



Please submit all completed forms to Bettie Norton (bnorton@icfi.com)

CCB Form

(All Change Proposals received by noon each Tuesday will be reviewed by the Change Control Board (CCB) which meets each Wednesday)

Date: 2.14.07 Initiator: Mike Spletto / OCD Team/Dept: Policy
 Tracking No.: 100 C Mail: mike.spletto@la.gov Phone: 225-219-0749

Title of Proposed Change:

Clarification regarding time available for appeals

Description: *(Give a high level summary)*

Homeowners sign a form at their first closing indicating that the homeowner has 90 days from the date of the closing or from the date of the second closing/disbursement if they have a pending issue in resolution, to submit an appeal.

All homeowners sign the form acknowledging a 90 day limit for appeals, at closing. The form will provide two options. If the homeowner has no pending issues, they will so indicate and acknowledge that their right to appeal will expire 90 days after the date of the closing. If they have pending issues, they will so indicate and acknowledge that their right to appeal will expire 90 days after their final disbursement.

One exception to this 90 day time limit would be if the Road Home program adopts, after the homeowner has closed, a significant policy that impacts the homeowner. If the Road Home Program changes a policy that impacts homeowners who have already signed the form, these homeowners will have the ability to appeal, if the policy change is designated by the Road Home program as significant. This will require the Road Home program to identify and notify certain homeowners of significant policy changes.

If a homeowner has already closed, they will not be contacted and will not be asked to sign a form limiting their right to appeal.

If a homeowner refuses to sign the form, the Road Home agent will note their refusal on the form and indicate that the homeowner was informed of the time limit.

Reason(s) for Change Proposal:

OCD desires to provide homeowners with clear information on the owner's ability to appeal the amount of their award, and to terminate the appeal process at a specified point in time.

The risks include—1) the Road Home program may not be able to enforce the time limit if challenged, 2) if a homeowner refuses to sign the form, the Road Home has two unattractive options- a) withhold payment. or b) proceed without a signature on the form thereby defeating the purpose of the time limit.

CCB Decision: Date: _____ Approve Reject Put on Hold Elevate to Client

Implementation: *(All teams identified below to review and take appropriate actions. Any problems should be brought back to CCB for discussion and further guidance.)*

Impacted Team(s)	Action(s)	Due Date
<input checked="" type="checkbox"/> Administration		
<input checked="" type="checkbox"/> Call Center		
<input checked="" type="checkbox"/> Closing Team / First American		
<input type="checkbox"/> Communications		
<input type="checkbox"/> Community Outreach		
<input type="checkbox"/> Compliance		



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<input type="checkbox"/> Fraud Prevention		
<input type="checkbox"/> Hazard Mitigation		
<input checked="" type="checkbox"/> Homeowner Assistance		
<input type="checkbox"/> Home Evaluation / Inspection		
<input type="checkbox"/> Logistics / Facility / Security		
<input checked="" type="checkbox"/> MIS / Technical		
<input checked="" type="checkbox"/> Policy & Planning		
<input checked="" type="checkbox"/> PMO		
<input type="checkbox"/> Production		
<input checked="" type="checkbox"/> Public Information Office		
<input checked="" type="checkbox"/> QA / QC		
<input type="checkbox"/> Small Rental		
<input type="checkbox"/> Special Needs		
<input checked="" type="checkbox"/> Training		
<input type="checkbox"/> Other <i>(Specify lead responsibility)</i>		

Client	Signature	Date
Suzie Elkins, OCD		3-30-07
Andy Kopplin, LRA		3-27-07