



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 28 Situation & Pipeline** **Report**

January 16, 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 4,178 applicants. Throughput increased to pre-holiday levels. The number of benefits calculated stayed at 27,561. In addition, 54 closings were completed during the period (169 total). Homeowners returned 402 options letters increasing the number of benefits options selected to a total of 7,650. Option breakdown is below.

**Table 1: Homeowner Program Snapshot**

<b>Activity</b>	<b>As of COB January 4</b>	<b>Weekly Activity</b>	<b>As of COB January 11</b>
Number of Applications Recorded	95,144	2,632	97,776
Number of Appointment Letters Mailed	83,833	5,100	88,933
Number of 1 <sup>st</sup> Appointments Scheduled	63,340	1,880	65,220
Number of 1 <sup>st</sup> Appointments Held	57,056	4,178	61,234
Number of 1 <sup>st</sup> Appointments Completed	55,624	4,020	59,644
Number of Home Evaluations Completed	47,605	2,730	50,335
Number of Benefits Calculated	27,561	-	27,561
Number of Benefits Options Letters Sent	23,617	-	23,617
<i>Benefit Options Selected:</i>			
➤ <i>Number of Option One</i>	5,664	347	6,011
➤ <i>Number of Option Two</i>	1,419	52	1,471
➤ <i>Number of Option Three</i>	165	3	168
Total Benefits Options Selected	7,248	402	7,650
Files Transferred for Closing	2,120	641	2,761
Closings Scheduled		116	*149
Closings Held	115	54	169

\* Reporting Change – Closings Scheduled totals no longer contain Closings Held

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 HDS software is ongoing.

The Hazard Mitigation Grant program completed additional customer service and Road Home training. Startup operations for mitigation counseling remains planned for the week of January 15<sup>th</sup>.



# Weekly Situation & Pipeline Report

## Week 28

January 5 – January 11, 2007

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### 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	01/09/07
00002	Cash Flow Projection & Financial Dashboard	01/09/07

## HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 1/04	CUMULATIVE As of 1/11	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	52,589	54,352	1,763
	MAIL IN SYSTEM	39,817	40,276	459
	PHONE IN SYSTEM	2,738	3,138	400
	<b>APPS IN SYSTEM</b>	<b>95,144</b>	<b>97,766</b>	<b>2,622</b>
APPOINTMENTS	<b>APPS IN SYSTEM</b>	<b>95,144</b>	<b>97,766</b>	<b>2,622</b>
	APPOINTMENT LETTERS SENT	83,833	88,933	5,100
	APPOINTMENTS SCHEDULED	63,340	65,220	1,880
	APPOINTMENTS COMPLETED	55,624	59,644	4,020

- Figures are cumulative through the period indicated
- 2,622 additional applicants entered the system through applicant online entry, paper transcription, and phone entry

- 4,020 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 1/04	CUMULATIVE As of 1/11	INCREASE
<b>CALCULATIONS</b>	APPLICATIONS IN VERIFICATION	55,624	59,644	4,020
	BENEFITS CALCULATED	27,561	27,561	-
	TOTAL	\$2.08 billion	\$2.08 billion	-
	AVERAGE	\$78,202	\$78,202	
<b>CLOSINGS</b>	OPTIONS LETTERS SENT	23,617	23,617	0
	OPTIONS SELECTED	7,248	7,650	402
	CLOSED	115	169	54
	TOTAL	\$5.77 million	\$8.64 million	\$ 2.87 m
	AVERAGE	\$50,211	\$51,151	

- 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

- Increased throughput at the 12 Centers 26% due to schedule normalization after the holidays; 4,178 appointments held (61,234 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 no new grant benefits for the period

**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 54 closings
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput



# Weekly Situation & Pipeline Report

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### Home Evaluations (Home Inspection) Activity

**Table 4: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/4	1/5-1/11	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	40,135	4,727	4,265	2,679	3,252	3,227	58,285	3,630
Work Orders Dispatched	35,597	5,286	5,365	4,214	2,428	3,992	56,882 <sup>1</sup>	4,257 <sup>1</sup>
Evaluations Completed in the Field	27,686	8,390	3,815	3,716	3,968	2,730	50,305	4,524

<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 01/11 but are not yet processed.

- Supported the requests made by HUD monitors
- Began converting all historical Home Evaluations data into Worltrac system
- Trained and transitioned subcontractors to the Worltrac system to manage all current and future data from the HDP software used by the evaluators in the field
- Finalized workflow and business processes in Worltrac
- Coordinated with Small Rental staff on transferring to their program all 3- and 4-unit buildings that had come through the Homeowner program as duplexes with additions
- Submitted detailed recommendations to State on formats to be used in sending CADs to homeowners
- Updated Home Evaluation Fact Sheet and Talking Points
- Coordinated with property management team to ensure up-to-date inventory of surplus items available for replacement of broken field equipment
- Finalized the Focus Group report concerning CADs

### Call Center Activity

**Table 5: Call Center Metrics**

ACTIVITY	Prior Total	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/04	1/5-1/11	Current Total	Five Week Average
Calls	269,175	15,918	15,650	12,058	21,693	27,632	362,126	18,590
Calls Abandoned	N/A	198	315	394	2,204	2,291	N/A	1,080
Applications Requested	27,936	600	479	295	658	856	30,824	578
Online Application Assists	2,328	202	217	125	315	353	3,540	242
Hardcopy Application Assists	1,197	68	58	32	60	66	1,481	57



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ACTIVITY	Prior Total	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/04	1/5-1/11	Current Total	Five Week Average
Phone Applications	1,617	320	231	159	358	400	<b>3,085</b>	<b>294</b>
Spanish Calls	683	73	59	27	61	84	<b>987</b>	<b>61</b>
Vietnamese Calls	199	15	16	20	14	42	<b>306</b>	<b>21</b>
Appointments Scheduled by Phone	57,619	2,181	1,251	933	1,377	2,156	<b>65,517</b>	<b>1,580</b>

- Increased call volume and calls abandoned are a result of the distribution of option letters; efforts are ongoing to cover the increase in calls

**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	1/5-1/11	Current Total
Calls Referred to the Resolution Team	2,636	1,010	805	874	788	<b>1,067</b>	<b>7,180</b>
Calls Resolved without Opening Resolution Issue	1,138	413	215	173	168	<b>492</b>	<b>2,599</b>
Calls Opened as Resolution Issues	1,498	597	590	701	620	<b>575</b>	<b>4,581</b>
Resolution Issues Closed	53	99	140	5	159	<b>88</b>	<b>544</b>
Resolution Issues Remaining Open							<b>4,037</b>

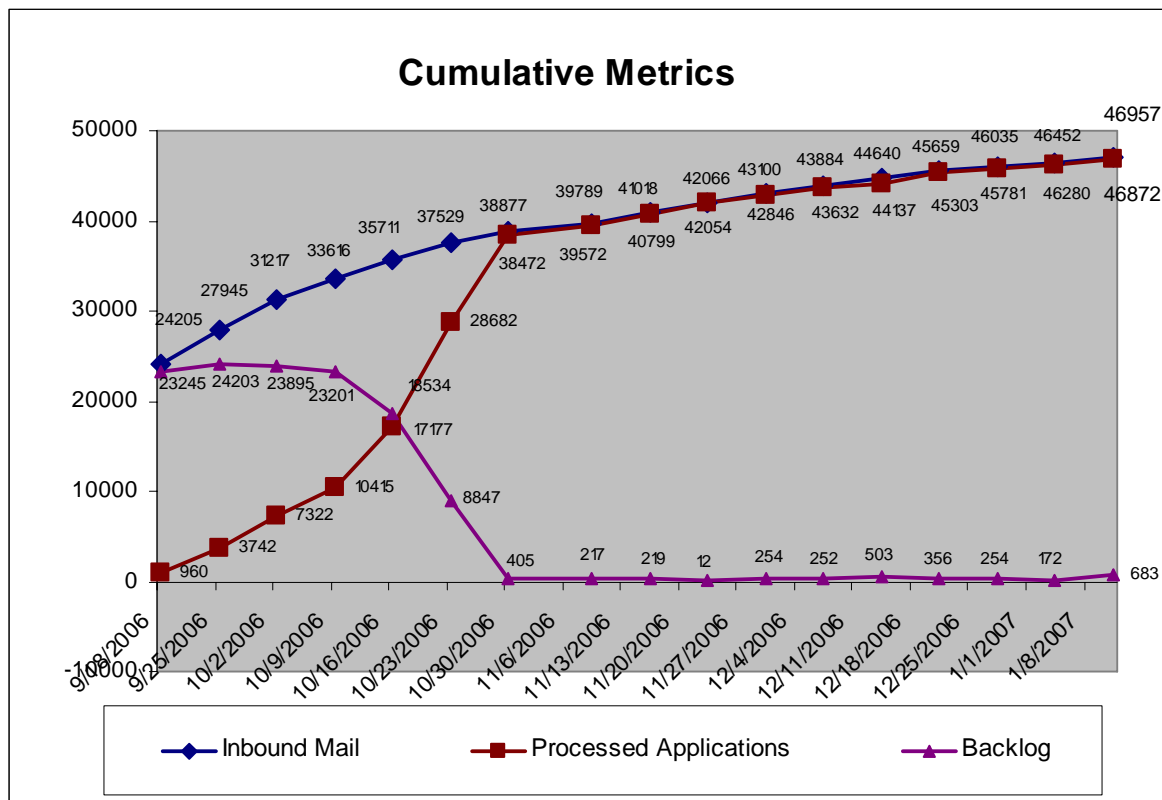
### Mailroom/Data Entry Activity

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

ACTIVITY	Prior Total	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/4	1/5-1/11	Total	Five Week Average
New paper applications received through mailroom	43,884	756	709	523	270	815	<b>46,957</b>	<b>615</b>
New paper applications entered into batch files for entry into eGrantsPlus	43,632	505	1,166	840	137	592	<b>46,872</b>	<b>636</b>
New paper applications remaining to be entered into eGrantsPlus	635	503	46	39	172	683	<b>683</b>	<b>N/A</b>

- Processed 815 pieces of mail this period (total 46,957 to date; averaging over (723 per week); total mail processed for entry into eGrantsPlus is 46,872
- Continued processing current week mail (within a day or two of receipt)

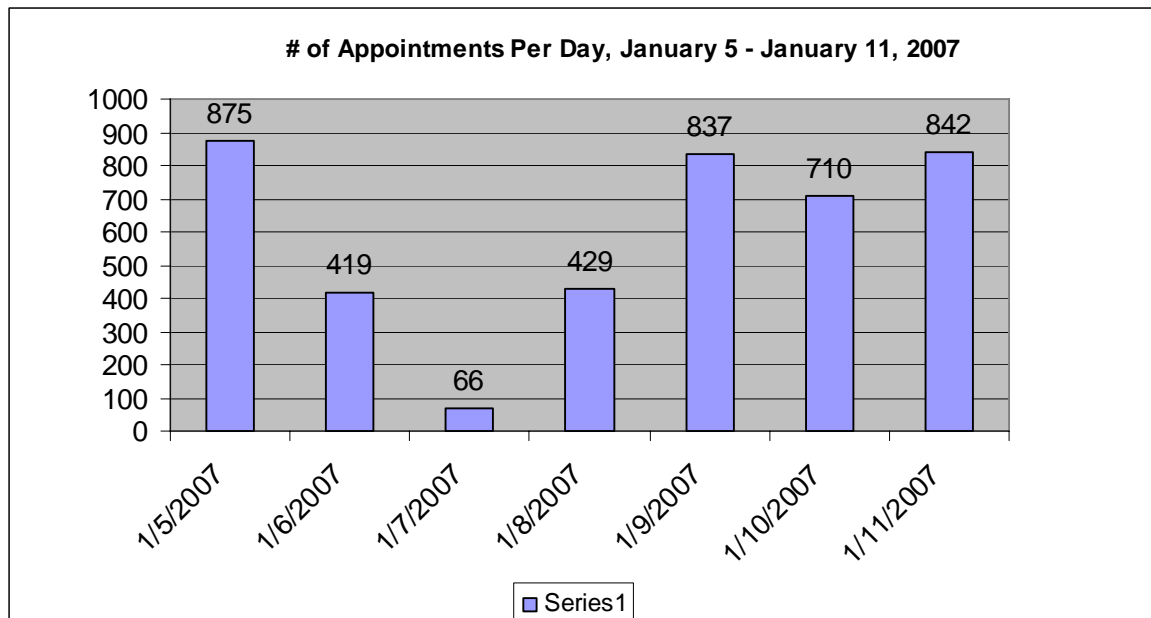
**Figure 3: Mailroom/Data Entry Trends**



### Housing Assistance Center Appointment Activity

There were 4,178 appointments held for the week, a 26% increase from the prior reporting period.

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

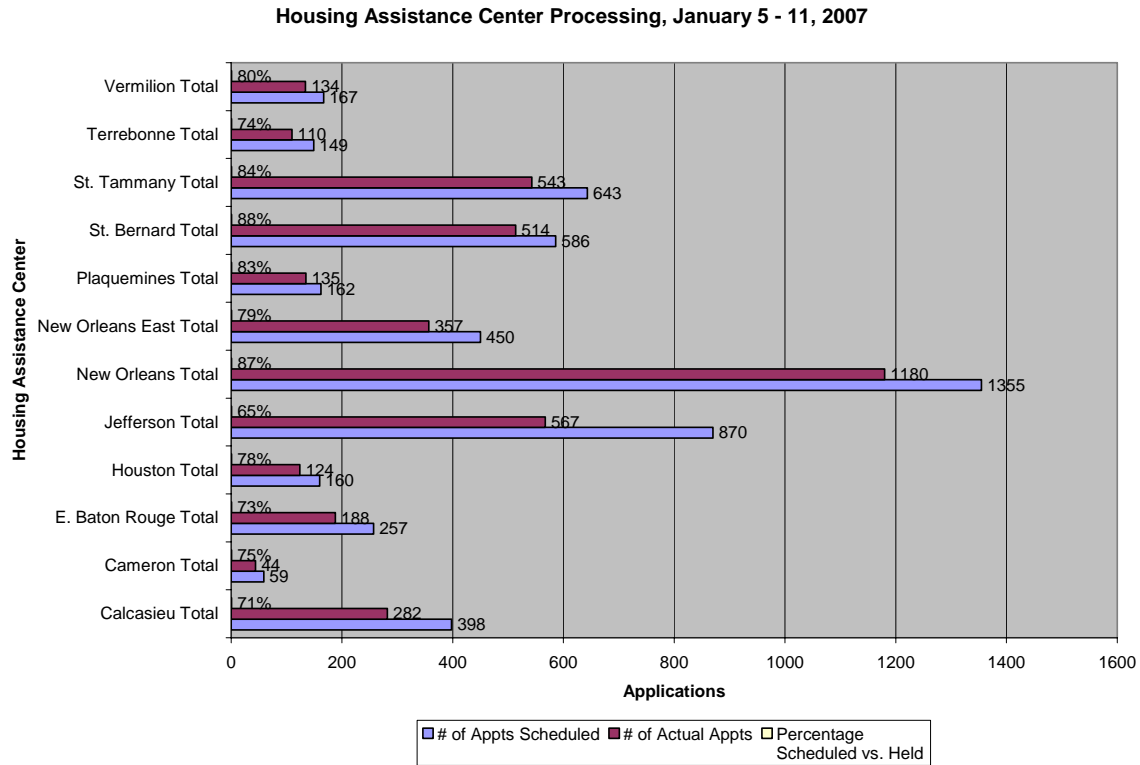


**Table 8: Housing Assistance Center Appointments by Week**

ACTIVITY	Prior Total	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/4	1/5-1/11	Current Total	Five Week Average
<b>Appointments Held</b>	40,659	5,003	4,479	3,588	3,327	4,178	<b>61,234</b>	<b>4,117</b>
<b>Average Daily Appointments Held</b>		715	640	513	475	597		

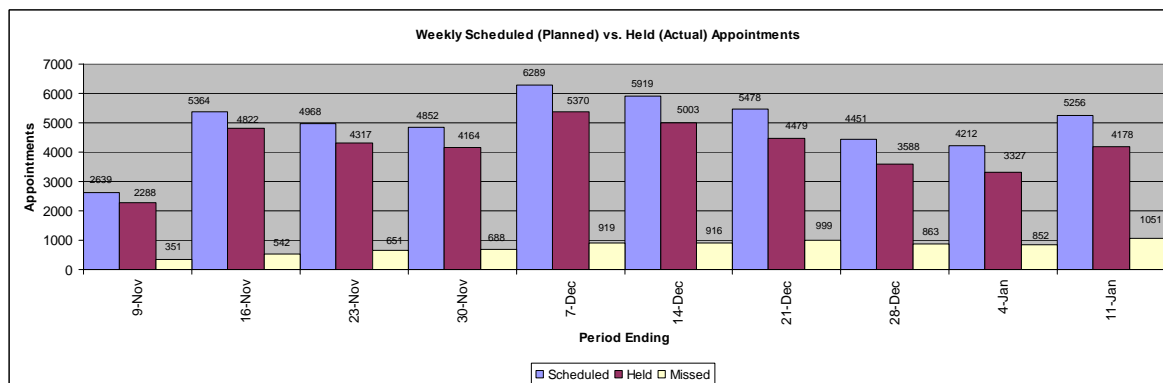
Figure 5 shows the number of appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held.

**Figure 5: Appointments Scheduled and Held by Center**



Figures 6 and 7 show trends of held versus scheduled 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**

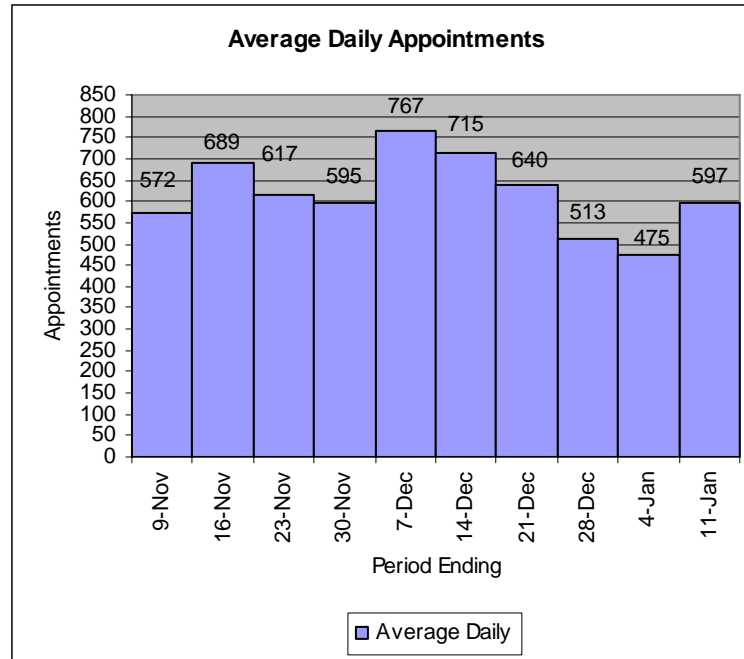


Table 9 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge, Cameron, Houston, New Orleans East, and Calcasieu Centers.

**Table 9: Center Appointment Availability**

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment <sup>1</sup>
1	East Baton Rouge	January 14, 2007	3
2	Orleans	March 10, 2007	59
3	Calcasieu	January 16, 2007	5
4	Jefferson	February 9, 2007	28
5	St. Bernard	February 2, 2007	21
6	St. Tammany	February 9, 2007	28
7	Cameron	January 16, 2007	5
8	Plaquemines	March 6, 2007	55
9	Terrebonne	February 13, 2007	32
10	Vermilion	February 6, 2007	25
11	Houston	January 16, 2007	5
12	New Orleans East	January 16, 2007	5

<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 11, 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-two percent designated race as

Black, 30% as White. Thirty-four 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	300
American Indian/Alaska Native and White	242
American Indian/Alaskan Native/Black-African American	217
Asian	1,128
Asian and White	141
Black/African American	31,054
Black/African American and White	607
Native Hawaiian/Other Pacific Islander	87
Other Multi-Racial	1,382
White	29,759
Race Not Provided	32,859
<b>Total</b>	<b>97,776</b>

## RENTAL PROPERTY REPAIR PROGRAM

- Approved scoring criteria for round 1 document
- Provided draft of Round 1 application data elements for review
- Continued design and programming of software for integrated system of grants management, loan processing, loan servicing, and monitoring of Small Rental program products
- Hired and are training 60 staff to conduct application processing, and assist less sophisticated Owner-occupant applicants through the Program
- Completed Draft 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
- Completed Lending and Real Estate Professionals Handbook as education tool for professional financial advisors who may assist Property Owners participating in the Program
- Integrated project plan for HDS software implementation reviewed, on-going weekly meetings scheduled to monitor progress
- Mailed 465 invitations to Louisiana Lenders and Nonprofits participate in program application orientation workshops and training

**Table 11: Program Timeline for Round 1**

Program Timeline for Round 1	
Week of January 22 <sup>nd</sup>	Workshops with Lenders, Real Estate Professionals and Nonprofits regarding completing applications with Property Owners
January 29 <sup>th</sup>	Application and handbooks are available on <a href="http://www.road2LA.com/rental">www.road2LA.com/rental</a> for download, Call center accepting requests to direct-mail hardcopy application and handbook.
January 30 <sup>th</sup>	Hardcopy applications available in RH-HACs
Week of January 29 <sup>th</sup>	Public launch press and media events (tentatively 29 <sup>th</sup> and 30 <sup>th</sup> ) and program overview presentations to parish and municipal governments of eligible parishes (tentatively Jan. 31 <sup>st</sup> – Feb 2 <sup>nd</sup> )
February	Workshops conducted at several locations providing application assistance and submittal with trained Advisors, Housing Counselors, Nonprofits, Lenders and other Real Estate Professionals.
March 1 <sup>st</sup>	Round 1 closes, all applications must be received by 5 p.m.
Mid March	Begin mailing Conditional Award letters to Property Owners as they meet eligibility and scoring thresholds.
Mid March	Initiate Federal Environmental Review Requirements with Property Owners that receive Conditional Award letters

**Items outstanding for next planning meeting:**

- Discussion and accepted policy regarding verification of threshold requirements, such as Hurricane damages and access to water, sewer, & electric utilities
- Discussion and accepted policy of timeline for curable deficiencies in lending process such as cloudy title, Federal Environmental requirements, etc.
- Discussion and accepted policy of Owner-Occupant processing through the Small Rental program for the Homeowner unit
- Discussion and accepted policy of minimum construction standards to embrace “safer, stronger, smarter” mission of the Road Home
- Determination from HUD on “Early Start” activities eligibility in the Program
- Determination from HUD on “Duplication of Benefit” regarding private insurance disbursements to the Property Owner

**HAZARD MITIGATION GRANT PROGRAM (HMGP)**

- Completed additional customer service and program training for mitigation counselors
- Coordinated arrival and start of operations in the Housing Assistance Centers. The logistics for space, telecommunications, and computer access have been completed for anticipated January 16 implementation

### **PROGRAM SUPPORT STATUS**

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

- Completed quarterly inventory of property
- Finalized layout of the West facility to accommodate the Call Center, CAR personnel, Baton Rouge Housing Assistance Center, Data Entry Department, and Mail Operations. Occupation by CAR team scheduled for next Tuesday
- Purchased furniture, as needed for the Call Center facility to support use by the program organizations discussed above
- Provided security training to newly hired employees

#### **HUMAN RESOURCES**

- Delivered 187 employment offer letters to West Call Center employees on Jan. 11<sup>th</sup> – employees in process of accepting and completing pre-employment drug screen/background check
- Continued recruiting personnel for CAR team, including Managers for Resolutions, Closing and Appeals, 72 Advisors and 12 Team Leaders
- Continued recruiting in support of the Small Rental Program, 83 people hired, 68 remaining positions to be filled

#### **POLICY & PLANS**

- Coordinated monitoring visit by HUD
- Resolved national objective, mitigation measures, acquisition, and program income issues with HUD
- Continued work on developing procedures for resolution, appeals and pre-closing
- Continued to work with MIS and Homeowner Program to implement new pre-storm value policies
- Continued to work with MIS on Release 4.1, Release 4.2 and Release 4.3 requirements
- Reviewed web-based training modules for Housing Advisors
- Worked to finalize mobile home closing documents
- Worked on condominium policy with OCD and LRA
- Initiated planning for expedited launch of mitigation measures program
- Conducted second historic preservation programmatic agreement consultation with OCD

#### **TRAINING**

- Delivered four-day Small Rental Property Repair Program Training in New Orleans to 64 employees
- Delivered three-day Homeowner Program Training for 122 new employees in Baton Rouge
- Delivered 2-hour Special Needs training on Stress Management to employees in the Cameron, East Baton Rouge, Jefferson, and Orleans East Centers

- Continued development of training for Closing, Appeals, and Resolution Team Advisors
- Continued development of the web-based trainings for Homeowner Construction Representatives and Housing Assistance Center staff

**Table 12: Training Summary**

Training Type	Target Audience	Location	Date	Attendees
Internal	Road Home Employees (Rental Program)	W Hotel New Orleans, LA	January 9-12, 2007	64
Internal	Road Home Employees (Homeowner Program)	Hilton Hotel Baton Rouge, LA	January 9-11, 2007	122
Internal	Road Home Employees	Cameron, East Baton Rouge, Jefferson, and Orleans East Centers	January 10, 2007	149

## EXTERNAL AFFAIRS

### Community Outreach

**Table 13: Community Outreach Metrics**

Meeting Type	Events Week 1/5-1/11	People Reached Week 1/5-1/11	Events To Date	People Reached To Date
Community	6	361	189	16,563
Faith Based	4	371	43	3,874
Business			8	251
Governmental	3	28	68	2,375
Case Managers	5	12	47	988
<b>TOTALS</b>	<b>18</b>	<b>772</b>	<b>355</b>	<b>24,051</b>

- Met with several federal, state and local government organizations during the period to disseminate *Road Home* information and provide assistance to various constituencies, including Iberia Parish Councilman Larry Richard, Lake Charles Mayor Randy Roach, and coordinated southeast Louisiana Legislative informational session with First American Title Company
- Met with the several faith based organizations to assist with the application process and provide needed information about the Program, including Rev. Charles Smith of Shiloh Baptist Church in Baton Rouge, Reverend Gene Faurie of Trinity United Methodist Church in Buras, St. Francis Xavier Catholic Church in Baton Rouge, and the Baton Rouge Ministerial Alliance
- Met with Lai Huang with Boat People SOS to devise community information network with the Vietnamese community in lower Plaquemines parish

- Met with Warren Harrity from UMCOR to facilitate information dissemination through the Katrina Aid Today case management consortium representing agencies in 42 states
- Held community meetings in Slidell, Mandeville, and Mouton Cove
- Held an informational session for residents in the FEMA Davant Trailer Park in Plaquemines parish
- Met representatives from Save the Children, the Hope Foundation, and St. Tammany Parish Volunteers of America elderly services department
- Presented program information to Lake Charles Kiwanis Club and Grand Lake Lions Club

### Communications

- Printed Small Rental Launch Training Correspondence to Lenders/Nonprofits
- Approved internally and submitted to State for review Small Rental materials
- Approved internally and sent to printer Small Rental General Fact Sheet
- Approved internally Small Rental Print ad and Direct Mail text
- Supplied mitigation materials to all newly hired counselors
- Prepared for public launch of Small Rental Program - determining best date/location for press event
- Sent FAQs for SBA duplication of benefits to Policy for final approval
- Drafted and issued media advisory for Outreach events occurring in Calcasieu parish for the week of 1/15/07
- Drafted template news release for insurance company partners and sent to State for final approval
- Drafted news release to announce the hiring of EBONetworks and sent to State for final review

### 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

### MIS

- Installed cabling and network equipment for the Call Center for connectivity to the *Road Home* network
- Brought on board one new insurance company for data verification
- Drafted Reporting Software Implementation Plan
- Put in place Go forward plan regarding outlier and fraud analytic processing
- Went live with JIRA – enterprise issue/resolution tracking

- Established a weekly meeting to review all outstanding technical issues that impact Call Center performance/ability to make the transition with no interruption of service
- Printed/mailed 2,059 corrected benefits letters
- Printed/mailed 3,954 Appointment Scheduling letters
- Completed IVR changes
- Worked with KPMG on the Gap Analysis Audit

### FRAUD PREVENTION

- Attended multiple meetings to discuss QA/QC issues, MIS system improvements and new releases, issue tracker system, and Worltrac system for evaluators
- Presented update to LRA Audit Committee on anti-fraud, waste and abuse efforts
- Attended CCB meeting and made comments on proposed pre-storm value changes, especially risks of accepting post-storm appraisals paid for by applicant as source of pre-storm value
- Delivered anti-fraud training to new HAC advisors
- Attended Worltrac training and small rental training

**Table 14: Fraud Prevention Metrics**

ACTIVITY	Prior Totals	12/8-12/14	12/15-12/21	12/22-12/28	12/29-1/4	1/5-1/11	Current Total
Applicant Issues Reported to Anti-Fraud	21	-	-	-	1	1	23
Evaluator Issues Reported to Anti-Fraud	-	-	1	-	-	1	2
Third-Party Issues Reported to Anti-Fraud	4	1	-	-	1	1	7

### QUALITY ASSURANCE AND CONTROL

- Provided supporting documentation and assisted in orientation to HUD monitors
- Attended Small Rental Property Repair Program training in New Orleans
- Attended Homeowner Advisor training
- Participated in meetings with OCD and MIS relating to enhanced QA methods in MIS area
- Performed PDF Options Letter Review on 107 Options Letters; no exceptions noted
- Developed a review to ensure LMI documentation is properly completed and posted to applicants' online files
- Analyzed survey results retrieved from Housing Assistance Centers throughout the State. Fifteen percent of the 55,000 applicants attending appointments participated in the survey. Results reported in Tables 15 and 16 indicate that **93% surveyed rated their Overall Experience with the Road Home Program as being Good or Excellent.**

**Table 15: Exit Survey Summary -- New Orleans Center**

SURVEY AREA	EXCELLENT	GOOD	SATISFACTORY	POOR	VERY POOR
Contact with Road Home Program	61%	28%	8%	2%	1%
Reception	68%	26%	4%	1%	1%
Wait Time	51%	31%	13%	3%	2%
Housing Specialist	70%	24%	5%	1%	
Housing Advisor's - Ability	92%	8%			
Housing Advisor's - Level of Discretion	89%	10%			1%
Housing Advisor's – Effectiveness	90%	8%	1%		1%
Overall Atmosphere of Housing Assistance Center	65%	27%	7%		1%
Overall Experience with <i>Road Home</i> program	62%	32%	6%		

**Table 16: Statewide Summary of Applicant's Overall Experience with *The Road Home* Program**

Rate your overall experience with the Road Home Program.						
Center Name	Very Poor	Poor	Satisfactory	Good	Excellent	% of Apps Surveyed
Cameron	0%	3%	3%	8%	86%	19%
Calcasieu	0%	1%	3%	11%	85%	6%
New Orleans	1%	1%	7%	26%	65%	30%
Plaquemine	0%	0%	2%	24%	74%	3%
St. Bernard	1%	1%	4%	22%	72%	13%
E. Baton Rouge	1%	1%	6%	28%	64%	10%
Jefferson	4%	1%	3%	9%	83%	2%
St. Tammany	0%	0%	6%	20%	74%	3%
Terrebonne	0%	0%	0%	13%	87%	22%
Vermilion	0%	0%	7%	16%	77%	8%
<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>7%</b>	<b>23%</b>	<b>70%</b>	<b>15%</b>
<b>Summary Total</b>			<b>Satisfactory 7%</b>	<b>Good/Excellent 93%</b>		

### **COMPLIANCE**

- Attended HUD Monitoring Entrance Conference at OCD
- Worked in conjunction with HUD Monitoring Review Team
- Attended HUD Monitoring Team Exit Conference
- Attended LRA Board Meeting
- Continued to work with HUD OIG Auditors and Legislative Auditors by providing records and scheduling interviews

### **SPECIAL NEEDS ADVISORY TEAM**

- 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
- Developed detailed SNAT project planning document
- Continued working with Road Home counsel to ensure current applicant Release of Information document will address 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)
- Interviewed staff for additional positions on SNAT
- Coordinated with Community Outreach and Homeowner’s OPS to discuss new outreach plan for elderly applicants
- Coordinated with Communications on 508 compliance of website

## **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.

<b>PARISH</b>	<b>Keep Your Home</b>	<b>Sell, but Stay in Louisiana</b>	<b>Sell, and Move out of Louisiana</b>	<b>Undecided</b>	<b>Information Not Available</b>	<b>Total</b>
ACADIA	82	9	-	14	1	<b>106</b>
ALLEN	139	13	-	21	3	<b>176</b>
ASCENSION	54	15	1	4	2	<b>76</b>
ASSUMPTION	54	5	-	7	-	<b>66</b>
BEAUREGARD	291	33	1	38	11	<b>374</b>
CALCASIEU	4,411	452	19	678	152	<b>5,712</b>
CAMERON	832	240	5	507	29	<b>1,613</b>
EAST BATON ROUGE	152	7	1	14	2	<b>176</b>
EAST FELICIANA	18	-	-	6	1	<b>25</b>
EVANGELINE	17	1	-	4	2	<b>24</b>
IBERIA	626	58	2	124	15	<b>825</b>
IBERVILLE	34	4	-	9	1	<b>48</b>
JEFFERSON	11,104	525	77	811	341	<b>12,858</b>
JEFFERSON DAVIS	341	28	-	52	10	<b>431</b>
LAFAYETTE	53	7	-	12	8	<b>80</b>
LAFOURCHE	231	28	1	31	8	<b>299</b>
LIVINGSTON	100	13	-	30	6	<b>149</b>
ORLEANS	30,749	3,910	779	5,611	721	<b>41,770</b>



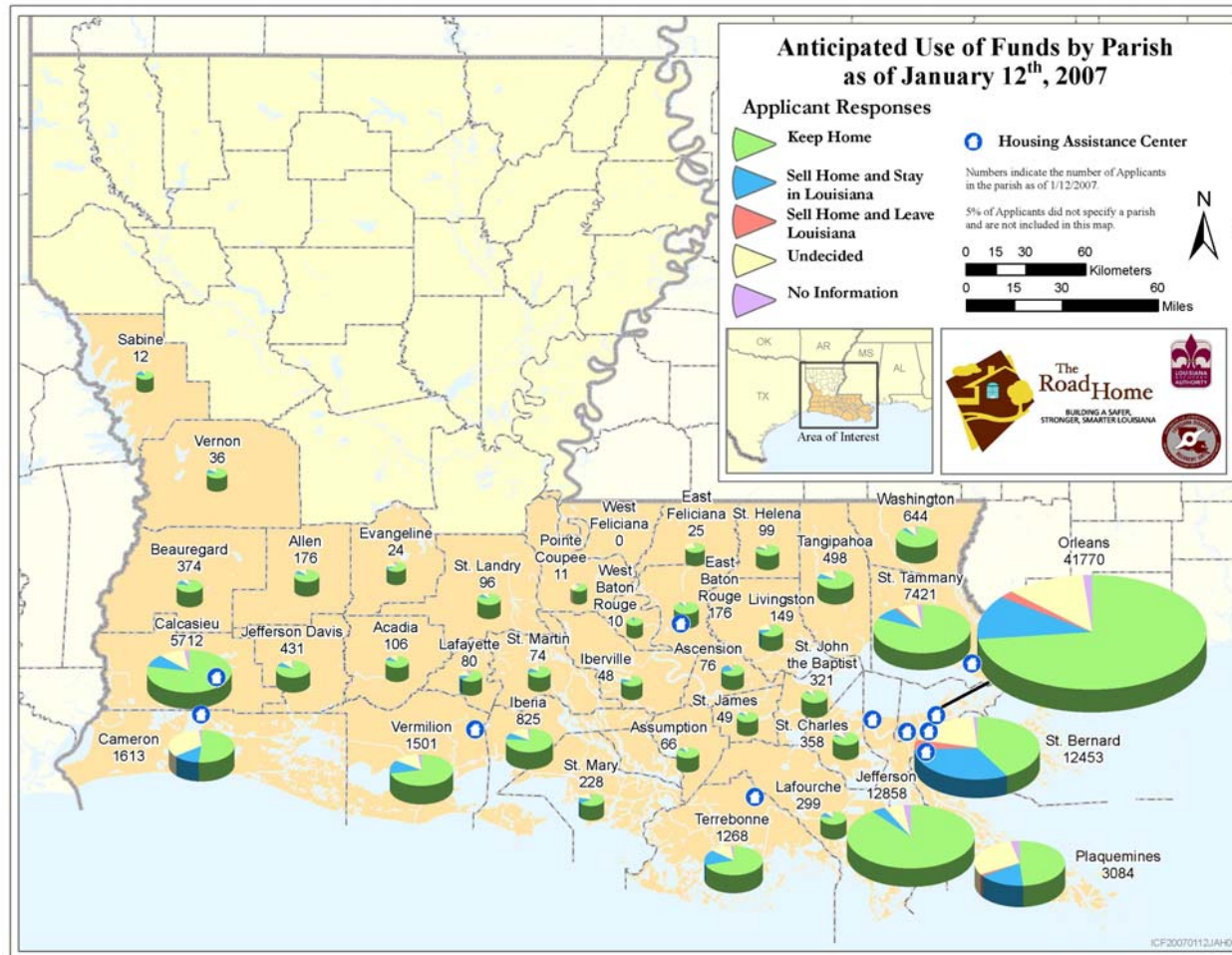
# Weekly Situation & Pipeline Report

## Week 28

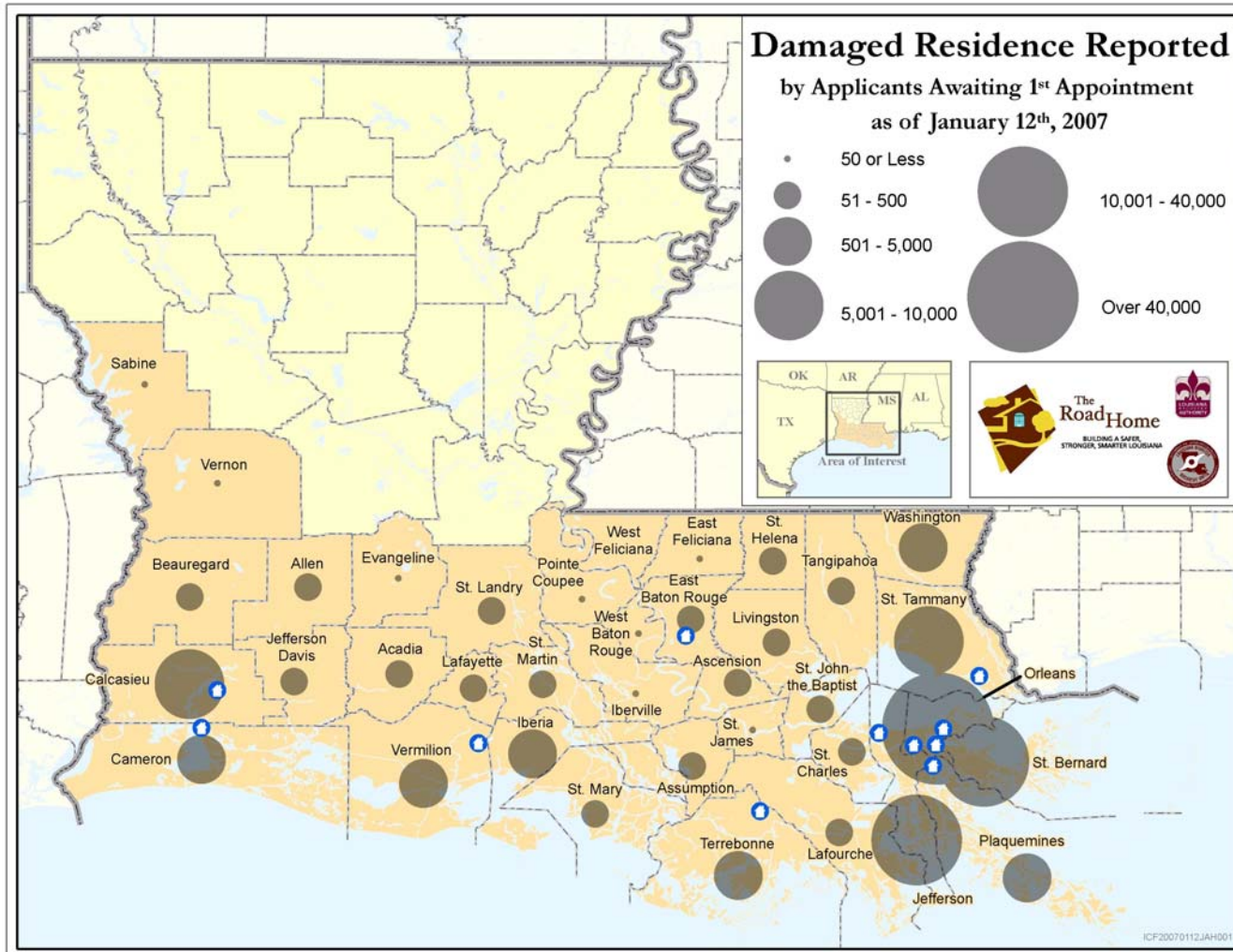
January 5 – January 11, 2007

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
PLAQUEMINES	1,489	597	38	818	142	3,084
POINTE COUPEE	7	-	-	3	1	11
SABINE	9	2	-	1	-	12
SAINT BERNARD	4,930	4,356	442	2,559	166	12,453
SAINT CHARLES	287	13	-	38	20	358
SAINT HELENA	77	3	3	13	3	99
SAINT JAMES	40	3	-	6	-	49
SAINT LANDRY	77	7	-	11	1	96
SAINT MARTIN	54	7	1	11	1	74
SAINT MARY	155	25	-	38	10	228
SAINT TAMMANY	5,961	558	86	649	167	7,421
ST JOHN THE BAPTIST	272	7	5	25	12	321
TANGIPAHOA	381	32	1	69	15	498
TERREBONNE	902	165	3	169	29	1,268
VERMILION	1,083	156	2	222	38	1,501
VERNON	27	3	-	5	1	36
WASHINGTON	545	25	-	58	16	644
WEST BATON ROUGE	9	1	-	-	-	10
WEST FELICIANA						
No Parish Provided by Applicant	597	128	27	187	3,595	4,534
Non-Presidentially Declared Disaster Area Parishes	199	22	2	34	14	271
<b>Total</b>	<b>66,389</b>	<b>11,458</b>	<b>1,496</b>	<b>12,889</b>	<b>5,544</b>	<b>97,776</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.