



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 97 Situation & Pipeline** **Report**

May 13, 2008





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# Weekly Situation & Pipeline Report

**Week 97**

**May 2 – May 8, 2008**

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## EXECUTIVE SUMMARY

### Homeowner Assistance Program

Homeowner Program Advisors completed 459 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 159,968 and the total number of closings held as of May 8 increased to 108,234. Cumulatively, homeowners returned 139,530 benefit options selection letters.

**Table 1: Homeowner Program Snapshot**

Activity	As of COB May 1	Weekly Activity	As of COB May 8	Status Adjustments	
				Inactive	Ineligible
Applications Received	229,409	-	229,409		
Applications Not Valid for Processing			44,303		44,303
Applications Recorded	185,106	-	185,106		
Pre-Appointment Inactives			19,149		19,149
Total Appointments Held	218,965	459	219,424		
<i>Initial Appointments Held</i>	166,093	-	166,093	823	7,348
<i>RHAS Appointments Held</i>	52,872	459	53,331		
Benefits Calculated	159,922	46	159,968		
Benefit Options Letters Sent*	152,452	(1,737)	150,715	1,229	443
<b>Total Benefit Options Letters Returned</b>			<b>139,530</b>		
<i>Number of Option One Selections</i>	121,109	219	121,328	2,678	1,896
<i>Number of Option Two Selections</i>	10,113	(11)	10,102	171	93
<i>Number of Option Three Selections</i>	2,821	(2)	2,819	142	18
<i>Decline Benefits</i>	1,824	9	1,833	54	19
<i>Delay Benefits</i>	3,331	(21)	3,310	177	92
<i>Incomplete Benefit Selection Form &amp; Resolution</i>	691	(60)	631	12	18
<b>Benefit Options Letters Available for Transfer to Closing</b>			<b>129,251</b>		
Files Transferred for Closing**	114,408	477	114,885	1,272	29
Total Inactives and Ineligibles				6,558	73,408
Closings Scheduled			675		
Closings Held	107,843	391	108,234		

\* **Benefit Options Letters Sent** calculation has been updated to eliminate duplicate letters sent per applicant

\*\***Files Transferred for Closing** calculation has been updated to reflect those applicants who have been transferred to Closing for the first time only and no longer counts any reassignment or retransmission of an applicant file

### 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>
Conditional Awards Cancelled	1,970	1,226	0	<b>3,196</b>
Conditional Awards Reinstated	51	41	0	<b>92</b>
Total Active Awards	783	3,847	1,996	<b>6,626</b>
Commitment Letters Mailed	584	948	0	<b>1,532</b>
<b>OWNER OCCUPIED UNIT AWARDS</b>				
Active OO Unit Awards	142	135	35	<b>312</b>
OO Unit Award Letters Mailed	136	90	0	<b>226</b>

### Deliverables

Table 3 lists the deliverables provided during the reporting period.

**Table 3: Program Deliverables**

Del. ID	Deliverables	Date
00085-04302008	Administrative Organizational Structure April 2008	05/05/2008
00025	Weekly Combined Report	05/06/2008
00095	Asset Management Procedures, Plan and Staffing Options	05/07/2008

## HOMEOWNER PROGRAM

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

	HOMEOWNER PROCESS	CUMULATIVE As of 5/01	CUMULATIVE As of 5/08	INCREASE
<b>APPLICATIONS &amp; APPOINTMENTS</b>	APPS RECEIVED	229,409	229,409	-
	APPS RECORDED	185,106	185,106	-
	PRE-APPT INACTIVE APPS	19,149	19,149	-
	INITIAL APPTS HELD	166,093	166,093	-
	RHAS APPTS HELD	52,872	53,331	459
<b>CALCULATIONS</b>	BENEFITS CALCULATED	159,922	159,968	46
	<b>TOTAL</b>	<b>\$9.18 billion</b>	<b>\$9.21 billion</b>	<b>\$.03 b</b>
	<b>AVERAGE</b>	<b>\$59,659</b>	<b>\$59,836</b>	

- 166,093 applicants have completed initial appointments

- The \$9.21 billion total and \$59,836 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 5/01	CUMULATIVE As of 5/08	INCREASE
<b>OPTION SELECTION</b>	OPTIONS LETTERS SENT	152,452	150,715	(1,737)*
	OPTIONS LETTERS RETURNED	139,336	139,530	194
	BSF AVAIL FOR TRANSFER TO CLOSING	124,627	129,251	4,624
<b>CLOSINGS</b>	TRANSFERRED TO CLOSING	114,408**	114,885	477
	INACTIVE CLOSING FILES	1,469	1,272	(197)
	CLOSINGS HELD	107,843	108,234	391
	<b>TOTAL</b>	<b>\$6.31 billion</b>	<b>\$6.34 billion</b>	<b>\$ .03 b</b>
	<b>AVERAGE***</b>	<b>\$58,534</b>	<b>\$58,543</b>	

- Applicants have returned 139,530 Benefits Selections Forms. After processing and review, 129,251 of these forms are available for transfer to closing agents for further processing.
- Applicants' initial option selections are in Appendix A

- \*Benefit Options Letters Sent calculation has been changed to eliminate duplicate letters sent per applicant
- \*\*Transferred to Closing has been updated to reflect those applicants who have been transferred to Closing for the first time only and no longer counts any reassignment or retransmission of an applicant file.
- \*\*\*Extrapolation of average award for populations where funds have been disbursed

### Housing Assistance Center Activity

- A total of 459 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - Road Home Advisory Services (RHAS) activity decreased 4% from the previous reporting period.
    - 53,331 total RHAS appointments held to date
    - 388 RHAS appointments were due to walk-ins

### Award Calculation Activity

- The *Road Home* has calculated 159,968 benefits, an increase of 46 for the week
  - The average total benefit calculated was \$59,836 (excluding ‘zero’ awards)
  - 5,991 calculations resulted in ‘zero’ grant amounts
  - 153,977 ‘non-zero’ or ‘positive’ grant amounts were calculated

### Award Selection Activity

- A total of 139,530 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 31,044 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
  - 129,251 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>	25,764
<i>Number of Option Two</i>	3,121
<i>Number of Option Three</i>	2,159
<b>Total Elderly Benefits Options Selected</b>	<b>31,044</b>

### Low/Moderate Income Households

- A total of 108,226 applicants had gone to closing and received their Road Home disbursement as of May 8, 2008. Of these applicants, 47,426 (44 percent) were documented as LMI.
- A total of \$6,335,918,682 in Homeowner Assistance Program awards were disbursed as of May 8, 2008. Of these disbursements, \$3,335,037,077 (53 percent) went to applicants documented as LMI.
- Extrapolating to the 108,234 awards that have closed for a total of \$6.34 billion, approximately \$3.36 billion will be documented as LMI.



# Weekly Situation & Pipeline Report

## Week 97

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

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	121,328	10,102	2,819	134,249
Total \$ in Options Selected	\$6,186,112,555	\$792,748,512	\$185,978,211	\$7,164,839,278
Comp Grant \$ in Options Selected	\$4,757,253,657	\$593,525,910	\$185,978,211	\$5,536,757,778
Elev Grant \$ in Options Selected *	\$79,558,702			\$79,558,702
ACG \$ in Options Selected	\$1,349,300,196	\$199,222,602		\$1,548,522,798
Number of Options Selected by LMI	53,059	4,541	1,171	58,771
Total \$ to LMI	\$3,387,886,504	\$436,500,431	\$76,769,684	\$3,901,156,619
Comp Grant \$ to LMI	\$2,004,397,527	\$237,277,829	\$76,769,684	\$2,318,445,040
Elev Grant \$ to LMI *	\$34,188,781			\$34,188,781
ACG \$ to LMI	\$1,349,300,196	\$199,222,602		\$1,548,522,798
% of Total Options Selected that are LMI	44%	45%	42%	44%
% of Total \$ to LMI	55%	55%	41%	54%
% of Comp Grant \$ to LMI	42%	40%	41%	42%
% of Elev Grant \$ to LMI	43%	N/A	N/A	43%
% of ACG \$ to LMI	100%	100%	N/A	100%

\* Due to changes in the Elevation program, Elevation grant dollars reported are now based on actual rather than projected dollars.

**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	100,133	6,482	1,611	108,226
Total \$ in Closings Held	\$5,676,484,885	\$541,525,176	\$117,908,622	\$6,335,918,682
Comp Grant \$ in Closings Held	\$4,441,208,274	\$410,130,433	\$117,592,490	\$4,968,931,197
Elev Grant \$ in Closings Held	\$46,458,453	\$49,755		\$46,508,208
ACG \$ in Closings Held	\$1,188,818,158	\$131,344,988	\$316,131	\$1,320,479,278
Number of Closings Held by LMI	43,750	2,989	687	47,426
Total \$ to LMI	\$2,995,690,539	\$288,521,004	\$50,825,534	\$3,335,037,077
Comp Grant \$ to LMI	\$1,834,868,140	\$162,381,589	\$50,509,403	\$2,047,759,132
Elev Grant \$ to LMI	\$18,267,214	\$20,460		\$18,287,674
ACG \$ to LMI	\$1,142,555,185	\$126,118,955	\$316,131	\$1,268,990,271
% of Total Closings Held that are LMI	44%	46%	43%	44%
% of Total \$ to LMI	53%	53%	43%	53%
% of Comp Grant \$ to LMI	41%	40%	43%	41%
% of Elev Grant \$ to LMI	39%	41%	N/A	39%
% of ACG \$ to LMI	96%	96%	100%	96%

### Elevation Program Activity

As of May 8, 2008:

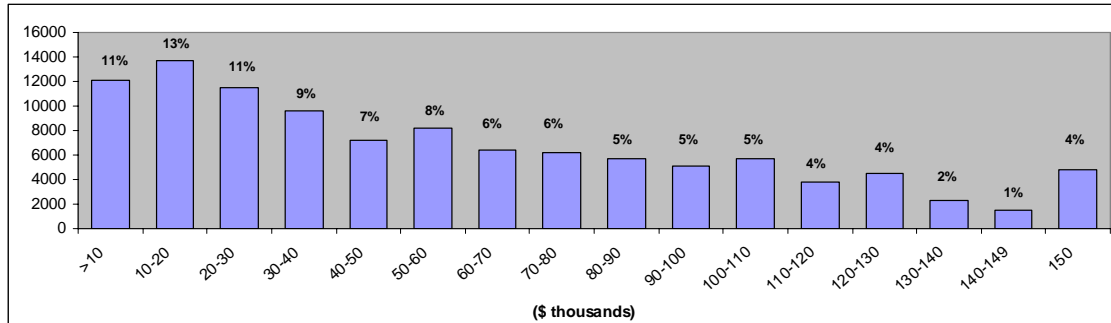
- 97,151 Elevation letters have been sent to applicants
- 17,054 applicants have returned letters expressing their interest in participating in the elevation program
- 58 disbursements of elevation funds have taken place

### Closing Activity

- As of May 8, 2008, a total of 114,885 files were transferred to closing agents, 477 files were transferred during the reporting week. Reporting was revised to exclude files that were re-transmitted or reassigned to closing agents.
- The closing team assisted closing agents with the completion of 391 closings
- Of the total 108,234 cumulative closings:
  - The average award is \$58,543
  - 47,426 also received additional compensation grants. The average additional compensation grant award is \$27,843

- Closed 24,864 elderly applicants for a total of \$1,721,549,872
- Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 1,286 additional disbursements for a total of \$40,145,849
  - The average additional disbursement is \$31,218

**Figure 3: Award Size**



\*Detailed closing data is based on population of 108,226, rather than 108,234 reported in Daily Governor's Report as of May 8, 2008, due to a variance in data feeds.

**Table 7: Pre-Closing Tracking Report**

ACTIVITY	Fri 5/02	Sat 5/03	Sun 5/04	Mon 5/05	Tues 5/06	Wed 5/07	Thurs 5/08	Weekly Total
Files Transferred for Closing	-	-	-	-	-	477	-	477

**Table 8: Applicants and Closings Held By Race/Ethnicity**

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	403	>1%
American Indian/Alaska Native and White	530	>1%	308	>1%
American Indian/Alaskan Native/Black-African American	379	>1%	244	>1%
Asian	2,925	2%	1,816	2%
Asian and White	300	>1%	188	>1%
Black/African American	65,837	36%	45,138	42%
Black/African American and White	1,153	1%	771	1%
Native Hawaiian/Other Pacific Islander	183	>1%	113	>1%
Other Multi-Racial	3,419	2%	2,164	2%
White	72,046	39%	42,367	39%
A race was not provided	37,668	20%	14,714	14%
	185,106		108,226	

\*Detailed closing data is based on population of 108,226, rather than 108,234 reported in Daily Governor's Report as of May 8, 2008, due to a variance in data feeds.



# Weekly Situation & Pipeline Report

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## 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 9.

**Table 9: Condominium Pipeline Progress**

Activity	Prior Total	4/04-4/10	4/11-4/17	4/18-4/24	4/25-5/01	5/02-5/08	Current Total
Total number of Condo Applications	1,063	18	(16)	-	-	-	1,065
Total CSIR forms mailed	1,063	18	3	-	12	1	1,097
Total CSIR forms received	1,096	-	4	-	12	1	1,113
Total Evaluations Requested	1,081	-	3	-	12	1	1,097
Total Evaluations Completed	920	3	5	1	1	6	936
Total Option Calculations Completed	440	6	90	46	76	32	690
Option Letters Created	406	5	81	45	71	11	619
Option Letters Mailed*	406	5	81	45	71	11	619
Option Letters Received	189	3	64	32	5	5	298
Transmitted for Closing	108	1	6	16	25	11	167
Closings Held	89	4	4	1	1	4	10
Elevation Only Awards	177	-	9	-	-	-	186
Inactive Applications	156	1	10	10	152	15	344
Ineligible Applications	206	(9)	(7)	(10)	9	-	189

\*This count is also included in the overall Road Home option letter count.

## Manufactured Home Project

Following the approval of the policies for manufactured home evaluations and Pre-Storm Values for manufactured homes without land, a special manufactured home project was begun utilizing staff from the Calcasieu Housing Assistance Center. Efforts have resulted in 84% manufactured home applications being released into the letter generation process. To date the project has yielded the following progress summarized in Table 10:

- Have identified 16,206 manufactured home applicants to date
- Well into process of updating/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, have determined whether or not the existing BPO is based on manufactured home comparables; if not ordered new BPO
  - Received special set of NADA data for values as of August 2005 on 3/9/07
  - Confirmed 13,553 uploaded PSVs (*BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals*) meet MH policy
- Letter generation underway



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**Table 10: Manufactured Home Pipeline Progress**

Activity	Prior Total	4/04-4/10	4/11-4/17	4/18-4/24	4/25-5/01	5/02-5/08	Cumulative Total
Total number of Manufactured Home Applications	16,225	-	(26)	1	6	-	16,206
Total Manufactured Home Evaluations verified	15,050	4	57	(43)	13	67	16,048
Total Pre-Storm values verified	13,224	93	83	42	61	50	13,553
Total Applications released into letter generation process	13,224	83	80	55	55	56	13,553

### Home Evaluations (Home Inspection) Activity

**Table 11: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	4/04-4/10	4/11-4/17	4/18-4/24	4/25-5/01	5/02-5/08	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	164,872	4	123	57	3	3	165,058	37
Work Orders Dispatched	162,787	11	7	6	14	7	162,832 <sup>1</sup>	9
Evaluations Completed in the Field	160,492	20	13	4	20	25	160,574	16

<sup>1</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 on 08May2008, but are not yet processed.

- Resolved 60 holds; current backlog of 210
- Completed 14 Appeal cases; received 17 new cases, and 50 are in progress
- Resolved 88 JIRA issues; current backlog of 1,088
- Addressed 18 Strike and Stealth Team issues
- Completed 203 Option Selection calls
- Reviewed 331 FEMA Eligibility appeals
- Completed 77 REVSCHED reviews
- Addressed 120 elevation grant inquiries
- Conducted 203 grant review issues
- Performed 50 elevation grant calls
- Addressed 4 State remands, 4 OCD issues, and 30 direct response issues
- Reviewed 18 post-accepted evaluation edit cases and identified 3 needing additional review

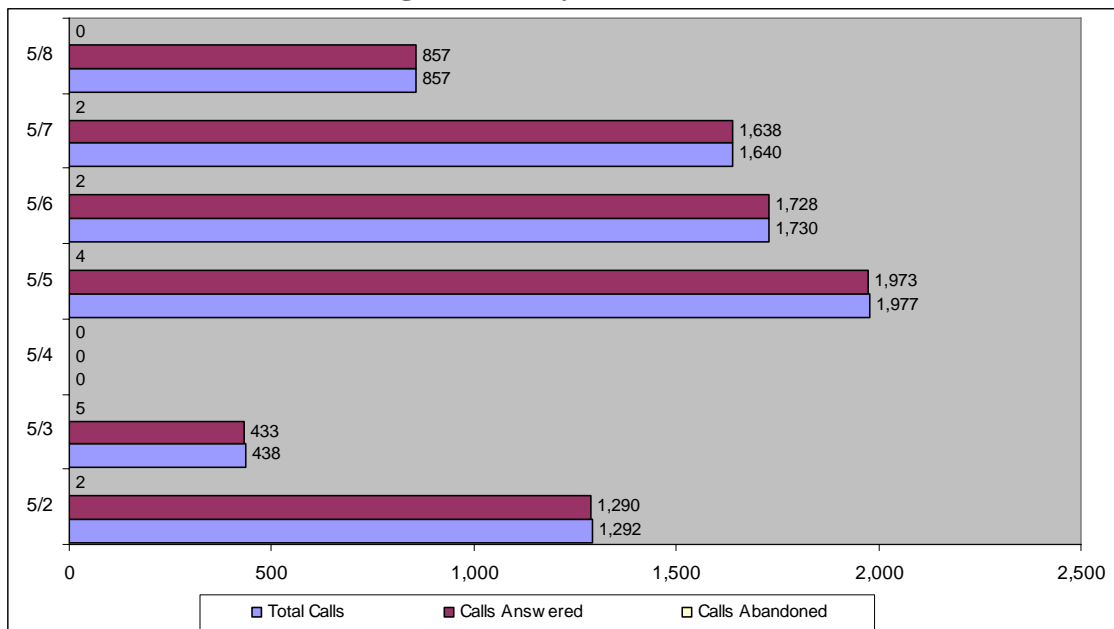
### Call Center Activity

**Table 12: Call Center Metrics**

ACTIVITY	Prior Total	4/04-4/10	4/11-4/17	4/18-4/24	4/25-5/01	5/02-5/08	Current Total	Five Week Average
Calls	2,262,307	10,163	10,046	10,482	10,031	7,919	2,310,948	9,728
Calls Abandoned	76,324	16	6	20	13	15	76,394	14
Average Speed of Answer (minutes)	N/A	.05	.06	.19	.04	.07	N/A	N/A
Spanish Calls	11,940	51	38	48	45	56	12,178	48
Vietnamese Calls	8,039	12	17	30	29	24	8,151	22
RHAS Appointments Scheduled	25,267	211	183	178	248	184	26,271	201
Closing Status	50,903	78	71	62	49	56	51,219	63
Appeals	7,950	37	68	37	31	21	8,144	39
Foreclosure	957	1	-	-	2	-	960	1
Small Rental Inquiries	59,433	705	723	787	913	561	63,122	738

Call Center activity decreased 21% from the previous reporting period. The percentage of abandoned calls was reported at less than 1% during the period. Figure 4 shows the daily call volume for the reporting period.

**Figure 4: Daily Call Volume**



### Resolution Team

During the reporting period, 579 resolution issues were resolved, leaving 139 open. (See Appendix D)

### Appeals

As of May 8, 2008, 13,794 cases were received by appeals. After review, 1,019 cases were not accepted by appeals, 1,211 of the cases were moved to resolution, 1,620 were transferred to post-closing, and 9,944 remained in appeals for further processing. Table 13 shows the status of these cases.

**Table 13: Status of Appeals**

ACTIVITY	As of COB 4/10	As of COB 4/17	As of COB 4/24	As of COB 5/01	As of COB 5/08
Appeal Cases Pending Research	44	65	36	44	50
Appeal Cases Pending Decision	1,832	1,743	1,738	1,722	1,765
Appeal Cases Resolved (Decided)	5,539	5,871	6,196	6,510	6,923
Ineligible Status Appeal	1,837	1,732	1,607	1,505	1,206
<b>Total Appeal Cases</b>	<b>9,252</b>	<b>9,411</b>	<b>9,577</b>	<b>9,781</b>	<b>9,944</b>

Further analysis of the resolved appeals cases (6,923) shows that:

- 2,537 (37%) have resulted in additional funds being awarded to applicants for a total of \$63,395,245. The average additional disbursement is \$24,988
- 358 (5%) resulted in a reduction of award for a total of \$5,250,636. The average reduction is \$14,667
- 2,273 (33%) resulted in no change to the award amount
- 1,755 (25%) were reviewed for an eligibility determination, 906 were approved and 849 were denied

In addition, there were 540 appeal cases transferred to the State appeals process for which 296 are closed and 244 are in progress

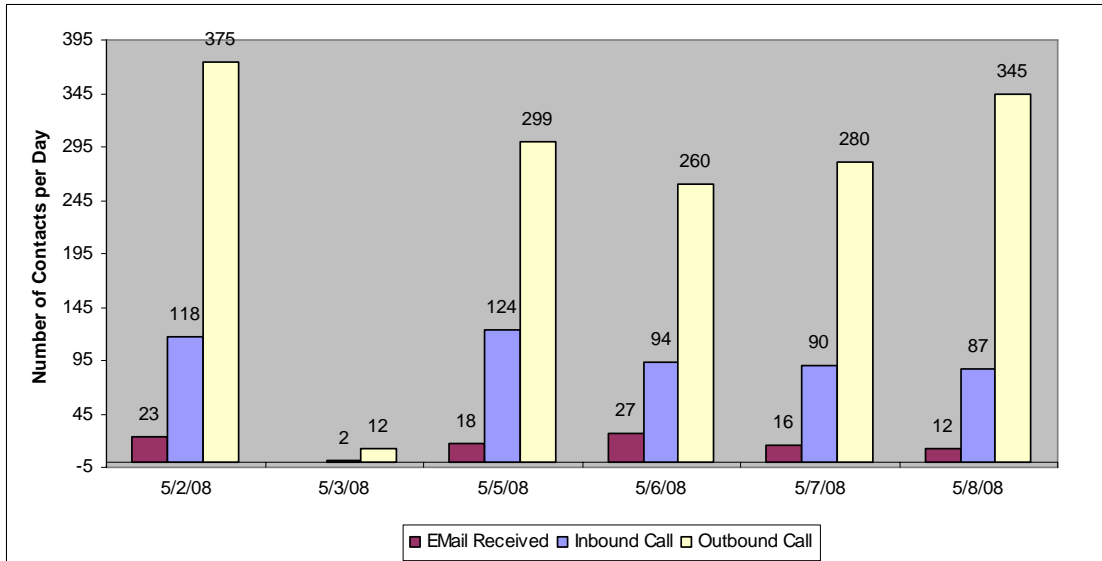
### Personal Application Liaisons (PALs)

During the reporting week, 2,182 contacts were made through the PALs initiative. Table 14 and Figure 5 detail these contacts by type and day.

**Table 14: PAL Metrics**

ACTIVITY	Prior Total	4/04- 4/10	4/11- 4/17	4/18- 4/24	4/25- 5/01	5/02- 5/08	Current Total
Email Received	386	21	26	60	76	96	665
Inbound Calls	8,739	721	653	725	553	515	11,906
Outbound Calls	33,030	1,707	2,133	2,046	1,954	1,571	42,441
<b>Total Contacts</b>	<b>42,155</b>	<b>2,449</b>	<b>2,812</b>	<b>2,831</b>	<b>2,583</b>	<b>2,182</b>	<b>55,012</b>

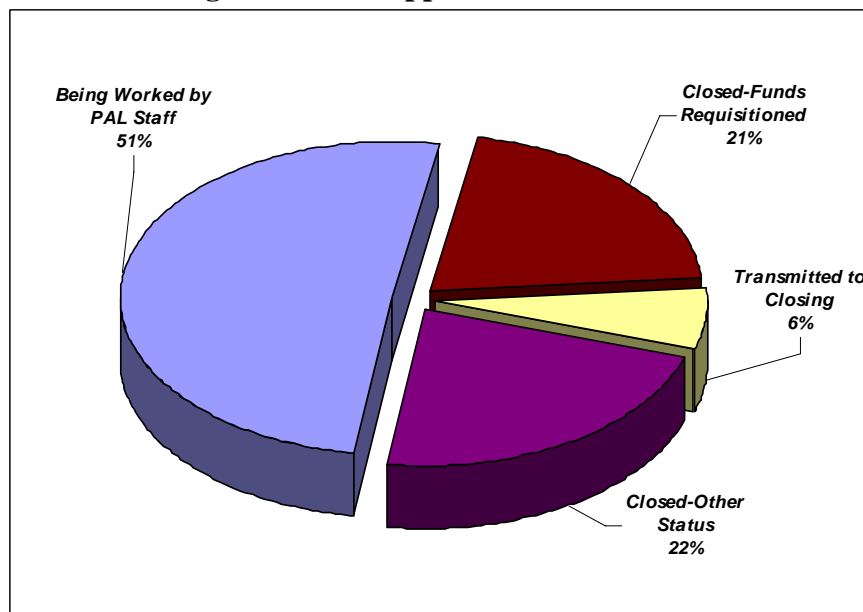
**Figure 5: PAL Contacts by Day**



As of May 8, 2008, a total of 32,319 applicant files have moved forward through the PAL initiative. Figure 6 shows the PAL application breakdown.

- A total of 16,312 applicant files are being worked by PAL staff
- A total of 16,007 applicant files have progressed to the closing process as the result of PAL efforts
  - 2,087 have been transmitted to closing
  - 6,715 have closed and are at a status of Funds Requisitioned
  - 7,205 have closed and are at a status of other than Funds Requisitioned

**Figure 6: PAL Application Breakdown**



Additionally, Table 15 shows a breakdown of issues by categories that are being handled through the PAL initiative.

**Table 15: PAL Issues by Category**

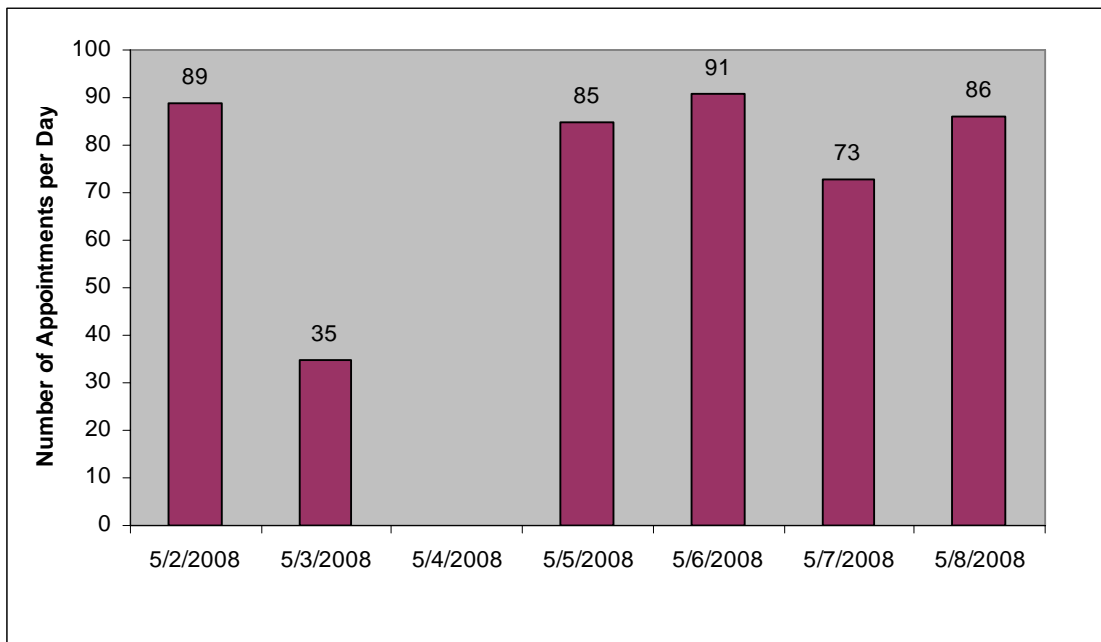
Issue Category	# Apps
Advisory Services	37
Affordable Compensation Loan	25
APPEALS	6
Applicant Info	196
Application Completion	47
Appraisal	244
AUDITS	1
Benefits Counseling	6
BPO	44
Constituent Services	3
CREDCO	1,504
Delay of Benefit	188
ECD	21
EGrant Calculation	13
Elevation	1,215
FEMA	32
FEMA Ind Assist	61
Flood Ins (NFIP)	4
Grant Review	14
Home Evaluation	282
Homeowner dispute or decision pending	344
Info Request	67
Insurance	125
Legal Costs	2
Missing Documentation	1,136
Multiple Issues	178
Not Eligible to Appeal	3
Option Change	21
Option Letter	228
Other	584
Outlier	30
Owner Occupancy	111
Ownership	269
Parish Damage	33
Policy Appeal	7
Pre-Storm Value	449
Program eligibility pending	768
QA Outliers	3
Request Appraisal	1
Resolution Expedited Letter	2

Issue Category	# Apps
SBA	1
Status Change	288
Title	775
Title - Post Closing	1
Zero Benefit	591
	9,960

### Housing Assistance Center Appointment Activity

There were a total of 459 RHAS appointments held at the Housing Assistance Centers during the reporting period. The Centers continued to see applicants on Saturdays (Figure 7).

**Figure 7: Housing Assistance Center RHAS Appointments by Day**





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**Table 16: Housing Assistance Center Appointments by Week**

<b>ACTIVITY</b>	<b>Prior Total</b>	<b>4/04-4/10</b>	<b>4/11-4/17</b>	<b>4/18-4/24</b>	<b>4/25-5/01</b>	<b>5/02-5/08</b>	<b>Current Total</b>	<b>Five Week Average</b>
<b>RHAS Appointments Held</b>	50,888	515	473	496	480	459	<b>53,331</b>	<b>489</b>
<b>Average Daily RHAS Appointments Held</b>		86	79	83	80	77		

Figure 8 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 388 walk-ins for RHAS appointments during this reporting period.

**Figure 8: RHAS Scheduled, Held and Walk-Ins by Center & Mobile Sites**

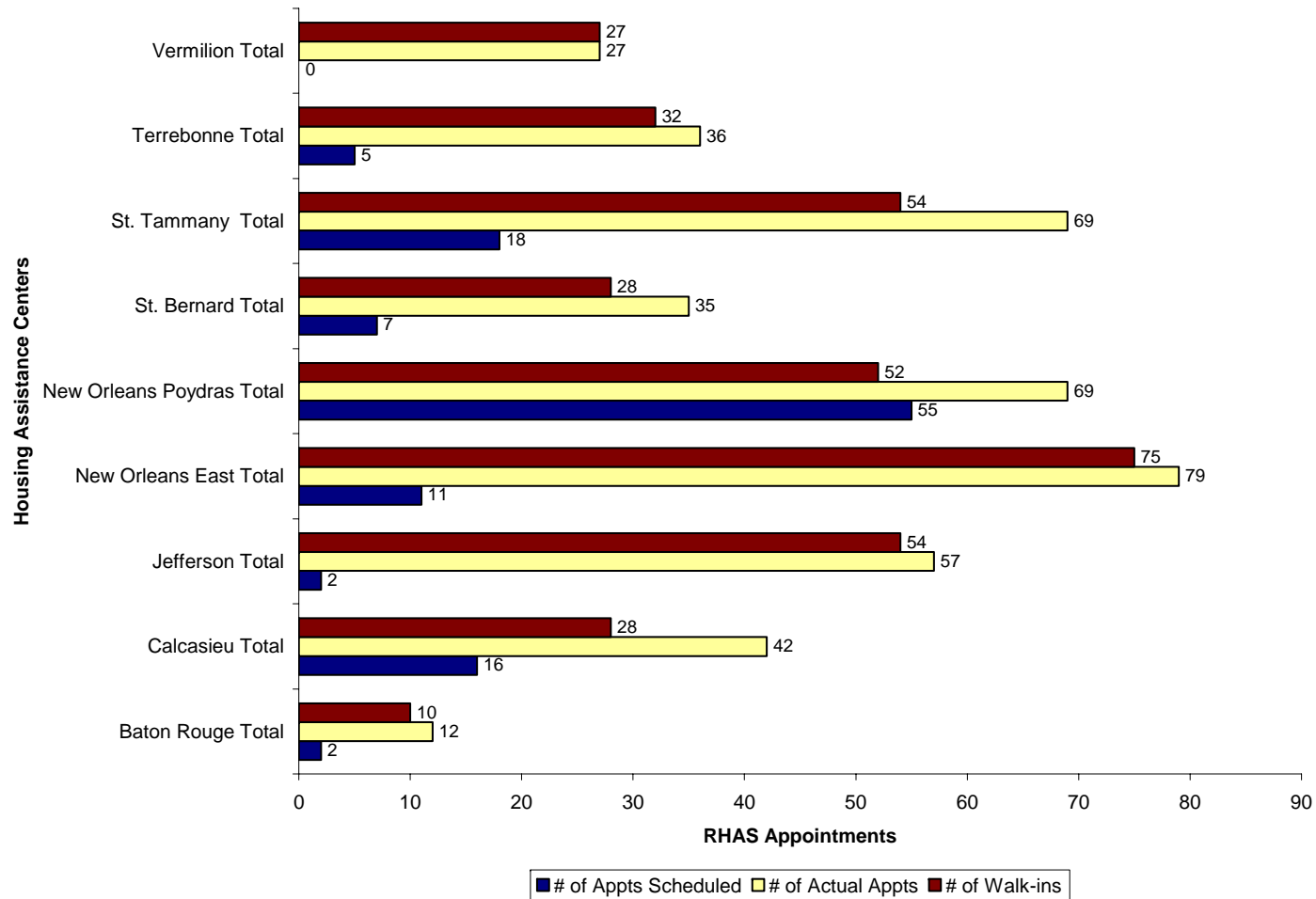
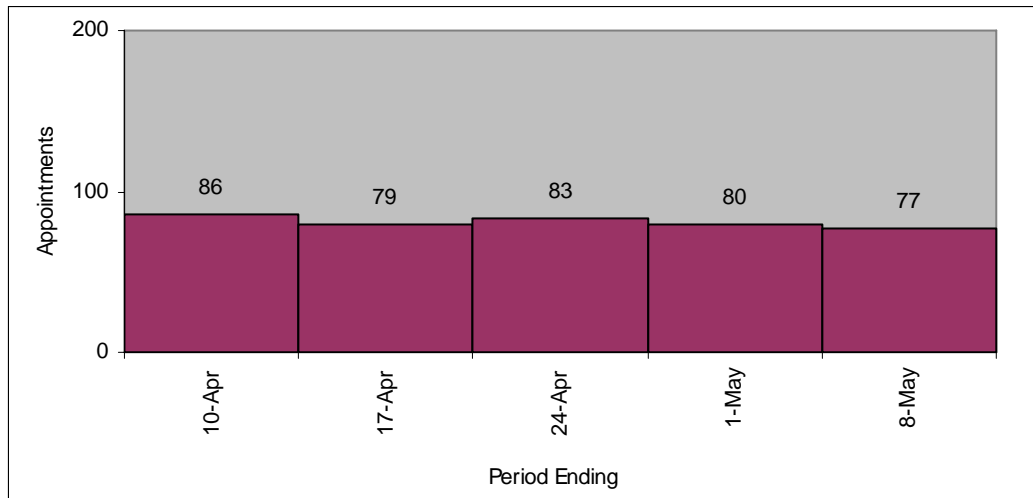


Figure 9 shows the average number of RHAS appointments per day over the current and previous periods.

**Figure 9: Average Daily Appointments by Period**



## RENTAL PROPERTY PROGRAM

### Underwriting

- Continued processing of returned, signed Round 1 and 2 Conditional Award documents (See Table 17)

**Table 17: 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	
<b>VERIFICATION STAGE</b>						
Active Awards	783		3,847		1,996	
<b>COMMITMENT LETTER STAGE</b>						
Commitment Letters Mailed	584		948		0	
Commitment Letters Returned by Applicant		399		204		0
<b>POST COMMITMENT STAGE</b>						
0 – 24% Construction Complete		134		95		0
25 – 49% Construction Complete		55		15		0
50 – 74% Construction Complete		27		4		0
75 - 100% Construction Complete		183		90		0
Total		399		204		0

### Appeals

- Received 54 new appeals
- Completed 43 Appeal Review Determinations
- Researched and resolved 1 request for Constituent Services
- Prepared 11 State appeals files
- Prepared and submitted 43 files to QA/QC for review
- Prepared 3 files for Appeals Review Committee
- Mailed 46 Determination letters
- Mailed 71 extension letters

**Table 18: Status of Appeals**

Appeals	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Level II Issues Received	241	324	496	1,061
Level II Issue Determinations Made	207	134	304	645
Level II Issues Remaining to be Resolved	34	190	192	416

**Table 19: Appeals Determinations Summary**

Appeals Determination After Road Home Review	Cumulative Total
Approved	88
Denied	517
Dismissed	30
Withdrawn	10

### Owner Occupant (OO) Units

- Mailed additional OO Letters
- Submitted OO files to QC for pre-closing review and pre-letter review

**Table 20: Owner Occupant Award Activity**

Owner Occupant Unit Awards	Round 1	Round 2	Round 2 Waitlist (Round 2.1)	Program Total
Active OO Unit Awards	142	135	35	312
OO Unit Award Letters Mailed	136	90	0	226
No Acceptance Required	24	21	0	45
Award Cancelled Post Mailing	1	0	0	1
OO Unit Award Acceptance Received	101	41	0	142
Outstanding OO Unit Award Acceptances	10	15	0	25
OO Unit Award Cancelled Post Acceptance	4	3	0	7
OO Unit Award Closings Held	69	7	0	76

### Tier 2 Call Center

- Answered applicants' questions on de-obligation, denial, contradictory, incomplete letters and status of their Round 1 & 2 applications

**Table 21: Tier 2 Call Center Metrics**

Inbound Calls	
Round 1	32
Round 2	144
Round 2 Waitlist (Round 2.1)	128
Other	85
<b>Total Inbound Calls</b>	<b>389</b>

### Distribution Services

- Fulfilled 24 requests for R1 applications
- Completed 523 Image Capture Requests
- Scanned all incoming Round 2 Waitlist Returned Letters and packages
- Prepared, captured, tracked, and processed all returned OCD Commitment Letters and returned OO Letters
- Fulfilled 182 Outbound mail requests
- Fulfilled Intake and tracking of all inbound Appeals

### Financial Advisors

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

**Table 22: Financial Advisor Appointment Activity**

Financial Advisor Appointments	Cumulative Total
Applicants Contacted	569
Appointments Not Required	17
Appointments Required	552
Appointments Completed	450
Appointments to be Completed	102

### URA

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

**Table 23: Relocation Activity**

<b>Occupied Properties</b>			
<b>Owner Occupants with Tenants</b>	<b>Round 1</b>	<b>Round 2</b>	<b>Program Total</b>
Total Rental Units	200	78	<b>278</b>
Tenant Occupied (Relocation possibly needed)	130	39	<b>169</b>
Vacant Units	70	39	<b>109</b>
<b>General Pool with Tenants</b>	<b>Round 1</b>	<b>Round 2</b>	<b>Program Total</b>
Total Rental Units	54	280	<b>334</b>
Tenant Occupied (Relocation possibly needed)	44	116	<b>160</b>
Vacant Units	10	164	<b>174</b>

## **PROGRAM SUPPORT STATUS**

### **LOGISTICS**

- Completed First Quarter inventory; reconciliation in progress

### **HUMAN RESOURCES**

- Conducted updated HUD Section 3 Training Workshop in partnership with the LA Works/Career Solutions Center of St. Bernard Parish, located in Chalmette, for low- and very-low income persons, veterans, people with disabilities, and individuals living in public housing -- and covering pre- and post-employment trends
- Continued recruiting and hiring for multiple positions in support of the Rental and Homeowner programs including Operations and AMA
  - Continued recruiting and hiring efforts for Homeowner program including AMA Analysts, Team Leads, Managers, Intake Specialists, Appeals Advisors, Coordinators, Grant Review Advisors, and Network Engineer
  - Continued recruiting and hiring efforts for Rental including Relocation Specialists, and Rental Application Advisors

### **POLICY & PLANS**

- Distributed approved Homeowner Program policies version 5.2 to staff and posted to *Road Home* website and portal
- Held OCD-RH Review Panel meeting to review Procedural Clarification Memos and Eligibility Determination Forms
- Reviewed and provided feedback on Grant Review checklist
- Responded to policy questions from staff



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- Delivered CP 222 – Appraisals of MH with Additions and CP 195 - Homeowner Awards to a 3 or 4 Unit Structure and Eligible Small Rental Property to State for review

### TRAINING

- Continued ongoing preparation of Customer Service Training (includes developing training materials for 2 weeks of training delivery, coordinating logistics and material reproduction)
- Updated Mobile Home Training materials
- Developed Homeowner Program Dates and Timelines Job Aid

**Table 24: 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 May 8, 2008	1,518
Internal	Housing Assistance Center Standard Operating Procedures Online	Homeowner Program Staff	Online	As of May 8, 2008	192
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of May 8, 2008	1,069
Internal	Assisting Applicants Who Need Additional Services Training	All Road Home Staff	Online	As of May 8, 2008	81
Internal	Rental Pre-Commitment Training	Rental New Hires	Goodwood Office Baton Rouge, LA	May 2, 2008	6
Internal	Rental 1-on-1 Walkthrough	OCD	OCD Offices Baton Rouge, LA	May 2, 2008	1
Internal	Rental Pre-Closing Desk Reference Training	Rental New Hires	Goodwood Office Baton Rouge, LA	May 2, 2008	6
Internal	Revised ADR Format Training, Session 1	Appeals Staff	Goodwood Office Baton Rouge, LA	May 5, 2008	16
Internal	Revised ADR Format Training, Session 2	Appeals Staff	Goodwood Office Baton Rouge, LA	May 5, 2008	17
Internal	Case Management for New Hires	Homeowner Program New Hires	Fairfax, VA	May 5-6, 2008	38
Internal	Customer Service Case Management Training	Call Center New Hires	Customer Assistance Center Baton Rouge, LA	May 6-7, 2008	9
Internal	ACG Training	Outreach Team	Goodwood Office Baton Rouge, LA	May 7, 2008	24



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Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	Grant Review Procedures	Homeowner Program New Hires	Fairfax, VA	May 7-8, 2008	37
Internal	Customer Service Systems Training	Call Center New Hires	Customer Assistance Center Baton Rouge, LA	May 8, 2008	9
Internal	Customer Service Training	Call Center New Hires	Goodwood Office Baton Rouge, LA	May 8, 2008	9

## EXTERNAL AFFAIRS

### Outreach

- Provided individualized Road Home updates via an ongoing presence at the St. Bernard Community Center in St. Bernard Parish, Lower 9<sup>th</sup> Ward Homeowners' Association in Orleans Parish, Cameron Planning & Development office and Iberia Parish Courthouse
- Assisted Audit team in retrieving Post-Closing documents
- Assisted with Outreach on homebound visits
- Assisted Initial Disbursement team in retrieving documents from applicants facing FEMA deadlines
- Provided program information/monitored at the Senate Committee on Judiciary A and Senate Local and Municipal Affairs meetings.
- Worked with elected officials regarding constituent issues including:
  - Sen. A.G. Crowe
  - Sen. Cheryl Gray
  - Sen. Edwin Murray
  - Sen. Sharon Weston Broome
  - Sen. Donald Cravins
  - Sen. Derrick Shepherd
  - Sen. John Alario
  - Sen. Ann Duplessis
  - Sen. Reggie Dupre
  - Rep. Cedric Richmond
  - Rep. Avon Honey
  - Rep. Sam Jones
  - Rep. Robert Billiot
  - Rep. Charles Kleckley
  - Rep. Jeffery Arnold
  - Rep. Gregory Cromer
  - Rep. Walker Hines
  - Rep. Kevin Pearson
  - President Billy Nungessor Plaquemines Parish
- Provided Homeowner information, status checks, and process guidance at Beacon of Hope Center in Orleans Parish

- Worked with special needs applicants to assist them in moving their applications forward
- Coordinated field visits as needed
- Located inactive files of Special Needs applicants to provide additional assistance

**Table 25 Community Outreach Metrics**

Meeting Type	Events held 5/02-5/08	People reached 5/02-5/08	Events To Date	People Reached To Date
Community	5	41	779	44,209
Faith-Based	1	10	207	19,678
Business	*	*	28	1,351
Governmental	2	*	301	9,703
Case Managers	*	*	165	3,422
Rental	*	*	106	1,800
<b>TOTALS</b>	<b>8</b>	<b>51</b>	<b>1,586</b>	<b>80,163</b>

### Communications/Media Relations

#### In support of Homeowner program:

- Assisted the Outreach team with contacting applicants for document retrieval
- Continued outreach efforts to Hispanic and Vietnamese communities

#### In support of Rental program:

- Completed and submitted “Getting ready for closing”, “What do I do if I failed final inspection?” and “Preparing for inspection” documents to State for review
- Updated IT (Information Technology) on State request for updated Web strategy for Rental program
- Prepared updated Web strategy for Rental program content per instructions from State
- Prepared strategy for Rental program Outreach events for tenants
- Prepared an External Affairs Update for Outreach and Communications
- Coordinated the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content
- Coordinated Rental program communications support and participation for May 2008 Outreach events

### INFORMATION TECHNOLOGY

#### In support of Homeowner program:

- Executed the loading of invoices into the Invoice Repository database
- Wrote instructions to STR to load the updated truth values for Occupancy
- Completed modifications to write-up on re-activating some of the gateway checks and adding some additional checks
- Modified cumulative Requisition report with component breakdowns to also populate a template provided for the Executive Benefit Summary

- Completed specifications for enhancements to the Review Disbursement summary and detail screens
- Completed specifications for enhancements to the Feed History summary and detail screens
- Implemented new occupancy truth values were implemented

### In support of Rental program:

- Continued to meet with the Rental program define the BP and requirements for Blue Streak
- Retested defects that HDS could not duplicate
- Met with HDS to review reported defects that HDS could not duplicate
- Received Rent Tier Script from HDS
- Received Rejected Status Script from HDS

## FRAUD PREVENTION

- Continued to address investigations.
- Bi-weekly Homeowner antifraud update meeting held with OCD.
- Bi-weekly Small Rental antifraud update meeting held with ICF and OCD.
- Met with HUD OIG regarding investigative matters.

**Table 26: Fraud Prevention Metrics**

ACTIVITY	Prior Totals	4/04-4/10	4/11-4/17	4/18-4/24	4/25-5/01	5/02-5/08	Current Totals
<b>Applicant Issues Reported to Anti-Fraud</b>	1,003	29	20	24	19	49	<b>1,144</b>
<b>Evaluator Issues Reported to Anti-Fraud</b>	5	-	-	-	-	-	<b>5</b>
<b>Third-Party Issues Reported to Anti-Fraud</b>	29	-	-	-	-	-	<b>29</b>

## QUALITY ASSURANCE AND CONTROL

### In support of Homeowner program:

- QA/QC Housing Assistance Center interview-level monitoring concluded in February 2008.

**Table 27: QA/QC Housing Assistance Center Applicant File Reviews**

Center Name	Period of Review	Applications Reviewed	Report Status
Orleans-Poydras Orleans-East Jefferson Baton Rouge Calcasieu Cameron Terrebonne Vermilion	2 <sup>nd</sup> Quarter 2007 (April-June)	296	Four (4) Reports Complete
Jefferson Orleans-Poydras Orleans-East Orleans-West Bank Baton Rouge Calcasieu St. Tammany St. Bernard Vermillion Terrebonne Houston	3 <sup>rd</sup> Quarter 2007 (July-September)	586	Nine (9) Reports Complete
Jefferson Orleans-Poydras Orleans-East Orleans-West Bank Baton Rouge Calcasieu St. Tammany St. Bernard Vermillion Terrebonne Houston	4 <sup>th</sup> Quarter 2007 (October-December)	648	Nine (9) Reports Complete
Jefferson Orleans-Poydras Orleans-West Bank Baton Rouge St. Tammany St. Bernard	1 <sup>st</sup> Quarter 2008 (January-February*)	217	Three (3) Reports Complete

**Table 28: QA/QC Housing Assistance Center Advisor Sit-In Reviews**

Center Name	Period of Review	Advisor Sit-Ins Completed	Report Status
Jefferson Orleans-Poydras Orleans-East Orleans-West Bank Baton Rouge Calcasieu St. Tammany St. Bernard Vermillion Terrebonne Houston	3 <sup>rd</sup> Quarter 2007 (July-September)	47	Five (5) Reports Complete

Center Name	Period of Review	Advisor Sit-Ins Completed	Report Status
Jefferson Orleans-Poydras Orleans-East Orleans-West Bank Baton Rouge Calcasieu St. Tammany St. Bernard Vermillion Terrebonne Houston	4 <sup>th</sup> Quarter 2007 (October-December)	76	Six (6) Reports Complete

**Table 29: QA/QC Pre-Closing/Closing Monitoring Activities**

ACTIVITY	Period of Review	# Reviewed
Pre-Closing File Reviews	5/02-5/08/08	80
Additional Compensation Grant Eligibility Reviews	5/02-5/08/08	27

- Reviewed 85 pre-closing files and made recommendations regarding file handling
- Reviewed files with Additional Compensation Grants calculated to verify eligibility and amount calculated

**Table 30: QA/QC Option Letter Generation Quality Control Activities**

ACTIVITY	Period of Review	# Reviewed	# Released	% Released
Benefit Option Letter Review	5/02-5/08/08	15	15	100%

**Table 31: QA/QC Advisory Services Benefit Option Letter Reviews**

ACTIVITY	Period of Review	# Reviewed	# Released	% Released
Constituent Services Group Benefit Option Letter Reviews	5/02-5/08/08	4	4	100%

- Reviewed 80 pre-closing files and made recommendations regarding file handling
- The Pre-Closing/Option letter team also assisted with Mobile Home, ACG, Appeals, and Additional Disbursement testing this period
- The Pre-Closing/Option letter team also assisted with a special project “Option 2 Replacement Housing” for this entire period

**Table 32: Embedded QA/QC Resolutions/Case Management Reviews**

ACTIVITY	Prior Total	3/28-4/03	4/04-4/10	4/11-4/17	4/18-4/24	4/25-5/01	Current	Five Week
Files Reviewed	3,311	31	20	12	26	13	3,413	20
Files Approved	2,879	24	12	8	13	8	2,944	13
Approval Rate	87%	77%	60%	67%	50%	62%	86%	64%

- Reviewed applicant files resolved by the Resolutions-Case Management team.
  - Tested those cases where the calculation input values (estimates, other compensation, etc.) had been changed or overridden to determine if the issues were properly resolved in JIRA and if the appropriate changes had been correctly updated in eGrants.
- *Please note dates represent the date range cases were initially processed; QA/QC activities take place after initial processing.*

**Table 33: Embedded QA/QC Resolutions/Case Management Reviews**

ACTIVITY	Prior Total	3/28-4/03	4/04-4/10	4/11-4/17	4/18-4/24	4/25-5/01	Current	Five Week
Mobile Home Files Reviewed	2,779	80	70	51	60	39	3,079	60
Files Approved	2,223	63	54	41	47	36	2,464	48
Approval Rate	80%	79%	77%	80%	78%	92%	80%	80%

- Performed validity tests on calculation inputs (estimates: PSV and Home Evaluation Cost Estimate) for mobile home applicant files reviewed by Resolutions.
  - Tested those cases where the calculation input values (pre-storm value) had had been changed or overridden to determine if the applicant file followed proper mobile home PSV hierarchy and to determine if the pre-storm value was based upon mobile home values and not on single family dwelling values.
- *Please note dates represent the date range mobile home cases were initially processed; QA/QC activities take place after initial processing.*

**Table 34: 2<sup>nd</sup>/Additional Disbursement Reviews**

ACTIVITY	Period of Review	# Reviewed
2 <sup>nd</sup> (Additional) Disbursement Reviews	5/02-5/08/08	16

- Performed independent evaluations of files identified as being ready for an additional closing by the Additional Disbursement Team.

- Reviewed applicant data to ensure accuracy and reliability.
- Ensured eGrants has captured the adjusted amounts.
- Validated that adjusting figures are correctly calculated.
- Verified Post Closing Instructions are properly uploaded to eGrants.

**Table 35: Cash Sale Reviews**

Closing Agency	Period of Review	Cash Sale Reviews Completed	Report Status
First American and HGI	5/02-5/08/08	260	In Progress

- Performed validity test to ensure Cash Sales for Option 2 and 3 applicants have been recorded in the respective parish Registrar of Conveyance Office.
- Quality Assurance/Quality Control's review process and procedures:
  - Obtain a listing of all applicants closed with the Program with a Closing Date and Closing Disbursement date from eGrant system by Parish.
  - Conduct cash sale reviews of applicants noted as having a closing date and receiving a disbursement on the eGrant report at the applicable parish conveyance office damaged addresses are located in.
  - Determine the applicant name noted in eGrants is the same as noted in conveyance record files.
  - Verify damaged address in e-Grants is the same as noted on Act of Cash Sale.
  - Document the date Act of Cash Sale recorded.
  - Document whether the Act of Cash Sale is signed by applicant.
  - Document whether the property is deeded to Louisiana Road Home Corporation in conveyance record.

**Table 36: Appeals File Reviews**

ACTIVITY	Period of Review	# Reviewed
Appeals Files Reviewed	5/02-5/08/08	26

- Performed independent evaluations of appeals files to ensure compliance with established policies and procedures.

**In Support of the Small Rental Program:**

- Completed testing of 6 Round 4 Owner Occupied Owner Unit Award Letters.
- Completed testing of 3 Round 1 Owner Occupied Owner Unit Pre Closing Review.
- Completed testing of 3 Round 2 Owner Occupied Owner Unit Pre Closing Review.
- Met with Small Rental Management concerning updating Pre Closing Review.
- Completed testing of 15 Appeals Determinations.



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- Supported Homeowner Option 2 Replacement Housing Review to meet Program Objectives.

## **COMPLIANCE**

- Researched and responded to subpoenas, advocacy group requests, and applicant requests served on the Program
- Investigated matters reported via the Ethics and Anti-Fraud Help Lines
- Continued investigation on internal Program matters
- Continued research of Homeowner and Small Rental outlier analytics
- Reviewed and updated investigative reports on external matters

## **SPECIAL NEEDS ADVISORY TEAM**

- Completed Easter Seals transition activities to Outreach Services for the elderly and applicants with disabilities
- Held ongoing communications with Special Needs Liaisons during the week to address issues arising relative to individuals with special needs, program changes and their roles
- Assisted External Communications Team with Project III by providing quality control review and document research of applicant files. Project ongoing on with additional files for review
- Developed a Resource and Referral Information guide for applicants who are elderly or have disabilities, for possible distribution to advisors via Web Portal
- Developed additional contacts and resources with LA Spirit for counseling services for employees, as well as, applicants



**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	310	3					313
ALLEN	502	15	1	2	2	1	523
ASCENSION	160	3		1			164
ASSUMPTION	228	3		1	2		234
BEAUREGARD	1,001	18	1	7	5		1,032
CALCASIEU	13,351	216	13	151	126	9	13,866
CAMERON	1,627	199	6	55	37	2	1,926
EAST BATON ROUGE	191	6	1	2			200
EAST FELICIANA	26	1					27
EVANGELINE	65	1		1			67
IBERIA	1,069	34	2	5	5	5	1,120
IBERVILLE	58	2					60
JEFFERSON	25,687	262	58	324	764	23	27,118
JEFFERSON DAVIS	916	17	2	5	12	3	955
LAFAYETTE	120	3		1	1		125
LAFOURCHE	812	15	1	5	5		838
LIVINGSTON	224	7	1		1		233
ORLEANS	41,725	4,294	1,820	655	1,436	46	49,976



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PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Option 4. Decline Benefits	Option 5. Delay Selection of Benefit	Option 6. Unable to Determine Selection	Total
OTHER	2						2
PLAQUEMINES	3,052	382	42	60	132	9	3,677
POINTE COUPEE	15						15
SABINE	30	1					31
SAINT BERNARD	7,619	4,129	801	360	414	22	13,345
SAINT CHARLES	1,051	7	1	6	16		1,081
SAINT HELENA	277	2			1		280
SAINT JAMES	376			2			378
SAINT LANDRY	167	6		1		1	175
SAINT MARTIN	104	5		1	1		111
SAINT MARY	859	11		3	4		877
SAINT TAMMANY	11,100	234	56	120	267	7	11,784
ST JOHN THE BAPTIST	1,285	4	1	3	13	2	1,308
TANGIPAHOA	1,536	13	2	3	3	1	1,558
TERREBONNE	2,565	90	3	20	24	5	2,707
VERMILION	1,642	93	4	35	20	1	1,795
VERNON	143	4			3		150
WASHINGTON	1,416	22	3	4	16	1	1,462
WEST BATON ROUGE	14						14
WEST FELICIANA	3						3
	<b>121,328</b>	<b>10,102</b>	<b>2,819</b>	<b>1,833</b>	<b>3,310</b>	<b>138</b>	<b>139,530</b>



**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	656
Ascension	195
Assumption	281
Beauregard	1,175
Calcasieu	15,405
Cameron	2,111
East Baton Rouge	321
East Feliciana	38
Evangeline	87
Iberia	1,320
Iberville	93
Jefferson	33,318
Jefferson Davis	1,171
Lafayette	153
Lafourche	992
Livingston	293
Orleans	55,432
Other	2
Plaquemines	4,105
Pointe Coupee	19

Parish	Number of Calculations
Rapides	1
Sabine	34
Saint Bernard	14,629
Saint Charles	1,444
Saint Helena	324
Saint James	464
Saint Landry	216
Saint Martin	135
Saint Mary	1,068
Saint Tammany	13,440
St John the Baptist	1,745
Tangipahoa	1,788
Terrebonne	3,172
Vermilion	1,999
Vernon	177
Washington	1,786
West Baton Rouge	19
West Feliciana	6
	<b>159,968</b>



**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 108,226 rather than 108,234 reported in Daily Governor’s Report as of May 8, 2008 due to a variance in data feeds.*

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Acadia	224	2		226
Allen	371	6		377
Ascension	117			117
Assumption	138			138
Beauregard	749	7		756
Calcasieu	11,072	68	3	11,143
Cameron	1,242	83	2	1,327
East Baton Rouge	155	1		156
East Feliciana	20			20
Evangeline	37			37
Iberia	837	11	1	849
Iberville	39	1		40
Jefferson	21,229	108	15	21,352
Jefferson Davis	663	5	1	669
Lafayette	86			86
Lafourche	595	5	1	601
Livingston	155	1		156



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PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Orleans	35,957	2,716	988	39,661
Other	2			2
Plaquemines	2,040	166	11	2,217
Pointe Coupee	9			9
Sabine	16	1		17
Saint Bernard	6,470	3,111	561	10,142
Saint Charles	769	3	1	773
Saint Helena	184	1		185
Saint James	253			253
Saint Landry	127	5		132
Saint Martin	76	3		79
Saint Mary	576	2		578
Saint Tammany	9,494	98	22	9,614
St John the Baptist	969			969
Tangipahoa	1,085	3		1,088
Terrebonne	1,899	29	1	1,929
Vermilion	1,341	36	3	1,380
Vernon	103	1		104
Washington	1,019	9	1	1,029
West Baton Rouge	12			12
West Feliciana	3			3
	<b>100,133</b>	<b>6,482</b>	<b>1,611</b>	<b>108,226</b>



# Weekly Situation & Pipeline Report

## Week 97

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### Closings by Zip Code

Zip Code	Number of Closings
A zip code was not provided	22
70001	738
70002	808
70003	2,003
70005	648
70006	1,261
70011	1
70012	1
70014	1
70017	10
70018	6
70019	4
70022	1
70028	1
70029	1
70030	36
70031	35
70032	1,569
70033	1
70036	158
70037	379
70038	196
70039	60
70040	282
70041	505
70042	7

Zip Code	Number of Closings
70043	4,324
70044	3
70045	3
70046	11
70047	132
70048	1
70049	113
70050	163
70051	38
70052	33
70053	596
70054	2
70056	1,612
70057	80
70058	2,700
70059	5
70062	788
70063	5
70064	5
70065	3,241
70066	4
70067	340
70068	597
70069	9
70070	103
70071	33

Zip Code	Number of Closings
70072	3,847
70073	6
70074	1
70075	1,209
70076	11
70077	1
70078	16
70079	18
70080	10
70082	94
70083	553
70084	203
70085	1,210
70086	50
70087	257
70090	120
70091	66
70092	1,757
70093	2
70094	1,695
70095	3
70096	2
70101	14
70104	1
70105	1
70107	1



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Zip Code	Number of Closings
70109	1
70110	1
70112	65
70113	350
70114	1,052
70115	1,157
70116	626
70117	4,934
70118	2,047
70119	3,008
70120	2
70121	352
70122	6,837
70123	424
70124	3,096
70125	1,383
70126	5,307
70127	3,487
70128	3,106
70129	1,687
70130	175
70131	1,194
70132	1
70150	1
70164	1
70170	1
70174	1
70175	3
70177	7
70179	1
70185	1
70186	1

Zip Code	Number of Closings
70189	1
70216	1
70217	1
70219	1
70224	1
70230	1
70301	139
70339	3
70340	14
70341	34
70342	3
70343	20
70344	508
70345	71
70346	51
70352	1
70353	157
70354	45
70355	6
70356	111
70357	39
70358	180
70359	65
70360	99
70361	3
70363	564
70364	96
70372	7
70373	11
70374	33
70377	214
70380	60
70381	2

Zip Code	Number of Closings
70390	76
70391	4
70392	26
70393	4
70394	196
70395	26
70397	127
70401	132
70402	1
70403	183
70404	13
70420	91
70421	9
70422	205
70423	1
70424	1
70426	130
70427	583
70429	2
70430	1
70431	91
70433	249
70434	7
70435	203
70436	12
70437	105
70438	276
70440	1
70441	121
70442	3
70443	123
70444	137
70445	560



# Weekly Situation & Pipeline Report

## Week 97

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Zip Code	Number of Closings
70446	28
70447	67
70448	422
70449	14
70450	46
70451	17
70452	337
70453	8
70454	144
70455	9
70456	81
70457	1
70458	3,004
70459	10
70460	1,739
70461	2,500
70462	51
70463	13
70464	4
70465	24
70466	39
70467	1
70469	3
70470	3
70471	196
70478	1
70485	1
70501	19
70503	4
70506	9
70507	10
70508	6
70510	512
70511	3

Zip Code	Number of Closings
70512	13
70514	81
70515	7
70516	1
70517	34
70518	10
70519	1
70520	7
70521	1
70522	9
70523	14
70524	1
70525	16
70526	97
70528	263
70529	6
70531	8
70532	86
70533	575
70534	1
70535	30
70537	3
70538	343
70540	1
70542	43
70543	20
70544	147
70546	198
70548	86
70549	51
70550	2
70551	2
70552	8
70554	6

Zip Code	Number of Closings
70555	10
70556	8
70559	16
70560	581
70562	1
70563	18
70569	2
70570	78
70575	2
70576	1
70577	2
70578	45
70581	18
70582	33
70583	5
70584	3
70585	1
70586	14
70589	8
70591	128
70592	17
70601	2,673
70602	6
70605	1,486
70606	12
70607	1,771
70609	1
70610	1
70611	889
70612	5
70614	1
70615	1,072
70616	6
70621	1



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Zip Code	Number of Closings
70630	103
70631	478
70632	156
70633	382
70634	384
70637	11
70638	2
70639	1
70640	26
70641	2
70643	90
70644	2
70645	234
70646	57
70647	522
70648	130
70650	11
70651	8
70652	55
70653	51
70654	8
70655	118
70656	9
70657	184
70658	18
70659	12
70660	83
70661	199
70662	3
70663	1,127
70664	11
70665	492
70666	1
70668	303
70669	552

Zip Code	Number of Closings
70687	1
70699	1
70702	1
70706	10
70707	2
70711	12
70714	17
70716	1
70717	1
70718	2
70719	4
70721	14
70722	13
70723	30
70725	6
70726	24
70728	1
70729	1
70730	3
70733	4
70734	4
70737	28
70739	5
70740	2
70744	13
70748	1
70749	1
70753	1
70754	6
70757	2
70760	4
70761	1
70763	11
70764	7
70767	9

Zip Code	Number of Closings
70769	12
70770	2
70774	6
70775	7
70776	5
70777	3
70778	9
70780	1
70785	19
70788	7
70789	2
70791	10
70792	1
70802	19
70805	25
70806	4
70807	7
70808	3
70809	1
70810	7
70811	6
70812	9
70814	12
70815	8
70816	5
70817	9
70818	1
70819	4
70820	2
70901	1
71026	1
71027	1
71028	1
71119	1
71126	1



# Weekly Situation & Pipeline Report

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Zip Code	Number of Closings
71295	1
71302	1
71322	1
71353	4
71367	10
71403	8
71429	1
71433	1
71439	2
71446	56
71449	8
71458	1
71460	1
71461	2
71462	1
71463	58
71474	2
71486	3
	<b>108,226</b>



# Weekly Situation & Pipeline Report

## Week 97

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### APPENDIX D

<b>RESOLUTION ISSUES RESOLVED 5/02/2008-5/08/2008</b>						
Category	0-29 Days	30-59 Days	60-89 Days	90-119 Days	More than 120 Days*	Category Total
APPEALS	3	5	0	0	0	8
Advisory Services	1	1	0	0	0	2
Affordable Compensation Loan	11	20	0	0	0	31
Applicant Info	6	8	0	0	0	14
Application Completion	0	1	0	0	0	1
Appraisal	0	4	0	0	0	4
Delay of Benefit	14	1	0	0	0	15
EGrant Calculation	0	3	0	0	0	3
Elevation	2	0	0	0	0	2
FEMA	0	2	0	0	0	2
FEMA Ind Assist	2	4	0	0	0	6
Flood Ins (NFIP)	0	6	0	0	0	6
Geospatial	1	0	0	0	0	1
Grant Review	1	0	0	0	0	1
Home Evaluation	86	134	0	0	0	220
Homeowner dispute or decision pending	0	5	0	0	0	5
Info Request	0	3	0	0	0	3
Insurance	9	81	0	0	0	90
Miscalc At Closing	0	1	0	0	0	1
Missing Documentation	0	1	0	0	0	1



# Weekly Situation & Pipeline Report

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### RESOLUTION ISSUES RESOLVED 5/02/2008-5/08/2008

Category	0-29 Days	30-59 Days	60-89 Days	90-119 Days	More than 120 Days*	Category Total
Multiple Issues	1	0	0	0	0	1
No Category Assigned	8	15	0	0	0	23
Option Change	2	7	0	0	0	9
Option Letter	5	18	0	0	0	23
Other	3	9	0	0	0	12
Owner Occupancy	0	1	0	0	0	1
Ownership	2	2	0	0	0	4
Parish Damage	1	0	0	0	0	1
Policy Appeal	1	2	0	0	0	3
Post Closing Appointment	2	0	0	0	0	2
Pre-Storm Value	28	39	0	0	0	67
Request Appraisal	0	2	0	0	0	2
Second Disbursement	0	2	0	0	0	2
Status Change	0	1	0	0	0	1
Title	3	9	0	0	0	12
Grand Totals	192	387	0	0	0	579



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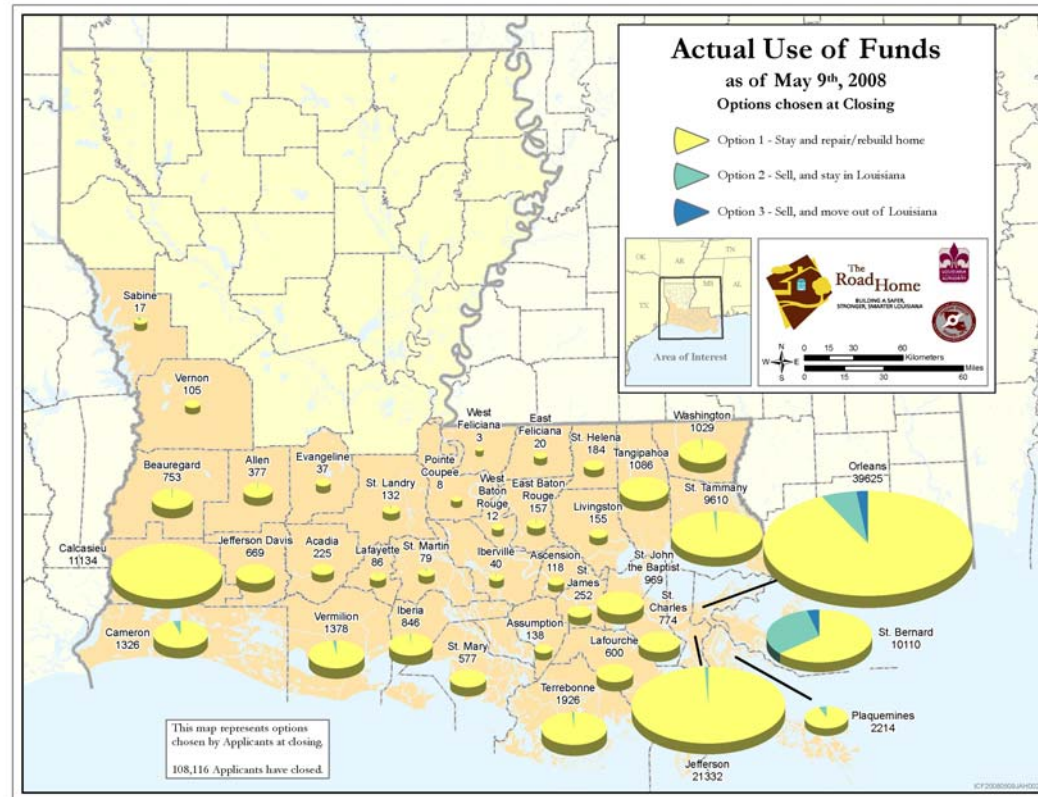
May 2 – May 8, 2008

### OPEN RESOLUTION ISSUES AS OF 5/08/2008

Category	0-29 Days	30-59 Days	60-89 Days	90-119 Days	120 or More Days	Category Total
Advisory Services	0	1	0	0	0	1
Affordable Compensation Loan	0	1	0	0	0	2
Applicant Info	0	9	0	0	0	9
FEMA	2	0	0	0	0	2
FEMA Ind Assist	3	1	0	0	0	4
Flood Ins (NFIP)	3	2	0	0	0	5
Geospatial	0	2	0	0	0	2
Home Evaluation	5	6	0	0	0	11
Info Request	2	1	0	0	0	3
Insurance	62	6	0	0	0	68
No Category Assigned	0	5	0	0	0	5
Option Change	0	4	0	0	0	4
Option Letter	0	6	0	0	0	6
Other	0	2	0	0	0	2
Pre-Storm Value	1	14	0	0	0	15
Title	0	1	0	0	0	1
Grand Totals	78	61	0	0	0	139



### APPENDIX F



## **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 And Resolution Cases Open** 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. This number also includes applicants who have opened resolution cases. 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 of 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).