PREVENTION AND COMPLIANCE	25
APPENDIX A	26
APPENDIX B	28
APPENDIX C	29
APPENDIX D.....	36
APPENDIX E	37
GLOSSARY	38

EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 99 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 162,550 and the total number of closings held as of February 26 increased to 122,722. Cumulatively, homeowners returned 144,204 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB February 19	Weekly Activity	As of COB February 26	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	229,357	99	229,456		
<i>Initial Appointments Held</i>	166,094	-	166,094	15	9,372
<i>RHAS Appointments Held</i>	63,263	99	63,362		
Benefits Calculated	162,545	5	162,550		
Benefit Options Letters Sent	152,925	2	152,927	30	911
Total Benefit Options Letters Returned			144,204		
<i>Number of Option One Selections</i>	126,500	16	126,516	1	2,680
<i>Number of Option Two Selections</i>	10,119	(9)	10,110	-	373
<i>Number of Option Three Selections</i>	2,892	(1)	2,891	-	70
<i>Decline Benefits</i>	2,701	1	2,702	1	64
<i>Delay Benefits</i>	1,883	(7)	1,876	6	257
<i>Incomplete Benefit Selection Form</i>	-	-	-	-	40
Benefit Options Letters Available for Transfer to Closing			136,393		
Files Transferred for Closing	127,717	118	127,835	-	249
Total Inactives and Ineligibles				53	77,470
Closings Scheduled			242		
Closings Held	122,602	120	122,722		

Small Rental Property Program

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

Table 2: Rental Program Snapshot

Activity	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
RENTAL UNIT AWARDS				
Total Conditional Awards Issued	2,702	5,032	1,996	9,730
Manual Conditional Awards Issued/Appeals Approved	0	6	244	250
Conditional Awards Cancelled	2,031	1,551	645	4,227
Conditional Awards Reinstated	51	59	4	114
Total Active Awards	722	3,546	1,599	5,867
Commitment Letters Mailed	682	3,121	1,137	4,940
OWNER OCCUPIED UNIT AWARDS				
Award Eligible Owner Occupants	123	98	33	254

Deliverables

Table 3 lists the deliverables provided during the reporting period.

Table 3: Program Deliverables

	Deliverables	Date
00052-02282009	Analysis of Facility Use Update	2/26/2009

HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 2/19	CUMULATIVE As of 2/26	INCREASE
APPLICATIONS & APPOINTMENTS	APPS RECEIVED	229,416	229,416	-
	APPS RECORDED	185,113	185,113	-
	PRE-APPT INACTIVE APPS	19,151	19,151	-
	INITIAL APPTS HELD	166,094	166,094	-
	RHAS APPTS HELD	63,263	63,362	99
CALCULATIONS	BENEFITS CALCULATED	162,545	162,550	5
	TOTAL	\$9.72 billion	\$ 9.72 billion	\$.0 b
	AVERAGE	\$62,605	\$62,592	

- 166,094 applicants have completed initial appointments

- The \$9.72 billion total and \$62,592 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 2/19	CUMULATIVE As of 2/26	INCREASE
OPTION SELECTION	OPTIONS LETTERS SENT	152,925	152,927	2
	OPTIONS LETTERS RETURNED	144,204	144,204	-
	BSF AVAIL FOR TRANSFER TO CLOSING	136,386	136,393	7
CLOSINGS	TRANSFERRED TO CLOSING	127,717	127,835	118
	INACTIVE CLOSING FILES	0	0	-
	CLOSINGS HELD	122,602	122,722	120
	TOTAL	\$7.79 billion	\$7.80 billion	\$.01 b
	AVERAGE*	\$63,517	\$63,586	

- Applicants have returned 144,204 Benefits Selection Forms. After processing and review, 136,393 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 139

February 20, 2009 – February 26, 2009

Housing Assistance Center Activity

- A total of 99 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
 - 63,362 total RHAS appointments held to date
 - Of the 99 RHAS appointments for this reporting period, all were walk-ins

Award Calculation Activity

- The *Road Home* has calculated 162,550 benefits, an increase of 5 for the week
 - The average total benefit calculated was \$62,592 (excluding ‘zero’ awards)
 - 7,335 calculations resulted in ‘zero’ grant amounts
 - 155,215 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 144,204 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
 - 32,053 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
 - 136,393 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>	26,693
<i>Number of Option Two</i>	3,153
<i>Number of Option Three</i>	2,207
Total Elderly Benefits Options Selected	32,053

Low/Moderate Income Households

- A total of 122,719 applicants had gone to closing and received their Road Home disbursement as of February 26, 2009. Of these applicants, 52,407 (43 percent) were documented as LMI.
- A total of \$7,803,205,731 in Homeowner Assistance Program awards were disbursed as of February 26, 2009. Of these disbursements, \$4,013,765,701 (51 percent) went to applicants documented as LMI.



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 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	126,516	10,110	2,891	139,517
Total \$ in Options Selected	\$7,236,681,399.02	\$801,624,909.99	\$191,210,671.87	\$8,229,516,980.88
Comp Grant \$ in Options Selected	\$4,905,540,531.63	\$598,885,328.98	\$191,210,671.87	\$5,695,636,532.48
Elev Grant \$ in Options Selected	\$970,882,711.39	N/A	N/A	\$970,882,711.39
ACG \$ in Options Selected	\$1,361,289,570.06	\$202,739,581.01	N/A	\$1,564,029,151.07
Low/Moderate Income (LMI) Detail				
Number of Options Selected by LMI	53,492	4,577	1,175	59,244
Total \$ to LMI	\$3,826,543,796.70	\$443,524,767.30	\$77,927,109.64	\$4,347,995,673.64
Comp Grant \$ to LMI	\$1,993,431,104.42	\$240,785,186.29	\$77,927,109.64	\$2,312,143,400.35
Elev Grant \$ to LMI	\$472,854,536.28	N/A	N/A	\$472,854,536.28
ACG \$ to LMI	\$1,361,289,570.06	\$202,739,581.01	N/A	\$1,564,029,151.07
Percentage of Total				
% of Total Options Selected that are LMI	42 %	45 %	41 %	42 %
% of Total \$ to LMI	53 %	55 %	41 %	53 %
% of Comp Grant \$ to LMI	41 %	40 %	41 %	41 %
% of Elev Grant \$ to LMI	49 %	N/A	N/A	49 %
% of ACG \$ to LMI	100 %	100 %	N/A	100 %



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 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	113,098	7,591	2,030	122,719
Total \$ in Closings Held	\$6,978,617,570.16	\$669,431,723.23	\$155,156,437.82	\$7,803,205,731.21
Comp Grant \$ in Closings Held	\$4,816,724,869.41	\$498,602,382.10	\$155,156,437.82	\$5,470,483,689.33
Elev Grant \$ in Closings Held	\$784,106,842.05	\$49,755.00	N/A	\$784,156,597.05
ACG \$ in Closings Held	\$1,377,785,858.70	\$170,779,586.13	N/A	\$1,548,565,444.83
Number of Closings Held by LMI	47,972	3,592	843	52,407
Total \$ to LMI	\$3,589,364,845.69	\$360,252,212.80	\$64,148,642.93	\$4,013,765,701.42
Comp Grant \$ to LMI	\$1,930,431,629.71	\$200,362,126.63	\$64,148,642.93	\$2,194,942,399.27
Elev Grant \$ to LMI	\$380,383,821.43	\$20,460.00	N/A	\$380,404,281.43
ACG \$ in Research for Categorization**	\$99,236,464.15	\$10,909,959.96	N/A	\$110,146,424.11
ACG \$ to LMI	\$1,278,549,394.55	\$159,869,626.17	N/A	\$1,438,419,020.72
Total ACG \$	\$1,377,785,858.70	\$170,779,586.13	N/A	\$1,548,565,444.83
% of Total Closings Held that are LMI	42 %	47 %	42 %	43 %
% of Total \$ to LMI	51 %	54 %	41 %	51 %
% of Comp Grant \$ to LMI	40 %	40 %	41 %	40 %
% of Elev Grant \$ to LMI	49 %	41 %	N/A	49 %
% of ACG \$ to LMI	93 %	94 %	N/A	93 %

*Detailed closing data is based on population of 122,719 rather than 122,722 reported in the Daily Governor's Report as of February 26, 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 February 26, 2009, 115,499 elevation letters have been sent to applicants.

- 34,265 (30%) applicants have returned letters expressing their interest in participating in the elevation program. See Figure 3 for a summary of Elevation Letter Response Activity
- 25,930 applicants have received elevation disbursements totaling \$750,452,222 (average elevation award of \$28,941) including:
 - 3,658 initial and 20,368 additional disbursements of elevation funds in 2008 for a total of \$700,109,525
 - 1,906 initial and 545 additional disbursements previously distributed for a total of \$50,342,697
- 1,217 elevation requests for a total of \$35,087,326 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

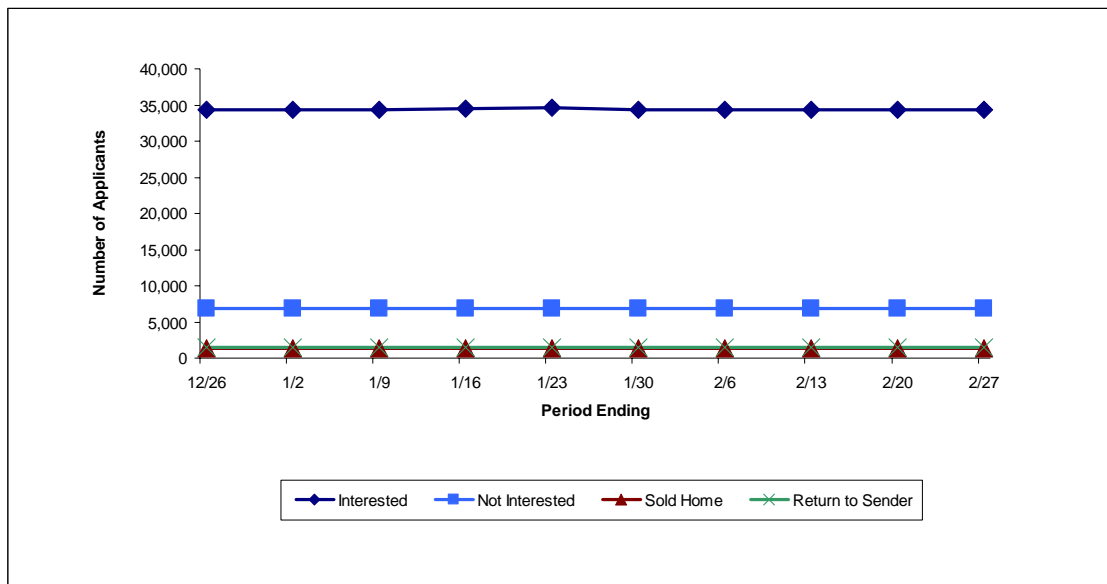
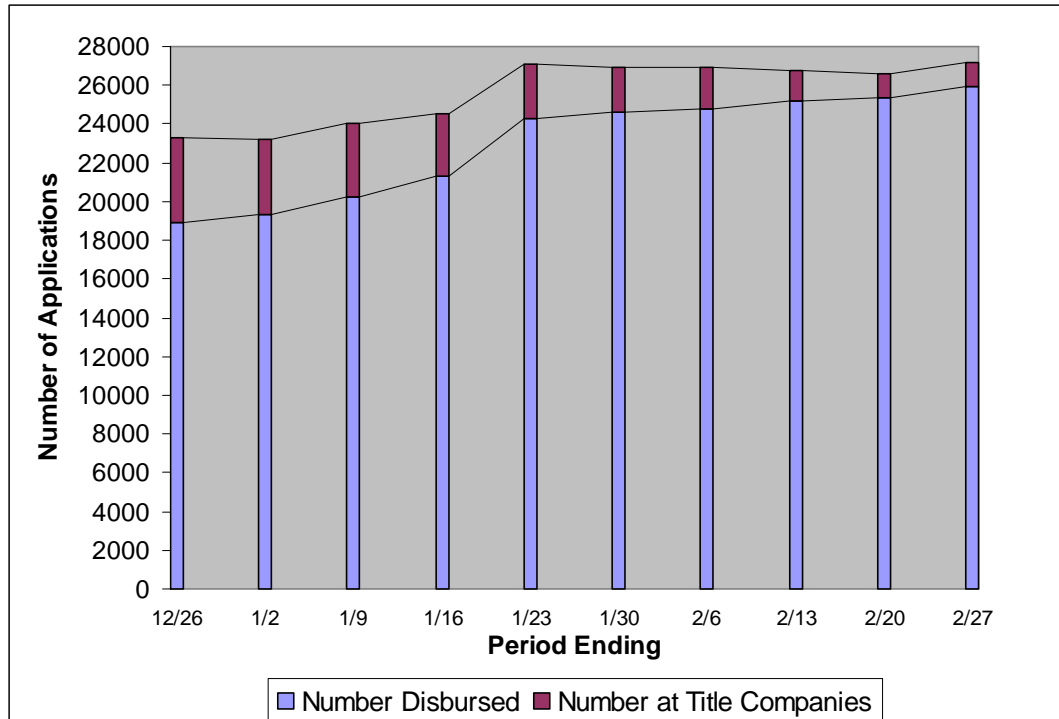


Table 7: Elevation Disbursement Activity

	# of Initial Disbursements	# of Additional Disbursements	Total \$ Disbursed
Previous Elevation Disbursements	1,906	545	\$50,342,697
2008 Elevation Disbursements	3,658	20,368	\$700,109,525
Total Elevation Disbursements	5,564	20,913	\$750,452,222
Applications at Title Companies			
First American Pending Transactions		634	\$18,106,412.41
HGI Pending Transactions		583	\$16,980,914.08
Total Pending Transactions		1,217	\$35,087,326.49

Figure 4: 2008 Elevation Disbursement Activity



Closing Activity

- As of February 26, 2009, a total of 127,835 files have been transferred to closing agents with 118 files transferred during the reporting week. Currently, none of the files transferred are in inactive status.
- The closing team has assisted closing agents complete 122,722 closings, of which:
 - The average award is \$63,586.
 - 52,407 also received additional compensation grants. The average additional compensation grant award is \$27,447.
 - Closed 27,951 elderly applicants for a total of \$2,063,388,555.
 - Appendix C reports Closings by Parish and Zip Code.
- To date, the closing agents have completed 30,027 additional disbursements for a total of \$792,967,799. The average additional disbursement is \$26,408.



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

Table 8: Eligible Application Summary

Completed Applications	
Closed	122,722
Scheduled to be Closed this Month	187
Zero Awards	15,538
Communique's Exhausted	772
Program Policy Actions Completed	3,248
Transition Initial Disbursement	1,260
Declined/Withdrawn Awards	3,485
Total Completed Applications	147,212
Applications that Cannot Close	
No Option Selected by Homeowner	93
Occupancy Proof Required	134
Refuse to Close	19
Title, Succession, Legal, Mortgage Issues	322
Ownership Proof Required	48
Homeowner Unreachable	45
POA/ADDH Issues	286
FA/HGI Undecided	15
Compliance Reviews	127
Homeowner Planning to Appeal	35
CREDCO Fail	12
Homeowner Needs to Provide HUD 1/Act of Sale	357
FEMA Eligibility Issue	3
Missing Homeowner Documentation	31
Total Applications that Cannot Close	1,527
Active Applications	
In Progress – Pre-Closings (non-sold homes)	531
In Progress – Sold Homes "Interested" and Valid	424
IN Progress – Title Company	689
Awaiting Approval by OCD	62
Filed Pre-Closing Appeal	229
Total Active Applications	1,935
TOTAL ELIGIBLE APPLICATIONS	150,674

Table 9: Pre-Closing Tracking Report

ACTIVITY	Fri 2/20	Sat 2/21	Sun 2/22	Mon 2/23	Tues 2/24	Wed 2/25	Thurs 2/26	Weekly Total
Files Transferred for Closing	-	-	-	-	1	-	117	118

Figure 5: Award Size

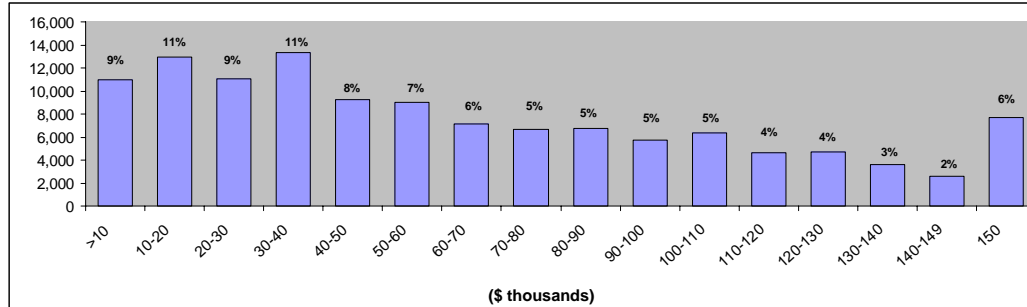


Table 10: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	494	>1%
American Indian/Alaska Native and White	530	>1%	364	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	288	>1%
Asian	2,925	2%	2,071	2%
Asian and White	300	>1%	202	>1%
Black/African American	65,833	36%	50,918	41%
Black/African American and White	1,153	1%	876	1%
Native Hawaiian/Other Pacific Islander	183	>1%	130	>1%
Other Multi-Racial	3,419	2%	2,453	2%
White	72,052	39%	48,324	39%
A race was not provided	37,673	20%	16,599	14%
	185,113		122,719	

*Detailed closing data is based on population of 122,719 rather than 122,722 reported in the Daily Governor's Report as of February 26, 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	1/23-1/29	1/30-2/5	2/6-2/12	2/13-2/19	2/20-2/26	Weekly Total
Total # of Condo Applications	1,024	1,024	1,024	1,024	1,024	-
Option Letters Created Status	3	0	0	0	0	-
Option Selected Status	36	24	19	5	8	3
Condos in Progress	60	54	43	26	29	3
Transmitted for Closing	61	77	70	68	63	(5)
Closings Held	318	322	323	339	350	11
Total Zero Award	299	299	299	305	305	-
Total Inactive Applications	7	5	0	0	0	-
Total Ineligible Applications	238	241	251	255	252	(3)
Total Transition Initial Disbursement	-	-	13	18	13	(5)



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

Manufactured Home Project

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

- Identified 16,344 manufactured home applicants to date
- Updating and ensuring valid HEs are in data warehouse
- Working through PSV process
 - For nearly all cases, we have established whether or not land is owned – used application data or called homeowner
 - Where land is owned, we have determined whether or not the existing BPO is based on manufactured home comparables; if not ordered new BPO
 - Confirmed 14,663 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	1/23-1/29	1/30-2/5	2/6-2/12	2/13-2/19	2/20-2/26	Cumulative Total
Total number of Manufactured Home Applications	16,316	10	3	4	2	9	16,344
Total Manufactured Home Evaluations verified	16,040	-	-	-	-	16	16,056
Total Pre-Storm Values verified	14,630	10	6	5	10	2	14,663
Total Applications released into letter generation process	14,630	10	6	5	10	2	14,663

Home Evaluations (Home Inspection) Activity

- Addressed 278 Grant Review issues
- Addressed 25 Appeals
- Addressed 20 CAD disputes
- Addressed 15 State Appeals
- Addressed 4 Critical Issues
- Addressed 3 FEMA Eligibility Appeals
- Addressed 5 Structure-Type Issues
- Completed 21 Elevation Grants
- Addressed 20 Elevation Appeals
- Reviewed 12 Post-Accepted Edit Cases and identified 1 for additional review.

Table 13: Home Evaluation Team Metrics

ACTIVITY	Prior Total	1/23-1/29	1/30-2/5	2/6-2/12	2/13-2/19	2/20-2/26	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	165,126	2	1	1	1	1	165,132 ^a	1
Work Orders Dispatched	162,976	1	1	2	1	1	162,982	1
Evaluations Completed in the Field	161,195	10	(87)	6	5	5	161,134 ^b	0

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

^b Totals include original and re-evaluations.

Appeals

As of February 26, 2009, 15,392 cases have been processed through the Appeals department, 15,059 have been resolved, and 333 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

ACTIVITY	As of COB 1/29	As of COB 2/5	As of COB 2/12	As of COB 2/19	As of COB 2/26
Total Cases Processed	15,252	15,297	15,304	15,360	15,392
Appeal Cases Pending Decision/Research	548	485	398	334	320
Ineligible Status Appeal	20	15	15	18	13
Total Active Cases	568	500	413	352	333
Total Cases Resolved	14,684	14,797	14,891	15,008	15,059

Further analysis of the resolved appeals cases (15,059) shows that:

- 5,306 (35%) have resulted in additional funds being awarded to applicants for a total of \$141,374,954.95. The average additional disbursement is \$26,644.
- 697 (5%) resulted in a reduction of award for a total of \$11,978,895.26. The average reduction is \$17,186.
- 4,698 (31%) resulted in no change to the award amount.
- 4,358 (29%) were reviewed for an eligibility determination, 1,565 were approved and 2,793 were denied.

Table 15: Status of State Panel Review Appeals

ACTIVITY	As of COB 2/5	As of COB 2/12	As of COB 2/19	As of COB 2/26
Total Cases Requested for State Panel Review	2,950	2,980	3,061	3,122
State Appeal Cases in Progress	899	924	777	755
State Appeal Cases Resolved	2,051	2,056	2,284	2,367

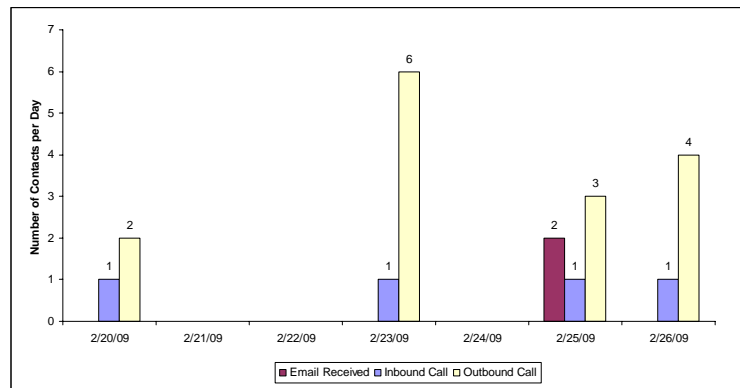
Personal Application Liaisons (PAL)

During the reporting week, 21 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	1/23-1/29	1/30-2/5	2/6-2/12	2/13-2/19	2/20-2/26	Current Total
Email Received	3,758	-	-	1	1	2	3,762
Inbound Calls	17,790	4	13	6	9	4	17,826
Outbound Calls	62,292	44	81	48	46	15	62,526
Total Contacts	83,840	48	94	55	56	21	84,114

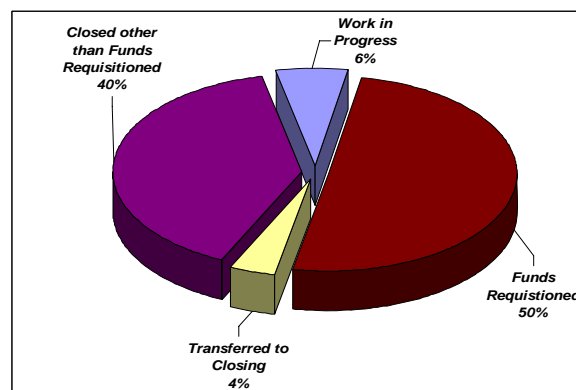
Figure 6: PAL Contacts by Day



As of February 26, a total of 38,936 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 2,282 applicant files are being worked by PAL staff
- A total of 36,654 applicant files have progressed to the closing process as the result of PAL efforts
 - 1,549 are in a transmitted to closing status
 - 18,279 have closed and are at a status of Funds Requisitioned
 - 16,826 have closed and are at a status of other than Funds Requisitioned

Figure 7: PAL Application Breakdown





Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

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
ACG	2
ACT	2
Affordable Compensation Loan	2
APPEALS	46
Applicant Info	6
Application Completion	5
Appraisal	17
Compliance Review	7
CREDCO	10
ECD	6
EGrant Calculation	2
Elevation	2
FEMA	2
Flood Ins (NFIP)	1
Grant Review	1
Home Evaluation	3
Homeowner dispute or decision pending	3
Info Request	1
Insurance	16
Lawsuit Pending	2
Missing Documentation	16
Multiple Issues	5
Option Change	1
Option Letter	1
Other	123
Outlier	1
Owner Occupancy	11
Ownership	30
Pre-Storm Value	14
Program eligibility pending	9
State Appeal	85
Status Change	251
Title	166
Title - Post Closing	1
Zero Benefit	6
Total	856

Housing Assistance Center Appointment Activity

There were a total of 99 RHAS appointments held at the Housing Assistance Centers during the reporting period. (Figure 8)

Figure 8: Housing Assistance Center RHAS Appointments by Day

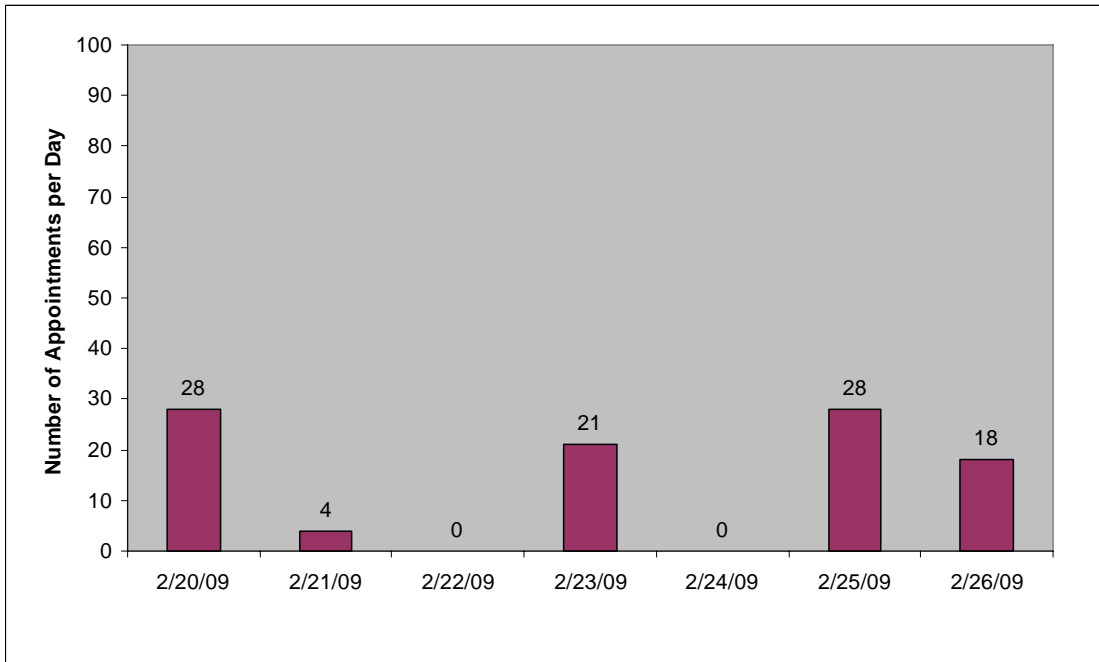


Table 18: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	1/23-1/29	1/30-2/5	2/6-2/12	2/13-2/19	2/20-2/26	Current Total	Five Week Average
RHAS Appointments Held	62,802	127	111	123	100	99	63,362	112
Average Daily RHAS Appointments Held		21	19	21	17	20		

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

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

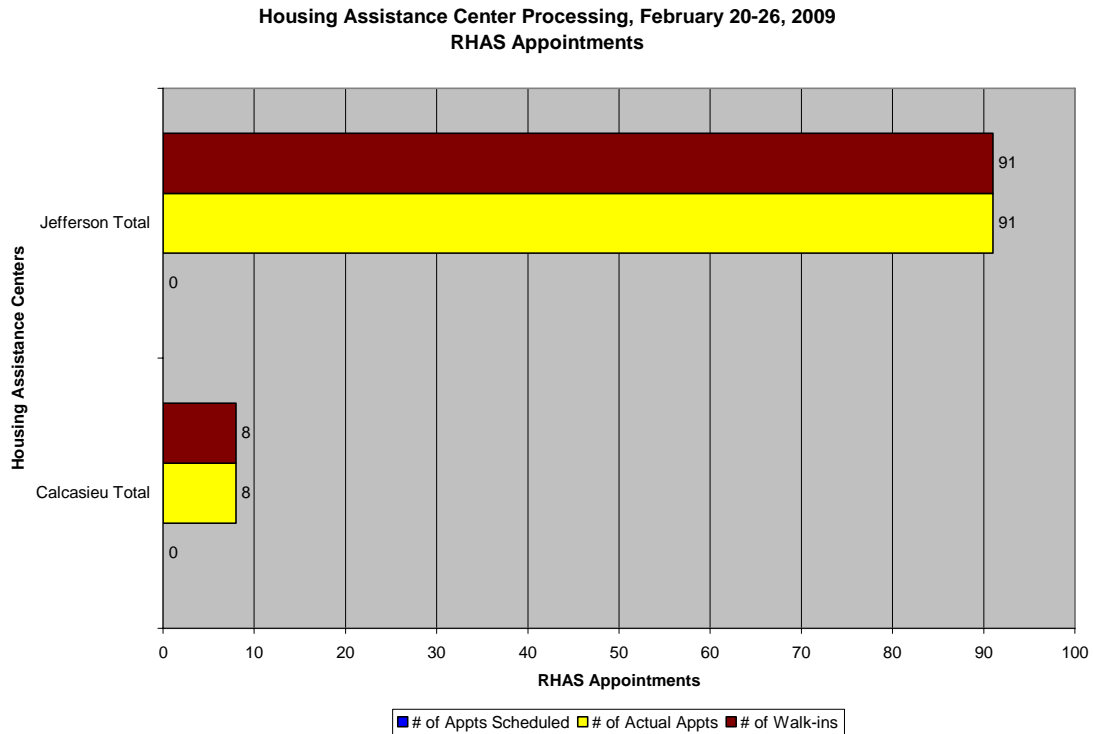
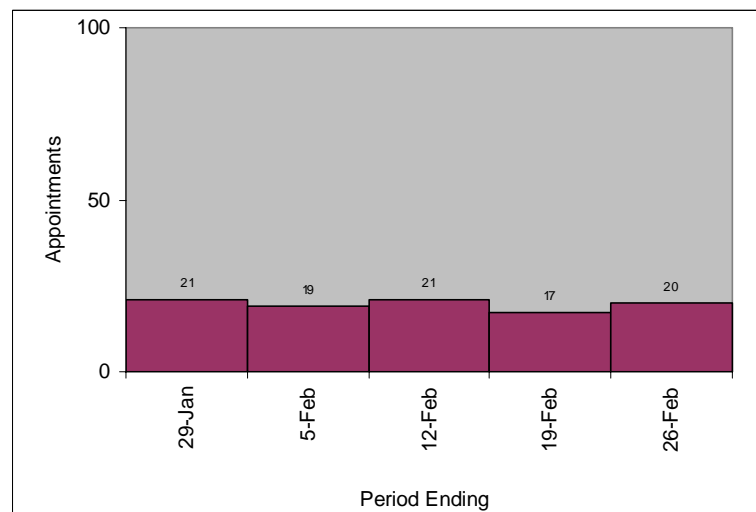


Figure 10 shows the average number of RHAS appointments per day over the current and previous periods.

Figure 10: Average Daily Appointments by Period



RENTAL PROPERTY PROGRAM

Underwriting

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

Table 19: Conditional Award Processing

	Round 1		Round 2		Round 2 Waitlist (Round 2.1)	
CONDITIONAL AWARD STAGE						
Conditional Awardees	2,702		5,032		1,996	
Manual Conditional Awards Issued/Appeal Approved	0		6		244	
VERIFICATION STAGE						
Active Awards	722		3,546		1,599	
COMMITMENT LETTER STAGE						
Commitment Letters Mailed	682		3,121		1,137	
Commitment Letters Returned by Applicant		566		2,469		841
POST COMMITMENT STAGE						
0 - 24% Construction Complete		140		852		172
25 - 49% Construction Complete		67		222		127
50 - 74% Construction Complete		50		188		48
75 - 100% Construction Complete		309		1,207		494
Total	566		2,469		841	

Appeals

- Received 7 new appeals
- Completed 10 Appeal Review Determinations
- Researched and resolved 2 requests for Constituent Services
- Mailed 9 Determination letters

Table 20: Status of Appeals

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	350	620	650	1,620
Level II Issue Determinations Made	347	598	636	1,581
Level II Issues Remaining to be Resolved	3	22	14	39

Table 21: Appeals Determinations Summary

Appeals Determination After Road Home Review	Cumulative Total
Approved	308
Denied	1,156
Dismissed	106
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	134	36	315
Zero Award	20	23	2	45
OO Award Received Via HAP	2	13	1	16
Award Eligible Owner Occupants	123	98	33	254
Total Letters Not Yet Received	2	6	2	10
Total Title Issues	3	2	2	7
Total In Process	4	1	4	9
Total Closings Pending	5	6	1	12
OO Unit Award Closings Held	109	83	24	216

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	169	665	196	1,030
Total Units	464	1,556	395	2,415
Total Occupied Units	279	611	251	1,141

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	6
Round 2	57
Round 2 Waitlist (Round 2.1)	25
Appeals	8
New Program Options	1
Other	49
Total Inbound Calls	146

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 *		5,063
Appointments Not Required		3,733
Appointments Required		1,330
Appointments Completed		985
Appointments to be Completed		345

*Includes applicants contacted multiple times



PROGRAM SUPPORT STATUS

HUMAN RESOURCES

- In partnership with the US Census Bureau, Mr. Eric Cain, Manager of Recruitment for New Orleans-Baton Rouge, visited the CAC in Baton Rouge and conducted an "Overview of Employment Opportunities" with the 2010 Census, customized for employees exiting *The Road Home* Program.
- Confirmed Networking Sessions for exiting employees at the Jefferson Center with local/regional recruiting agencies--including WillStaff, Spherion, Corporate Connect and Adetta--plus similar repeat Networking Sessions for employees at the CAC and Goodwood Center in Baton Rouge.
- In partnership with the Louisiana Workforce Commission (LWC), finalized dates for Rapid Response Orientations at CAC and Goodwood Center in Baton Rouge, focusing on unemployment services and training options available from the LWC for employees exiting *The Road Home* Program. Proposed dates are 3 and 4 March at the CAC and 5 March at the Goodwood Center.
- With the assistance of Ms. Jane Caruso, began planning a "Mini Job Fair" for the employees of CAC and Goodwood Center on 11 March (Back-up: 18 March) featuring recruiters from local/regional businesses, public agencies and nonprofit organizations to share career and employment options.

INFORMATION TECHNOLOGY

- Provided support of eGrants end users and Operations Management through issue resolution/task completion (approximately 201 completed/resolved) via the ithomeownersupport inbox
- Assisted with user acceptance testing of eGrants 6.8.3. This release was promoted to production on 27 February.
- GIS prepared an Orleans Parish applicant analysis by block for Small Rental which was later delivered to the State.
- GIS delivered to OCD a map of Orleans Parish representing total applicants and applicants with judgment of possession issues.
- Generated PVCS change history report and provided to OCD.
- GIS delivered five maps representing all Small Rental active and closed applicants for all 13 parishes.
- GIS delivered applicant option selection and closings by block data maps to LRA.
- GIS delivered standard maps to the Governor's Office of Homeland Security and Emergency Preparedness.
- All Business Objects XI3 Homeowner universes have been checked into PCVS version control.
- WIMBY Critical Infrastructure updated.
- Provided weekly Option 2 and 3 TRH report for ultimate delivery to LLT.
- GIS delivered Closings by Congressional Districts maps.



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

LOGISTICS

- Fairfax property return in progress
- Last day of operations for Calcasieu and Jefferson HACs is scheduled for 27 March
- Scheduling pickup for Calcasieu and Jefferson HACs with the Louisiana Property Assistance Association

TRAINING

- Updated Rental Pre-Commitment Desk Reference
- Updated Rental Relocation Procedures
- Planning Transition training

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 February 26, 2009	2, 318
Internal	Housing Assistance Center Standard Operating Procedures Online Training	Homeowner Program Staff	Online	As of February 26, 2009	300
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of February 26, 2009	1, 422

EXTERNAL AFFAIRS

COMMUNICATIONS/MEDIA RELATIONS

In support of Homeowner program:

- Weekly metrics report distributed to media and posted to Web site.
- Reorganizing Communications Portal layout and uploading all relevant materials.
- Assisting Outreach Team with document retrieval projects.

In support of Rental program:

- Completing Rental printed materials inventory report.
- Updating Rental communications portal based on new template design.
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets, Web content and Outreach support.

OUTREACH

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish and LSU Ag Rebuilding Center in Orleans Parish.
- Assisted Appeals with document retrieval.
- Assisted with retrieval attempts on 519 Post-Closing documents for applicant files in conjunction with ACG team.
- Advised 66 walk-ins at the Jefferson HAC.
- Facilitated applicant progression via onsite presence at Catholic Charities/Salvation Army Office in New Orleans.
- Met with Rep. Simone Champagne’s constituents at the Erath library in Vermilion Parish.
- Worked with elected officials and staff regarding constituent issues including:
 - Sen. J. P. Morrell
 - Sen. Edwin Murray
 - Sen. Troy Hebert
 - Rep. Jerry “Truck” Gisclair
 - Rep. Jonathan Perry
 - Rep. Simone Champagne
 - Rep. Scott Simon
 - Rep. A. B. Franklin
 - Rep. Kevin Pearson
 - Erath City Councilman John LeBlanc

Table 27: Community Outreach Metrics

Meeting Type	Events held 2/20-2/26	People reached 2/20-2/26	Events To Date	People Reached To Date
Community	6	67	1,002	52,321
Faith-Based	*	*	220	19,785
Business	*	*	32	1,402
Governmental	3	7	338	9,822
Case Managers	1	3	177	3,470
Rental	*	*	114	2,309
TOTALS	10	77	1,883	89,109

**Does not include repeat contacts with legislative officials nor duplicate attendance from prior events.*

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	1/23 - 1/29	1/30 - 2/5	2/6 - 2/12	2/13 - 2/19	2/20 - 2/26	Current Totals
Applicant Issues Reported to Anti-Fraud	1,979	16	24	10	12	9	2,050
Evaluator Issues Reported to Anti-Fraud	5	-	-	-	-	-	5
Third-Party Issues Reported to Anti-Fraud	30	-	-	-	-	-	30



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

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	532	13	1	4	1		551
Ascension	161	2		2			165
Assumption	235	2		1	1		239
Beauregard	1,024	20		10	4		1,058
Calcasieu	13,640	197	14	227	78	4	14,160
Cameron	1,680	195	5	77	27	1	1,985
East Baton Rouge	202	4	1	2			209
East Feliciana	27	1					28
Evangeline	69	1		2			72
Iberia	1,104	28	2	10	2	3	1,149
Iberville	61	3					64
Jefferson	26,978	247	58	513	445	21	28,262
Jefferson Davis	950	18	2	7	9	4	990
Lafayette	124	3		1	1		129
Lafourche	851	12	1	10		1	875
Livingston	238	7	1	2	1		249



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

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	43,661	4,317	1,889	963	759	33	51,622
Plaquemines	3,263	351	42	97	72	5	3,830
Pointe Coupee	15						15
Sabine	33						33
Saint Bernard	7,919	4,238	808	477	248	18	13,708
Saint Charles	1,096	6	1	10	6	1	1,120
Saint Helena	286	2			1		289
Saint James	392			2			394
Saint Landry	174	6		1			181
Saint Martin	108	4		1			113
Saint Mary	914	8		1	2		925
Saint Tammany	11,486	220	56	175	176	9	12,122
St John The Baptist	1,344	2	1	8	11	1	1,367
Tangipahoa	1,607	12	2	6	1	1	1,629
Terrebonne	2,677	79	2	31	11	6	2,806
Vermilion	1,688	86	4	51	9	1	1,839
Vernon	155	2		1	2		160
Washington	1,486	20	1	8	9		1,524
West Baton Rouge	14						14
West Feliciana	3						3
	126,516	10,110	2,891	2,702	1,876	109	144,204



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

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	357
Allen	663
Ascension	198
Assumption	282
Beauregard	1,185
Calcasieu	15,548
Cameron	2,133
East Baton Rouge	320
East Feliciana	38
Evangeline	89
Iberia	1,337
Iberville	92
Jefferson	33,724
Jefferson Davis	1,174
Lafayette	153
Lafourche	1,005
Livingston	298
Orleans	56,155
Plaquemines	4,148
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	15,296
Saint Charles	1,454
Saint Helena	326
Saint James	465
Saint Landry	219
Saint Martin	137
Saint Mary	1,078
Saint Tammany	13,816
St John The Baptist	1,756
Tangipahoa	1,811
Terrebonne	3,195
Vermilion	2,033
Vernon	180
Washington	1,805
West Baton Rouge	20
West Feliciana	6
	162,550



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

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 122,719 rather than 122,722 reported in Daily Governor’s Report as of February 26, 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	279	2		281
Allen	468	10	1	479
Ascension	136			136
Assumption	199			199
Beauregard	908	8		916
Calcasieu	12,348	89	5	12,442
Cameron	1,457	108	2	1,567
East Baton Rouge	174	1	1	176
East Feliciana	27			27
Evangeline	51			51
Iberia	978	12	1	991
Iberville	50	1		51
Jefferson	23,742	122	20	23,884
Jefferson Davis	809	9		818
Lafayette	108	1		109
Lafourche	746	6	1	753
Livingston	203	2		205



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Orleans	39,526	3,256	1,314	44,096
Plaquemines	2,673	206	15	2,894
Pointe Coupee	13			13
Sabine	26			26
Saint Bernard	7,181	3,515	639	11,335
Saint Charles	932	3	1	936
Saint Helena	249	1		250
Saint James	353			353
Saint Landry	151	5		156
Saint Martin	94	3		97
Saint Mary	782	3		785
Saint Tammany	10,512	123	24	10,659
St John The Baptist	1,168			1,168
Tangipahoa	1,441	4	1	1,446
Terrebonne	2,365	41	1	2,407
Vermilion	1,532	46	3	1,581
Vernon	137	2		139
Washington	1,264	12	1	1,277
West Baton Rouge	13			13
West Feliciana	3			3
	113,098	7,591	2,030	122,719



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

Zip Code	Number of Closings
Zip code not provided	21
70001	852
70002	915
70003	2,261
70005	742
70006	1,370
70011	1
70012	1
70014	1
70015	1
70017	10
70018	6
70019	4
70028	1
70029	1
70030	46
70031	44
70032	1,751
70033	1
70036	179
70037	448
70038	256
70039	85
70040	334
70041	706
70042	5
70043	4,786
70044	3
70045	3

Zip Code	Number of Closings
70046	10
70047	151
70048	2
70049	156
70050	206
70051	55
70052	42
70053	679
70054	1
70056	1,800
70057	107
70058	3,059
70059	5
70062	874
70063	6
70064	3
70065	3,600
70066	7
70067	406
70068	706
70069	9
70070	122
70071	45
70072	4,179
70073	6
70075	1,355
70076	13
70077	1
70078	18

Zip Code	Number of Closings
70079	20
70080	16
70081	2
70082	128
70083	737
70084	229
70085	1,446
70086	69
70087	298
70090	169
70091	97
70092	1,934
70093	2
70094	1,897
70095	2
70096	1
70101	14
70104	1
70105	1
70107	1
70109	1
70110	1
70112	71
70113	393
70114	1,236
70115	1,337
70116	714
70117	5,544
70118	2,257



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

Zip Code	Number of Closings
70119	3,311
70120	1
70121	396
70122	7,474
70123	505
70124	3,477
70125	1,566
70126	5,918
70127	3,786
70128	3,396
70129	1,860
70130	216
70131	1,380
70132	1
70150	1
70164	1
70170	1
70174	1
70175	2
70177	7
70179	1
70189	1
70217	1
70219	1
70224	1
70230	1
70301	181
70302	2
70339	5

Zip Code	Number of Closings
70340	19
70341	50
70342	5
70343	28
70344	590
70345	90
70346	57
70352	1
70353	180
70354	51
70355	7
70356	165
70357	49
70358	213
70359	80
70360	131
70361	5
70363	712
70364	128
70372	11
70373	15
70374	39
70377	274
70380	80
70381	2
70390	108
70391	4
70392	38
70393	6

Zip Code	Number of Closings
70394	247
70395	32
70397	152
70401	168
70403	230
70404	13
70420	109
70421	11
70422	280
70423	1
70424	1
70426	174
70427	699
70429	4
70430	1
70431	104
70433	288
70434	9
70435	252
70436	17
70437	139
70438	355
70440	1
70441	162
70442	5
70443	168
70444	183
70445	644
70446	42



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

Zip Code	Number of Closings
70447	76
70448	482
70449	16
70450	59
70451	28
70452	401
70453	8
70454	189
70455	12
70456	103
70457	1
70458	3,250
70459	10
70460	1,936
70461	2,695
70462	65
70463	15
70464	7
70465	33
70466	58
70467	3
70469	3
70470	5
70471	219
70478	1
70485	1
70501	25
70503	4
70506	12

Zip Code	Number of Closings
70507	12
70508	7
70510	592
70511	1
70512	13
70514	126
70515	11
70516	2
70517	44
70518	12
70519	3
70520	9
70521	1
70522	14
70523	20
70524	2
70525	21
70526	115
70528	302
70529	9
70531	11
70532	115
70533	642
70534	3
70535	32
70537	3
70538	445
70540	1
70542	51

Zip Code	Number of Closings
70543	25
70544	196
70546	233
70548	105
70549	63
70550	2
70551	2
70552	9
70554	9
70555	13
70556	11
70559	20
70560	663
70562	1
70563	26
70569	2
70570	96
70575	2
70576	2
70577	3
70578	61
70581	23
70582	41
70583	7
70584	5
70585	1
70586	18
70589	8
70591	163



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

Zip Code	Number of Closings
70592	23
70601	2,883
70602	6
70605	1,633
70606	11
70607	1,967
70609	1
70610	1
70611	986
70612	5
70614	1
70615	1,190
70616	7
70621	1
70630	118
70631	582
70632	184
70633	471
70634	462
70637	15
70638	2
70639	4
70640	34
70641	2
70643	112
70644	2
70645	274
70646	64
70647	593

Zip Code	Number of Closings
70648	166
70650	13
70651	12
70652	69
70653	59
70654	11
70655	141
70656	11
70657	224
70658	26
70659	15
70660	106
70661	237
70662	3
70663	1,294
70664	14
70665	569
70667	1
70668	379
70669	620
70699	1
70702	1
70706	14
70707	1
70711	17
70714	17
70716	1
70717	2
70718	3

Zip Code	Number of Closings
70719	4
70721	15
70722	18
70723	40
70725	7
70726	31
70727	1
70728	1
70729	1
70730	4
70733	6
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	10
70769	19
70770	4



Weekly Situation & Pipeline Report

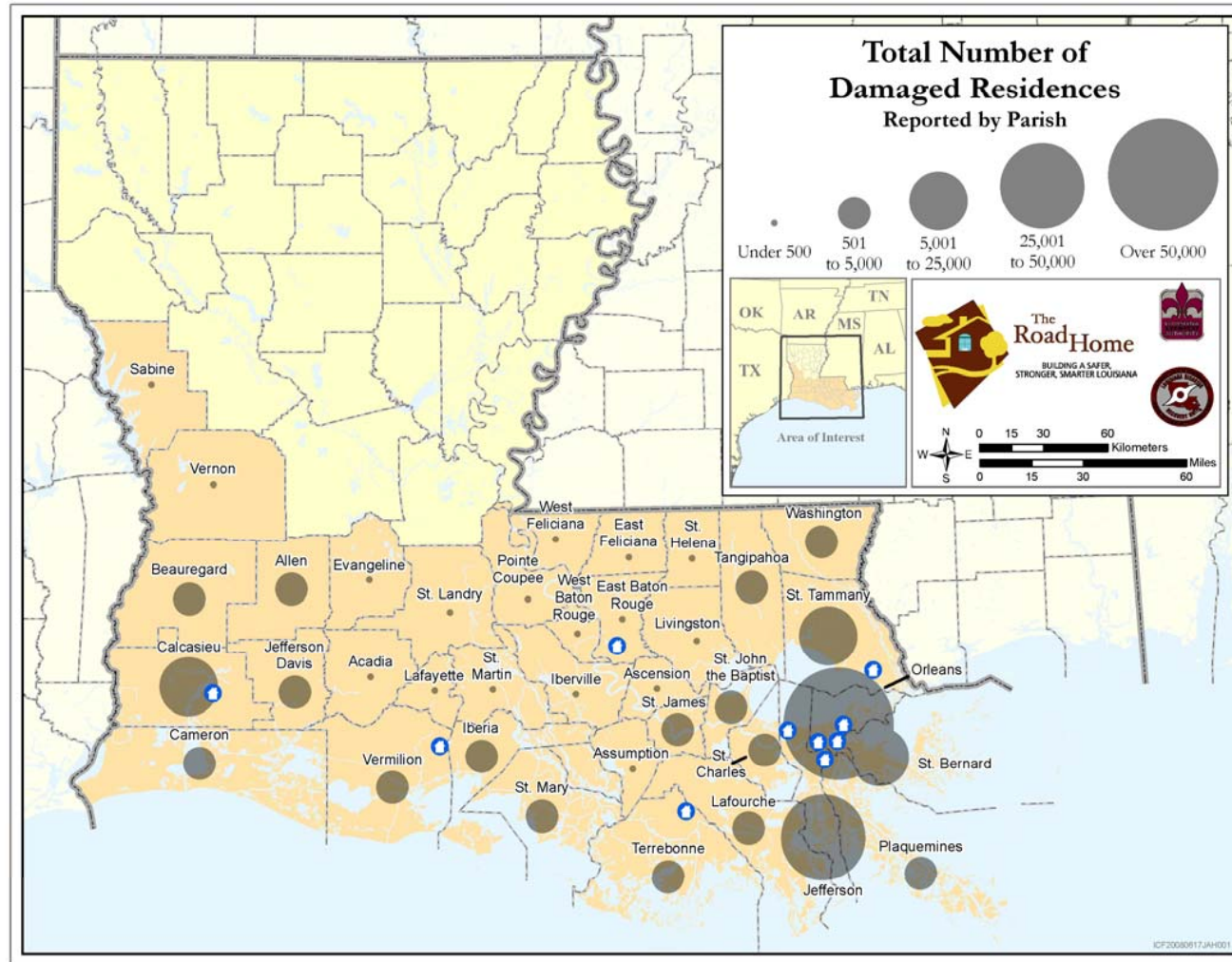
Week 139

February 20, 2009 – February 26, 2009

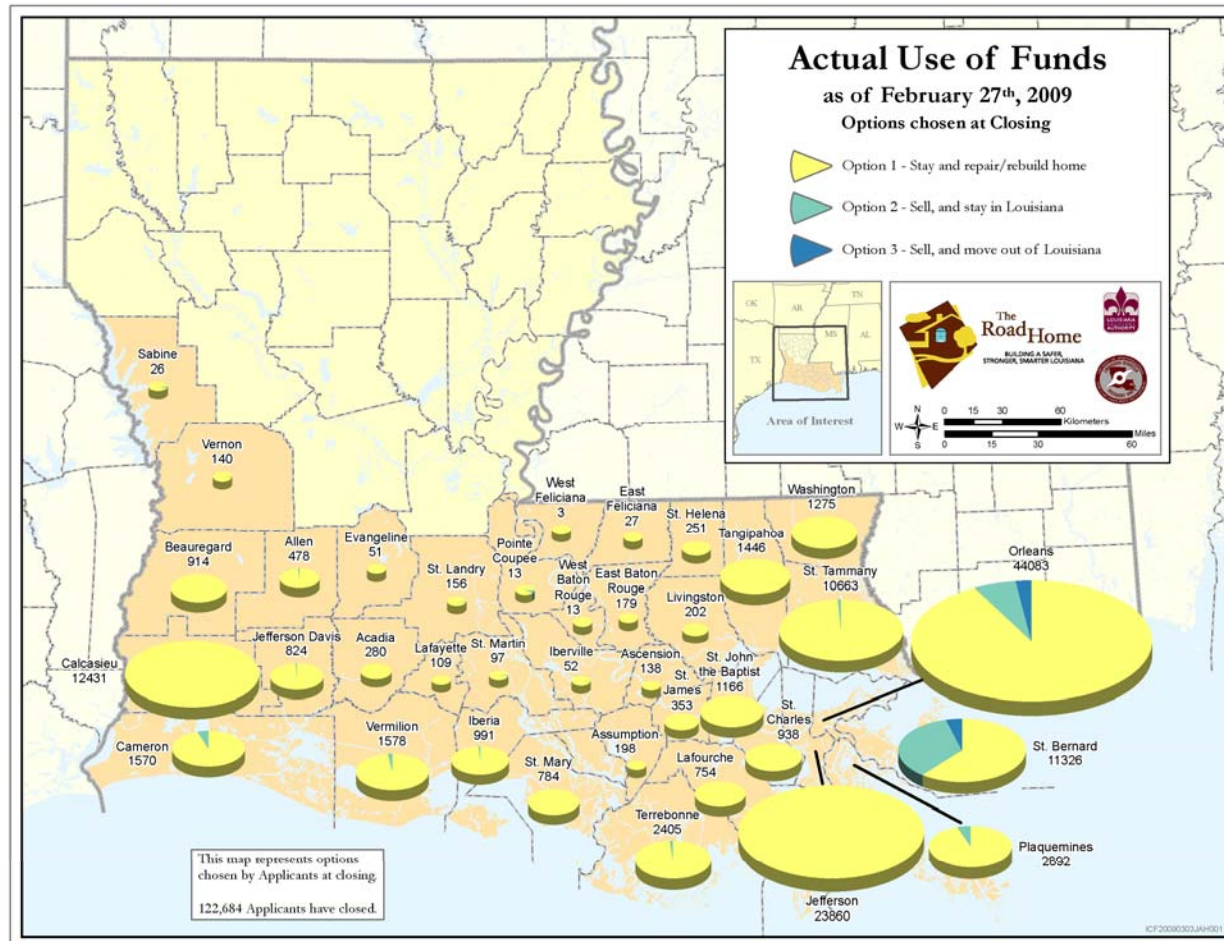
Zip Code	Number of Closings
70772	1
70774	7
70775	6
70776	5
70777	4
70778	9
70780	4
70783	1
70785	22
70788	10
70789	2
70791	13
70792	1
70802	20
70805	27
70806	5
70807	9
70808	3
70809	1
70810	7
70811	7
70812	11
70814	16
70815	9
70816	5
70817	9
70818	1
70819	4
70820	2
70856	1

Zip Code	Number of Closings
70901	1
71022	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	74
71449	12
71458	1
71460	1
71461	4
71462	1
71463	69
71474	2
71486	5
71496	1
	122,719

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.



Weekly Situation & Pipeline Report

Week 139

February 20, 2009 – February 26, 2009

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 139

February 20, 2009 – February 26, 2009

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).