



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 26 Situation & Pipeline** **Report**

January 2, 2007



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EXECUTIVE SUMMARY

The Homeowner Assistance Program continued to make progress in the number of applicants seen for the reporting period. During the period, Homeowner Program Advisors met with 3,588 applicants. Throughput decreased slightly due to holiday closures. The number of benefits calculated increased from 22,588 to 26,084. In addition, five closings were completed during the period (101 total). Homeowners returned 687 options letters increasing the number of benefits options selected to a total of 6,855. Option breakdown is below.

Table 1: Homeowner Program Snapshot

Activity	As of COB December 21	Weekly Activity	As of COB December 28
Number of Applications Recorded	90,605	976	91,581
Number of Appointment Letters Mailed	81,151	1,400	82,551
Number of 1 st Appointments Scheduled	61,030	933	61,963
Number of 1 st Appointments Held	50,141	3,588	53,729
Number of 1 st Appointments Completed	48,811	3,541	52,352
Number of Home Evaluations Completed	39,891	3,713	43,604
Number of Benefits Calculated	22,588	3,496	26,084
Number of Benefits Options Letters Sent	12,407	7,678	20,085
<i>Benefit Options Selected:</i>			
<i>Number of Option One</i>	4,752	572	5,324
<i>Number of Option Two</i>	1,276	95	1,371
<i>Number of Option Three</i>	140	20	160
Total Benefits Options Selected	6,168	687	6,855
Files Transferred for Closing	1,508	303	1,811
Closings Scheduled	131	57	188
Closings Held	96	5	101

The Rental Repair Program received the approved Program Design document. Progress continues to prepare for the initiation of the program including the design and implementation of the HDS software system and on the development of the Program Guide, data elements and Communications and Outreach Plan.

The Hazard Mitigation Grant Program is planning for IEM subcontract mitigation counselors and grant administrators to visit and coordinate at the Housing Assistance Centers. Planning for logistics and Center operations integration has begun. Full operations for mitigation counseling is anticipated for the week of January 15th in expectation that all assistance programs and federal programmatic agreements are resolved and approvals are in place.



Weekly Situation & Pipeline Report

Week 26

December 22 – December 28, 2006

State Assistance Required

Hazard Mitigation Grant Program: Awaiting the GOHSEP direct reply to solicit additional detailed information from FEMA on the notification that the Acquisition Application was not approvable. Of particular interest is more detail on the items and content that the FEMA letter stated it was agreeable to in principle.

Deliverables

Table 2: Program Deliverables

Del. ID	Deliverables	Date
00025	Combined Weekly & Pipeline Report	12/26/06
00002	Cash Flow Projection & Financial Dashboard	12/26/06

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 12/21	CUMULATIVE As of 12/28	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	48,607	49,424	817
	MAIL IN SYSTEM	39,777	39,777	-
	PHONE IN SYSTEM	2,221	2,380	159
	APPS IN SYSTEM	90,605	91,581	976
APPOINTMENTS	APPS IN SYSTEM	90,605	91,581	976
	APPOINTMENT LETTERS SENT	81,151	82,551	1,400
	APPOINTMENTS SCHEDULED	61,030	61,963	933
	APPOINTMENTS COMPLETED	48,811	52,352	3,541

- Figures are cumulative through the period indicated
- 976 additional applicants entered the system through applicant online entry, paper transcription, and phone entry
- No new data was available for mail in system

- 3,541 appointments were completed, which allows the applicant 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 12/21	CUMULATIVE As of 12/28	INCREASE
CALCULATIONS	APPLICATIONS IN VERIFICATION	48,811	52,352	3,541
	BENEFITS CALCULATED	22,588	26,084	3,496
	TOTAL	\$1.68 billion	\$1.95 billion	\$.27 b
	AVERAGE	\$77,258	\$77,829	
CLOSINGS	OPTIONS LETTERS SENT	12,407	20,085	7,678
	OPTIONS SELECTED	6,168	6,855	687
	CLOSED	96	101	5
	TOTAL	\$4.99 million	\$5.47 million	\$.48 m
	AVERAGE	\$51,957	\$52,553	

- The \$1.95B total and \$77,829 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes affordable loan calculations, compensation grants, and elevation grants, but does not include ‘zero’ grant awards)

- All closed applicants have selected Option 1

- Applicants’ initial options selection are in Appendix A

See the Glossary for explanation of Figure 2 terms

Housing Assistance Center Activity

- Decreased throughput at the 11 Centers by 20% due to reduced holiday schedules; 3,588 appointments held (53,729 total to date)
- Continued to finalize staffing plans and strategies for implementation of the Benefits Option appointment. Second appointments scheduled to begin in late January

Award Calculation Activity

- Calculated an additional 3,496 grant benefits for the period (26,084 total); 118 'zero' grant amounts (991 total) and 3,378 'non-zero' or 'positive' grant amounts (25,093 total) calculated for the period (averaging \$77,829 per grant)

Table 3: Award Calculation Activity including LMI and Elderly Detail

	Option 1 Total	Compensation Grant Amount	Elevation Grant	Affordable Loan
Number of Total Benefits	26,084	26,084	26,084	26,084
Sum of Total Dollars	\$1,952,953,892	\$1,102,061,405	\$478,345,601	\$372,546,887
Number of LMI Benefits	11,540	11,540	11,540	11,540
Sum of Dollars to LMI	\$1,006,362,433	\$488,531,533	\$207,449,766	\$310,381,134
Number of LMI Benefits as a % of Total Population	44%	44%	44%	44%
Sum of Dollars to LMI as a % of Total Population	52%	44%	43%	83%
Number of Elderly Benefits	5,784	5,784	5,784	5,784
Sum of Dollars to Elderly	\$491,711,548	\$263,453,663	\$109,108,602	\$119,149,283
Number of Elderly Benefits as a % of Total Population	22%	22%	22%	22%
Sum of Dollars to Elderly as a % of Total Population	25%	24%	23%	32%

Data Verification and Closing Activity

- Assisted with the completion of five closings
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput

Home Evaluations (Home Inspection) Activity

Table 4: Home Evaluation Team Metrics

ACTIVITY	Prior Total	11/26-11/30	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	30,021	5,056	5,058	4,727	4,265	2,679	51,806	4,357
Work Orders Dispatched	28,323	3,458	3,816	5,286	5,365	4,214	50,462¹	4,428
Evaluations Completed in the Field	20,366	3,147	4,173	8,390	3,815	3,716	43,604	4,648

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 12/28 but are not yet processed.

- Completed nearly 35,000 accepted evaluation reports for entry to calculator
- Continued to develop Rapid Response capabilities for homeowner concerns related to home evaluations
- Worked with KPMG to resolve outliers
- Notified HAC managers that QA evaluations will be set up with randomly-selected homeowners
- Evaluated 3,716 properties
- Continued work on a simple database for tracking homeowner inquiries and appeals
- Continued to resolve evaluations flagged with specs 142 or 143 (potential fraud investigation) through additional interviews with the evaluators

Call Center Activity

Table 5: Call Center Metrics

ACTIVITY	Prior Total	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	Current Total	Five Week Average
Calls	227,055	20,767	21,353	15,918	15,650	12,058	312,801	17,149
Applications Requested	26,596	653	687	600	479	295	29,310	543
Online Application Assists	1,832	243	253	202	217	125	2,872	208
Hardcopy Application Assists	1,018	85	94	68	58	32	1,355	67
Phone Applications	767	475	372	320	231	159	2,324	311
Spanish Calls	515	78	90	73	59	27	842	65
Vietnamese Calls	151	26	22	15	16	20	250	20
Appointments Scheduled by Phone	51,397	3,286	2,936	2,181	1,251	933	61,984	2,117

Table 6: Resolution Team Activity

ACTIVITY	Prior Total¹	12/8-12/14	12/15-12/21	12/22-12/28	Current Total
Calls Referred to the Resolution Team	2,636	1,010	805	874	5,325
Calls Resolved without Opening Resolution Issue	1,138	413	215	173	1,939
Calls Opened as Resolution Issues	1,498	597	590	701	3,386
Resolution Issues Closed	53	99	140	5	297
Resolution Issues Remaining Open	1,445	597	590	701	3,333

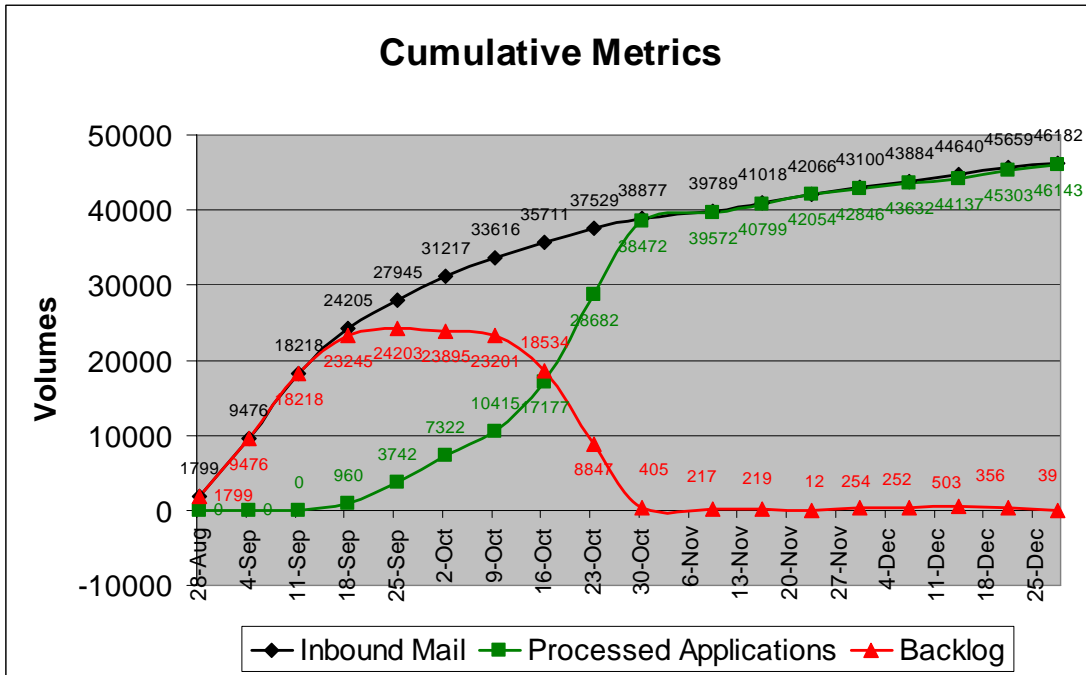
Mailroom/Data Entry Activity

Table 7: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	Total	Five Week Average
New paper applications received through mailroom	42,066	1,034	784	756	709	523	46,182	761
New paper applications entered into batch files for entry into eGrantsPlus	41,941	905	786	505	1,166	840	46,143	840
New paper applications remaining to be entered into eGrantsPlus	233	141	261	503	46	39	39	N/A

- Processed 523 pieces of mail this period (total 46,182 to date; averaging over 761 per week); total mail processed for entry into eGrantsPlus is 46,143
- Continued processing current week mail (within a day or two of receipt)

Figure 3: Mailroom/Data Entry Trends



Housing Assistance Center Appointment Activity

There were 3,588 appointments for the week, a 20% decrease from the prior reporting period due to the holiday schedule. The Housing Assistance Centers were closed December 24 and 25 in observance of the Christmas Holidays. Figure 4 and Table 8 show the appointment activity for the Centers by day and by week, respectively.

Figure 4: Housing Assistance Center Appointments by Day

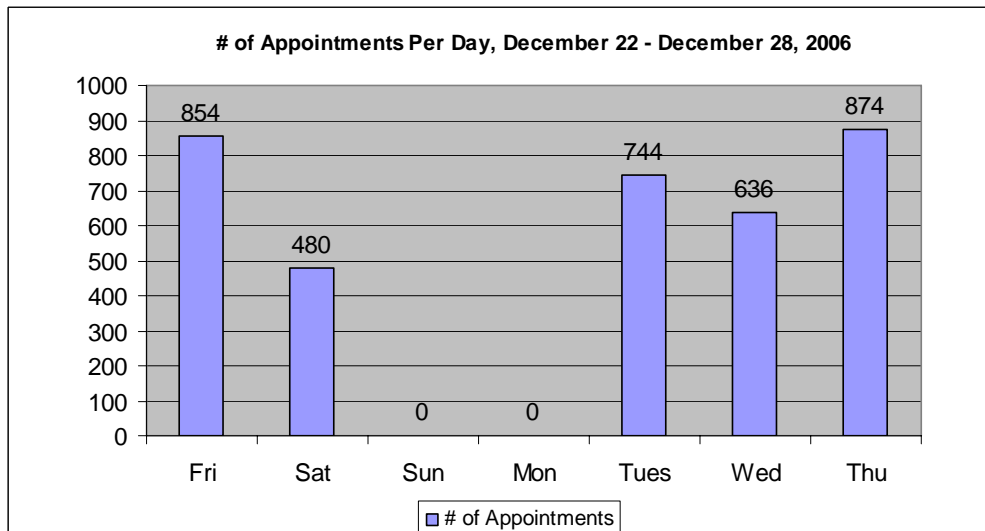
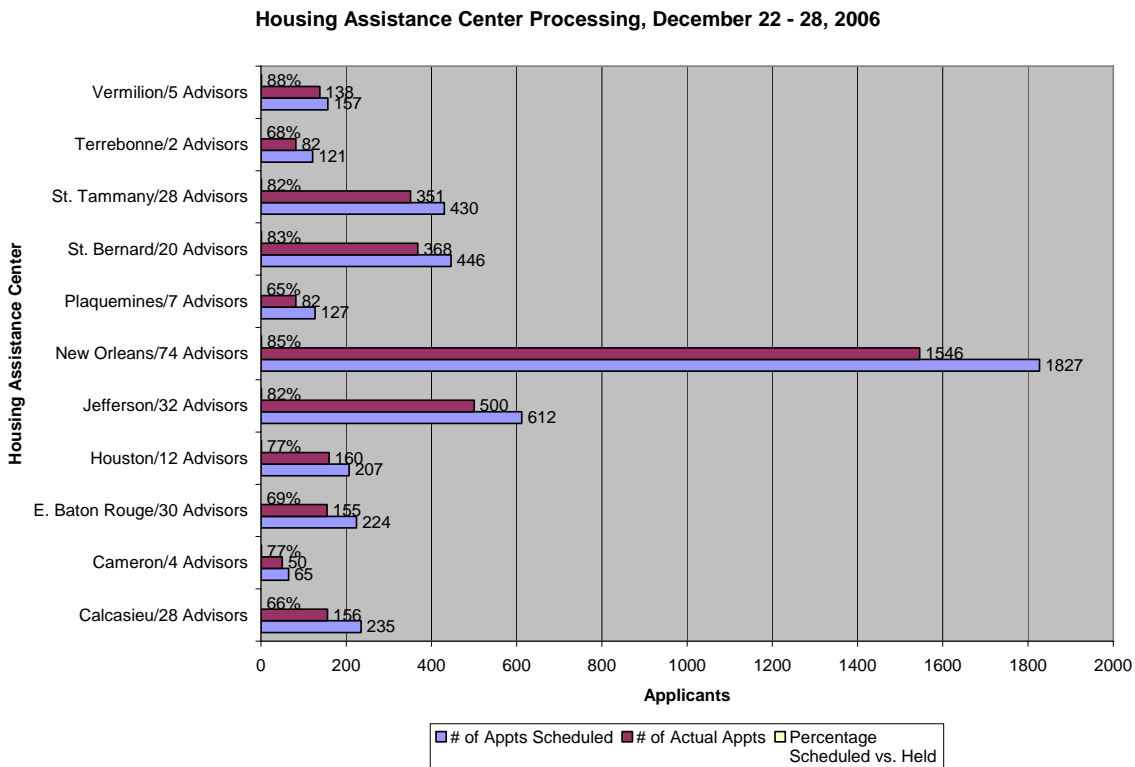


Table 8: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	Current Total	Five Week Average
Appointments Held	31,125	4,164	5,370	5,003	4,479	3,588	53,729	4,521
Average Daily Appointments Held		595	767	715	640	513		

Figure 5 shows the number of appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. The number of advisors per Center also is reported.

Figure 5: Appointments Scheduled and Held by Center



Figures 6 and 7 show trends of scheduled versus held appointments and the average number of appointments per day over the current and previous periods. Figure 6 also includes the number of appointments missed. The trend illustrated by Figure 6 reflects decreased throughput due to holiday schedules.

Figure 6: Weekly Scheduled and Held Appointments

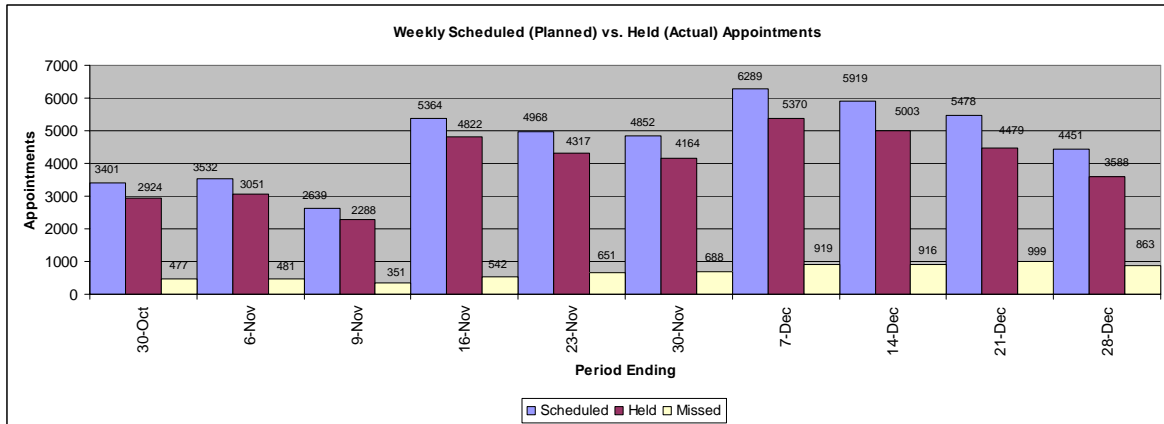


Figure 7: Average Daily Appointments by Period

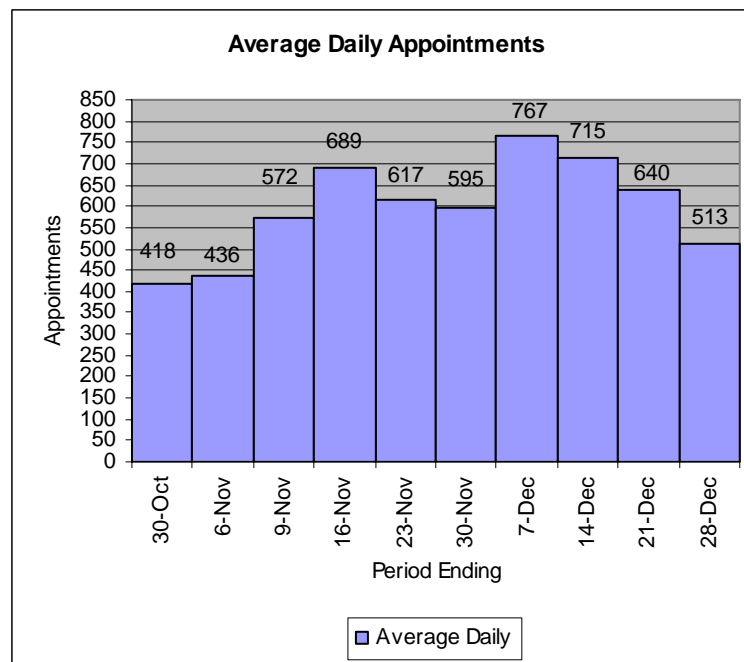


Table 9 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge, Houston, New Orleans East, and Calcasieu Centers.

Table 9: Center Appointment Availability

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment ¹
1	East Baton Rouge	January 2, 2007	4
2	Orleans	January 24, 2007	26
3	Calcasieu	January 2, 2007	4
4	Jefferson	January 12, 2007	14
5	St. Bernard	January 30, 2007	32
6	St. Tammany	February 2, 2007	35
7	Cameron	January 18, 2007	20
8	Plaquemines	February 22, 2007	55
9	Terrebonne	January 24, 2007	26
10	Vermilion	January 26, 2007	28
11	Houston	January 2, 2007	4
12	New Orleans East	January 5, 2007	7

¹The average number of days wait until appointment is the number of days between the last day of the reporting period (December 28, 2006) and the next available appointment.

Supporting Function Activity

General: In support of Program initiatives, applicants are requested to provide demographic, income, and household data voluntarily. Table 10 shows the breakdown of applicants by race as reported by the applicant. Twenty-nine percent designated race as Black, 28% as White. Forty percent of the applicants available to provide race data chose not to designate race, a 1% decrease from the previous reporting period.

Table 10: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	234
American Indian/Alaska Native and White	208
American Indian/Alaskan Native/Black-African American	209
Asian	969
Asian and White	123
Black/African American	26,126
Black/African American and White	542
Native Hawaiian/Other Pacific Islander	71
Other Multi-Racial	1,180
White	25,637
Race Not Provided	36,282
Total	91,581

RENTAL PROPERTY REPAIR PROGRAM

- Continued design elements of Allocation, Program, Allotments and Initiatives in HDS software and continued to support the development of an online application.
- Designed elements of work write process
- Drafted detailed procedures to implement policy design changes from last week
- Established staffing model based upon program design discussions from last week
- Continued development of Program Guide as an education tool for Property Owners who wish to learn more about the CDBG requirements for participating in a Repair and Reconstruction Program
- Continued development of Lending and Real Estate Professionals Handbook as education tool for professional financial advisors who may assist Property Owners participating in the Program
- Continued development of Communication and Outreach Plan
- Continued development of integrated project plan for HDS software implementation for discussion and review

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Planned for mitigation leads to visit and coordinate at the Housing Assistance Centers next week to plan the space utilization and counselor integration with the existing appointment and applicant procedures
- Continued planning to conduct additional customer service and *Road Home* program training the week of January 8th. Full operations for mitigation counseling remains planned for the week of January 15th in expectation that all assistance programs and federal programmatic agreements resolved and approvals may be in place

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Continued planning of relocation of the Baton Rouge HAC from the Goodwood facility to the Call Center facility

HUMAN RESOURCES

- Continued recruiting and hiring for Small Rental program; 78 of 150 positions have been hired
- Continued recruiting and hiring efforts to fill open positions including Constituent Advisors for Communications and Resolutions and Team Leaders
- Extended offer to HR Manager for Call Center, expect acceptance. Candidate is incumbent with West which enables continuity of HR operations when ICF takes over responsibility for the Call Center
- Continued recruiting and hiring Advisors for Homeowner program

POLICY & PLANS

- Coordinated with Small Rental program team on URA notice requirements



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- Continued to clarify components of compensation awards with OCD/HUD
- Continued to work on programmatic agreement for historic preservation
- Continued to guide analysis of LMI benefit calculations
- Worked with Compliance team to prepare for HUD monitoring visit
- Continued to work with MIS on development of eGrantsPlus release 4 requirements, including State approval display and process flow
- Coordinated with OCD and LRA on finalizing new pre-storm value policies
- Developed policies and closing documents for owners of stick-built homes on leased land
- Developed policies and processes for occupants who are in rent-to-own ownership situations
- Developed policy recommendations for two different owners of duplex who share the same insurance policy
- Finalized insert explaining Resolution and Appeals process. Insert is included in all letters mailed to applicants

TRAINING

- Began development of the Small Rental Property Repair Program classroom training for new employees
- Continued development of the web-based training for Homeowner Construction Representatives
- Continued development of the web-based training for Housing Assistance Center staff

EXTERNAL AFFAIRS

Community Outreach

Table 11: Community Outreach Metrics

Meeting Type	Events Week 12/22-12/28	People Reached Week 12/22-12/28	Events To Date	People Reached To Date
Community	2	35	181	15,994
Faith Based	1	1	39	3,503
Business	1	5	8	251
Governmental	1	12	64	2,346
Case Managers	-	-	40	961
TOTALS	5	53	332	23,055

- Met with several Federal, state and local government organizations to disseminate *Road Home* information and provide assistance to various constituencies, including Senator Julie Quinn’s office and governmental relations staff at Harris, Deville and Jones Walker. Continued to field responses to legislators’ inquiries
- Met with the several faith based organizations to assist with the application process and provide needed information about the Program, including Rev. Leo Cyrus of New Hope Baptist Church to create opportunity to provide information at his church directly and to build relationship with GBR Ministerial Alliance to offer community forums at churches throughout EBR

- Met with OCD-funded non-profits, ACORN Housing and CAPC, to lay groundwork for future interaction
- Provided program information to the Pecan and Cow Island Coffee Break meetings
- Drafted initial “hard to reach” population action plan
- Refined community outreach presentation
- Created LSU Ag Center Outreach Partner presentation
- Presented Program information to employees at Bellsouth New Orleans

Communications

In Support of Homeowner Program:

- Revised and distributed messaging on pre-storm value calculation
- Developed and printed fliers for distribution to Louisiana residents currently residing in Texas to encourage appointment scheduling at the Houston Housing Assistance Center
- Revised Homeowner Appointment letter to reflect current appraisal information and forwarded to Call Center for printing
- Working with Training to develop homeowner recommendations regarding hiring an appraiser
- Updated Homeowner testimonial database and sent to Peter A. Mayer
- Received approval of Mitigation Booklet from Mitigation team
- Sent HMGP press release to State for review
- Finalized testing of Media Email Database System – finalizing Homeowner, Rental and Rebuilding Registry systems

In Support of Rental program:

- Revised and sent Small Rental Communications plan to Rental group for final review
- Sent Rental description and fact sheet to Rental group for review
- Provided feedback and edits to initial draft of Rental print and radio ads

Public Information

- Met and contacted several media outlets in Louisiana to disseminate Program information, correct errant information, and respond to questions regarding the Program, including The (Houma) Times, The Louisiana Network, The New Orleans Times-Picayune, Baton Rouge Advocate, WIST-AM, New Orleans, WDSU-TV “Hot Seat”, Gumbomedia Network, WYLD-AM, Reuters, thenew995.fm, and WWL-TV & radio
- Fielded numerous queries on updated numbers and satisfied grantees from Jefferson and Orleans parishes
- Worked on talking points for “pre-storm values” and Gov. Blanco’s goal of 23,000 benefit letters sent
- Worked on media requests from Houston-area media; worked with Houston HAC officials to generate info for media “callouts” to area media

MIS

- Received Pointsec mobile computer hard drive encryption software; Internal testing began this week with initial rollout slated to begin on January 3, 2007
- Continued negotiation with insurance companies for data verification and exchange
- Completed preliminary evaluation of Fannie Mae Data
- Completed 171 New Applicant surveys for Fairfax
- Printed/mailed 1,671 Appointment Scheduling letters
- Updated point-to-point Internet services to 4MB
- Worked with Resolution Team to determine requirements for Agent Portal; Completion of programming of Agent Portal anticipated for January 12, 2007
- Worked with Logistics, MIS, and Homeowner Team to solidify plans Resolution and HAC moves to Call Center

FRAUD PREVENTION

Table 12: Fraud Prevention Metrics

ACTIVITY	Prior Totals	11/24-11/30	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	Current Totals
Applicant Issues Reported to Anti-Fraud	20	1	-	-	-	-	21
Evaluator Issues Reported to Anti-Fraud	-	-	-	-	1	-	1
Third-Party Issues Reported to Anti-Fraud	3	-	1	1	-	-	5

- Performed detailed data analytics for 23,383 application related records provided by MIS department

QUALITY ASSURANCE AND CONTROL

- Reviewed 2,900 eGrants files for appraisal supporting documentation
- Participated in reviewing and resolving issues for benefit calculations
- Assisted OCD Monitors with understanding applicant data (including Pilot data) and verifying source data
- Reviewed Benefit Option Letter PDF files to ensure integrity of data and consistency with eGrant supporting information
- Coordinated providing supporting documentation for upcoming HUD monitoring review
- Assisted Rental team members with process documentation
- Assisted Closing team members with process refinement and documentation

COMPLIANCE

- Completed WWL public records request and provided info to the State for release
- Preparing for HUD Monitoring visit on January 8, 2007. Making copies of files and integrating documents into egrantsPlus

- Conducted teleconference with HUD monitor on Friday to clarify information request and to define parameters of visit
- Continued working with KMPG to develop Anti-Fraud and internal controls to prevent and detect fraud, waste, and abuse
- Continued to develop lines of positive communication with Federal, state, and local law enforcement and administrative officials
- Continued to develop the knowledge and contacts to form a strong, positive Compliance Division within the program

SPECIAL NEEDS ADVISORY TEAM

- Continued to research and develop work plan for addressing special needs at the Houston HAC
- Finalized the special needs advisory team internal intake forms. Process will be shared with staff who refer cases/issues to the SNAT
- Provided feedback on the General Fact Sheet for the Small Rental Property Repair Program
- Responded to request for feedback on the Fact Sheet for Homeless Prevention Services
- Sent out the weekly email to the newly trained Special Needs Liaisons that includes updates and review of other material



APPENDIX A

Initial Option Elections of Applicants, by Parish of Damaged Residence

Note: Parish information and option choices are as reported on applications received from homeowners and may change once validation by The Road Home Program is completed and families consider benefit amounts for each possible option.

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
ACADIA	68	5	-	12	3	88
ALLEN	117	11	1	16	3	148
ASCENSION	47	12	1	3	2	65
ASSUMPTION	49	4	-	6	-	59
BEAUREGARD	253	30	-	31	8	322
CALCASIEU	3,776	412	16	597	148	4,949
CAMERON	742	214	5	462	36	1,459
EAST BATON ROUGE	137	7	1	13	1	159
EAST FELICIANA	14	-	-	5	1	20
EVANGELINE	13	1	-	2	3	19
IBERIA	574	56	2	110	19	761
IBERVILLE	33	3	-	9	-	45
JEFFERSON	9,917	487	64	742	329	11,539
JEFFERSON DAVIS	297	27	-	48	8	380
LAFAYETTE	45	3	-	12	8	68
LAFOURCHE	204	22	1	29	10	266
LIVINGSTON	88	14	-	25	5	132
ORLEANS	28,157	3,592	704	5,093	809	38,355



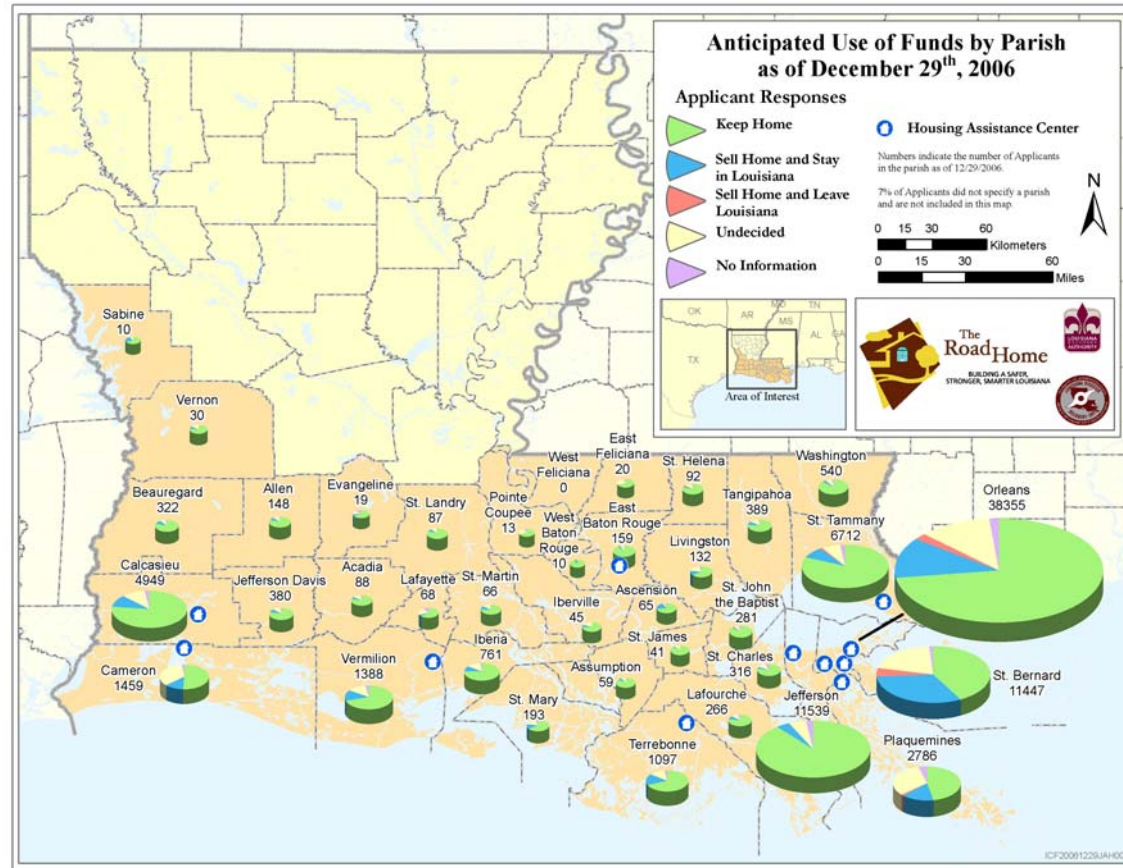
Weekly Situation & Pipeline Report

Week 26

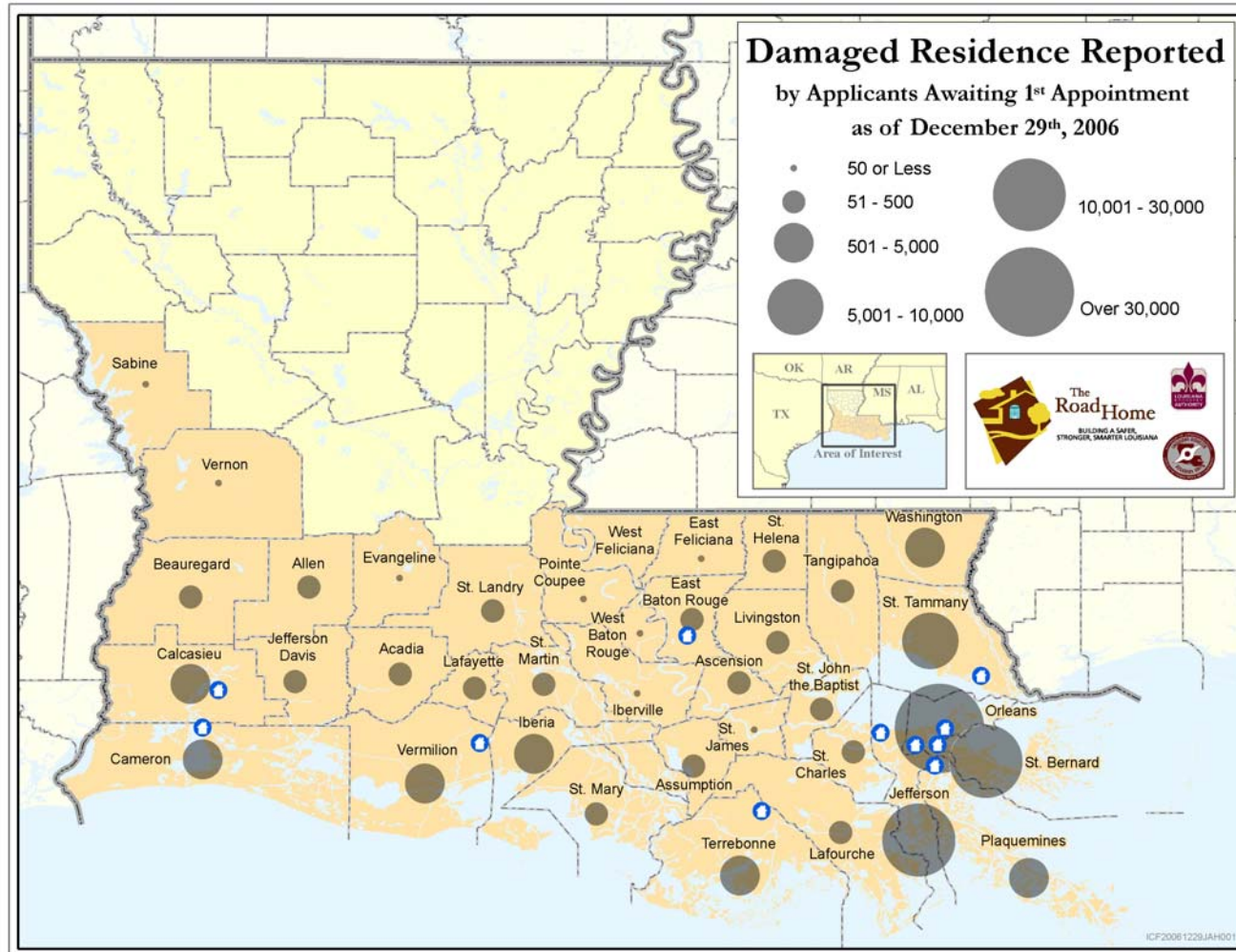
December 22 – December 28, 2006

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
PLAQUEMINES	1,272	532	35	789	158	2,786
POINTE COUPEE	9	-	-	3	1	13
SABINE	7	2	-	1	-	10
SAINT BERNARD	4,514	3,979	403	2,364	187	11,447
SAINT CHARLES	246	13	-	36	21	316
SAINT HELENA	73	3	2	12	2	92
SAINT JAMES	35	1	-	5	-	41
SAINT LANDRY	71	6	-	9	1	87
SAINT MARTIN	49	6	-	10	1	66
SAINT MARY	131	18	-	34	10	193
SAINT TAMMANY	5,365	505	68	603	171	6,712
ST JOHN THE BAPTIST	235	6	5	23	12	281
TANGIPAHOA	296	30	1	54	8	389
TERREBONNE	769	138	3	155	32	1,097
VERMILION	990	148	2	201	47	1,388
VERNON	23	2	-	5	-	30
WASHINGTON	455	22	-	48	15	540
WEST BATON ROUGE	9	1	-	-	-	10
WEST FELICIANA	-	-	-	-	-	-
No Parish Provided by Applicant	1,474	320	44	384	4,744	6,966
Non-Presidentially Declared Disaster Area Parishes	200	28	4	36	15	283
Total	60,754	10,660	1,362	11,987	6,818	91,581

APPENDIX B



APPENDIX C



GLOSSARY

Pipeline Diagram Terms (Figures 1 and 2)

APPLICATIONS

Online in System represents the cumulative number of applications in the system for applications submitted online.

Mail in System represents the cumulative number of applications in the system for hard copy applications submitted via mail.

Phone in System represents the cumulative number of applications in the system for applications taken over the phone.

Total in System represents the cumulative number of applications in the system for applications submitted online, via mail, and over the phone.

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.

Appointments Completed represents the cumulative number of appointments completed at Housing Assistance Centers where advisors submitted the applicants' completed applications.

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 and whose funds have been disbursed.