



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 74 Situation & Pipeline** **Report**

December 4, 2007



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Table of Contents

EXECUTIVE SUMMARY	3
Homeowner Assistance Program	3
Small Rental Property Program	4
Hazard Mitigation Grant Program	4
Deliverables	5
HOMEOWNER PROGRAM	6
Housing Assistance Center Activity	8
Award Calculation Activity	8
Award Selection Activity	8
Low/Moderate Income Households	8
Closing Activity	10
Manufactured Home Project	12
Condominium Project	12
Home Evaluations (Home Inspection) Activity	13
Call Center Activity	14
Resolution Team	14
Appeals	15
Housing Assistance Center Appointment Activity	15
Supporting Function Activity	20
RENTAL PROPERTY PROGRAM	21
Underwriting – Non Profit	21
Underwriting – Owner Occupant & General Pool	21
Appeals	22
Distribution Services	23
Compliance Monitoring/Asset Management	24
Rental Assistance Centers	24
Policy	24
Tier 2 Call Center	25
URA	26
HAZARD MITIGATION GRANT PROGRAM (HMGP)	26
PROGRAM SUPPORT STATUS	27
LOGISTICS	27
HUMAN RESOURCES	27
POLICY & PLANS	28
TRAINING	28
EXTERNAL AFFAIRS	29
Outreach	29
Communications/Media Relations	30
INFORMATION TECHNOLOGY	30
FRAUD PREVENTION	31
QUALITY ASSURANCE AND CONTROL	31
COMPLIANCE	38
SPECIAL NEEDS ADVISORY TEAM	38
APPENDIX A	39



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

APPENDIX B	41
APPENDIX C	42
APPENDIX D	48
APPENDIX E	51
APPENDIX F	52
GLOSSARY	54

EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors continued to meet with applicants through initial and RHAS appointments, 1,276 and 969, respectively. The number of benefits calculated increased to 145,664 and the total number of closings held as of November 29 increased to 73,779. Cumulatively, homeowners returned 117,308 benefit options selection letters.

Table 1: Homeowner Program Snapshot

Activity	As of COB Nov 20*	Weekly Activity**	As of COB Nov 29
Applications Received	229,308	5	229,313
Applications Not Valid for Processing			43,205
Applications Recorded	185,960	148	186,108
Inactive Applications			7,172
Applications Available for an Appointment			178,936
Total Appointments Held	199,389	2,245	201,634
<i>Initial Appointments Held</i>	164,055	1,276	165,331
<i>RHAS Appointments Held</i>	35,334	969	36,303
Applications Determined to be Ineligible			6,465
Applications Available for Calculation			158,866
Benefits Calculated	145,406	258	145,664
Benefit Options Letters Sent	131,698	4,059	135,757
<i>No Funding Award</i>	802	4	806
<i>Elevation ONLY</i>	13,243	1,350	14,593
Total Benefit Options Letters Returned			117,308
<i>Number of Option One Selections</i>	92,466	6,564	99,030
<i>Number of Option Two Selections</i>	9,306	254	9,560
<i>Number of Option Three Selections</i>	2,467	104	2,571
<i>Decline Benefits</i>	503	261	764
<i>Delay Benefits</i>	4,647	72	4,719
<i>Incomplete Benefit Selection Form & Resolution</i>	1,502	413	1,915
Benefit Options Letters Available for Transfer to Closing			111,161
Files Transferred for Closing	88,484	3,690	92,174
Closings Scheduled			869
Closings Held	71,178	2,601	73,779

* Due to the Thanksgiving holiday, cumulative totals for the reporting period are based on the Wednesday, November 21 Governor's report.

** Weekly totals include activity from November 21-29

Small Rental Property Program

During Round 1 of the program, more than \$202 million in federal funds was awarded to aid in restoring 5,000 rental units in 13 of the most damaged parishes in South Louisiana. Rental staff continues to review and process returned Conditional Award packages for Round 1. In addition, a total of 5,032 Conditional Award letters have been generated and distributed for Round 2.

Table 2: Rental Program Snapshot

ROUND 1	As of COB 11/29/07
Total Conditional Awards Issued	2,702
De-Obligation of Conditional Awards	1,845
Application Withdrawn	472
Acceptance Not Received	408
Required Documentation Not Received	919
Failed Due Diligence	46
Total Active Conditional Awards	857
ROUND 2	As of COB 11/29/07
Total Conditional Awards Issued	5,032
Acceptance Received	3,345
Outstanding Acceptances	1,687

Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program continues to offer assistance via phone/email (7,403 cumulative), shadow appointments (262 cumulative), meetings on individual mitigation measures (37,816 cumulative), and other meetings (638 cumulative).



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Deliverables

Table 3 lists the deliverables provided during the reporting period.

Table 3: Program Deliverables

Del. ID	Deliverables	Date
00025	Weekly Combined Report	11/27/2007
00002	Cash Flow Projection Report	11/27/2007
00120-11272007	Rental Round 1 and 2 Matrix Reporting October 2007	11/28/2007
00035-11292007	Closing Agent Procedures, Version 3.0	11/29/2007

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 11/20	CUMULATIVE As of 11/29	INCREASE
APPLICATIONS	APPS RECEIVED	229,308	229,313	5
	APPS RECORDED	185,960	186,108	148
	INACTIVE APPS	5,791	7,172	1,381
	AVAIL FOR APPT	180,169	178,936	1,233
APPOINTMENTS	AVAIL FOR APPT	180,169	178,936	1,233
	INITIAL APPTS HELD	164,055	165,331	1,276
	RHAS APPTS HELD	35,334	36,303	969
	APPS AVAILABLE FOR CALCULATION	157,590	158,866	1,276

- 178,936 applicants are available to schedule an initial appointment

- 158,866 applications are available for calculation, thereby allowing applicants to enter into the evaluation/third party verification/calculation process

See the Glossary for explanation of Figure 1 terms

Figure 2: Homeowner Assistance Program Pipeline - Applicant Processing

	HOMEOWNER PROCESS	CUMULATIVE As of 11/20	CUMULATIVE As of 11/29	INCREASE
CALCULATIONS	APPS AVAILABLE FOR CALCULATION	157,590	158,866	1,276
	BENEFITS CALCULATED	145,406	145,664	258
	TOTAL	\$9.28 billion	\$9.25 billion	(\$.03b)
	AVERAGE	\$64,801	\$64,475	
CLOSINGS	OPTIONS LETTERS SENT	131,698	135,757	4,059
	OPTIONS 1, 2, 3 SELECTED	104,239	111,161	6,922
	CLOSINGS HELD	71,178	73,779	2,601
	TOTAL	\$ 4.64 billion	\$ 4.78 billion	\$.14 b
	AVERAGE*	\$65,266	\$64,808	

- The \$9.25 billion total and \$64,475 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)

- Applicants’ initial option selections are in Appendix A
- *Extrapolation of average award for populations where funds have been disbursed

See the Glossary for explanation of Figure 2 terms

Housing Assistance Center Activity

- A total of 2,025 initial and RHAS appointments were held at the Housing Assistance Centers for the reporting week. The centers were closed November 23rd in observance of the Thanksgiving holiday.
 - Initial appointment throughput increased by 17% from the previous reporting period.
 - 1,144 initial appointments held (165,331 total to date)
 - An average of 191 initial appointments were completed each day
 - Road Home Advisory Services (RHAS) appointments increased 22% from previous reporting period.
 - 881 RHAS appointments held (36,303 total to date)
 - 240 RHAS appointments were due to walk-ins

Award Calculation Activity

- The *Road Home* has calculated 145,664 benefits, an increase of 258 for the week
 - The average total benefit calculated was \$64,475 (excluding ‘zero’ awards)
 - 2,206 calculations resulted in ‘zero’ grant amounts
 - 143,458 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 111,161 homeowners have selected Option 1, 2, or 3 to move toward closing (Table 1)
- Of the homeowners who have selected their options, 26,350 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
- 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>	21,508
<i>Number of Option Two</i>	2,867
<i>Number of Option Three</i>	1,975
Total Elderly Benefits Options Selected	26,350

Low/Moderate Income Households

- A total of 73,773 applicants had gone to closing and received their Road Home disbursement as of November 29, 2007. Of these applicants, 32,842 (45 percent) were documented as LMI.
- A total of \$4,781,086,838 in Homeowner Assistance Program awards were disbursed as of November 29, 2007. Of these disbursements, \$2,558,417,886 (54 percent) went to applicants documented as LMI.



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

- Extrapolating to the 73,779 awards that have closed for a total of \$4.78 billion, approximately \$2.58 billion will be documented as LMI.

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	99,030	9,560	2,571	111,161
Total \$ in Options Selected	\$6,527,760,837	\$739,780,146	\$170,448,615	\$7,437,989,597
Comp Grant \$ in Options Selected	\$4,252,809,627	\$551,209,135	\$170,448,615	\$4,974,467,377
Elev Grant \$ in Options Selected	\$1,141,578,466			\$1,141,578,466
ACG \$ in Options Selected	\$1,133,372,744	\$188,571,010		\$1,321,943,754
Number of Options Selected by LMI	43,837	4,499	1,186	49,522
Total \$ to LMI	\$3,469,723,357	\$421,934,599	\$78,463,553	\$3,970,121,508
Comp Grant \$ to LMI	\$1,834,667,803	\$233,363,588	\$78,463,553	\$2,146,494,944
Elev Grant \$ to LMI	\$501,682,810			\$501,682,811
ACG \$ to LMI	\$1,133,372,744	\$188,571,010		\$1,321,943,754
% of Total Options Selected that are LMI	44%	47%	46%	45%
% of Total \$ to LMI	53%	57%	46%	53%
% of Comp Grant \$ to LMI	43%	42%	46%	43%
% of Elev Grant \$ to LMI	44%	N/A	N/A	44%
% of ACG \$ to LMI	100%	100%	N/A	100%



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

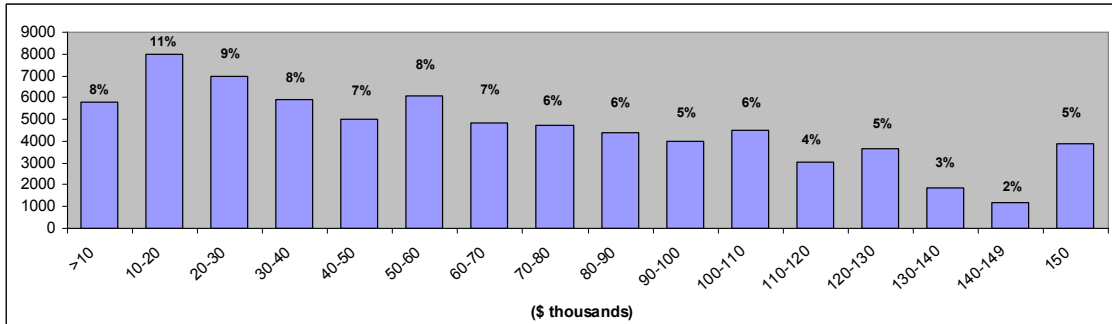
Table 6: Closings Held Activity including LMI Detail
Total Household and Low/Moderate Income (LMI) Detail

Closings Held	Option 1	Option 2	Option 3	Totals
Number of Closings Held	70,799	2,545	429	73,773
Total \$ in Closings Held	\$4,526,689,896	\$221,895,779	\$32,501,164	\$4,781,086,839
Comp Grant \$ in Closings Held	\$3,548,836,804	\$172,901,803	\$30,341,281	\$3,752,079,888
Elev Grant \$ in Closings Held	\$42,538,300	\$49,755		\$42,588,055
ACG \$ in Closings Held	\$900,774,943	\$48,944,221	\$457,030	\$950,176,194
Number of Closings Held by LMI	31,476	1,167	199	32,842
Total \$ to LMI	\$2,424,938,523	\$117,844,648	\$15,634,715	\$2,558,417,886
Comp Grant \$ to LMI	\$1,513,097,660	\$69,309,500	\$14,847,615	\$1,597,254,776
Elev Grant \$ to LMI	\$18,145,925	\$20,460		\$18,166,385
ACG \$ to LMI	\$887,585,424	\$48,514,689	\$222,608	\$936,322,721
% of Total Closings Held that are LMI	44%	46%	46%	45%
% of Total \$ to LMI	54%	53%	48%	54%
% of Comp Grant \$ to LMI	43%	40%	49%	43%
% of Elev Grant \$ to LMI	43%	41%	N/A	43%
% of ACG \$ to LMI	99%	99%	49%	99%

Closing Activity

- As of November 29, a total of 92,174 files were transferred to closing agents, with 3,690 files transferred during this reporting period
- The closing team assisted closing agents with the completion 2,601 closings
- Of the total 73,779 cumulative closings:
 - 32,842 also received additional compensation grants
 - The average award is \$64,808
 - Closed 16,530 elderly applicants for a total of \$1,235,190,971
 - Appendix C reports Closings by Parish and Zip Code

Figure 3: Award Size



*Detailed closing data is based on population of 73,772, rather than 73,779 reported in Daily Governor's Report as of November 29, 2007, due to a variance in data feeds.

Table 7: Pre-Closing Tracking Report

ACTIVITY	Fri 11/23	Sat 11/24	Sun 11/25	Mon 11/26	Tues 11/27	Wed 11/28	Thurs 11/29	Weekly Total
Files Transferred for Closing	-	-	958	3	941	8	1,780	3,690

Table 8: Closings By Race/Ethnicity

Race	# of Closings
American Indian/Alaska Native	191
American Indian/Alaska Native and White	184
American Indian/Alaskan Native/Black-African American	184
Asian	1,280
Asian and White	123
Black/African American	32,280
Black/African American and White	547
Native Hawaiian/Other Pacific Islander	84
Other Multi-Racial	1,465
White	26,727
A race was not provided	10,707
TOTAL	73,772

*Detailed closing data is based on population of 73,772, rather than 73,779 reported in Daily Governor's Report as of November 29, 2007, due to a variance in data feeds.



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

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 58% manufactured home applications being released into the letter generation process. To date the project has yielded the following progress summarized in Table 9:

- Identified 15,615 manufactured home applicants to date
- Verified valid home evaluations are in data warehouse
- Continued working through the Pre-Storm Value process:
 - For nearly all cases, we have established whether or not land is owned using application data or via contacts with homeowners
 - Where land is owned, we have determined whether or not the existing BPO is based on manufactured home comparables. If not, we ordered a new BPO
 - Verified that 9,703 uploaded PSVs (*BPOs, N.A.D.A, Road Home appraisals, and applicant-provided appraisals*) meet Manufactured Home policy
- Continued letter generation

Table 9: Manufactured Home Pipeline Progress

Activity	Prior Total	10/26-11/01	11/02-11/08	11/09-11/15	11/16-11/22	11/23-11/29	Cumulative Total
Total number of Manufactured Home Applications	14,796	6	442	145	60	166	15,615
Total Manufactured Home Evaluations verified	12,213	(62)	793	279	176	124	13,523
Total BPO Pre-Storm values verified	3,625	5	23	8	1	149	3,811
Total Road Home Appraisals	452	6	31	37	-	92	618
Total Applicant-Provided Appraisal	122	-	-	(1)	-	6	127
Total N.A.D.A Pre-Storm values established	4,563	107	79	49	72	269	5,139
Lender-Provided Value*	N/A	-	(1)	-	-	-	8
Total Applications released into letter generation process	8,301	102	210	67	95	229	9,004

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 10.



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Table 10: Condominium Pipeline Progress

Activity	Prior Total	10/26-11/1	11/2-11/8	11/9-11/15	11/16-11/22	11/23-11/29	Current Total
Total number of Condo Applications	942	21	-	16	34	11	1,024
Total CSIR forms mailed	942	21	-	16	34	11	1,024
Total CSIR forms received	579	20	25	20	18	16	678
Total Evaluations Requested	568	14	27	20	18	18	665
Total Evaluations Completed	489	21	61	15	9	0	595
Total Option Calculations Completed	63	2	3	26	26	0	120
Option Letters Created	51	-	3	-	14	16	84
Option Letters Mailed*	42	8	-	3	-	26	79
Option Letters Received	7	-	5	5	1	5	23
Transmitted for Closing	-	4	3	3	1	2	13

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

Home Evaluations (Home Inspection) Activity

Table 11: Home Evaluation Team Metrics

ACTIVITY	Prior Total	10/26-11/1	11/02-11/08	11/09-11/15	11/16-11/22	11/23-11/29	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	154,984	1,069	1,094	1,085	930	1,035	160,197	1,043
Work Orders Dispatched	153,775	1,184	1,121	1,044	1,036	883	159,043¹	1,054
Evaluations Completed in the Field	149,731	1,141	1,362	1,176	989	912	155,311	1,116

¹ – 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 29 November 2007, but are not yet processed.

- Researched current backlog of 2,210 holds; approximately 1,500 are mobile homes
- Received 14 new appeals; completed 8; 4 are in progress
- Completed 103 homeowner inquiries; completed 4 outliers; current backlog of 786
- Resolved 47 Pre-Closing Initiative, Stealth and Strike Team issues
- Conducted routine backlog and QC performance analysis on subcontractors and provided feedback accordingly
- Made approximately 1,375 phone calls to homeowner applicants regarding option selection in attempt to increase potential closing pool



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

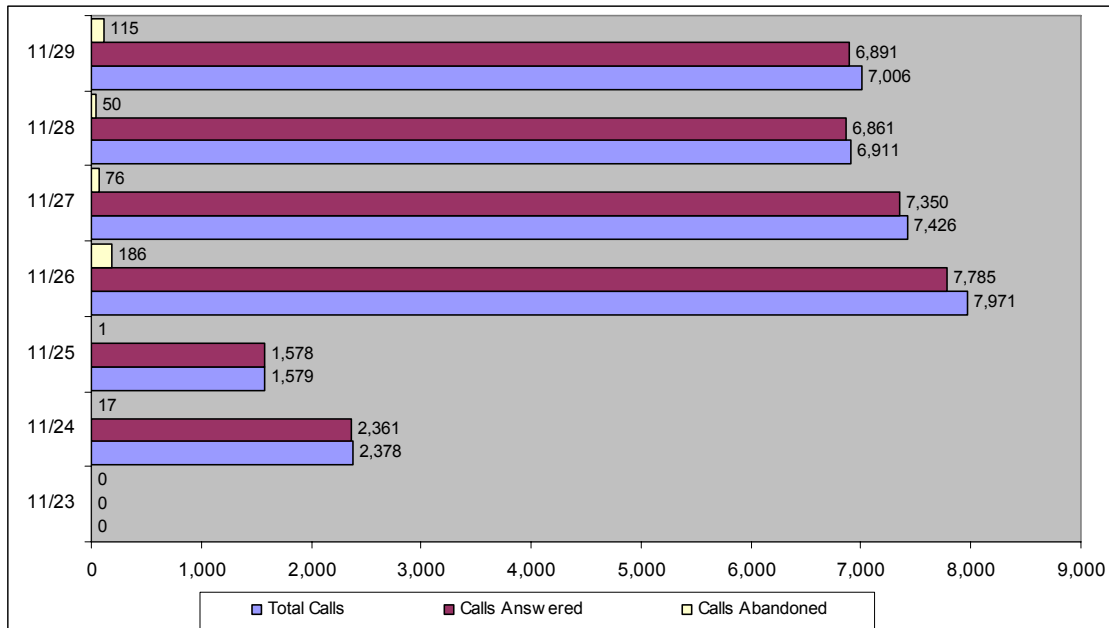
Call Center Activity

Table 12: Call Center Metrics

ACTIVITY	Prior Total	10/26 11/01	11/02- 11/08	11/09- 11/15	11/16- 11/22	11/23- 11/29	Current Total	Five Week Average
Calls	1,793,197	35,007	34,585	27,354	22,230	32,826	1,945,199	30,400
Calls Abandoned	74,853	77	245	72	41	445	75,733	176
Average Speed of Answer (minutes)		0.12	0.67	0.60	0.30	3.21	N/A	N/A
Spanish Calls	9,913	182	164	117	91	171	10,474	112
Vietnamese Calls	6,885	90	107	85	66	106	7,232	69
1st Appointments Scheduled by Phone	153,918	1,726	1,601	1,096	1,546	2,170	160,456	1,308
RHAS Appointments Scheduled	12,698	812	875	394	752	1,143	15,799	620
Closing Status	47,323	183	232	125	204	859	48,694	274
Appeals	6,985	23	21	26	21	217	7,272	57
Foreclosure	896	7	16	4	-	7	914	4
Small Rental Inquiries	28,760	4,169	4,015	1,766	1,269	2,179	38,143	1,877

Call Center activity increased by 47% from the previous reporting period. The percentage of abandoned calls was reported at less than 2% 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, 302 resolution issues were resolved, leaving 1,378 open. (See Appendix D)

Appeals

As of November 29, 6,987 cases were received by appeals. After review, 1,444 of the cases were moved to resolution, 1,148 were transferred to post-closing, and 3,797 remained in appeals for further processing. Of the 2,403 resolved appeals cases, 1,191 have resulted in additional funds being awarded to applicants. Table 13 shows the status of these cases. In addition, a cumulative total of 161 cases have been transferred to the State appeals process, with 6 being approved, 19 denied, 22 remanded and 5 closed to date.

Table 13: Status of Appeals

ACTIVITY	As of COB 11/1	As of COB 11/8	As of COB 11/15	As of COB 11/22	As of COB 11/29
Appeal Cases Pending Research	593	553	478	465	599
Appeal Cases Pending Decision	503	448	536	555	512
Appeal Cases Resolved (Decided)	1,954	2,120	2,234	2,309	2,403
Applicant Ineligible Status Appeal	268	281	283	283	283
Total Appeal Cases	3,318	3,402	3,531	3,612	3,797

Housing Assistance Center Appointment Activity

There were a total of 2,025 initial and RHAS appointments held at the Housing Assistance Centers during the reporting period. The Housing Assistance Centers were closed Friday, November 23 in observance of the Thanksgiving holiday. There were 1,144 initial (1st) appointments held for the week. There were 881 RHAS appointments held for the reporting week. The Centers continued to see applicants on weekends (Figure 5).

Figure 5: Housing Assistance Center Appointments by Day

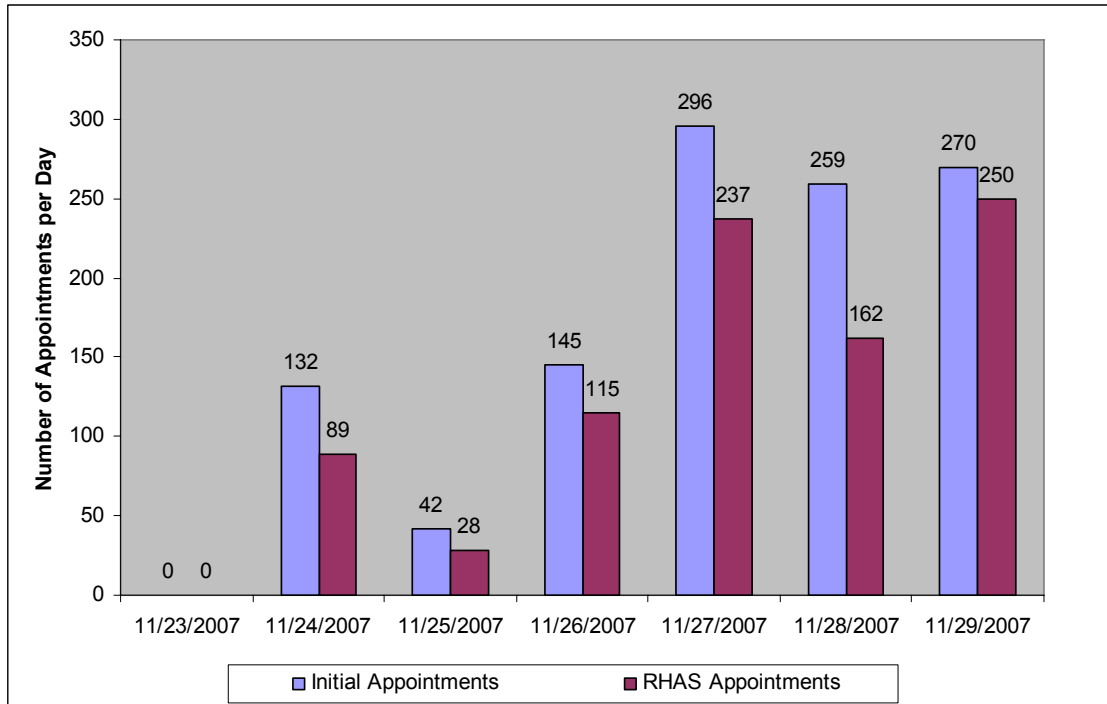


Table 14: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	10/26-11/1	11/02-11/08	11/09-11/15	11/16-11/22	11/23-11/29	Current Total	Five Week Average
Initial Appointments Held	158,716	1,150	1,168	1,175	978	1,144	164,331	1,123
Average Daily Initial Appointments Held	N/A	164	167	168	163	191	N/A	N/A
RHAS Appointments Held	31,466	949	1,045	1,238	724	881	36,303	967
Average Daily RHAS Appointments Held	N/A	136	149	177	121	147	N/A	N/A

Figures 6 & 7 show the number of initial and 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 676 initial appointments missed by applicants for the reporting week. The Housing Assistance Centers continue to call applicants prior to the scheduled appointment. In addition, there were 240 walk-ins for RHAS appointments during this reporting period.

Figure 6: Initial Appointments Scheduled and Held by Center & Mobile Sites

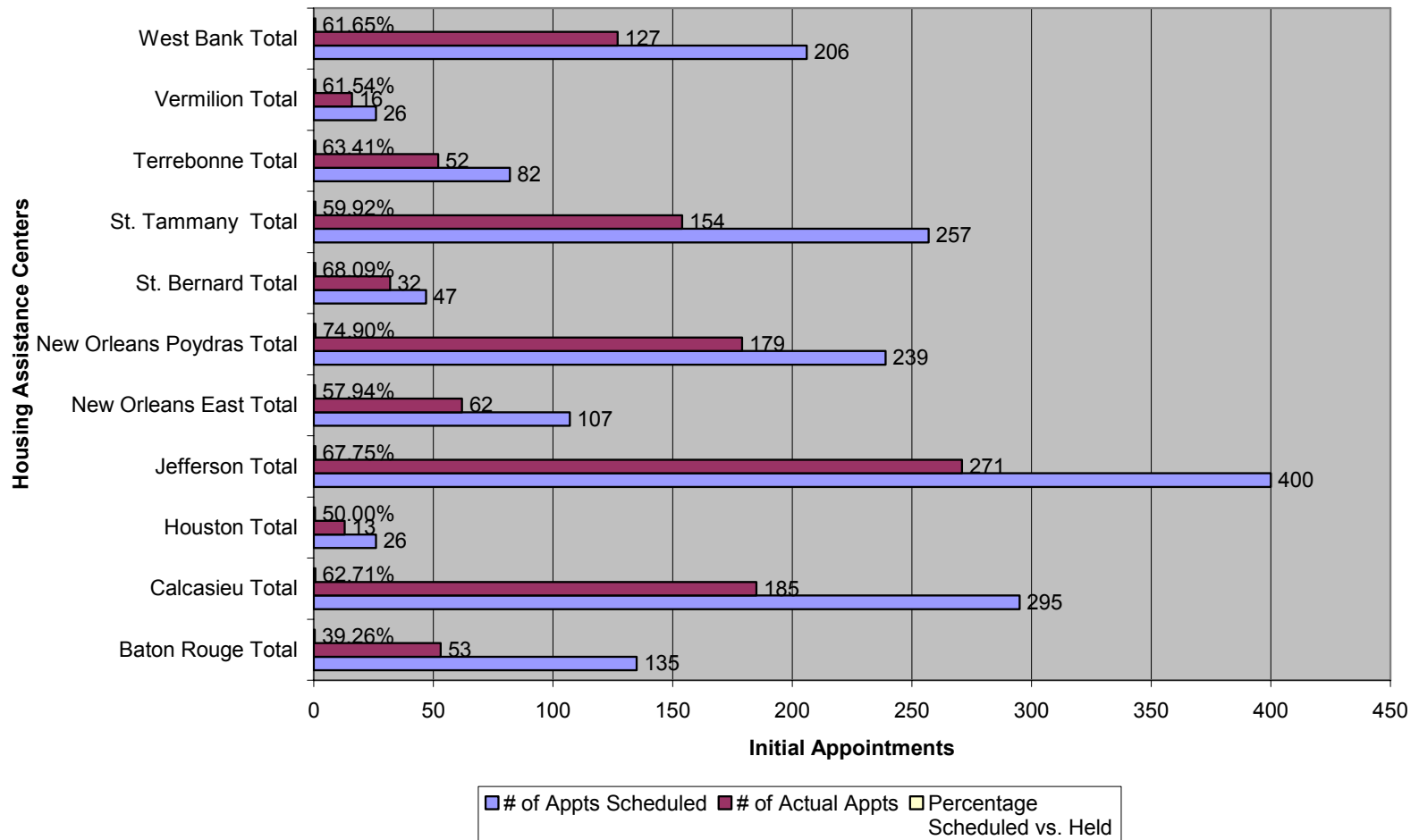
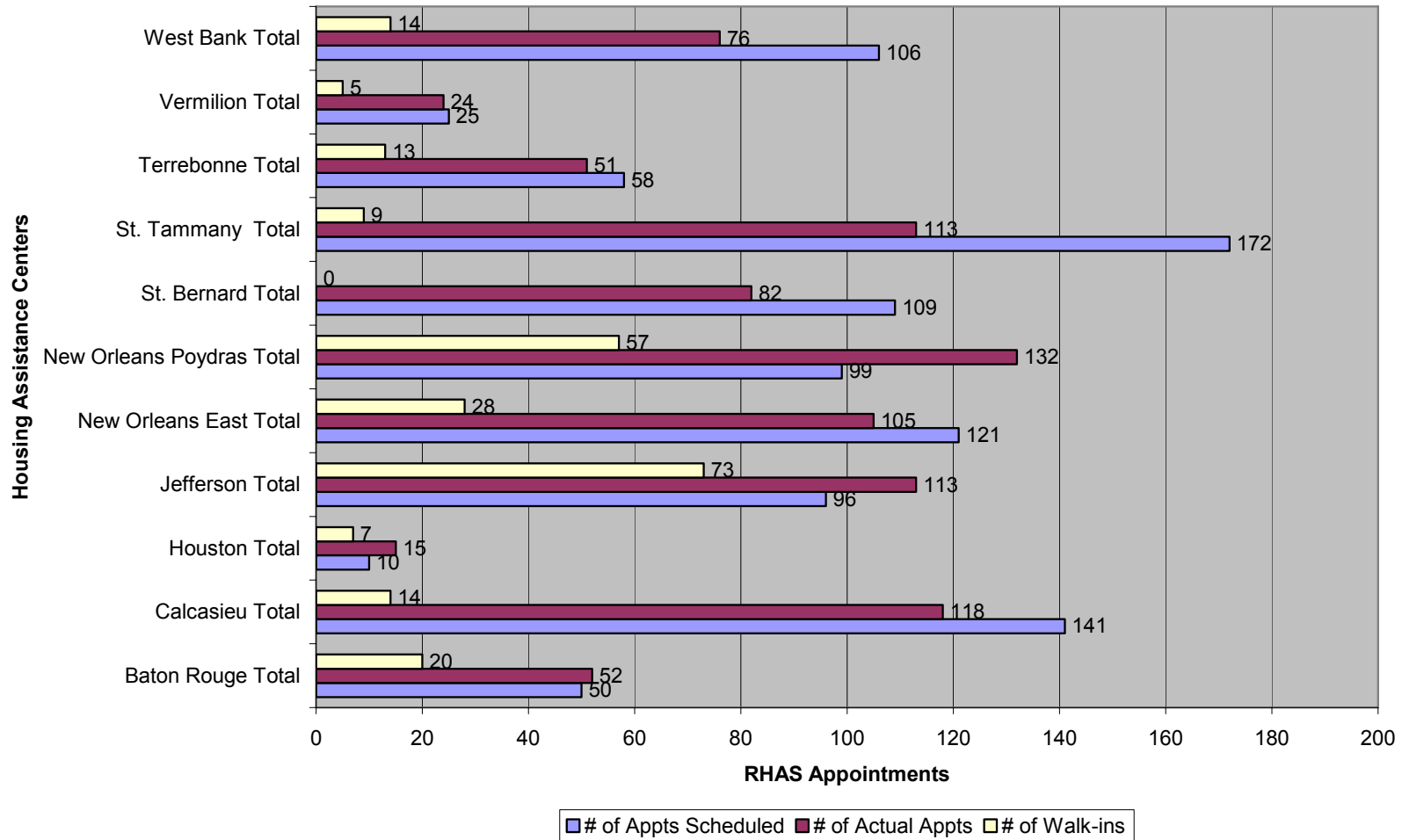


Figure 7: RHAS Scheduled, Held and Walk-Ins by Center & Mobile Sites



Figures 8 and 9 show trends of scheduled versus held initial appointments and the average number of initial and RHAS appointments per day over the current and previous periods. Figure 9 also includes the number of appointments missed.

Figure 8: Weekly Scheduled and Held Initial Appointments

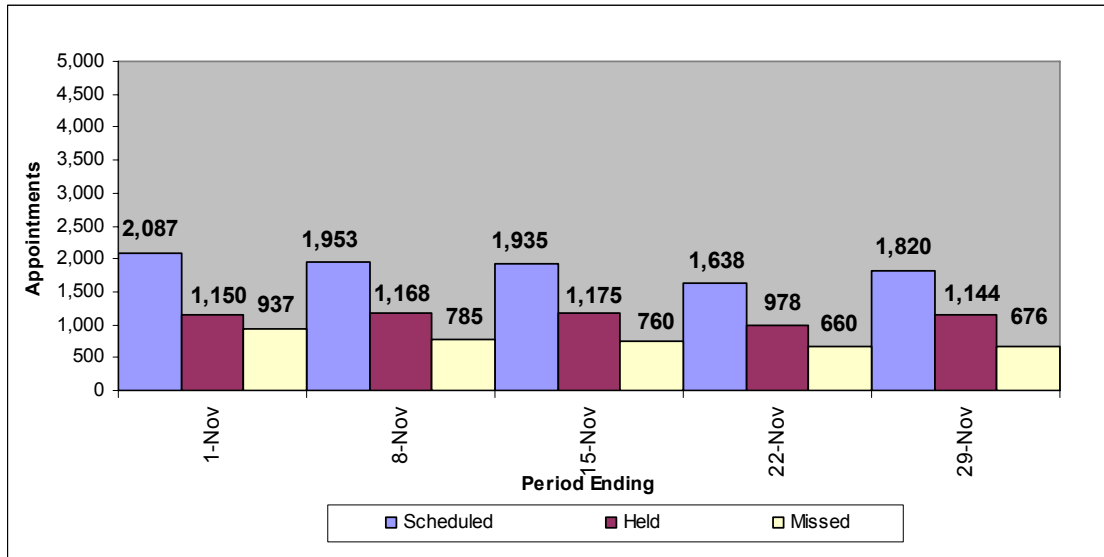


Figure 9: Average Daily Appointments by Period

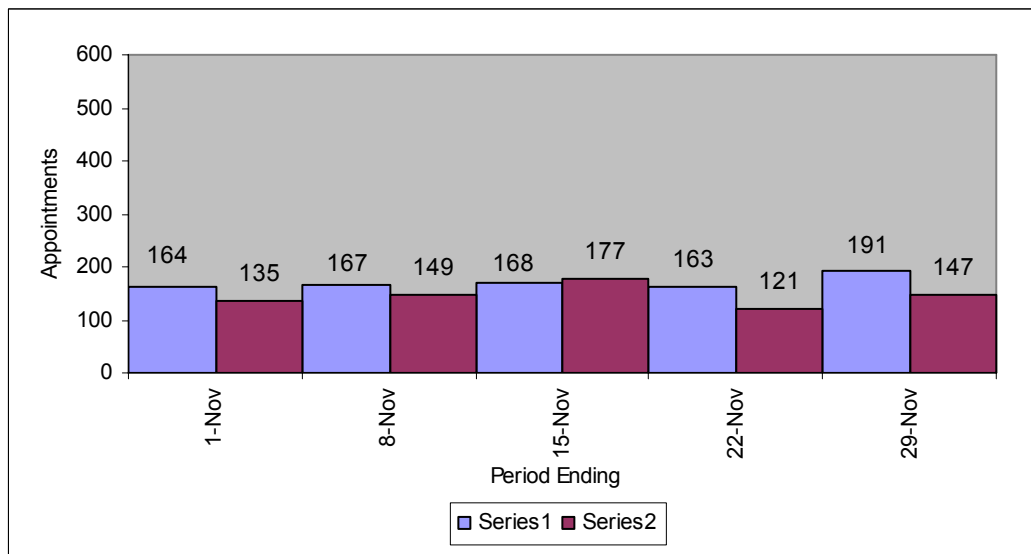


Table 15 shows center appointment availability. Weekly average wait time for initial appointments is 3.8 days or below in all centers.

Table 15: Center Appointment Availability

HAC	11/23	11/24	11/25	11/26	11/27	11/28	11/29	Weekly Average	Monthly Average
Baton Rouge	5	4	4	3	1	5	1	3.6	2.8
Poydras	1	2	1	1	1	1	4	1.6	1.3
Calcasieu	4	3	2	2	2	1	3	3.0	2.4
Jefferson	1	5	4	3	1	5	1	3.0	2.0
St. Bernard	3	2	2	1	1	5	5	2.9	1.8
St. Tammany	5	4	3	2	1	5	6	3.5	3.2
West Bank	4	3	3	2	1	6	5	3.8	3.1
Terrebonne	1	4	3	2	1	1	1	1.9	2.2
Vermilion	1	3	2	2	1	1	1	1.6	1.6
Houston	1	3	2	2	1	1	1	1.6	1.6
New Orleans East	4	3	2	2	1	1	3	2.6	1.6

Supporting Function Activity

General: Applicants are requested but not required to provide demographic, income, and household data when they complete their application. Table 16 shows the breakdown of applicants by race as reported by the applicant. Thirty-five percent designated race as Black, thirty-seven percent as White. Twenty-three percent of the applicants declined to provide information about race and ethnicity.

Table 16: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	665
American Indian/Alaska Native and White	528
American Indian/Alaskan Native/Black-African American	378
Asian	2,921
Asian and White	298
Black/African American	65,415
Black/African American and White	1,152
Native Hawaiian/Other Pacific Islander	182
Other Multi-Racial	3,406
White	71,494
Race Not Provided	39,669
Total	186,108

RENTAL PROPERTY PROGRAM

Underwriting – Non Profit

- Reviewed Credit and preliminary title reports for Round 1 nonprofits
- Reviewed Environmental Review Reports for Round 1 nonprofits
- Reviewed Notice to Proceed reports for Round 1 nonprofit applicants
- Worked with nonprofits to ensure that title liens/issues are resolved in a timely manner
- Reviewed Rental Imaging file and HDS files for completeness
- Met Round 2 Wait List applicants to collect missing documents and scan to server
- Met with Round 2 General Pool applicants to collect documents and scan to server
- Completed editing of Nonprofit Commitment Letter submitted for review
- Compiled and submitted Round 1 & 2 Nonprofit reports

Underwriting – Owner Occupant & General Pool

- Worked with IT to develop reporting in HDS
- Continued working on closing procedures
- Finished updating spreadsheet for reporting of metrics to OCD
- Prepared files for OCD for approval
- Mailed out commitment letters to applicants
- Reconciled HDS with current pipeline of applicants
- Continued processing of returned, signed Round 1 and 2 Conditional Award documents (see Table 17)

Table 17: Conditional Award Processing

Round 1 Underwriting Loan Summary Stage	Cumulative Total
Sent to OCD	226
Approved by OCD	139
Denied by OCD	0
Pending decision by OCD	87
Round 1 Underwriting Commitment Letter Stage	Cumulative Total
Commitment Letters Mailed to Applicant	138
Commitment Letters Received from Applicant	21
Commitment Letters Not Received from Applicant	117
Round 2 Underwriting Conditional Award Stage	Cumulative Total
Conditional Awards Issued	5,032
Acceptance Received	3,345
Outstanding Acceptances	1,687

Appeals

- Completed 25 Appeal Review Determinations
- Conducted 12 phone calls with applicants who have pending appeals
- Researched and resolved 5 requests for Constituent Services
- Prepared and mailed 24 received appeal letters
- Finalized policy and procedures for new Appeals Review Committee (ARC)
- Held first ARC meeting and resolved 3 files

Table 18: Status of Appeals

ACTIVITY	Cumulative Total
Round 1	
Level II Issues Received	125
Level II Issue Determinations Made	95
Level II Issues Remaining to be Resolved	26
Level III Appeals Received	4
Round 2	
Level II Issues Received	113
Level II Issue Determinations Made	40
Level II Issues Remaining to be Resolved	70
Level III Appeals Received	3

Distribution Services

- Mailed out 122 Round 2 Postcards. (Receipt of Materials Notice)
- Fulfilled 17 requests for Round 1 applications
- Fulfilled 132 Round 1 scan requests
- Scanned 53 incoming Round 2 Return Conditional Award Letters and Supporting documents
- Transferred batches 20 and 30 into Image Repository
- Fulfilled 9 Round 1 outbound mail requests
- Completed 152 Round 2 outbound mail requests
- Continued same day intake and processing of Returned Conditional Award Letters with supporting documents
- Continued intake of Returned Incomplete Round 2 Applications for CAC/HAC
- Continued intake and tracking 181 Round 2 Appeals
- Maintained Spreadsheet for all Returned Round 2 Conditional Award Letters, Withdrawals, Appeals, etc.

Table 19: Round 2 Distribution Services Activity

ACTIVITY	As of COB 11/29/07
Imaging Required	3,527
Imaging Complete	3,527
Outstanding Imaging	0

Compliance Monitoring/Asset Management

- Continued work on draft of Asset Management work plan, policy and procedures

Rental Assistance Centers

- Conducted Round 2 Incomplete, Contradictory and Multiple Property Appointments
- Conducted appointments for walk-ins for Round 2 incomplete/contradictory/multiple property applicants

Table 20: Rental Assistance Center Activity

ACTIVITY	11/23/07-11/29/07
<i>GP Appointments</i>	
Scheduled	117
Held	93
No Show	24
Walk In	14

Policy

- Finalized policy on subordination agreements in coordination with the settlement agency and OCD
- Modified the language in the commitment letter to be used for nonprofit transactions, including the incorporation of a “Schedule 5” that will specify the Special Needs or Supportive Housing characteristics of the transactions that otherwise are not referenced in the “core” commitment letter used for general pool applicant transaction
- Worked in conjunction with IT to make sure that the required form of amendment for some of the initial transactions to reflect the appropriate form of forgiveness of the loan is forwarded to OCD for signature
- Reviewed and commented on revisions to the closing procedures that resulted from discussions with representatives of the finance team at OCD
- Reviewed and commented on the draft job descriptions for financial analysts who will help participants prepare the necessary information to approach lender to finance their repairs
- Created listing of all the registrants as of November 22nd for LAHousingSearch.org matching the Small Rental (SR) Identification numbers with the SocialServe.com Identification numbers
- Completed and prepared training slides and policy for Owner Occupants eligible for the AIL program to be discussed with the Lending Team
- Refined options for a proposed approach that would allow participants not meeting all Green, Universal Design, and Visit-ability commitments to pass with a monetary penalty

- Worked with Green Subject Matter Expert to prioritize and develop “how-to” fact sheets on Green, Universal Design, and Visit-ability standards
- Worked on determining whether footprint constraints apply to our participants rebuilding in a floodplain
- Met with Microsoft and IT to identify the additional enhancements and problems with the Owner Occupant Tool
- Tested the Owner Occupant Tool with the additional enhancements and approved it for production
- Met with management to clean up the Owner Occupant list and develop a procedure for de-obligating owner occupants
- Clarified the bankruptcy policy for owner occupants
- Reviewed the change proposals to determine what Round 1 specific change proposals need to potentially be updated to include Round 2
- Reviewed and edited change proposal 195, resulting in two different change proposals that were re-presented to the Change Control Board and approved

Tier 2 Call Center

- Held 37 phone interviews
- Caught up on backlog of voicemails, up to returning current day voicemails
- Answered applicant’s questions on de-obligation, denial, contradictory, incomplete letters and status of their Round 1 & 2 applications
- Continue to schedule appointments for Advisors in field
- Resolved any scheduling issues with field offices
- Responded to all incoming emails to the general Small Rental email box
- Staff who did Data Entry and 2nd level reviews Interviewed with Legislative Auditors

Table 21: Tier 2 Call Center Metrics

ACTIVITY	11/23/07-11/29/07
Total Incoming Emails	24
Round 1 Application Status	0
Round 1 General Questions	0
Round 2 Application Status	13
Round 2 General Questions	11
Questions about Round 1 versus Round 2	0
Questions about Round 3	0
Miscellaneous Emails	0
Total Email Responses	10
Outstanding Emails	14



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

ACTIVITY	11/23/07-11/29/07
Total Incoming Calls	615
Round 1 Application Status	30
Round 1 General Questions	4
Round 1 Appeals	0
Round 2 Application Status	90
Round 2 General Questions	189
Round 2 Appeals	0
Assigned Calls	17
Appointments Scheduled	43
Questions about Round 3	0
Misdirected Calls	1
Voicemails During Business Hours	204
Voicemails After Business Hours	37
Calls Returned	259
Total Phone Appointments	33
Appointments Conducted	33

URA

- Began sending Tenant Race & Ethnicity letters and forms to owners
- Continued to populate URA Tool with Round 1 files
- Continued to Interview tenants of newly added owners
- Continued contacting owners for tenant information

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Continued follow-up on the selection of pictures to be submitted to GOSHEP/FEMA for Environmental Review
- Submission of HMGP Acquisition Application for Hurricane Rita Funds to the Office of Community Development
- Submission of Mitigation Counselor Global Match Application to the Office of Community Development
- Continued Mitigation education activities on-site at the Housing Advisory Center
- Appendix E provides detail of assistance at each center and a glossary of types of assistance for Table 22

Table 22: Mitigation Assistance Provided (Cumulative ending 11/29/07)

Type of Assistance	
Phone Email	7,403
Meetings –Shadow Appt	262
Meetings IMM	37,816
Meetings Other	1,608
Training	390
Other Tasks	638

PROGRAM SUPPORT STATUS

LOGISTICS

- Prepared for scheduled mobile deployment in Las Vegas
- Continued ADA modifications in HACs
- Prepared for scheduled property inventory

HUMAN RESOURCES

- Finalized curriculum and handouts for the first-ever Saturday Session of the HUD Section 3 Training Program for low- and very-low income persons, veterans, youth and persons with disabilities, set for 1 December in partnership with JOB1/New Orleans in the LA Works Center - Thalia.
- Continued recruiting and hiring for multiple positions in support of the Rental and Homeowner programs including Accounting/Finance, Operations, Pre-Closing, CAC, and Post-Closing
 - Continued recruiting efforts for Housing Advisors and Team Leaders in West Bank, Jefferson, St. Tammany, New Orleans East, East Baton Rouge, Calcasieu, Poydras, Terrebonne, Vermillion and St. Bernard HACs
 - Continued recruiting and hiring efforts for Homeowner program including AMA Coordinators and Analysts, Grant Review & Recovery Coordinators, Grant Reconciliation Coordinators, and Internal Investigations Officer
 - Continued recruiting and hiring efforts for Rental including Loan Reviewer/Underwriter, Analyst, and Rental Application Advisors
- Continued Community Outreach efforts including:
 - Updated draft of "Memorandum to Road Home Subcontractors," as required under the Rehabilitation Act/Section 504 and the Americans with Disabilities Act, to identify ADA Section 504 Coordinator for each Road Home Subcontractor and to ensure compliance with Code of Federal Regulations.
 - Began identifying, collecting and cataloging critical contract data and employment stats for preparation of the first-ever Annual Summary Report on The Road Home Program, as required by the Housing and Urban Development Act of 1968 for CDBG recipients.

POLICY & PLANS

- Drafted high level process for intake of post-closing issues by RH Appeals and Grant Review and Award Disbursement Team
- Drafted Homeowner Program Long Term Monitoring Plan for delivery to State
- Delivered Closing Agent Manual Version 3.0 to State on November 29, 2007 for their review and approval
- Met with State, QA/QC, and Audit Teams to discuss revisions to income policies and procedures to reflect decisions made at meeting. Intend to deliver draft to State next week
- Finalized Internal Review Panel Distribution List
- Reviewed draft of OCD-RH Review Panel procedures and made edits requested by State and have established process for reviewing implementation issues with State (via “Procedural Clarification Memorandums”). Working with State to try out case-by-case eligibility determinations review form
- Distributed revised legal documentation in cases of death to Training, ACT, Communications, pre-Closing, Homeowner SLLS and ACORN
- Received approval on various procedural clarification memorandums related to PSV, mobile homes and condominiums
- Got approval on new iteration of covenant agreement signed at closing and replacement covenant for applicants who closed prior to April 2007
- Revised training materials and job aids developed by training team
- Responded to internal policy questions from staff

TRAINING

- Conducted a training needs assessment for Audits, Monitoring & Appeals
- Conducted a training needs assessment for QA/QC
- Due to Rental Staff production deadlines, Rental training will resume after December 15, 2007

Table 23: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
External	Homeowner Construction Representative Online Training Course	HCRs	Online	As of November 29, 2007	210
Internal	RH Online Core Staff Training	Homeowner Program Staff	Online	As of November 29, 2007	314
Internal	RH Online Advanced Homeowner Assistance Program Training	Homeowner Program Staff	Online	As of November 29, 2007	280
Internal	RH Information Security and Management Online Training	All Road Home Staff	Online	As of November 29, 2007	1,407
Internal	Housing Assistance Center Standard Operating	Homeowner Program Staff	Online	As of November	152



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Training Type	Training Name	Target Audience	Location	Date	Attendees
	Procedures Online Training			29, 2007	
Internal	Updated Standards of Ethical Behavior	All Road Home Staff	Online	As of November 29, 2007	956
Internal	Updated Homeowner Assistance Program Training	Homeowner Program Staff	Online	As of November 29, 2007	669
Internal	Assisting Applicants Who Need Additional Services Training	All Road Home Staff	Online	As of November 29, 2007	55
Internal	Updated Policies and Procedures Training	Homeowner Program Staff	Online	As of November 29, 2007	328

EXTERNAL AFFAIRS

Outreach

- Provided individualized Road Home updates at the City of New Orleans Welcome Home Center and Beacon of Hope Center in Lakeview
- Communicated deadline information and provided status checks and process guidance at Road Home information sessions in Orleans parish, Mississippi, and Texas
- Provided assistance in locating more than 300 applicants that were previously unable to be reached to schedule their closings
- Worked on contacting aged and difficult to reach applicants via phone to select an option to allow them to move forward into preclosing
- Provided program information/monitored Governor-Elect Bobby Jindal's Hurricane Recovery Advisory Council Meeting, New Orleans Recovery Committee Meeting, and the Louisiana Black Caucus Legislative Brunch
- Worked with the following officials, among others, on constituent issues:
 - Sen. Mary Landrieu and staff
 - Rep. Loulan Pitre's staff & Lafourche Parish officials
 - Rep. Damon Baldone's staff
 - Sen. Reggie Dupre's staff
- Coordinated outreach efforts with ACORN Housing and Easter Seals
- Enhanced outreach efforts via media interviews as needed

Table 24: Community Outreach Metrics

Meeting Type	Events Week 11/23-11/29	People Reached Week 11/23-11/29	Events To Date	People Reached To Date
Community	6	62	691	41,591
Faith-Based	1	5	180	19,185
Business	-	-	28	1,351
Governmental	3	45	237	8,510
Case Managers	-	-	143	3,271
Rental	-	-	96	1,631
TOTALS	10	112	1,375	75,539

Communications/Media Relations

In support of Homeowner program:

- Continued earned media efforts in-state and out-of-state for deadline and information sessions
- Distributed media advisory to encourage homeowners to schedule and complete initial appointment
- Conducted Information Sessions in Louisiana and Texas, promoting initial appointment deadline
- Continued efforts to contact homeowners to schedule and complete initial appointment
- Continued to assist Mobile Home Vietnamese applicants with required documents
- Continued to promote initial appointment with Vietnamese media outlets and community organizations
- Continued to translate Homeowner documents into Spanish
- Updated Change Control Board (CCB) and other key homeowner documents

In support of Rental program:

- Continued translating rental documents into Spanish
- Continued to assist Mobile Home Vietnamese applicants with required documents
- Updated Change Control Board (CCB) and other key rental documents

INFORMATION TECHNOLOGY

In support of Homeowner program:

- Resolved e-mail inquiries in the IT Home Owner Support inbox queue
- Performed analysis and provided feedback on CREDCO apps
- Completed Compliance Review status for Operations
- Provided eGrants support to the Documented UAT effort
- Trained new DBA on eGrants Homeowner processes and procedures
- Implemented transition of IT Homeowner Support to Mercury Quality Center
- Performed in-depth analysis of elevation only letters sent and assisted reporting in meeting priority request.

In support of Small Rental program:

- Letters to applicants (commitment letters, transaction summary, OO award letter) are now system generated out of HDS using Forms Generator
- Generated 120 commitment letters and 4 OO award letters

FRAUD PREVENTION

- Continued to address investigations.
- Participated in Change Control Board (CCB) meeting.
- Participated in Homeowner Operations meeting.
- Held bi-weekly Homeowner antifraud update meeting with ICF.

Table 26: Fraud Prevention Metrics

ACTIVITY	Prior Totals	10/26-11/1	11/2-11/8	11/9-11/15	11/16-11/22	11/23-11/29	Current Totals
Applicant Issues Reported to Anti-Fraud	389	20	49	10	19	33	520
Evaluator Issues Reported to Anti-Fraud	5	-	-	-	-	-	5
Third-Party Issues Reported to Anti-Fraud	23	-	-	-	-	1	24

QUALITY ASSURANCE AND CONTROL

In support of the Home Owner Program:

- Continued Housing Assistance Center (HAC) Monitoring and embedded QA/QC activities:

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 nd Quarter 2007 (April-June)	296	Four (4) Reports Complete



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Center Name	Period of Review	Applications Reviewed	Report Status
Jefferson Orleans-Poydras Orleans-East Orleans-West Bank Baton Rouge Calcasieu St. Tammany St. Bernard Vermillion Terrebonne Houston	3 rd Quarter 2007 (July-September)	586	One (1) Report Complete Seven (7) Reports Complete/Pending Approval One (1) Report in Progress
Jefferson St. Bernard Vermillion Orleans - Poydras	9/28 – 10/04	44	Report in Progress
Jefferson Orleans – West Bank St. Tammany St. Bernard Calcasieu Vermilion	10/05 – 10/11	77	Report in Progress
St. Bernard	10/12-10/18	10	Report in Progress
Jefferson Calcasieu St. Tammany Orleans-West Bank St. Bernard Houston Baton Rouge	10/19-10/25	90	Report in Progress
Jefferson Calcasieu St. Tammany Orleans- West Bank St. Bernard Baton Rouge	11/02-11/08	71	Report in Progress
St. Bernard	11/09 – 11/15	7	Report in Progress



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Center Name	Period of Review	Applications Reviewed	Report Status
Jefferson Calcasieu St. Tammany Orleans-West Bank Vermillion St. Bernard Houston Baton Rouge	11/16-11/21	86	Report in Progress

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 rd Quarter 2007 (July-September)	47	Three (3) Reports Complete Two (2) Reports Complete/Pending Approval
Jefferson Orleans-East Orleans-West Bank St. Tammany Calcasieu Baton Rouge	9/28-10/04	7	Report in Progress
Jefferson Orleans - East Orleans - Poydras Terrebonne St. Tammany Calcasieu	10/12-10/18	13	Report In Progress
Jefferson Terrebonne Orleans - Poydras Orleans – West Bank St. Bernard St. Tammany Baton Rouge Calcasieu Vermillion	10/26-11/01	18	Report In Progress



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Center Name	Period of Review	Advisor Sit-Ins Completed	Report Status
Jefferson Orleans – West Bank St. Tammany Baton Rouge Calcasieu Vermillion	11/9 – 11/16	15	Report In Progress
Jefferson Vermillion Lake Charles	11/23-11/29	11	Report In Progress

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

ACTIVITY	Period of Review	# Reviewed
Pre-Closing File Reviews	11/23-11/29/07	315
Additional Compensation Grant Eligibility Reviews	11/23-11/29/07	54
Appraisal File Reviews	11/23-11/29/07	354

- Reviewed pre-closing files and made recommendations regarding file handling.
- Reviewed files with Additional Compensation Grants calculated to verify eligibility and amount calculated.
- Reviewed files whose pre-storm values are based on appraisals to verify validity and appropriate usage.

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

ACTIVITY	Period of Review	# Reviewed	# Released	% Released
Benefit Option Letter Review	11/23-11/29/07	205	198	97%

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

ACTIVITY	Period of Review	# Reviewed	# Released	% Released
Road Home Advisory Services Benefit Option Letter Reviews	11/23-11/29/07	5	5	100%
Constituent Services Group Benefit Option Letter Reviews	11/23-11/29/07	0	0	-

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



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

- Reviewed files whose pre-storm values are based on appraisals to verify validity and appropriate usage.
- Reviewed 205 Benefit Option Letters and made recommendations regarding letter accuracy and suitability for mailing.
 - 198 were released.
- Conducted 5 RHAS Reviews of Benefit Option Letters.
 - 5 were released.

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

ACTIVITY	Prior Total	10/19-10/25	10/26 - 11/1	11/2 - 11/8	11/9-11/15	11/16-11/21	Current	Five Week
Files Reviewed	2,282	87	55	58	61	21	2,564	56
Files Approved	1,989	75	52	54	54	19	2,243	51
Approval Rate	87%	86%	95%	93%	89%	90%	87%	90%

- Supported the Homeowner Program by performing Pre-closing file reviews in order to support program priorities.
- 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	10/19-10/25	10/26 - 11/1	11/2 - 11/8	11/9-11/15	11/16-11/21	Current	Five Week
Mobile Home Files Reviewed	1,221	38	31	16	17	5	1,328	20
Files Approved	912	33	29	16	14	4	1,008	18
Approval Rate	75%	87%	94%	100%	82%	80%	76%	90%

- 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.*
- **Closing Monitoring Reviews:**
 - Continuing closed file reviews of First American and HGI Title agencies.

Table 34: QA/QC Review of Closed Files

Closing Agency	Period of Review	File Reviews Completed	Report Status
HGI	11/23-11/29/07	60	In progress

- Performed the following validity test to ensure homeowner closed files contain all required documentation; files are closed according to Road Home Policy and Procedural guidelines; and review award calculations for accuracy.
 - Review applicant file and supporting documents for completeness
 - Compare E-Grant closed values to Adjusted Final Closing Instructions (FCI) and note any variances;
 - Review E-Grant Option Selection to verify that the option selected is the same as the option noted on Benefit Selection Form (BSF) by homeowner; verify that the values on BSF match E-Grant closed values; total amount stated on option letter is for the correct payout amount and verify that correct BSF is signed and dated by homeowner.
 - Compare Adjusted Final Closing Instructions to funds requested on Draw Request and not any variances;
 - Compare funds requested on Draw Request to actual amount of funds Disbursed to Applicant and note any variances.
- Preparing report for HGI July Closed File reviews for management review of noted exceptions, findings and recommendations.
- Continued to amend closed file review template and upload to TRH Program Portal.
- Followed up with ICF Reporting Team on request submitted for reporting requirements of files transmitted for closing, BPO, ABS and FTS aged reporting.
- **In Support of the Small Rental Program**
 - Completed testing 10 Owner Occupant Owner Unit Award Letters.
 - Completed testing 16 Issue Determination and Appeals Issues.
 - Continued Housing Assistance Center Reviews of Rental Advisors at Jefferson and Poydras Housing Assistance Centers.
 - Met with Small Rental Policy and Procedures and Underwriting to discuss QA/QC testing of OCD Summary Files for general and nonprofit applicants, closing and disbursement testing, and results from Housing Assistance Center reviews.
 - SRP QA/QC personnel supported Homeowner Appraisal Review.
 - SRP QA/QC personnel supported Homeowner Closing Files Review.

COMPLIANCE

- Researched subpoenas 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

SPECIAL NEEDS ADVISORY TEAM

- Coordinated multiple homebound visits within the state of Louisiana
- Continued to contact applicants that have requested a home visit
- Continued to process out of state homebound requests
- Continued to develop a response for the 504 compliance review
- Submitted Facility ADA compliance reports for 9 facilities
- Continued to develop a 504 training for management staff
- Made referrals for applicants in both the homeowners program and in the small rental program who needed help with non-Road Home issues
- Developed a plan to accommodate applicants with special needs for closing appointments
- Continued to work on call scripts regarding ADA accessibility, HGI, home visits and remote appointments.
- Continued to work closely with Homeowners to facilitate coordination of Easter Seals Louisiana's outreach efforts and updating Homeowner files for elderly applicants that have not had a first appointment
- Provided assistance to Easter Seals Louisiana on the implementation of their outreach plan to elderly applicants who have not had their first appointment
- Coordinated implementation of procedure for Easter Seals to obtain assistance from Resolutions for cases that have met requirements for application with pending issues that Easter Seals is unable to resolve

Table 35: Homebound Statistics

Activity	Prior Totals	10/26-11/1	11/02-11/08	11/09-11/15	11/16-11/22	11/23-11/29	Current Total
Total Number of Homebound Referrals	289	16	4	22	-	30	361
Total Number Unqualified	94	2	4	5	-	13	120
Total Number Living Out of State	25	4	1	1	1	3	35
Total Number Contacted	385	30	13	23	19	35	505
Total Number Scheduled	139	6	4	18	9	28	204
Total Number Visited	134	6	2	15	9	6	172



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	224	4			1	1	230
ALLEN	350	13	1	1	2	2	369
ASCENSION	97	5		1		2	105
ASSUMPTION	113	4		1	1	1	120
BEAUREGARD	681	30		1	5	4	721
CALCASIEU	10,236	262	9	57	174	70	10,808
CAMERON	1,367	213	7	24	72	6	1,689
EAST BATON ROUGE	172	3			2		177
EAST FELICIANA	20	3					23
EVANGELINE	51	2					53
IBERIA	904	41	3	1	18	3	970
IBERVILLE	43	5					48
JEFFERSON	20,699	230	50	95	856	146	22,076
JEFFERSON DAVIS	694	21	2	1	13	6	737
LAFAYETTE	87	1		1	2	2	93
LAFOURCHE	457	15	1	4	2	2	481
LIVINGSTON	146	7	1			1	155
ORLEANS	36,721	3,867	1,628	286	2,179	221	44,902



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

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	3						3
PLAQUEMINES	2,281	465	44	23	182	26	3,021
POINTE COUPEE	11						11
SABINE	16	1			1		18
SAINT BERNARD	6,600	3,838	759	194	726	76	12,193
SAINT CHARLES	749	6	1	2	13	3	774
SAINT HELENA	147	2			2	1	152
SAINT JAMES	177	3		1		3	184
SAINT LANDRY	109	7				1	117
SAINT MARTIN	77	9		1		1	88
SAINT MARY	539	19		2	6	7	573
SAINT TAMMANY	9,150	235	51	39	347	28	9,850
ST JOHN THE BAPTIST	872	6	1	1	16	10	906
TANGIPAHOA	894	24	1		3	10	932
TERREBONNE	1,765	94	1	11	39	12	1,922
VERMILION	1,439	98	8	16	35	11	1,607
VERNON	86	2			1	2	91
WASHINGTON	1,038	25	3	1	21	6	1,094
WEST BATON ROUGE	13						13
WEST FELICIANA	2						2
	99,030	9,560	2,571	764	4,719	664	117,308



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	291
Allen	500
Ascension	158
Assumption	204
Beauregard	1,025
Calcasieu	13,830
Cameron	1,972
East Baton Rouge	259
East Feliciana	30
Evangeline	71
Iberia	1,183
Iberville	65
Jefferson	29,924
Jefferson Davis	986
Lafayette	129
Lafourche	791
Livingston	221
Orleans	52,166
Other	3
Plaquemines	3,736
Pointe Coupee	13

Parish	Number of Calculations
Rapides	1
Sabine	22
Saint Bernard	14,100
Saint Charles	1,105
Saint Helena	232
Saint James	347
Saint Landry	155
Saint Martin	108
Saint Mary	847
Saint Tammany	12,252
St John the Baptist	1,454
Tangipahoa	1,358
Terrebonne	2,610
Vermilion	1,900
Vernon	136
Washington	1,461
West Baton Rouge	15
West Feliciana	4
	145,664



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 73,772 rather than 73,779 reported in Daily Governor’s Report as of November 29, 2007, 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	123			123
Allen	176	2		178
Ascension	44			44
Assumption	41			41
Beauregard	274	2		276
Calcasieu	6,233	22		6,255
Cameron	758	35		793
East Baton Rouge	113			113
East Feliciana	10			10
Evangeline	19			19
Iberia	501	6		507
Iberville	19	1		20
Jefferson	15,166	55	3	15,224
Jefferson Davis	285	1	1	287
Lafayette	41			41
Lafourche	193		1	194
Livingston	70	1		71



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
Orleans	29,934	849	201	30,984
Other	3			3
Plaquemines	1,009	64	1	1,074
Pointe Coupee	8			8
Sabine	6			6
Saint Bernard	5,035	1,433	207	6,675
Saint Charles	413	1		414
Saint Helena	38	1		39
Saint James	54			54
Saint Landry	59	2		61
Saint Martin	43			43
Saint Mary	134			134
Saint Tammany	6,894	45	12	6,951
St John the Baptist	389			389
Tangipahoa	346			346
Terrebonne	832	7	1	840
Vermilion	920	16	1	937
Vernon	50			50
Washington	553	2	1	556
West Baton Rouge	10			10
West Feliciana	2			2
	70,798	2,545	429	73,772



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Closings by Zip Code

Zip Code	Number of Closings
A zip code is not available	19
70001	563
70002	598
70003	1,341
70005	472
70006	1,032
70011	1
70012	1
70017	10
70018	6
70019	3
70022	1
70028	1
70029	1
70030	16
70031	20
70032	941
70033	1
70036	94
70037	195
70038	76
70039	20
70040	184
70041	230
70042	3
70043	2,741

Zip Code	Number of Closings
70044	2
70045	2
70046	5
70047	85
70049	20
70050	72
70051	8
70052	6
70053	380
70054	2
70056	1,120
70057	36
70058	1,933
70059	4
70062	475
70063	2
70064	3
70065	2,518
70066	1
70067	201
70068	301
70069	3
70070	59
70071	8
70072	2,858
70073	3

Zip Code	Number of Closings
70074	1
70075	790
70076	4
70077	1
70078	6
70079	11
70080	8
70082	50
70083	270
70084	61
70085	800
70086	10
70087	140
70090	25
70091	22
70092	1,347
70093	2
70094	1,096
70095	2
70096	1
70101	9
70105	1
70109	1
70110	1
70112	49
70113	276



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Zip Code	Number of Closings
70114	736
70115	922
70116	476
70117	3,613
70118	1,650
70119	2,453
70120	2
70121	218
70122	5,342
70123	253
70124	2,256
70125	1,114
70126	4,078
70127	2,876
70128	2,628
70129	1,385
70130	129
70131	882
70132	1
70150	1
70164	1
70170	1
70175	2
70177	5
70179	1
70185	1
70186	1
70189	1
70216	1
70217	1
70219	1
70224	1

Zip Code	Number of Closings
70301	29
70339	1
70340	1
70341	7
70342	1
70343	8
70344	266
70345	32
70346	10
70353	85
70354	15
70355	4
70356	32
70357	14
70358	105
70359	19
70360	38
70361	3
70363	204
70364	37
70372	2
70373	4
70374	12
70377	101
70380	15
70390	26
70391	1
70392	2
70393	1
70394	47
70395	6
70397	75
70401	41

Zip Code	Number of Closings
70402	1
70403	69
70404	3
70404	59
70421	6
70422	52
70423	1
70424	1
70426	64
70427	343
70429	1
70430	1
70431	50
70433	163
70434	5
70435	109
70436	2
70437	54
70438	130
70441	27
70443	39
70444	40
70445	314
70446	9
70447	47
70448	274
70449	8
70450	24
70452	165
70453	3
70454	62
70455	4
70456	23

1



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Zip Code	Number of Closings
70457	1
70458	2,357
70459	3
70460	1,269
70461	1,950
70462	19
70463	6
70464	3
70465	1
70466	9
70469	2
70470	3
70471	110
70478	1
70485	1
70501	9
70503	3
70506	2
70507	5
70508	3
70510	355
70511	1
70512	2
70514	9
70515	1
70516	1
70517	20
70518	4
70520	5
70521	1
70523	2
70524	1
70525	7
70526	54

Zip Code	Number of Closings
70528	188
70529	3
70531	5
70532	38
70533	410
70535	13
70537	2
70538	97
70542	17
70543	10
70544	59
70546	76
70548	48
70549	30
70550	2
70551	2
70552	3
70554	5
70555	1
70556	4
70559	4
70560	362
70563	4
70569	2
70570	40
70576	1
70577	1
70578	29
70581	7
70582	18
70583	3
70584	1
70586	7
70589	4

Zip Code	Number of Closings
70591	65
70592	8
70601	1,772
70602	2
70605	787
70606	6
70607	1,046
70610	1
70611	415
70612	1
70614	1
70615	608
70616	3
70630	58
70631	277
70632	109
70633	179
70634	142
70637	4
70640	10
70641	2
70643	45
70644	1
70645	148
70646	24
70647	256
70648	69
70650	3
70651	4
70652	17
70653	17
70654	2
70655	56
70656	6
70657	74



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

Zip Code	Number of Closings
70658	6
70659	4
70660	40
70661	80
70663	590
70664	4
70665	247
70668	153
70669	287
70699	1
70706	1
70707	1
70711	8
70714	12
70717	1
70719	3
70721	5
70722	6
70723	6
70725	4
70726	13
70729	1
70730	3
70733	4
70734	3
70737	13
70739	5
70740	2
70744	3
70749	1
70753	1
70754	2
70757	1

Zip Code	Number of Closings
70760	4
70761	1
70763	4
70764	6
70767	7
70769	8
70770	1
70774	2
70775	6
70776	2
70777	1
70778	3
70785	12
70788	3
70791	6
70792	1
70802	17
70805	19
70806	2
70807	6
70808	2
70809	1
70810	5
70811	5
70812	7
70814	10
70815	4
70816	4
70817	5
70818	1
70819	2
70820	1
71026	1
71027	1

Zip Code	Number of Closings
71028	1
71126	1
71302	1
71353	1
71367	6
71403	5
71433	1
71439	1
71446	28
71449	4
71458	1
71460	1
71461	2
71463	24
	73,772



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

APPENDIX D

RESOLUTION ISSUES RESOLVED 11/23/2007-11/29/2007						
Category	0-29 Days	30-59 Days	60-89 Days	90-119 Days	120 or More Days*	Category Total
Affordable Compensation Loan		5				5
Applicant Info	2					2
Appraisal		2				2
Delay of Benefit	39	104				143
FEMA Ind Assist		1				1
Flood Ins (NFIP)		3				3
Home Evaluation	11	66				77
Info Request		1				1
Insurance	2	3				5
Multiple Issues		1				1
NO CATEGORY	0	4	0	0	0	4
Option Letter	11	1				12
Other	8	3				11
Post Closing Appointment		1				1
Pre-Storm Value	7	27				34
∑ Grand Totals	80	222	0	0	0	302



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

OPEN RESOLUTION ISSUES AS OF 11/29/07						
Category	0-29 Days	30-59 Days	60-89 Days	90-119 Days	120 or More Days	Category Total
Affordable Compensation Loan	33					33
Applicant Info	24	1				25
Application Completion	2	1				3
Appraisal	3					3
BPO	1					1
Benefits Counseling	7					7
Delay of Benefit	460	193				653
EGrant Calculation	1					1
Elevation	4					4
FEMA Ind Assist	11					11
Flood Ins (NFIP)	12	2				14
Geospatial	1					1
Home Evaluation	272	16				288
Homeowner dispute or decision pending	1					1
Info Request	7	2				9
Insurance	32	4				36
Miscalc At Closing	1					1
Missing Documentation	4					4
Mitigation	1					1
Multiple Issues	2	1				3
NO CATEGORY	18	1	0	0	0	19
Option Letter	131					131
Other	12	2				14
Owner Occupancy	6					6



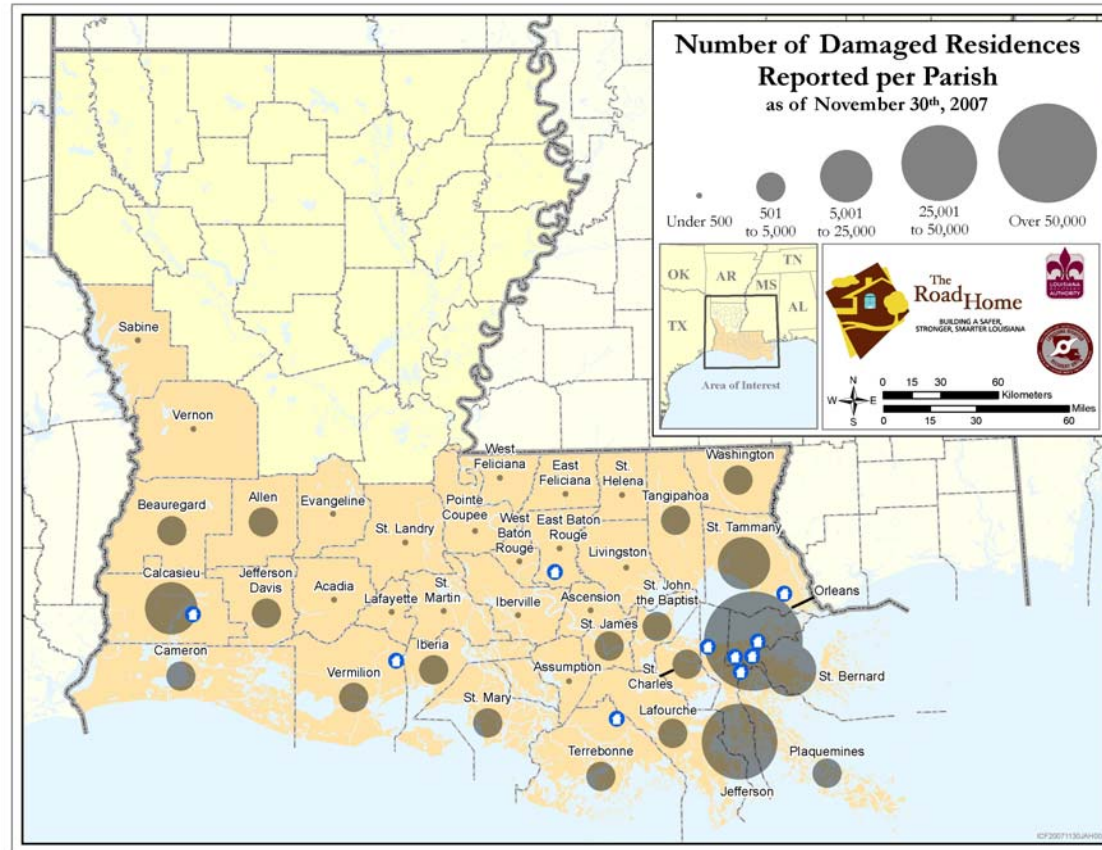
Weekly Situation & Pipeline Report

Week 74

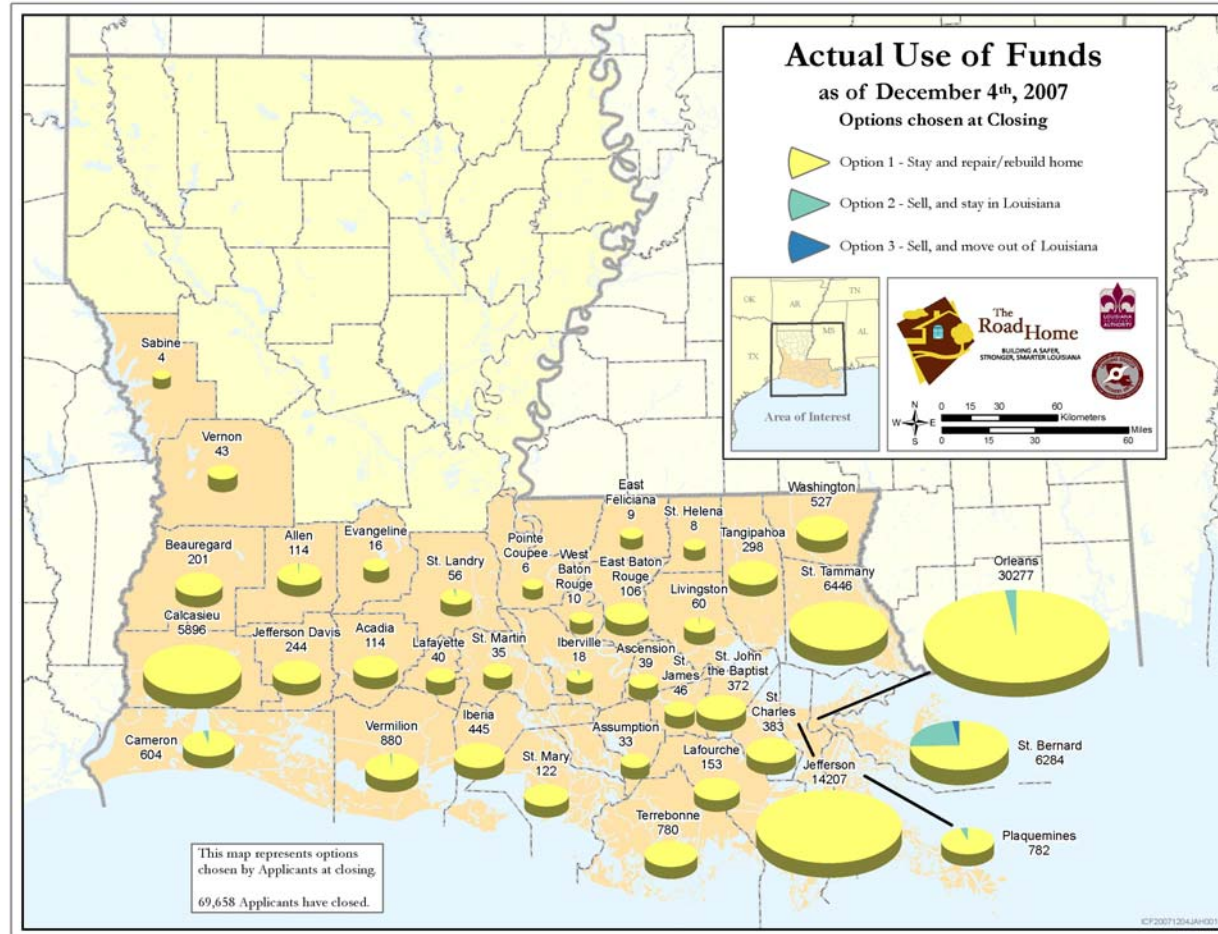
November 23 – November 29, 2007

OPEN RESOLUTION ISSUES AS OF 11/29/07						
Category	0-29 Days	30-59 Days	60-89 Days	90-119 Days	120 or More Days	Category Total
Post Closing Appointment	2					2
Pre-Storm Value	90	6				96
Program eligibility pending	3	1				4
Resolution Expedited Letter	1					1
SBA	1					1
Title	3					3
Zero Benefit	2					2
∑ Grand Totals	1,148	230	0	0	0	1,378

APPENDIX E



APPENDI X F





APPENDIX G

Mitigation Assistance by Housing Assistance Center

Housing Assistance Center	Phone/Email	Meetings-Shadow Appt.	Meetings-IMM	Meetings-Other	Training	Other Tasks
Calcasieu	655	25	1,746	42	88	123
Cameron	2	8	180	15	0	46
East Baton Rouge	479	145	4,562	66	69	148
Jefferson	1,483	15	3,815	111	75	71
New Orleans East	48	0	266	0	0	0
Orleans	937	15	16,751	162	105	57
Plaquemines	0	0	0	0	0	0
St. Bernard	4	2	145	21	6	10
St. Tammany	687	48	9,083	55	16	21
Vermillion	1	0	120	21	0	10
MCAC	3,107	4	1	56	30	152
Community Outreach	0	0	1,147	1,059	1	0
Up- to- Date Weekly Total	7,403	262	37,816	1,608	390	638

Phone/Email Responding to questions from applicants or advisors over the phone or email regarding mitigation.

Meetings-Shadow Appts Participating with Housing Advisor's Meetings with applicants.

Meetings-IMM Conversation applicants or housing advisors specifically related to Mitigation Measures. This includes presentations to applicants in the waiting rooms, in Mitigation offices, or other settings.

Meetings-Other Road Home related meetings not specifically for discussing mitigation (i.e., center staff meetings, training/orientations, and Housing Advisor Team integration of Mitigation staff into center functions).

Training Attending required training including Road Home training online.

Other Tasks Working on tasks (i.e., Power Point presentations for community outreach) or for support tasks not fitting into the other categories.



GLOSSARY

Pipeline Table 1 Terms:

Total Number Of 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.

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

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

Total Number of Inactive Applications represents the cumulative number of applications that have been moved to “inactive” status as a result of no response from the applicant after multiple attempts at contact by the program.

Total Number of Applications Available for an Appointment represents the difference between “Applications Recorded” and “Inactive Applications.”

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

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

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

Total Number of Applications Determined to be Ineligible represents the total number of applications determined to be ineligible for the program because they do not meet program requirements as defined by current program policies.

Total Number of Applications Available for Calculation represents the total number of eligible applicants who have completed first appointments and have all information required to calculate their benefits.

Total Number of Benefits Calculated represents the cumulative number of benefits calculated.

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

Total Number of No Funding Award Letters Sent represents the cumulative number of letters sent to homeowners who do not qualify for any Road Home assistance of the total number of Benefit Option Letters sent.

Total Number of Elevation Only Award Letters Sent represents the cumulative number of letters sent to homeowners who qualify for elevation assistance only of the total number of Benefit Option Letters sent.



Weekly Situation & Pipeline Report

Week 74

November 23 – November 29, 2007

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

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

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

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

Total Number of Option Letters Indicating a Declination of Benefits represents the cumulative number of applicants who have returned a letter to the program indicating they are declining all Road Home assistance.

Total Number of Option Letters Indicating a Delay in Benefit Selection represents the cumulative number of applicants who have indicated that they are delaying their benefit selections.

Total Number of Option Letters that are Incomplete 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.

Total Number of 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.

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

Total Number of 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.

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

Pipeline Diagram Terms (Figures 1 and 2):

APPLICATIONS

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.

Inactive Applications represents the cumulative number of applications that have been moved to “inactive” status as a result of no response from the applicant after multiple attempts at contact by the program.



Applications Available for an Appointment represents the difference between “Applications Recorded” and “Inactive Applications.”

APPOINTMENTS

Appointment Letters Sent represents the cumulative number of letters sent to applicants asking them to call and schedule an appointment. Not all applicants will receive appointment letters because they may be ineligible or may have already scheduled their appointment over the phone. Appointment letters are sent in batches twice a week.

Appointments Scheduled represents the cumulative number of appointments scheduled to date.

Applications Available for Calculation represents the total number of eligible applicants who have completed first appointments and have all information required to calculate their benefits.

CALCULATIONS

Applications in Verification represents the cumulative number of applicants whose application data is being verified to determine eligibility and basis for calculation of benefits.

Benefits Calculated represents the cumulative number of applications for which eligibility has been determined and benefits have been calculated for the various possible options.

CLOSINGS

Options Letters Sent represents the cumulative number of applicants who have been sent a benefit options letter noting their respective benefit options.

Options Selected represents the cumulative number of applicants who have replied to the options letter and selected their benefit option.

Closed represents the cumulative number of applicants who have gone through the closing process.

Round 1 Rental Metrics (Table 17):

Title Report conducted on all Conditional Awardees who completed all the conditional requirements. The title report is used to verify ownership of the property and determine if any outstanding liens or judgments exist on the property.

Environmental Review Record (ERR) performed by OCD and a Notice to Proceed is issued by OCD on all properties that are eligible to proceed in the Program. The metrics being reporting by SRPP for ERRs are the number of Notice to Proceeds that have been issued and the number remaining to be reviewed by OCD.

Appraisals used to establish the Pre-Storm Value of Owner-Occupied units only.

Desk Review a review of applicant-provided bids, receipts or cost estimates to determine their validity and reasonableness

Road Home Cost Estimate a Cost of Repair estimate performed by a Road Home representative; provided for all owner occupied properties, for applicants who request a cost estimate and for properties who fail the desk review