



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 27 Situation & Pipeline** **Report**

January 9, 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 3,327 applicants. Throughput decreased slightly due to holiday closures. The number of benefits calculated increased from 26,084 to 27,561. In addition, 14 closings were completed during the period (115 total). Homeowners returned 393 options letters increasing the number of benefits options selected to a total of 7,248. Option breakdown is below.

**Table 1: Homeowner Program Snapshot**

<b>Activity</b>	<b>As of COB December 28</b>	<b>Weekly Activity</b>	<b>As of COB January 4</b>
Number of Applications Recorded	91,581	3,563	95,144
Number of Appointment Letters Mailed	82,551	1,282	83,833
Number of 1 <sup>st</sup> Appointments Scheduled	61,963	1,377	63,340
Number of 1 <sup>st</sup> Appointments Held	53,729	3,327	57,056
Number of 1 <sup>st</sup> Appointments Completed	52,352	3,272	55,624
Number of Home Evaluations Completed	43,604	4,001	47,605
Number of Benefits Calculated	26,084	1,477	27,561
Number of Benefits Options Letters Sent	20,085	3,532	23,617
<i>Benefit Options Selected:</i>			
➤ <i>Number of Option One</i>	5,324	340	5,664
➤ <i>Number of Option Two</i>	1,371	48	1,419
➤ <i>Number of Option Three</i>	160	5	165
Total Benefits Options Selected	6,855	393	7,248
Files Transferred for Closing	1,811	309	2,120
Closings Scheduled	188	14	202
Closings Held	101	14	115

The Rental Repair Program continued to plan for program implementation through further development of collateral materials including the Communication and Outreach Plan, Program Guide and Lending and Real Estate Professional Handbook. Development of HDSsoftware is ongoing.

The Hazard Mitigation Grant program conducted tours for mitigation staff and visited the Housing Assistance Centers to plan the space utilization and counselor integration with the existing appointment and applicant procedures. They are planning for participation in additional customer service and *Road Home* program training the week of January 8<sup>th</sup>. Startup operations for mitigation counseling remains planned for the week of January 15<sup>th</sup>.



# Weekly Situation & Pipeline Report

## Week 27

December 29 – January 4, 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	01/02/07
00002	Cash Flow Projection & Financial Dashboard	01/02/07
00049	Training program on mitigation measures for Housing Advisors	12/29/06
00074	Business Plan for Call Center Lifecycle (monthly)	12/29/06
00052	Analysis of Facility Use - Closure Schedule (monthly)	12/29/06
00053	Report on Subcontract Activity - OCD Format (monthly)	12/29/06
00054	Report on COI Issues of ICF and Subcontractors (monthly)	12/29/06
00055	Performance Measurement & CDBG Compliance (monthly)	12/29/06
00060	Outreach Activities Conducted by Non-Profit or Faith-Based Organizations 2 (monthly)	12/29/06
00061	Business Plan for Utilization of Non-profits & Faith Based Organizations	12/29/06
00070	Updated Rental Property Repair Program Communications Plan	1/03/07

### HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 12/28	CUMULATIVE As of 1/04	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	49,424	52,589	3,165
	MAIL IN SYSTEM	39,777	39,817	40
	PHONE IN SYSTEM	2,380	2,738	358
	<b>APPS IN SYSTEM</b>	<b>91,581</b>	<b>95,144</b>	<b>3,563</b>
APPOINTMENTS	<b>APPS IN SYSTEM</b>	<b>91,581</b>	<b>95,144</b>	<b>3,563</b>
	APPOINTMENT LETTERS SENT	82,551	83,833	1,282
	APPOINTMENTS SCHEDULED	61,963	63,340	1,377
	APPOINTMENTS COMPLETED	52,352	55,624	3,272

- Figures are cumulative through the period indicated
- 3,563 additional applicants entered the system through applicant online entry, paper transcription, and phone entry

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- 3,272 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 12/28	CUMULATIVE As of 1/04	INCREASE
<b>CALCULATIONS</b>	APPLICATIONS IN VERIFICATION	52,352	55,624	3,272
	BENEFITS CALCULATED	26,084	27,561	1,477
	<b>TOTAL</b>	<b>\$1.95 billion</b>	<b>\$2.08 billion</b>	<b>\$.13 b</b>
	<b>AVERAGE</b>	<b>\$77,829</b>	<b>\$78,202</b>	
<b>CLOSINGS</b>	OPTIONS LETTERS SENT	20,085	23,617	3,532
	OPTIONS SELECTED	6,855	7,248	393
	CLOSED	101	115	14
	<b>TOTAL</b>	<b>\$5.47 million</b>	<b>\$5.77 million</b>	<b>\$.3 m</b>
	<b>AVERAGE</b>	<b>\$52,553</b>	<b>\$50,211</b>	

- The \$2.08B total and \$78,202 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 12 Centers by 7% due to reduced holiday schedules; 3,337 appointments held (57,066 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 1,477 grant benefits for the period (averaging \$78,202 per grant) for a total of 27,561 grants; 926 ‘zero’ grant amounts and 26,635 ‘non-zero’ or ‘positive’ grant amounts calculated

**Table 3: Award Calculation Activity including LMI and Elderly Detail**

	Option 1 Total	Compensation Grant Amount	Elevation Grant	Affordable Loan
Number of Total Benefits	27,561	27,561	27,561	27,561
Sum of Total Dollars	\$2,082,914,009	\$1,178,367,920	\$507,165,520	\$397,380,569
Number of LMI Benefits	11,712	11,712	11,712	11,712
Sum of Dollars to LMI	\$1,101,740,742	\$499,756,835	\$207,692,609	\$394,291,298
Number of LMI Benefits as a % of Total Population	42%	42%	42%	42%
Sum of Dollars to LMI as a % of Total Population	53%	42%	41%	99%
Number of Elderly Benefits	6,137	6,137	6,137	6,137
Sum of Dollars to Elderly	\$525,777,144	\$282,834,218	\$116,365,232	\$126,577,693
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 14 closings
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput



# Weekly Situation & Pipeline Report

## Week 27

December 29 – January 4, 2007

### Home Evaluations (Home Inspection) Activity

**Table 4: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/4	Current Total	Five Week Average
<b>Work Orders Submitted by Housing Advisors</b>	35,077	5,058	4,727	4,265	2,679	3,252	<b>55,058</b>	<b>3,996</b>
<b>Work Orders Dispatched</b>	31,781	3,816	5,286	5,365	4,214	2,428	<b>52,890<sup>1</sup></b>	<b>4,222</b>
<b>Evaluations Completed in the Field</b>	23,513	4,173	8,390	3,815	3,716	3,968	<b>47,575</b>	<b>4,812</b>

<sup>1</sup> – Discrepancy between work orders received from HACs and dispatched to subcontractors is due to a number awaiting resolution at HACs, awaiting priority code assignment, properties that are condominiums, or were received on 01/04 but are not yet processed.

- Continued to resolve evaluations flagged with specs 142 or 143 (fraud investigation) through additional interviews with the evaluators
- Evaluated 3,968 properties
- Developed protocols for evaluating townhouses and condos
- Distributed door hangers to evaluators (to leave at properties when homeowner not home at time of evaluation appointment)
- Began coordination with Small Rentals Program for handling of three- and four-unit properties
- Re-imaged 280 evaluator PC tablets and connected them to the domain
- Collaborated with Worley to prepare training for evaluators and managers in use of WorlTrac software
- Continued to develop Rapid Response capabilities for homeowner concerns related to home evaluations
- Worked with KPMG to resolve outliers
- Continued work on a simple database for tracking homeowner inquiries and appeals
- Conducted QA observations in the field (48 to date)

### Call Center Activity

**Table 5: Call Center Metrics**

ACTIVITY	Prior Total	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/04	Current Total	Five Week Average
<b>Calls</b>	247,822	21,353	15,918	15,650	12,058	21,693	<b>334,494</b>	<b>17,334</b>
<b>Calls Abandoned</b>	N/A	910	198	315	394	2,204	<b>N/A</b>	<b>804</b>
<b>Applications Requested</b>	27,249	687	600	479	295	658	<b>29,968</b>	<b>544</b>
<b>Online Application Assists</b>	2,075	253	202	217	125	315	<b>3,187</b>	<b>222</b>
<b>Hardcopy</b>	1,103	94	68	58	32	60	<b>1,415</b>	<b>62</b>



# Weekly Situation & Pipeline Report

## Week 27

December 29 – January 4, 2007

ACTIVITY	Prior Total	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/04	Current Total	Five Week Average
<b>Application Assists</b>								
<b>Phone Applications</b>	1,245	372	320	231	159	358	<b>2,685</b>	<b>288</b>
<b>Spanish Calls</b>	593	90	73	59	27	61	<b>903</b>	<b>62</b>
<b>Vietnamese Calls</b>	177	22	15	16	20	14	<b>264</b>	<b>17</b>
<b>Appointments Scheduled by Phone</b>	54,683	2,936	2,181	1,251	933	1,377	<b>63,361</b>	<b>1,736</b>

- Began implementation of Call Center Resolution Team of 25 agents to come from experienced Benefits Options Team
- Began training new Benefits options Team of 25 to include eGrants
- Implemented Small Rental training for all agents
- Began planning for Call Center Management to participate in CARS training to “train the trainers”
- Began planning to implement eGrants training for Release 3 for all agents involve din Benefits Options & Resolution Team
- Began planning for all agents to get benefits options training and rotation schedule for these agents so they can fill in when call volumes are high

**Table 6: Resolution Team Activity**

ACTIVITY	Prior Total <sup>1</sup>	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/4	Current Total
<b>Calls Referred to the Resolution Team</b>	2,636	1,010	805	874	788	<b>6,113</b>
<b>Calls Resolved without Opening Resolution Issue</b>	1,138	413	215	173	168	<b>2,107</b>
<b>Calls Opened as Resolution Issues</b>	1,498	597	590	701	620	<b>4,006</b>
<b>Resolution Issues Closed</b>	53	99	140	5	159	<b>456</b>
<b>Resolution Issues Remaining Open</b>	1,445	597	590	701	620	<b>3,953</b>

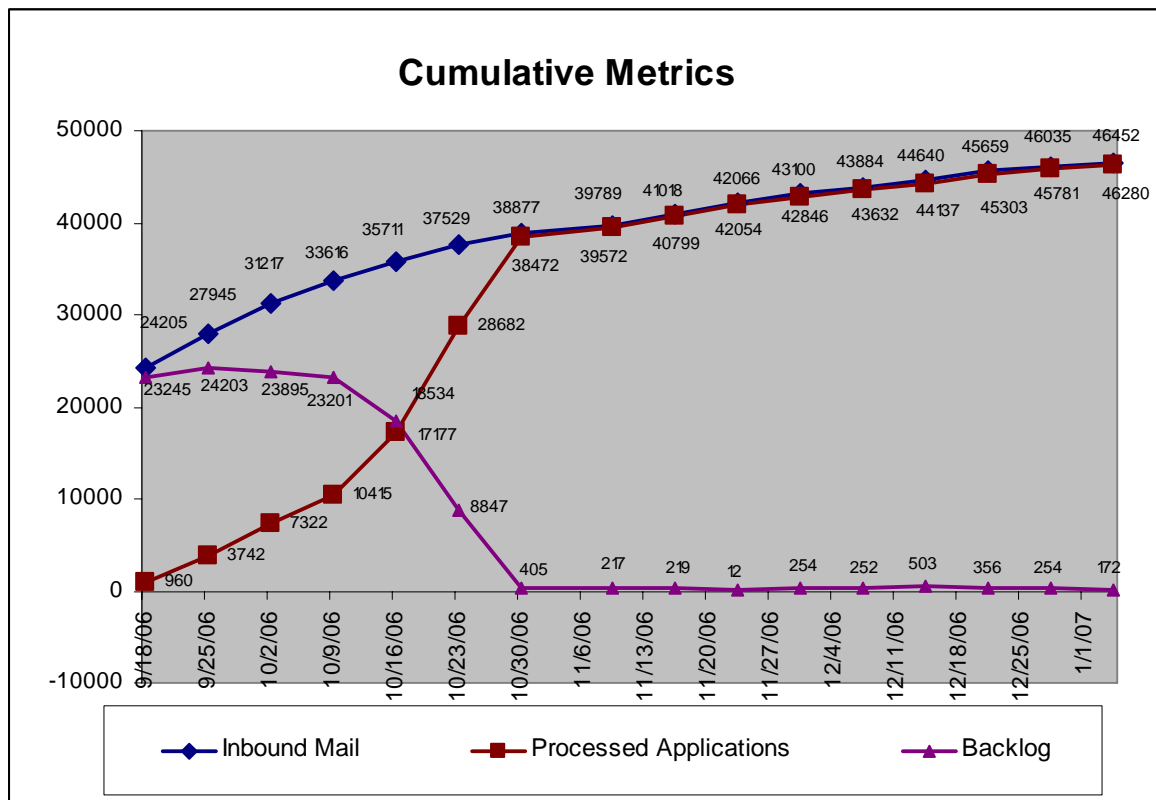
### Mailroom/Data Entry Activity

**Table 7: Mailroom/Data Entry Metrics**

ACTIVITY	Prior Total	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/4	Total	Five Week Average
New paper applications received through mailroom	43,100	784	756	709	523	270	<b>46,142</b>	<b>608</b>
New paper applications entered into batch files for entry into eGrantsPlus	42,846	786	505	1,166	840	137	<b>46,280</b>	<b>687</b>
New paper applications remaining to be entered into eGrantsPlus	374	261	503	46	39	172	<b>172</b>	<b>N/A</b>

- Processed 270 pieces of mail this period (total 46,142 to date; averaging over 608 per week); total mail processed for entry into eGrantsPlus is 46,280
- Continued processing current week mail (within a day or two of receipt)

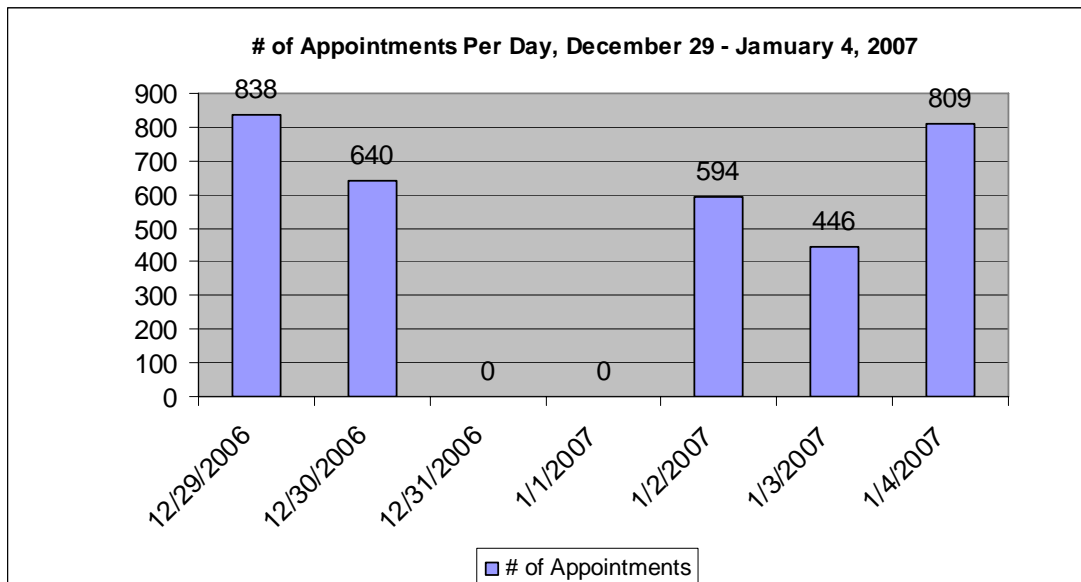
**Figure 3: Mailroom/Data Entry Trends**



### Housing Assistance Center Appointment Activity

There were 3,327 appointments completed for the week, a 7% decrease from the prior reporting period. The Housing Assistance Centers were closed December 31 and January 1 in observance of the New Year Holidays. In addition, the New Orleans Poydras Housing Assistance Center rescheduled 246 appointments January 3 due to street closures and limited parking availability due to the Sugar Bowl.

**Figure 4: Housing Assistance Center Appointments by Day**

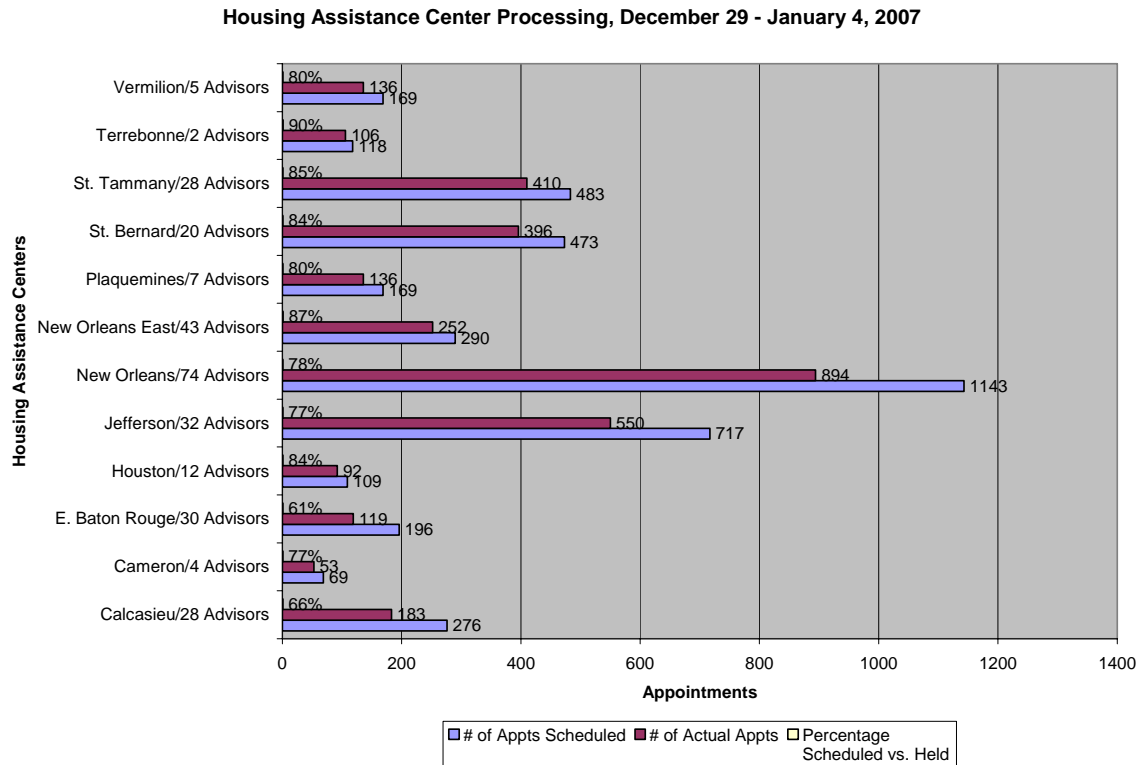


**Table 8: Housing Assistance Center Appointments by Week**

ACTIVITY	Prior Total	12/1-12/7	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/4	Current Total	Five Week Average
<b>Appointments Held</b>	35,289	5,370	5,003	4,479	3,588	3,327	<b>57,066</b>	<b>4,353</b>
<b>Average Daily Appointments Held</b>		767	715	640	513	475		

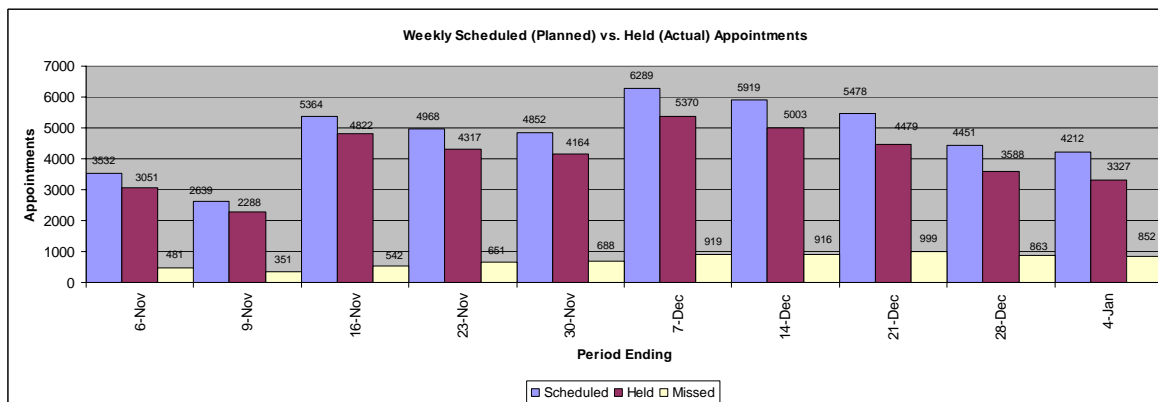
Figure 5 shows the number of appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. The number of advisors per Center also is reported.

**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**

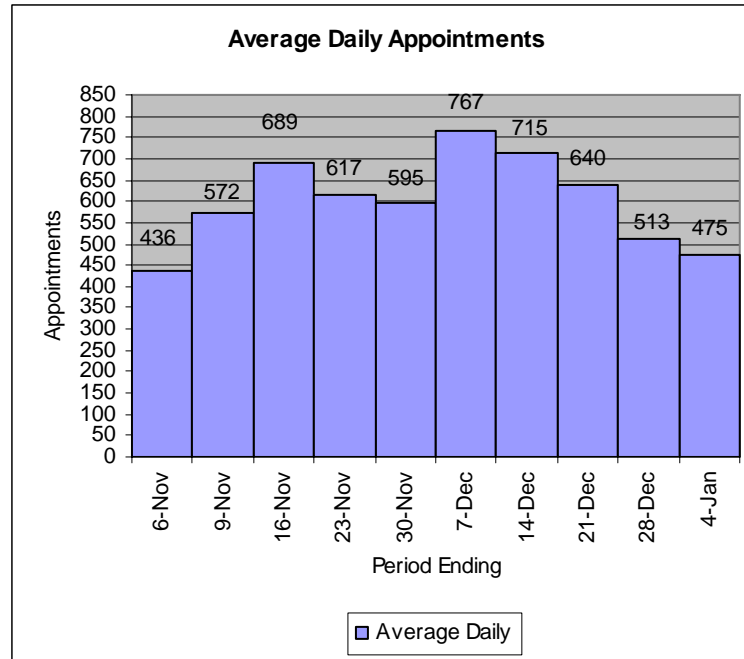


Table 9 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge, Houston, New Orleans East, and Calcasieu Centers.

**Table 9: Center Appointment Availability**

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment <sup>1</sup>
1	East Baton Rouge	January 7, 2007	3
2	Orleans	January 26, 2007	22
3	Calcasieu	January 10, 2007	6
4	Jefferson	January 29, 2007	25
5	St. Bernard	January 23, 2007	19
6	St. Tammany	January 17, 2007	13
7	Cameron	January 25, 2007	21
8	Plaquemines	February 27, 2007	56
9	Terrebonne	January 27, 2007	23
10	Vermilion	February 1, 2007	29
11	Houston	January 9, 2007	5
12	New Orleans East	January 8, 2007	4

<sup>1</sup>The average number of days wait until appointment is the number of days between the last day of the reporting period (January 4, 2007) 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. Thirty-one percent designated race as

Black, 30% as White. Thirty-five percent of the applicants available to provide race data chose not to designate race, a 5% decrease from the previous reporting period.

**Table 10: Applicant Race and Ethnicity as Reported by Applicant**

Race	Total Applications
American Indian/Alaska Native	273
American Indian/Alaska Native and White	233
American Indian/Alaskan Native/Black-African American	211
Asian	1,064
Asian and White	133
Black/African American	29,546
Black/African American and White	587
Native Hawaiian/Other Pacific Islander	81
Other Multi-Racial	1,313
White	28,223
Race Not Provided	33,480
<b>Total</b>	<b>95,144</b>

### RENTAL PROPERTY REPAIR PROGRAM

- 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 design elements of Allocation, Program Application, Allotments, and Initiatives in HDS software
- Submitted Communications and Outreach Plan

### HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Conducted tours for mitigation staff and visited the Housing Assistance Centers to plan the space utilization and counselor integration with the existing appointment and applicant procedures
- Planned for participation in additional customer service and *Road Home* program training the week of January 8<sup>th</sup>. Startup to achieve full operations for mitigation counseling remains planned for the week of January 15<sup>th</sup>
- Established liaison with the LSU Dept of Agriculture Team that is receiving a grant to conduct statewide mitigation training and public outreach

### **PROGRAM SUPPORT STATUS**

#### **LOGISTICS, FACILITIES, & SECURITY**

- Continued planning of relocation of the Baton Rouge HAC from the Goodwood facility to the Call Center facility
- Identified potential site in Plaquemines Parish to augment current center: 251 Ernest Hebert Boulevard in Belle Chase
- Completed property inventory as of December 31, 2006

#### **HUMAN RESOURCES**

- Filled 3 positions for Constituent Advisors for Communications
- Received acceptance of employment offer to HR Manager for Call Center
- Initiated letters of offer to approx 150 employees starting week of January 8th
- Planned for transfer of 25 call center agents from West to CAR – Resolution Team – determining the best start date
- Received approval from KMPG Auditors of the tracking process for new arrivals (newly hired employees) onto *The Road Home* program

#### **POLICY & PLANS**

- Prepared files for monitoring visit by HUD next week
- Met with OCD to discuss outstanding policy issues
- Initiated collaboration with State to finalize and implement new pre-storm value policies promulgated by State
- Continued working with MIS to finalize Release 4 requirements
- Reviewed revisions to website
- Held conference call with 100+ lenders to discuss subordination and other responsibilities
- Met with OCD to discuss monitoring policies, roles, and procedures
- Worked on historic preservation programmatic agreement
- Worked with Rental Property Repair Program on eligibility, LMI tracking, and closings
- Worked with home evaluation team on protocols for attached multi-unit homes
- Worked with IMM team on implications of HUD "incentives" interpretation

#### **TRAINING**

- Revised Homeowner Program Training for Employees to reflect policy/procedure updates
- Started development of training for Closing, Appeals and Resolution Team Advisors
- Continued 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 12/29-1/4	People Reached Week 12/29-1/4	Events To Date	People Reached To Date
Community	2	208	183	16,202
Faith Based			39	3,503
Business			8	251
Governmental	1	1	65	2,347
Case Managers	2	15	42	976
<b>TOTALS</b>	<b>5</b>	<b>224</b>	<b>337</b>	<b>23,279</b>

- Met with several Federal, state and local government organizations to disseminate *Road Home* information and provide assistance to various constituencies, including Senator Theuinness’ staff and continued to field responses to legislators’ inquiries
- Continued to set up presentations at worship services and meetings spiritual leaders
- Conducted options letter training session for ACORN Housing and CAPC
- Provided program information to the Cameron Action Alliance
- Continued to develop “hard to reach” population action plan
- Trained 200 LSU Ag Center extension agents and faculty members who can provide *Road Home* program information in 64 parishes
- Continued to contact employers to set up *Road Home* informational sessions for their workers

### 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 media queries on closing
- Arranged reporter’s visit for next week
- Participated in weekend radio interview with Gumbomedia, Lake Charles, on updated numbers, KXZZ-AM
- Participated in interview on New Year’s Day with WVUE-TV in New Orleans on governor’s 15,000-letter challenge
- Worked on Houston media outreach campaign
- Fielded numerous media requests for data/interviews

### **MIS**

- Installed an updated build of eGrantsPlus in QA to support enhanced model for user roles and responsibilities
- Drafted detailed requirements for eGrantsPlus Release 4.1 to support the processing of returned option letters
- Conducted additional requirements definition sessions with HDS for the Small Rental program
- Installed the latest software and configured 270 Home Evaluation tablet PCs to align with information security policies; training on new web upload system to begin Sunday and continue following week
- Ordered communication services and equipment to support migration to call center; expect delivery of products and services next week
- Collaborated with two new insurance companies that have agreed to data verification and are being on-boarded
- Matched/received FHA/HUD sample appraisal data
- Evaluated implementation plan to support PSV policy change being implemented

### **FRAUD PREVENTION**

- Held bi-weekly update meetings
- Read and commented on some versions of appraisal policy changes and contact of applicant policy changes; awaiting reply to our comments and final versions of approved policy changes
- Outlined plans to begin file testing work tied to our outlier analysis in next two weeks
- Held discussions with First American, resolution teams, new chief compliance officer, and QA/QC to update data capture methodologies and discuss better way of communicating this data to the KPMG data analysis team
- Performed detailed data analytics for 25,813 application related records provided by MIS

### **QUALITY ASSURANCE AND CONTROL**

- Provided supporting documentation for upcoming HUD monitoring review
- Provided LMI reporting training to MIS team members
- Provided weekly press release training to Communications team members
- Provided appraisal validation procedures to Training team members
- Participated in meetings with KPMG and OCD to explain documentation of resolution of outliers
- Assisted Rental team members with process documentation
- Assisted Closing team members with process refinement and documentation

### **COMPLIANCE**

- Continued preparing for HUD Monitoring visit on January 8, 2007 through compilation of files and integration of documents into egrantsPlus; reviewing files selected to be reviewed and all closed files
- Communicated with HUD monitor on several matters during week
- Complied with WWL-TV public records request

### **SPECIAL NEEDS ADVISORY TEAM**

- Approved and posted positions for the Pilot Project for the Homeowners Program;
- Forwarded the draft revised script for the Call Center to address current inaccessibility of some of the Housing Centers
- Scheduled Stress Management workshops for the Housing Centers
- Sent out weekly email to Special Needs Liaisons. Corresponded with Liaisons during the week to address issues arising in the Centers such as referrals and interpreters
- Worked on gathering additional resource referrals



## Weekly Situation & Pipeline Report

Week 27

December 29 – January 4, 2007

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- Submitted Homeowner application to the Louisiana School for the Visually Impaired for Braille transcription
- Developed detailed SNAT project planning document
- Worked with *Road Home* counsel to ensure current applicant Release of Information document will cover instances where Special Needs Unit needs to do extra level of information referral
- Continued to finalize all documents related to designating an applicant as having “Exceptional Need Status” (expedited appointment)



**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
ALLEN	132	12	-	20	3	167
ASCENSION	52	12	1	3	1	69
ASSUMPTION	51	5	-	8	-	64
BEAUREGARD	272	31	1	39	10	353
CALCASIEU	4,149	436	17	648	140	5,390
CAMERON	794	231	5	491	32	1,553
EAST BATON ROUGE	146	9	1	14	2	172
EAST FELICIANA	17	-	-	5	1	23
EVANGELINE	16	1	1	3	2	23
IBERIA	611	58	2	118	17	806
IBERVILLE	35	3	-	9	-	47
JEFFERSON	10,677	511	71	788	323	12,370
JEFFERSON DAVIS	321	25	-	51	9	406
LAFAYETTE	50	5	-	12	8	75
LAFOURCHE	215	27	1	31	11	285
LIVINGSTON	95	13	-	30	6	144
ORLEANS	30,160	3,835	752	5,459	742	40,948
ALLEN	132	12	-	20	3	167



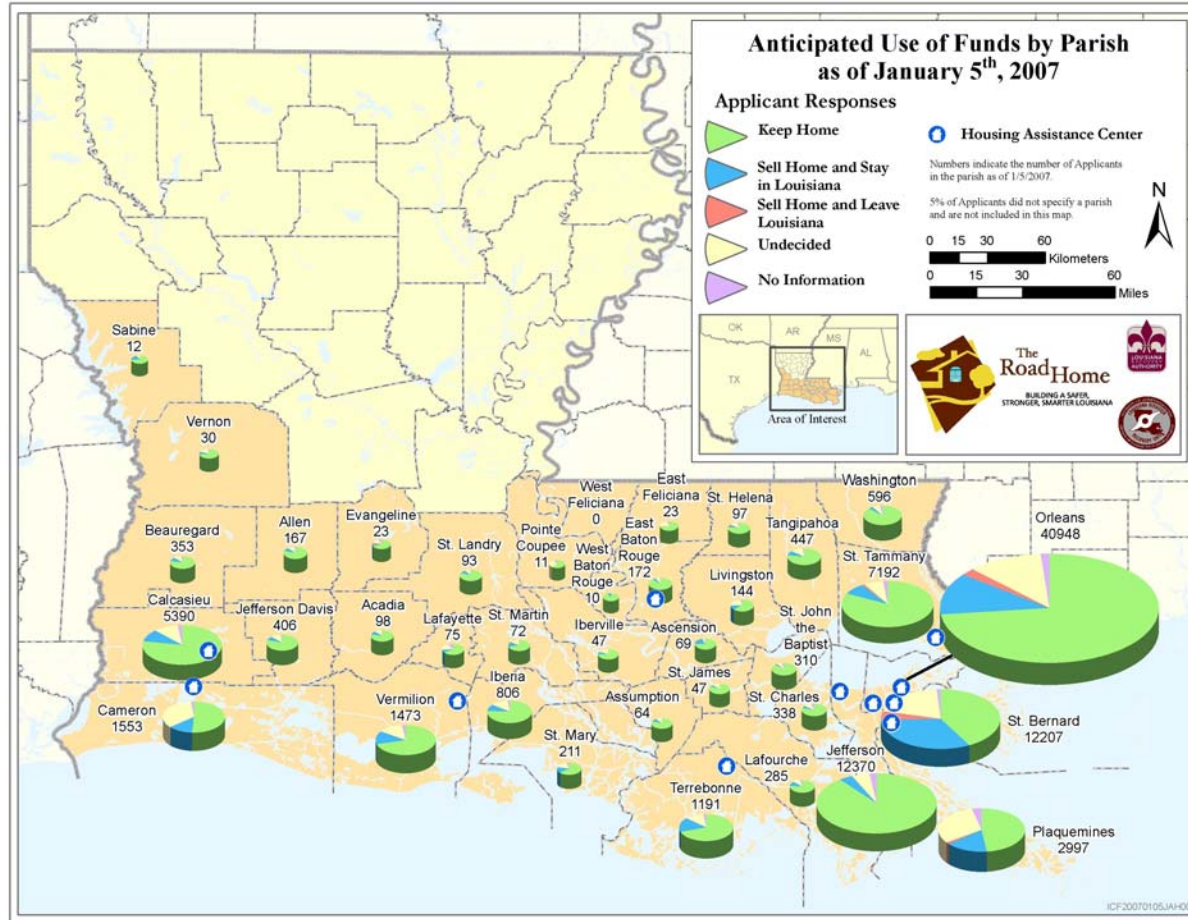
# Weekly Situation & Pipeline Report

## Week 27

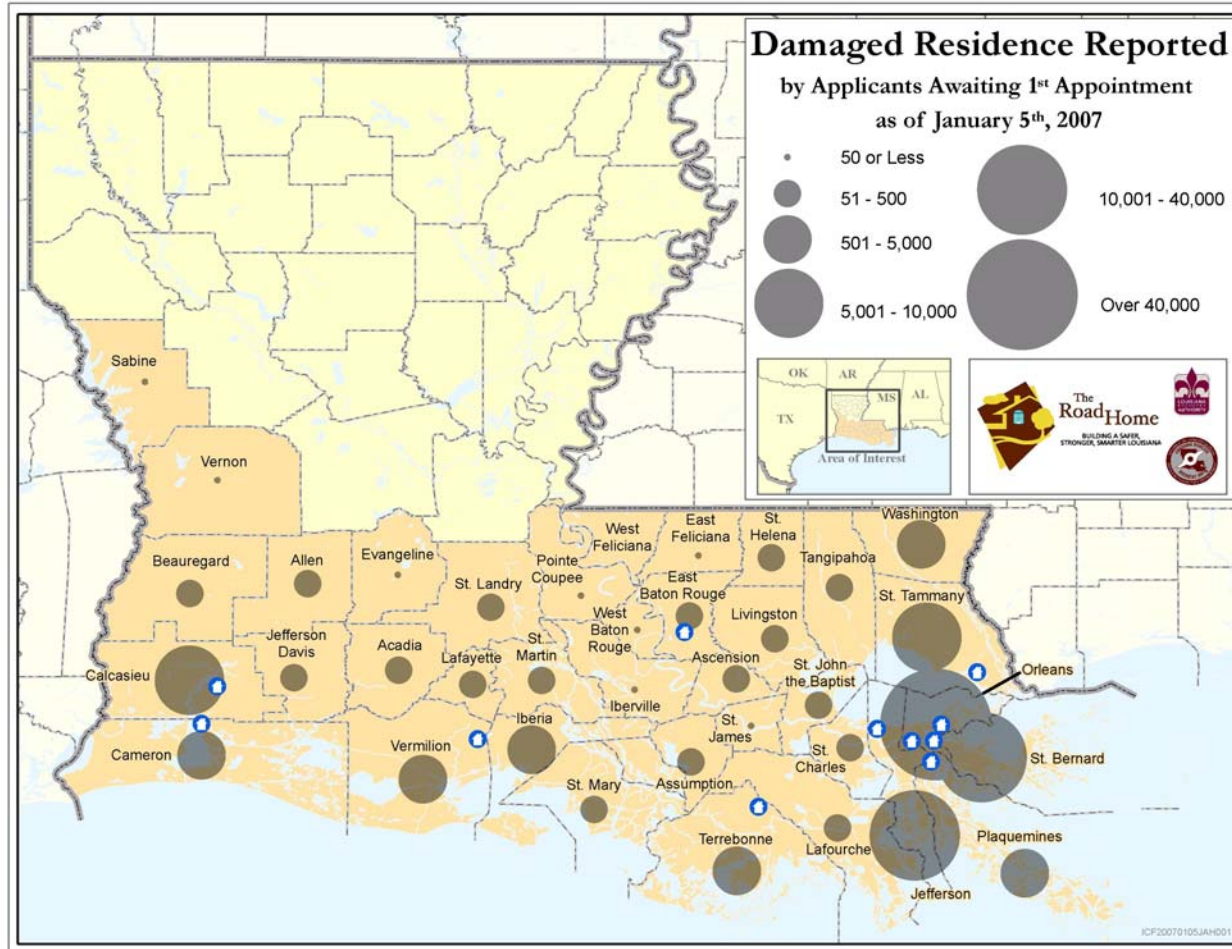
December 29 – January 4, 2007

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
PLAQUEMINES	1,418	573	36	821	149	<b>2,997</b>
POINTE COUPEE	7	-	-	3	1	<b>11</b>
SABINE	9	2	-	1	-	<b>12</b>
SAINT BERNARD	4,819	4,284	425	2,494	185	<b>12,207</b>
SAINT CHARLES	267	14	-	38	19	<b>338</b>
SAINT HELENA	75	4	2	13	3	<b>97</b>
SAINT JAMES	38	2	-	7	-	<b>47</b>
SAINT LANDRY	75	7	-	10	1	<b>93</b>
SAINT MARTIN	52	7	1	11	1	<b>72</b>
SAINT MARY	140	24	-	35	12	<b>211</b>
SAINT TAMMANY	5,794	534	80	626	158	<b>7,192</b>
ST JOHN THE BAPTIST	261	6	5	25	13	<b>310</b>
TANGIPAOHA	342	31	1	63	10	<b>447</b>
TERREBONNE	844	158	3	157	29	<b>1,191</b>
VERMILION	1,055	156	2	218	42	<b>1,473</b>
VERNON	22	2	-	5	1	<b>30</b>
WASHINGTON	505	22	-	52	17	<b>596</b>
WEST BATON ROUGE	9	1	-	-	-	<b>10</b>
WEST FELICIANA	-	-	-	-	-	<b>-</b>
No Parish Provided by Applicant	679	143	29	216	3,473	<b>4,540</b>
Non-Presidentially Declared Disaster Area Parishes	200	24	2	36	15	<b>277</b>
<b>Total</b>	<b>64,480</b>	<b>11,216</b>	<b>1,438</b>	<b>12,573</b>	<b>5,437</b>	<b>95,144</b>

### 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.