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**CCB Form**

Date: 8/9/07  
Tracking No.: 143 D

**APPROVED**

Team/Dept: OCD  
Category: Implementation

**Title of Proposed Change:**

Inactive Status for homeowners who sold home

**Description:**

Homeowners who sold their home have been told since the beginning of the program that they will receive assistance if there is available funding after all homeowners who still own their storm damaged residence have received their *Road Home* award. Due to budgetary constraints, it is unlikely that *The Road Home* will be able to provide funding assistance to homeowners who already sold their storm damaged home.

Upon identification of homeowners who have already sold their storm damaged residence after the dates of Hurricanes Katrina or Rita as applicable and prior to receiving assistance from *The Road Home*, *The Road Home* will put them into inactive status and send them a letter informing them of their inactive status. *The Road Home* Communications team will work with the State to approve language for the letter to send out to all homeowners who sold their storm damaged home. The letter will inform these homeowners that their application is being placed in an inactive status and due to budgetary constraints, it is unlikely that there will be funding left over to provide assistance to them.

There will be no revisions to the HO program policies required to implement this CP.

A draft of the letter *The Road Home* is planning to send to these applicants is included as an attachment to this CP.

**NOTE:** This CCB does not apply to Homeowners who had assigned their rights for Road Home benefits in accordance with program policy as documented in CCB No. 25C, signed by the OCD and LRA on 12/12/06. They will still receive benefits as described in CCB 25C.

**Reason(s) for Change Proposal:**

Due to budgetary constraints, the State has determined that it is unlikely that they will be able to provide assistance to homeowners who already sold their storm damaged residences. The letter provides formal communication to the homeowner of the current budget situation and consideration of their application.

**Budget and Program Impact:** Change provides more accurate representation of total applications in pipeline and increases accuracy of budget projections.

CCB Decision: Date: 6.5.07     Approve     Reject     Make Revisions     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 checked="" type="checkbox"/> Communications		
<input checked="" type="checkbox"/> Community Outreach		
<input checked="" type="checkbox"/> Compliance		



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<input checked="" 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 type="checkbox"/> MIS / Technical		
<input checked="" type="checkbox"/> Policy & Planning		
<input type="checkbox"/> PMO		
<input type="checkbox"/> Production		
<input 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 (Specify lead responsibility)		

OCD/LRA Decision: Date: \_\_\_\_\_  Approve  Reject  Make Revisions

Client	Signature	Date
Andy Kopplin, LRA		8-27-07
Suzie Elkins, OCD		9-7-07

**Client Notes:**



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Dear Road Home Applicant,

Thank you for applying to *The Road Home* program. When the program began, policy stated that homeowners who had previously sold their homes may apply to the program. However, it was noted that these applications would be processed only if funds were available after all homeowners who still owned their homes received their awards.

Due to current budgetary constraints, it is unlikely that *The Road Home* will be able to provide funding assistance to homeowners who previously sold their homes. Because our records indicate that you have already sold your home, *The Road Home* has placed your application into an inactive status. This means that your application is not being reviewed at this time. If additional funding becomes available, you will be contacted by *The Road Home*.

If you are a homeowner who has assigned your rights to the new buyer and have complied with all other program requirements, your application will be processed and you should contact *The Road Home* at 1.888.ROAD.2.LA to notify us of your assignment status.

If you have not sold your storm damaged home and this letter has been sent in error, please contact *The Road Home* at the same number.

If you have any other questions, please call 1.888.ROAD.2.LA (1.888.762.3252 or TTY: 1.800.566.4224).

Sincerely,

*The Road Home Program*



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**CCB Form**

Date: 8/9/07 Type: POLICY  
Tracking No.: 144 D Team/Dept: OCD



**Title of Proposed Change:**  
Death of an Owner Occupant

**Description:**

This CCB clarifies existing policies and addresses scenarios that are not currently defined for situations where the eligible owner occupant at the time of the storm has passed away.

**Current Policy:**

Some eligible owner-occupants at the time of the storm either died during the storm or after the storm. The person or person(s) placed in legal possession of the property are eligible for assistance from *The Road Home* program in place of the eligible owner-occupant who has since died.

There is currently no policy for how to handle 2 applications from 1 person where the applicant was both:

1. An owner-occupant at the time of the storm AND
2. Placed in legal possession of another property which was owner-occupied at the time of the storm but the eligible owner-occupant at the time of the storm has since passed away (this includes owner-occupants who died during the storm as well as following the storm)

In these cases, a policy is needed to determine whether or not the applicant is eligible for assistance at both properties and if they are eligible for assistance at both properties, what combination of closing options are available to the applicant.

**Death of eligible owner occupant (appears on page 5)**

"In Option 1 cases where husband and wife acquired ownership of property as community property prior to the storm and one of the spouses dies prior to, during or after storm and the intestate or testate estate by judgment of possession provides surviving spouse a usufruct over the children's interest, the surviving eligible owner occupant of the deceased maintaining full ownership of half interest in property with usufruct over the other half interest, is the only individual required to attend closing and execute closing documents. The children maintaining naked interest of other half interest in property are not required to attend closing or execute closing documents<sup>[1]</sup>.

In all other Option 1 cases where the eligible owner occupant died during or has died since the time of the storm, the following documentation is required prior to closing to confirm ownership:

- If there is a will, *The Road Home* requires a Judgment of Possession
- If there is no will and a minor inherits interest in the property, *The Road Home* requires a Tutorship document, a court order allowing the tutor to encumber the property, and a Judgment of Possession.
- If there is no will and no minors are heirs to decedent, and the estate does not have substantial debts, *The Road Home* requires an Affidavit of Death, Domicile, and Heir ship.
- If there is no will, no substantial debt and adults inherit the property, *The Road Home* requires an Affidavit of Death, Domicile, and Heir ship" If an adult heir is mentally incompetent then Road Home requires interdiction proceeding and court order authorizing curator to encumber the property.

Documentation required for Option 2 and 3 applicants is determined by the Title Company issuing Title Insurance for the property.

**Proposed Policy:**



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In cases where there are 2 applications from 1 person because the applicant was both:

1. An owner-occupant at the time of the storm AND
2. Placed in legal possession of another property which was owner-occupied at the time of the storm but the eligible owner-occupant at the time of the storm has since passed away (this includes owner-occupants who died during the storm as well as following the storm)

the applicant is eligible for assistance at both properties. The applicant cannot choose Option 1 for both properties. The applicant can choose any of the following option combinations and will be obligated to sign all applicable closing documentation associated with each option:

1. Option 1 and 2
2. Option 1 and 3
3. Option 1 and Assignment
4. Option 2 and 2
5. Option 2 and 3
6. Option 2 and Assignment
7. Option 3 and Assignment

*Below are some examples to explain how this policy will be implemented:*

*Example 1:* Applicant has selected a replacement property in the State of Louisiana and chooses to sell both properties to the State. Applicant selects Option 2 for both properties and both grant agreements identify the same replacement property.

*Example 2:* Applicant is not going to be able to remain in Louisiana for 3 years but plans to stay in one of the damaged properties and then find a buyer to assume the covenant requirements. Applicant may select Option 1 for the damaged property they will be occupying and Option 3 for the other property since they will be unable to abide by Option 2 grant agreement.

Additional Compensation Grant: If the applicant would like to be considered for an Additional Compensation Grant (ACG) for the property they have inherited then the applicant must provide household income documentation for the household members who will be residing in the damaged residence (if choosing Option 1) or the replacement property (if choosing Option 2).

Exceptional Cases:

- 1) If inherited property is contiguous with the property owned by the heir, the applicant can combine the properties into one homestead and receive full grant award amount for both properties. If the applicant is planning to remain on the property, the applicant can choose Option 1 for both residences.
- 2) If there is more than one heir inheriting the property the grant for the inherited property can be disbursed under the standard procedures without application of the limitations contained in this CCB so long as at least one of the applicants is an heir who is not receiving a Road Home grant on his own property.

**Reason(s) for Change Proposal:**

There are outstanding policy issues surrounding death of an owner-occupant.

**Budget and Program Impact:** By allowing this category of applicants to receive assistance for both properties increases the amount of assistance received by this category of applicants but has fairly minimal budgetary implications given the very small number of applicants in this situation. The program must track these applicants to ensure that they are handled correctly through the process.

**CCB Decision:** Date: 6.13.07       Approve     Reject     Make Revisions     Elevate to Client



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**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 type="checkbox"/> Administration		
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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 type="checkbox"/> PMO		
<input type="checkbox"/> Production		
<input type="checkbox"/> Public Information Office		
<input type="checkbox"/> QA / QC		
<input type="checkbox"/> Small Rental		
<input type="checkbox"/> Special Needs		
<input type="checkbox"/> Training		
<input type="checkbox"/> Other (Specify lead responsibility)		

OCD/LRA Decision: Date: \_\_\_\_\_  Approve  Reject  Make Revisions

Client	Signature	Date
Andy Kopplin, LRA		8-27-07
Suzie Elkins, OCD		9-7-07

**Client Notes:**



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### CCB Form

Date: 7/19/07  
Tracking No.: 149 C

**APPROVED**

Team/Dept: OCD  
Category: Implementation

Title of Proposed Change:  
**Inactive Status**

#### Description:

This CCB identifies the application files that will be placed in inactive status and the business rules for placing application files into inactive status.

#### Categories of inactive application files and business rules:

- (1) Applications that were submitted via *The Road Home* website and are incomplete and have not been accessed in 90 days will be placed into an inactive status after the following occurs or is confirmed:
  - a. If applicant contact information is missing and it is not possible to contact the applicant by phone or mail, the application is placed into inactive status.
  - b. If applicant phone contact information is missing but mailing address is present, contact the applicant by mail. If the applicant does not respond within 30 days, the application is placed into inactive status.
  - c. If applicant mailing address is missing but phone contact information is present, contact the applicant by phone. If the applicant is not reached by phone after 2 attempts and/or confirms that they want to have their application placed in inactive status, the application is placed into inactive status.
- (2) Applications that were submitted and completed via *The Road Home* website and an appointment scheduling letter was mailed 90 or more days ago but the applicant has not called *The Road Home* to schedule an appointment are placed into an inactive status following 3 documented phone call attempts and 2 documented mailings to applicant. The 3 documented phone call attempts and 2 documented mailings to the applicant must be completed over the course of at least 30 days.
- (3) Applicants who provided invalid phone and/or mailing contact information will be placed in an inactive status following 3 documented phone call attempts (if phone number is valid and it is possible to contact by phone) and 2 documented mailings to applicant (a second mailing will only go out to applicants assuming the address is valid and mail is not returned). The 3 documented phone call attempts and 2 mailings, to the extent possible to complete, will be completed over the course of at least 30 days.
- (4) Applicants whose award letter has been generated and mailed but the applicant has not contacted (by phone or mail) *The Road Home* in 90 days are placed into an inactive status following 3 documented phone call attempts and 2 documented mailings to applicant. The 3 documented phone call attempts and 2 documented mailings to the applicant must be completed over the course of at least 30 days.
- (5) Applicants who contact *The Road Home* (by phone or mail) and request to have their application placed in inactive status. The request is noted in JIRA Issue Tracker.

Once *The Road Home* has placed the file into inactive status, the file will not be worked. Applicants who contact *The Road Home* will be taken out of inactive status. The inactive status can be rolled back.

All communication with the applicant, via mail or phone, will be documented in JIRA Issue Tracker.

A draft of the letter that has been approved by the Office of Community Development to send to applicants informing them of their inactive status is attached to this Change Proposal. This letter will be the second mailing to the applicant.

#### Reason(s) for Change Proposal:

*The Road Home* has many application files that have not changed status for a period of time and *The Road Home* has begun fielding requests from applicants who have requested that their application file be terminated.



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**Budget and Program Impact:**

No budget impact. Program impacts include:

- Change provides more accurate representation of total applications in pipeline and increases accuracy of budget projections
- Change requires development of IT system to determine which files should be moved to inactive status and requires functionality in eGrantsPlus to identify which application files are in "Inactive" status
- Change requires that staff be notified on how to move applicant to inactive status in short term interim prior to eGrantsPlus functionality and after eGrantsPlus functionality is implemented.

CCB Decision: Date: 6/20/07  Approve  Reject  Make Revisions  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.)

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<input type="checkbox"/> Logistics / Facility / Security		
<input checked="" type="checkbox"/> MIS / IT		
<input checked="" type="checkbox"/> Policy		
<input checked="" type="checkbox"/> QA / QC		
<input type="checkbox"/> Small Rental		
<input type="checkbox"/> Special Needs		
<input type="checkbox"/> Training		
<input type="checkbox"/> Other (Specify lead responsibility)		

OCD/LRA Decision: Date: \_\_\_\_\_  Approve  Reject  Make Revisions

Client	Signature	Date
Andy Kopplin, LRA		8/2/07
Suzie Elkins, OCD		7-26-07

**Client Notes:**



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<b><u>CCB Form</u></b>

LETTER # 2  
[TO BE SENT ON RH LETTER HEAD]

Dear *Road Home* Applicant,

A number of months ago, an application to *Road Home* program was filed for this address. Our records indicate that you have not contacted *The Road Home* program to take the next step required to process your application.

Our program staff has made a number of attempts to contact you by phone. After several failed attempts, this letter is being sent to inform you that your application to *The Road Home* program is being placed in an inactive status. This means that your application is not being reviewed at this time.

If you feel this letter has been sent to you in error, please contact the program at 1-888-ROAD-2-LA (1.888.762.3252 or TTY: 1.800.566.4224) to have your application restored to active status.

Sincerely,

*The Road Home* Program