



# The Road Home

BUILDING A SAFER,  
STRONGER, SMARTER LOUISIANA

## ***The Road Home*** **Week 29 Situation & Pipeline** **Report**

January 23, 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 completed appointments with 3,768 applicants. Throughput decreased due to a shortened week. The Housing Assistance Centers were closed January 15<sup>th</sup> in observance of the Martin Luther King Holiday. The number of benefits calculated increased to 29,147. In addition, 46 closings were completed during the period (215 total). Homeowners returned 691 options letters increasing the number of benefits options selected to a total of 8,341. Option breakdown is below.

**Table 1: Homeowner Program Snapshot**

Activity	As of COB January 11	Weekly Activity	As of COB January 18
Number of Applications Recorded	97,776	2,497	100,273
Number of Appointment Letters Mailed	88,933	1,863	90,796
Number of 1 <sup>st</sup> Appointments Scheduled	65,220	2,267	67,487
Number of 1 <sup>st</sup> Appointments Held	61,234	3,748	64,982
Number of 1 <sup>st</sup> Appointments Completed	59,644	3,768	63,412
Number of Home Evaluations Completed	52,335	5,645	57,980
Number of Benefits Calculated	27,561	1,586	29,147
Number of Benefits Options Letters Sent	23,617	2,595	26,212
<i>Benefit Options Selected:</i>			
➤ Number of Option One	6,011	1,159	7,170
➤ Number of Option Two	1,471	* (485)	986
➤ Number of Option Three	168	17	185
Total Benefits Options Selected	7,650	691	8,341
Files Transferred for Closing	2,761	454	3,215
Closings Scheduled**		161	307
Closings Held	169	46	215

\* 485 options selections were reclassified during data migration into eGrantsPlus.

\*\* Reporting Change – Represents the daily additional number of closings scheduled and the total represents all closings currently scheduled to occur in the future.

The Rental Repair Program continued to plan for the opening of Round 1 on January 29, 2007 by approving scoring criteria and continued work on the Round 1 application. Hiring and training of program staff is ongoing. Design and programming of software to support the program continued.

The Hazard Mitigation Grant program placed 24 mitigation advisors in the Housing Assistance Centers.



# Weekly Situation & Pipeline Report

## Week 29

January 12 – January 18, 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
00080	Controls Assessment Interim Report	1/15/07
00081	Property Report (Quarterly)	1/15/07
00026	External Training Summaries	1/15/07
00035	Homeowner Program Policies – Update – 1.15.07	1/15/07
00025	Combined Weekly & Pipeline Report	01/16/07
00002	Cash Flow Projection & Financial Dashboard	01/16/07

## HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 1/11	CUMULATIVE As of 1/18	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	54,352	55,693	1,341
	MAIL IN SYSTEM	40,276	41,143	867
	PHONE IN SYSTEM	3,138	3,437	299
	<b>APPS IN SYSTEM</b>	<b>97,766</b>	<b>100,273</b>	<b>2,507</b>
APPOINTMENTS	<b>APPS IN SYSTEM</b>	<b>97,766</b>	<b>100,273</b>	<b>2,507</b>
	APPOINTMENT LETTERS SENT	88,933	90,796	1,863
	APPOINTMENTS SCHEDULED	65,220	67,487	2,267
	APPOINTMENTS COMPLETED	59,644	63,412	3,768

- Figures are cumulative through the period indicated
- 2,507 additional applicants entered the system through applicant online entry, paper transcription, and phone entry

- 3,768 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 1/11	CUMULATIVE As of 1/18	INCREASE
<b>CALCULATIONS</b>	APPLICATIONS IN VERIFICATION	59,644	63,412	3,768
	BENEFITS CALCULATED	27,561	29,147	1,586
	<b>TOTAL</b>	<b>\$2.08 billion</b>	<b>\$2.23 billion</b>	<b>\$ .15b</b>
	<b>AVERAGE</b>	<b>\$78,202</b>	<b>\$78,740</b>	
<b>CLOSINGS</b>	OPTIONS LETTERS SENT	23,617	26,212	2,595
	OPTIONS SELECTED	7,650	8,341	691
	CLOSED	169	215	46
	<b>TOTAL</b>	<b>\$8.64 million</b>	<b>\$11.81 million</b>	<b>\$3.17 m</b>
	<b>AVERAGE</b>	<b>\$51,151</b>	<b>\$54,9932</b>	

- The \$2.23B total and \$78,740 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 10% was due to a shortened week; the Housing Assistance Centers were closed January 15<sup>th</sup> in observance of the Martin Luther King Holiday. 3,768 appointments completed (63,412 total to date)
- Completed Advisory Training at one-third of the Housing Assistance Centers completed; remaining centers will complete training January 19<sup>th</sup> and January 24<sup>th</sup>
- Finalized scheduling and logistic plans for next deployment of a Flex/Mobile Team to complete 570 appointments January 22 – 31, 2007; the temporary center will be located at the Holiday Inn (Gretna) 100 West Bank Expressway, New Orleans, LA

### Award Calculation Activity

- Calculated an additional 1,586 grant benefits for the period (averaging \$78,740 per grant) for a total of 29,147 grants; 816 ‘zero’ grant amounts and 28,331 ‘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	\$69,603,378	\$310,936,847	\$125,183,969	\$133,482,562
Sum of Total Dollars	\$1,183,923,334	\$543,708,992	\$220,294,234	\$419,920,107
Number of LMI Benefits	12,378	12,378	12,378	12,378
Sum of Dollars to LMI	\$1,183,923,335	\$543,708,993	\$220,294,234	\$419,920,108
Number of LMI Benefits as a % of Total Population	42%	42%	42%	42%
Sum of Dollars to LMI as a % of Total Population	53%	43%	41%	100%
Number of Elderly Benefits	6,501	6,501	6,501	6,501
Sum of Dollars to Elderly	\$569,603,378	\$310,936,847	\$125,183,969	\$133,482,562
Number of Elderly Benefits as a % of Total Population	22%	22%	22%	22%
Sum of Dollars to Elderly as a % of Total Population	26%	24%	23%	32%

### Data Verification and Closing Activity

- Assisted with the completion of 46 closings
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput



# Weekly Situation & Pipeline Report

## Week 29

January 12 – January 18, 2007

### Home Evaluations (Home Inspection) Activity

**Table 4: Home Evaluation Team Metrics**

ACTIVITY	Prior Total	12/15-12/21	12/22-12/28	12/29-1/4	1/5-1/11	1/12-1/18	Current Total	Five Week Average
<b>Work Orders Submitted by Housing Advisors</b>	44,862	4,265	2,679	3,252	3,227	3,734	<b>62,019</b>	<b>3,431</b>
<b>Work Orders Dispatched</b>	40,883	5,365	4,214	2,428	3,992	5,833	<b>62,715<sup>1</sup></b>	<b>4,366</b>
<b>Evaluations Completed in the Field</b>	38,106	3,815	3,716	3,968	2,730	5,645	<b>57,980</b>	<b>3,975</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 01/18 but are not yet processed.

- Worked to deliver Home Evaluation data to the calculator
- Continued collaboration with Worley to facilitate the transition to WorlTrac system
- Resolved evaluations flagged with specs 142 or 143 (fraud investigation) through additional interviews with the evaluators
- Worked with HUD auditor to track histories of selected records
- Presented protocols for evaluating townhouses to CCB for comment and modification before presentation to the State
- Contacted duplex owners to collect data on ownership types (single owner, dual owner)
- Began use of JIRA Issue Tracking software to coordinate resolution efforts with other departments

### Call Center Activity

**Table 5: Call Center Metrics**

ACTIVITY	Prior Total	12/15-12/21	12/22-12/28	12/29-1/04	1/5-1/11	1/12-1/18	Current Total	Five Week Average
<b>Calls</b>	285,093	15,650	12,058	21,693	27,632	19,463	<b>381,589</b>	<b>19,299</b>
<b>Calls Abandoned</b>	N/A	315	394	2,204	2,291	266	<b>N/A</b>	<b>1,094</b>
<b>Applications Requested</b>	28,536	479	295	658	856	409	<b>31,233</b>	<b>539</b>
<b>Online Application Assists</b>	2,530	217	125	315	353	221	<b>3,761</b>	<b>246</b>
<b>Hardcopy Application Assists</b>	1,265	58	32	60	66	65	<b>1,546</b>	<b>56</b>
<b>Phone Applications</b>	1,937	231	159	358	400	299	<b>3,384</b>	<b>289</b>
<b>Spanish Calls</b>	756	59	27	61	84	53	<b>1,040</b>	<b>57</b>
<b>Vietnamese Calls</b>	214	16	20	14	42	39	<b>345</b>	<b>26</b>
<b>Appointments Scheduled by Phone</b>	59,503	1,251	933	1,377	2,156	2,267	<b>67,487</b>	<b>1,597</b>

**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
<b>Calls Referred to the Resolution Team</b>	2,636	1,010	805	874	788	<b>1,067</b>	<b>7,180</b>
<b>Calls Resolved without Opening Resolution Issue</b>	1,138	413	215	173	168	<b>492</b>	<b>2,599</b>
<b>Calls Opened as Resolution Issues</b>	1,498	597	590	701	620	<b>575</b>	<b>4,581</b>
<b>Resolution Issues Closed</b>	53	99	140	5	159	<b>88</b>	<b>544</b>
<b>Resolution Issues Remaining Open</b>	1,445	597	590	701	620	<b>575</b>	<b>4,037</b>

\* Due to implementation of new software, data was not available for reporting week. Last week's data is included for reference.

- Implemented JIRA Issue Tracking software

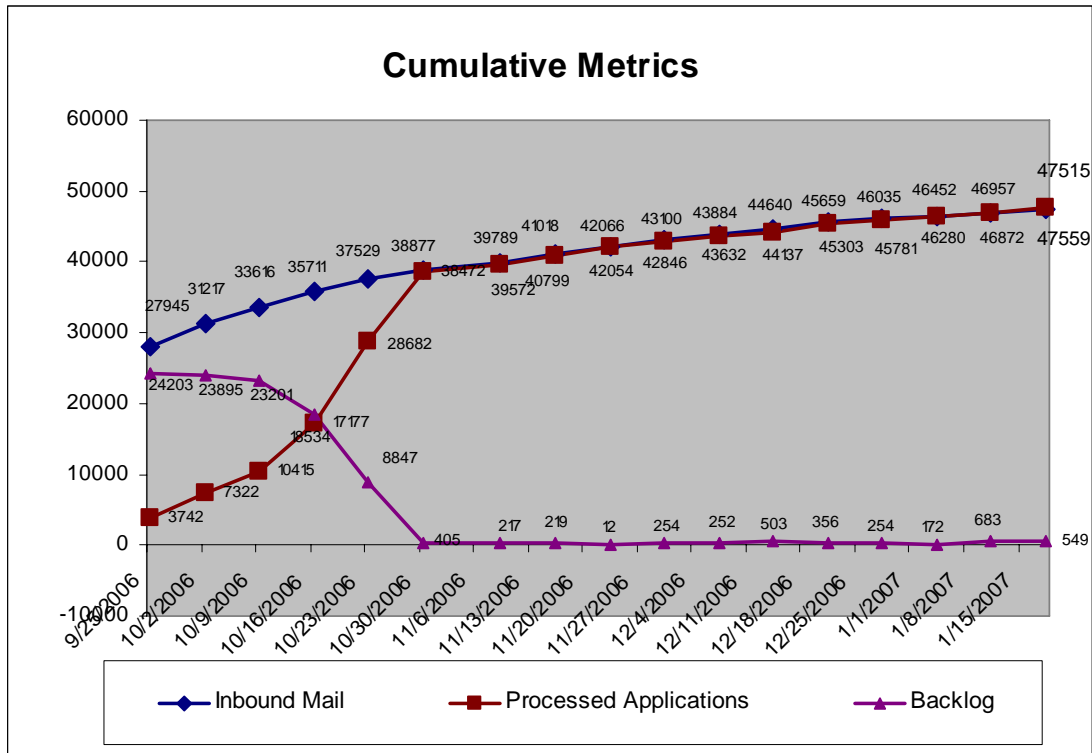
### Mailroom/Data Entry Activity

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

ACTIVITY	Prior Total	12/15-12/21	12/22-12/28	12/29-1/4	1/5-1/11	1/12-1/18	Total	Five Week Average
<b>New paper applications received through mailroom</b>	44,640	709	523	270	815	558	<b>47,515</b>	<b>575</b>
<b>New paper applications entered into batch files for entry into eGrantsPlus</b>	44,137	1,166	840	137	592	687	<b>47,559</b>	<b>684</b>
<b>New paper applications remaining to be entered into eGrantsPlus</b>	1138	46	39	172	683	549	<b>549</b>	<b>N/A</b>

- Processed 558 pieces of mail this period (total 47,515 to date; averaging (683 per week); total mail processed for entry into eGrantsPlus is 47,559
- Continued processing current week mail (within a day or two of receipt)

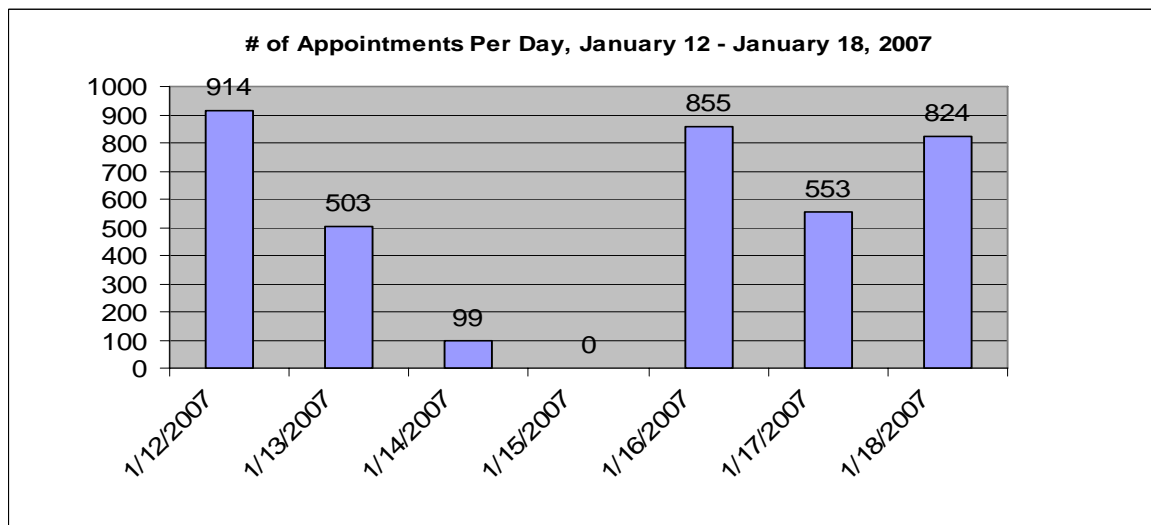
**Figure 3: Mailroom/Data Entry Trends**



### Housing Assistance Center Appointment Activity

There were 3,748 appointments held for the week, a 6% decrease from the prior reporting period, due to a shortened week. All Housing Assistance Centers were closed January 15, 2007 in observance of the Martin Luther King Holiday.

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



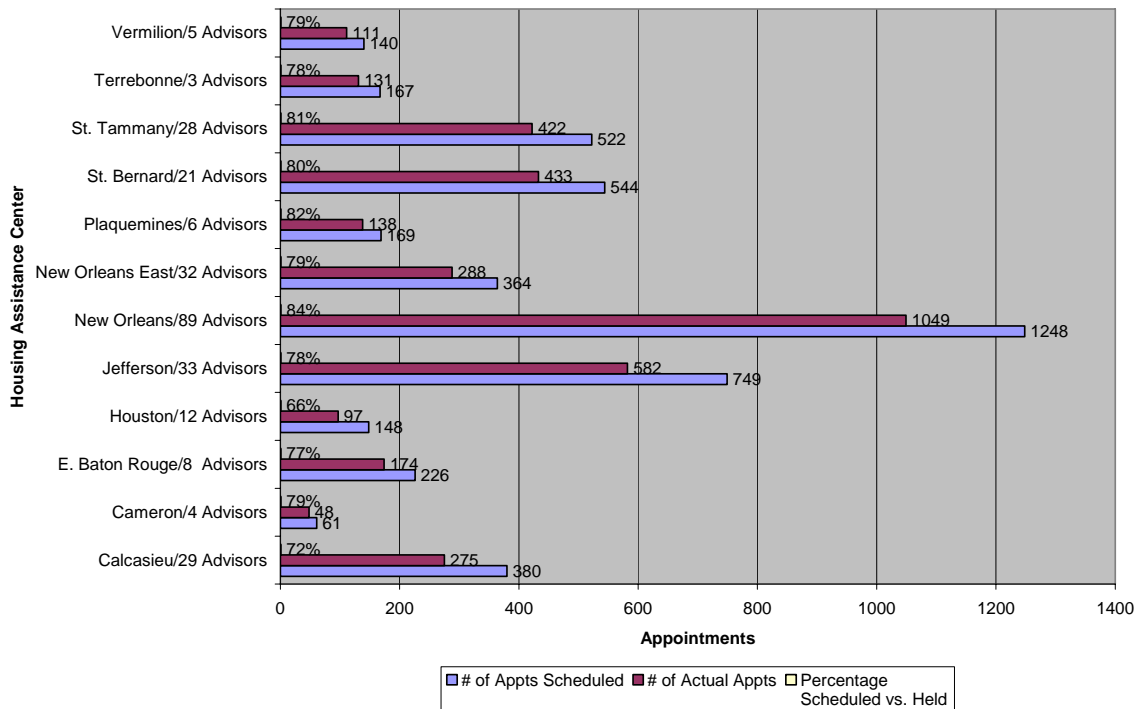
**Table 8: Housing Assistance Center Appointments by Week**

ACTIVITY	Prior Total	12/15-12/21	12/22-12/28	12/29-1/4	1/5-1/11	1/12-1/18	Current Total	Five Week Average
Appointments Held	45,662	4,479	3,588	3,327	4,178	3,748	64,982	3,864
Average Daily Appointments Held		640	513	475	597	535		

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.

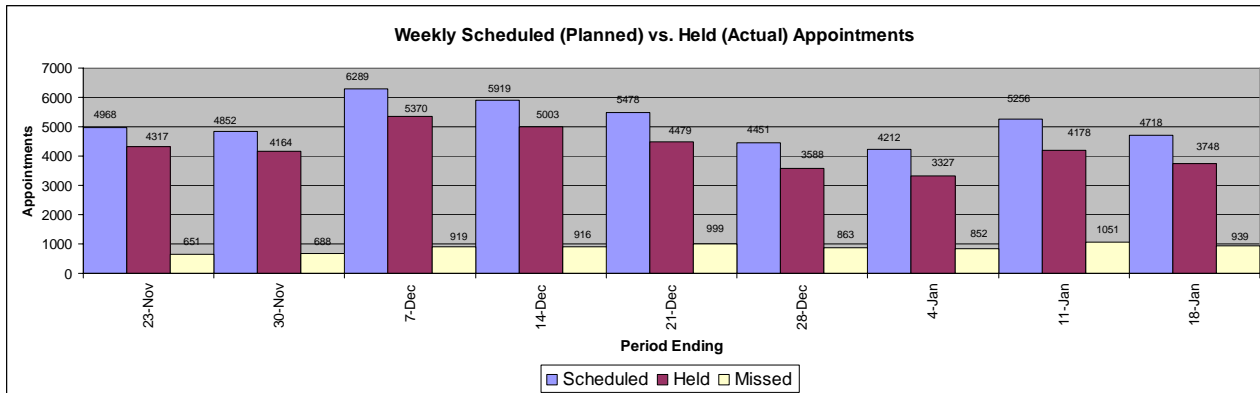
**Figure 5: Appointments Scheduled and Held by Center**

Housing Assistance Center Processing, for the week of January 12 - 18, 2007



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 shortened holiday schedules.

**Figure 6: Weekly Scheduled and Held Appointments**



**Figure 7: Average Daily Appointments by Period**

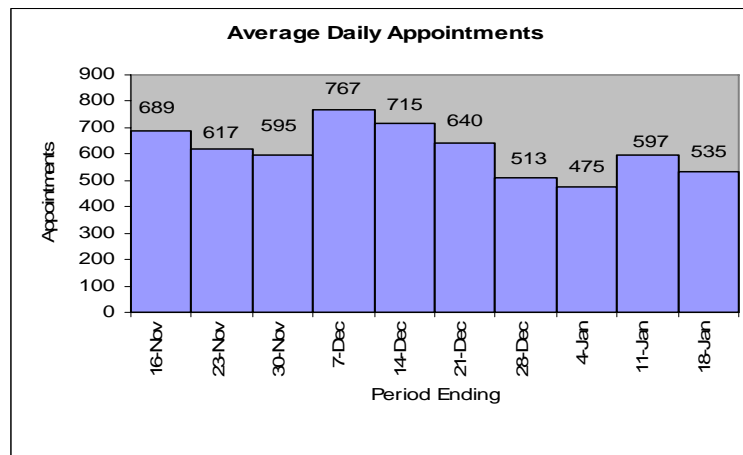


Table 9 shows the next available appointment date by Center, and indicates immediate availability in the Plaquemines, Cameron, Houston, New Orleans East, and Calcasieu Centers.

**Table 9: Center Appointment Availability**

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment <sup>1</sup>
1	East Baton Rouge	January 25, 2007	7
2	Orleans	February 2, 2007	14
3	Calcasieu	January 22, 2007	4
4	Jefferson	February 15, 2007	27
5	St. Bernard	February 5, 2007	17
6	St. Tammany	February 16, 2007	28
7	Cameron	January 23, 2007	5
8	Plaquemines	January 22, 2007	4
9	Terrebonne	February 16, 2007	28
10	Vermilion	February 13, 2007	25
11	Houston	January 23, 2007	5
12	New Orleans East	January 23, 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 18, 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, 31% as White. Thirty-three 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	322
American Indian/Alaska Native and White	251
American Indian/Alaskan Native/Black-African American	222
Asian	1,196
Asian and White	144
Black/African American	32,195
Black/African American and White	636
Native Hawaiian/Other Pacific Islander	92
Other Multi-Racial	1,432
White	31,035
Race Not Provided	32,748
<b>Total</b>	<b>100,273</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 trained 95 Small Rental staff for program launch on January 29<sup>th</sup>
- Continued communication with construction lenders to gain agreement to participate in program

**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 Jan. 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
Week of February 12 <sup>th</sup>	Nonprofit set aside application available for 20-year affordability
March 1 <sup>st</sup>	Round 1 closes, all applications must be received by 5 p.m.
March 15 <sup>th</sup>	Nonprofit set aside Round 1 closes
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 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 Nonprofit set aside program participation with other state departments.
- 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)**

- Placed 24 mitigation counselors in the Housing Assistance Centers

### **PROGRAM SUPPORT STATUS**

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

- Finalized plans for deployment of Mobile team to Plaquemines Parish next week
- Accomplished initial occupation of Call Center by CAR advisors
- Continued modification of Call Center facility to prepare to receive the Data Entry Team, Mail Operation Team, and Baton Rouge Housing Assistance Center starting next week

### **HUMAN RESOURCES**

- Continued pre-employment process (drug screen/background checks) for 180+ employees to work in Customer Management Center (Call Center)
- Coordinated on the collection of employee data for response to OCD, LRA, media, and auditors
- Readied for deployment Mobile (Flex) Teams of Housing Advisors and support staff to Holiday Inn in Gretna on Jan 22 through Jan 31; Expect to handle up to 500 homeowner appointments
- Continued recruiting and hiring in support of Homeowner and Small Rental programs

### **POLICY & PLANS**

- Revised Benefit Elections Letters; working with MIS and Communications to finalize
- Performed analysis on letters sent to mobile homeowners and condominium owners; continue to work with MIS to identify affected applicants and regenerate letters
- Continued to develop condominium policy recommendations
- Drafted narrative process flow for Closing process
- Answered frequently asked questions for BEAT team
- Revised and reviewed training modules for Housing Assistance Centers and CAR team
- Delivered Homeowner program policies to State
- Prepared for Legislative Auditor’s monitoring visit of CAR process
- Tested 4.0 and 4.1 eGrantsPlus requirements releases
- Revised pre-storm value policies (CCB form 49-E) and delivered to State for review and sign off

- Determined expedited process for Option 2: Relocate Closings for homeowners who have not yet identified replacement home pending State review and approval
- Drafted guidance for CAR team to review appraisals based on new policies
- Worked with Homeowner program and STR to write release 4.3 requirements (automated Closing process and State approval process)

### TRAINING

- Delivered one-day training to 25 new Mitigation Counselors
- Released web-based training for Housing Assistance Center staff
- Released web-based training for Homeowner Construction Representatives
- Delivered 4-hour Rental Program Orientation to 25 Road Home staff
- Developed and delivered one-day Advisory Services training to 112 Road Home staff; Topics include: Status Report on the Road Home Program, Policy Updates, Refresher Training on Income Verification and Grant Calculation, Advisory Services on Benefit Options, and Safety and Security Updates
- Continued development of training for Closing, Appeals and Resolution Team Advisors

**Table 12: Training Summary**

Training Type	Target Audience	Location	Date	Attendees
Internal	Road Home Employees (Mitigation Counselors)	Hilton Hotel Baton Rouge, LA	January 12, 2007	25
Internal	Road Home Employees (Rental Program)	East Baton Rouge Housing Assistance Center Baton Rouge, LA	January 16, 2007	25
Internal	Road Home Employees (Orleans 1, Plaquemines, Calcasieu, and Vermilion)	Sheraton Hotel New Orleans, LA	January 17, 2007	112

## EXTERNAL AFFAIRS

### Community Outreach

**Table 13: Community Outreach Metrics**

Meeting Type	Events Week 1/12-1/18	People Reached Week 1/12-1/18	Events To Date	People Reached To Date
Community	6	754	195	17,317
Faith Based	2	101	45	3,975
Business			8	251
Governmental	4	112	71	2,497
Case Managers	1	16	48	1,004
<b>TOTALS</b>	13	983	367	25,044

- Met with several federal, State and local government organizations during the period to disseminate *Road Home* information and provide assistance to various constituencies, including Calcasieu Parish Clerk of Court office, Legislative Subcommittee for Disaster Recovery and Joint Budget Committee meetings
- Met with the several faith-based organizations to assist with the application process and provide needed information about the Program, including congregations of Sweet Lake United Methodist Church and Greater St. Mary Baptist Church in Lake Charles
- Distributed program information and answered questions at the MLK family event in Lake Charles
- Held community information sessions in Westlake, Lake Charles, and Shreveport
- Distributed program information to 26 organizations at the Neighborworks Navigating the Road to Recovery institute in Atlanta, Georgia
- Provided program information to non-profit agencies in Shreveport and the surrounding communities
- Provided program information and answered questions at *Road Home* Saints Viewing sessions in Atlanta and Houston
- Coordinated Southwest Louisiana Legislative informational session with First American

### Communications

#### **In support of Homeowner program:**

- Finalized and issued news release to announce the hiring of EBONetworks
- Developed and distributed messaging for SBA Duplications of Benefits
- Presented testimonial advertising creative to the client
- Updated Homeowner testimonial database and sent to Peter A. Mayer
- Finalized Calculator chart

#### **In support of Rental Program:**

- Presented Small Rental Property Repair program event launch plans to client for approval

- Completed Rental Launch Training Correspondence to lenders and nonprofit organizations
- Internal revision of copy for Rental Print ad and Direct Mail piece
- Finalized Homeless Program Fact Sheet
- Edited Rental Application Handbook and Program Guide for initial launch

### 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,” New Orleans City Business, Gumbo Media, and the Daily Iberian
- Responded to numerous media queries on closings
- Distributed weekly report to more than 45 media outlets, national and local
- Supported La. State legislature hearings in New Orleans and Baton Rouge
- Fielded numerous media requests for data/interviews

### MIS

- Installed eGrantsPlus 4.1 in QA for testing purpose; 4.1 provides functionality to capture option selections
- Finalized requirements for eGrantsPlus Release 4.2
- Conducted requirements session on eGrantsPlus Release 4.3
- Published Gap Analysis audit deliverable to the portal along with Tracesecurity audits and action plan for the identified issues
- Trained first Resolution team members and relocated them to the Call Center
- Developed a new screen on Agent Portal for use in handling resolution cases that will enable daily tracking of all metrics associated with the team's work
- Established connectivity to the *Road Home* network from the Call Center along with the installation of 50 PCs, phones, and the supporting MIS infrastructure

### FRAUD PREVENTION

- Worked with MIS team to pull data directly from eGrantsPlus and the data warehouse and evaluate policy changes and new data process flows for changes in all related IT systems
- Obtained evaluator and applicant data from Worltrac system
- Attended training JIRA Issue Tracking Software
- Met with MIS regarding “walling off” antifraud issues in the JIRA system to prevent casual perusal of issues
- Collaborated with Compliance to develop communication regarding reporting of antifraud incidents or concerns from program personnel
- Worked with MIS to transition from receiving data on spreadsheets to direct access to Oracle tables
- Scheduled and attended multiple meetings to continue to resolve the issues surrounding data quality, quality assurance and quality control procedures, and

- documentation of the results of applying those procedures, and reporting of resolution of outliers identified by Antifraud
- Drafted applicant and evaluator file review plan outlining objectives and procedures to be performed, including templates and reporting documents to capture results of the file reviews

**Table 14: Fraud Prevention Metrics**

ACTIVITY	Prior Totals	12/15-12/21	12/22-12/28	12/29-1/4	1/5-1/11	1/12-1/18	Current Total
Applicant Issues Reported to Anti-Fraud	21	-	-	1	1	2	25
Evaluator Issues Reported to Anti-Fraud	-	1	-	-	1	-	2
Third-Party Issues Reported to Anti-Fraud	5	-	-	1	1	-	7

## QUALITY ASSURANCE AND CONTROL

- Provided comments and recommendations to Small Rental Property Repair Program related to process development and improvement
- Designed procedures to implement quality control measures in closing process
- Performed PDF reviews of Benefit Option letters prior to mailing

## COMPLIANCE

- Finished working on HUD Monitoring requests and interviews
- Worked on internal complaint and called applicant with answers
- Worked with Legislative Auditors on several matters including interviews, documents, and HAC visit
- Researched applicant complaints as directed
- Gathered information and setting up spreadsheet for Department of Labor as requested

## SPECIAL NEEDS ADVISORY TEAM

- Interviewed staff for additional positions on SNAT
- Screened application for the two positions for the Pilot Project for the Homeowners Program
- Continued developing training for all Facility and Center Managers on ADA compliance
- Created Elderly Outreach and Assistance Plan and Executive Summary
- 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
- Submitted ADA Matrix



## Weekly Situation & Pipeline Report

**Week 29**

**January 12 – January 18, 2007**

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- Reviewed and provided suggested changes to the Rental Program Application
- 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
ACADIA	88	9	-	14	1	112
ALLEN	144	13	-	25	2	184
ASCENSION	55	15	1	5	2	78
ASSUMPTION	60	5	1	10	-	76
BEAUREGARD	308	33	1	43	13	398
CALCASIEU	4,634	475	19	712	154	5,994
CAMERON	859	240	5	518	28	1,650
EAST BATON ROUGE	154	7	1	14	1	177
EAST FELICIANA	19	-	-	6	1	26
EVANGELINE	19	2	-	4	2	27
IBERIA	639	59	2	125	13	838
IBERVILLE	36	4	-	9	1	50
JEFFERSON	11,578	547	79	819	334	13,357
JEFFERSON DAVIS	356	27	-	53	10	446
LAFAYETTE	55	6	-	13	8	82
LAFOURCHE	247	29	1	33	6	316
LIVINGSTON	103	14	-	31	4	152
ORLEANS	31,336	3,969	812	5,738	685	42,540



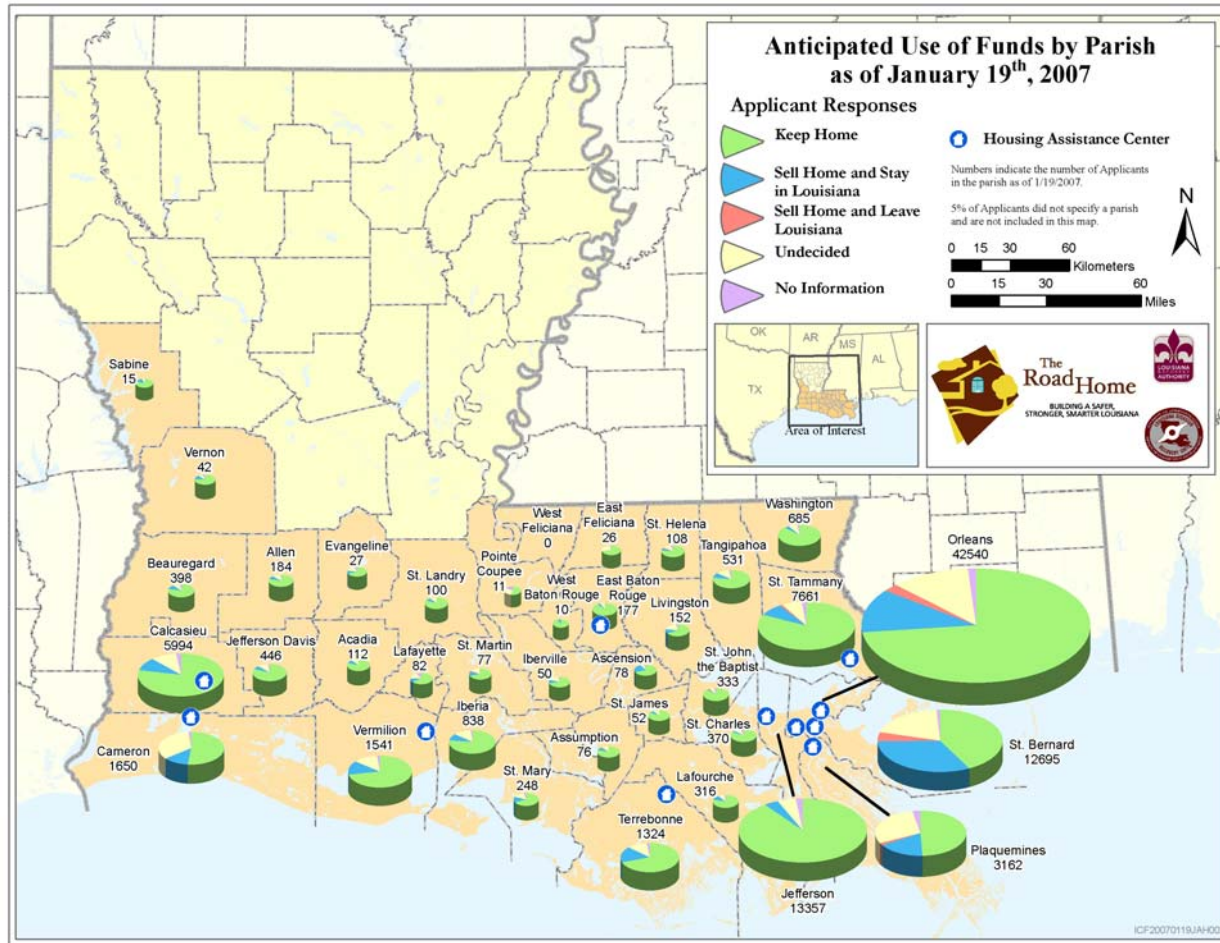
# Weekly Situation & Pipeline Report

## Week 29

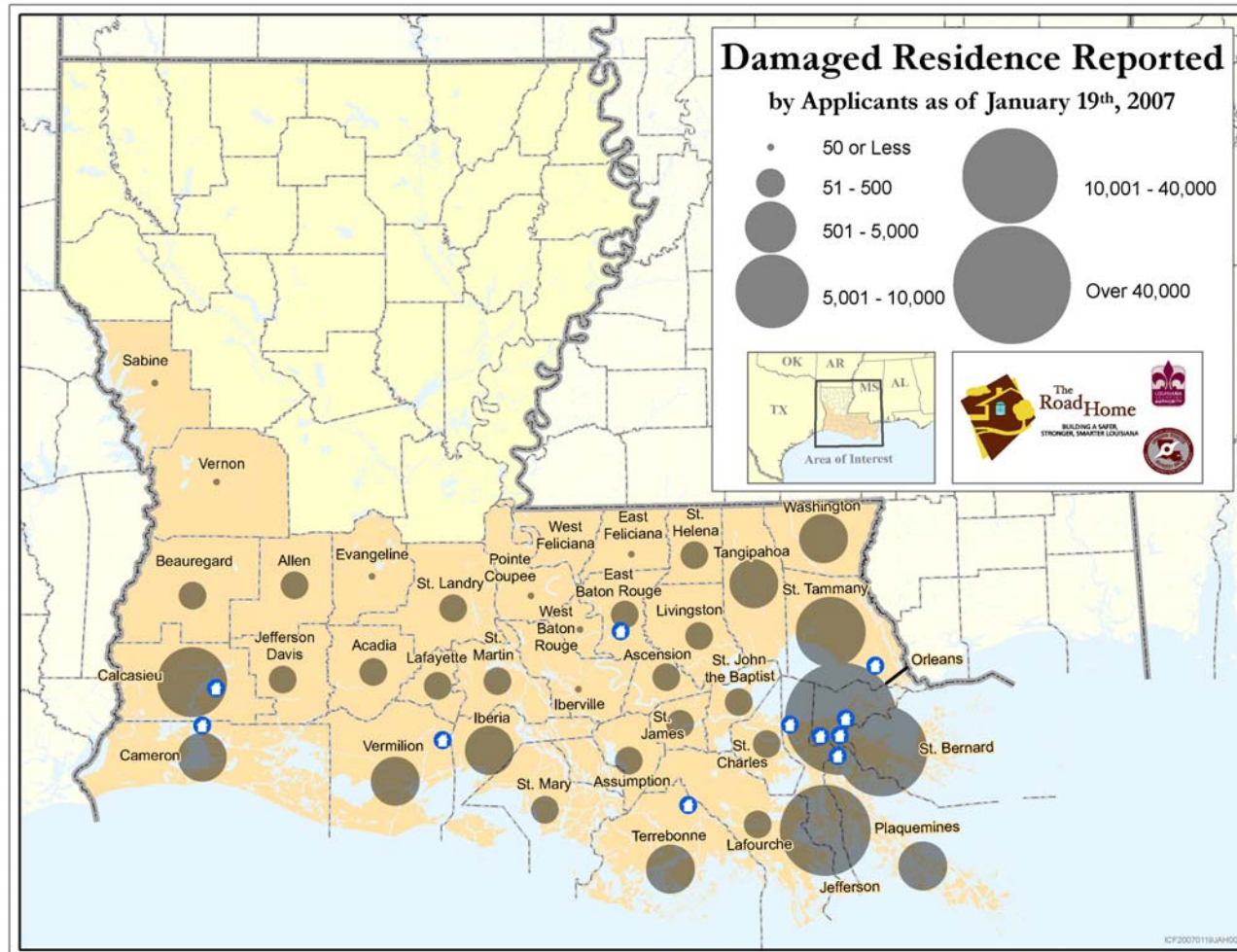
January 12 – January 18, 2007

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
PLAQUEMINES	1,552	608	42	830	130	<b>3,162</b>
POINTE COUPEE	6	-	-	3	2	<b>11</b>
SABINE	12	2	-	1	-	<b>15</b>
SAINT BERNARD	5,042	4,439	451	2,611	152	<b>12,695</b>
SAINT CHARLES	300	14	-	37	19	<b>370</b>
SAINT HELENA	83	4	2	15	4	<b>108</b>
SAINT JAMES	43	3	-	6	-	<b>52</b>
SAINT LANDRY	80	7	-	12	1	<b>100</b>
SAINT MARTIN	55	7	1	13	1	<b>77</b>
SAINT MARY	172	26	-	40	10	<b>248</b>
SAINT TAMMANY	6,172	572	86	664	167	<b>7,661</b>
ST JOHN THE BAPTIST	283	8	4	24	14	<b>333</b>
TANGIPAHOA	406	35	2	73	15	<b>531</b>
TERREBONNE	940	175	2	176	31	<b>1,324</b>
VERMILION	1,121	161	2	227	30	<b>1,541</b>
VERNON	32	4	-	4	2	<b>42</b>
WASHINGTON	583	26	-	60	16	<b>685</b>
WEST BATON ROUGE	9	1	-	-	-	<b>10</b>
WEST FELICIANA	-	-	-	-	-	<b>-</b>
No Parish Provided by Applicant	548	120	26	173	3,668	<b>4,535</b>
Non-Presidentially Declared Disaster Area Parishes	193	22	2	38	15	<b>270</b>
<b>Total</b>	<b>68,322</b>	<b>11,688</b>	<b>1,542</b>	<b>13,179</b>	<b>5,542</b>	<b>100,273</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.