



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 30 Situation & Pipeline** **Report**

January 30, 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 3,724 applicants. The number of benefits calculated increased to 30,854. In addition, 116 closings were completed during the period (331 total). Homeowners returned 5,342 options letters increasing the number of benefits options selected to a total of 13,683. The option breakdown is below.

Table 1: Homeowner Program Snapshot

Activity	As of COB January 18	Weekly Activity	As of COB January 25
Number of Applications Recorded	100,273	2,507	102,780
Number of Appointment Letters Mailed	90,796	2,967	93,763
Number of 1 st Appointments Scheduled	67,487	2,162	69,649
Number of 1 st Appointments Held	64,982	3,771	68,753
Number of 1 st Appointments Completed	63,412	3,724	67,136
Number of Home Evaluations Completed	57,980	2,107	60,087
Number of Benefits Calculated	29,147	1,707	30,854
Number of Benefits Options Letters Sent	26,212	-	26,212
<i>Benefit Options Selected:</i>			
➤ <i>Number of Option One</i>	7,170	4,489	11,659
➤ <i>Number of Option Two</i>	986	710	1,696
➤ <i>Number of Option Three</i>	185	143	328
Total Benefits Options Selected	8,341	5,342	13,683
Files Transferred for Closing	3,421	81	3,502
Closings Scheduled to occur		128	319
Closings Held	215	116	331

The Rental Repair Program continued to plan for the opening of Round 1 on January 29, 2007 by preparing the Application Handbook and Program Guide. Training of program staff is ongoing. Staff are collaborating with support departments (MIS, Mailroom) to ready for program implementation.

The Hazard Mitigation Grant program initiated the development of the automated financial tracking and reporting system with MIS. The draft process for IMM awards has been submitted to the Change Control Board for review.



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January 19 – January 25, 2007

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	01/23/07
00002	Cash Flow Projection & Financial Dashboard	01/23/07

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 1/18	CUMULATIVE As of 1/25	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	55,693	57,004	1,311
	MAIL IN SYSTEM	41,143	42,040	897
	PHONE IN SYSTEM	3,437	3,736	299
	APPS IN SYSTEM	100,273	102,780	2,507
APPOINTMENTS	APPS IN SYSTEM	100,273	102,780	2,507
	APPOINTMENT LETTERS SENT	90,796	93,763	2,967
	APPOINTMENTS SCHEDULED	67,487	69,649	2,162
	APPOINTMENTS COMPLETED	63,412	67,136	3,724

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

- 3,724 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 1/18	CUMULATIVE As of 1/25	INCREASE
CALCULATIONS	APPLICATIONS IN VERIFICATION	63,412	67,136	3,724
	BENEFITS CALCULATED	29,147	30,854	1,707
	TOTAL	\$2.23 billion	\$2.41 billion	\$.18b
	AVERAGE	\$78,740	\$80,026	
CLOSINGS	OPTIONS LETTERS SENT	26,212	26,212	-
	OPTIONS SELECTED	8,341	13,683	5,342
	CLOSED	215	331	116
	TOTAL	\$11.81 million	\$19.44 million	\$7.63 m
	AVERAGE	\$54,932	\$58,723	

- The \$2.41B total and \$80,026 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



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Housing Assistance Center Activity

- Throughput at the 12 Centers totaled 3,771 appointments held (68,753 total to date)
- Completed additional Advisory Training January 19 and 24 at 2/3 of the Housing Assistance Centers
- Deployed one of the Mobile Teams to the Holiday Inn in Gretna, held 198 of the 220 scheduled appointments; deployment will continue until January 31, 2007

Award Calculation Activity

- Calculated an additional 1,707 grant benefits for the period (averaging \$80,026 per grant) for a total of 30,854 grants; 687 'zero' grant amounts and 30,167 '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	30,854	30,854	30,854	30,854
Sum of Total Dollars	\$2,391,955,333	\$1,363,653,570	\$601,065,807	\$427,275,955
Number of LMI Benefits	12,570	12,570	12,570	12,570
Sum of Dollars to LMI	\$1,221,039,983	\$558,437,557	\$235,649,667	\$426,952,758
Number of LMI Benefits as a % of Total Population	41%	41%	41%	41%
Sum of Dollars to LMI as a % of Total Population	51%	41%	39%	100%
Number of Elderly Benefits	6,996	6,996	6,996	6,996
Sum of Dollars to Elderly	\$619,017,898	\$340,183,134	\$141,173,581	\$137,661,183
Number of Elderly Benefits as a % of Total Population	23%	23%	23%	23%
Sum of Dollars to Elderly as a % of Total Population	26%	25%	23%	32%

Data Verification and Closing Activity

- Assisted with the completion of 116 closings
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput

Home Evaluations (Home Inspection) Activity

Table 4: Home Evaluation Team Metrics

ACTIVITY	Prior Total	12/22-12/28	12/29-1/4	1/5-1/11	1/12-1/18	1/19-1/25	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	49,105	3,490	3,336	3,227	3,734	4,040	66,932	3,565
Work Orders Dispatched	47,850	3,486	2,428	3,992	5,833	1,553	65,142¹	3,458
Evaluations Completed in the Field	41,921	3,716	3,968	2,730	5,645	2,107	60,087	3,633

¹ – Discrepancy between work orders received from HACs and dispatched to subcontractors is due to a number awaiting resolution at HACs, awaiting priority code assignment, properties that are condominiums, or were received on 01/25 but are not yet processed.

- Received OCD approval on format and content of evaluation report to be sent to all homeowners
- Continued working out technical details of mailing the evaluations using the WorlTrac software
- Worked with Small Rental to identify and transfer to their program any triplexes and four-plexes that have come through the Homeowner Program
- Finalized updated Fact Sheets for homeowners, and matching Talking Points for evaluators, related to standard evaluations and QA evaluations
- Worked to deliver Home Evaluation data to the calculator
- Continued collaboration with Worley to ease the transition to WorlTrac system
- Resolved evaluations flagged with specs 142 or 143 (fraud investigation) through additional interviews with the evaluators
- Contacted duplex owners to collect data on ownership types (single owner, dual owner)
- Continued transition to JIRA Issues Tracking Software to coordinate resolution efforts with other departments

Call Center Activity

Table 5: Call Center Metrics

ACTIVITY	Prior Total	12/22-12/28	12/29-1/04	1/5-1/11	1/12-1/18	1/19-1/25	Current Total	Five Week Average
Calls	300,743	12,058	21,693	27,632	19,463	23,333	404,922	20,836
Calls Abandoned	N/A	394	2,204	2,291	266	1,829	N/A	1,397
Applications Requested	29,015	295	658	856	409	449	31,682	533
Online Application Assists	2,747	125	315	353	221	260	4,021	255
Hardcopy Application Assists	1,323	32	60	66	65	51	1,597	55

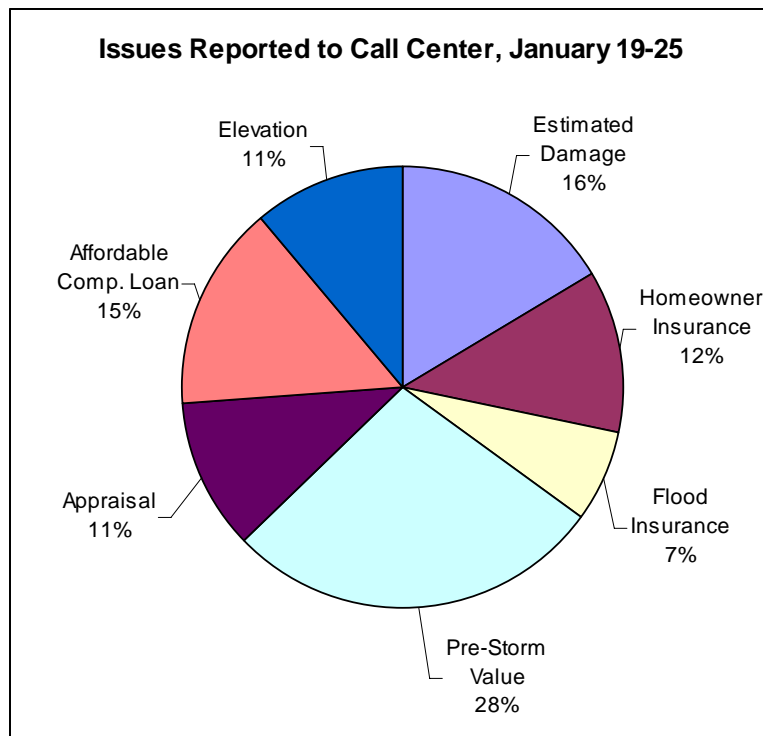
ACTIVITY	Prior Total	12/22-12/28	12/29-1/04	1/5-1/11	1/12-1/18	1/19-1/25	Current Total	Five Week Average
Phone Applications	2,168	159	358	400	299	299	3,683	303
Spanish Calls	815	27	61	84	53	100	1,140	65
Vietnamese Calls	230	20	14	42	39	34	379	30
Appointments Scheduled by Phone	60,754	933	1,377	2,156	2,267	2,163	69,650	1,779

The increase in abandoned calls can be attributed to an increase in Benefits Options calls as a result of letters being distributed. After each letter distribution, the Call Center prepares for an increase in calls. In anticipation of options letters being distributed at the end of January, 25 agents will be added to cover the call volume. In addition, all agents will be trained to do resolution calls so that they can be reassigned to handle temporary surges in call volume related to resolutions.

Call Center Resolution Team

The Call Center completed 592 Benefits Options Assisted calls (Tier 1) during the reporting period. In addition, 3,611 Benefits Options calls (Tier 2) were transferred to the Resolution team. Of those calls, 810 were abandoned. Fifty-two percent of the remaining calls were resolved; the remaining 48% were entered into the JIRA Issue Tracking Software. Figure 3 provides further information on issues being reported.

Figure 3: Issues Reported



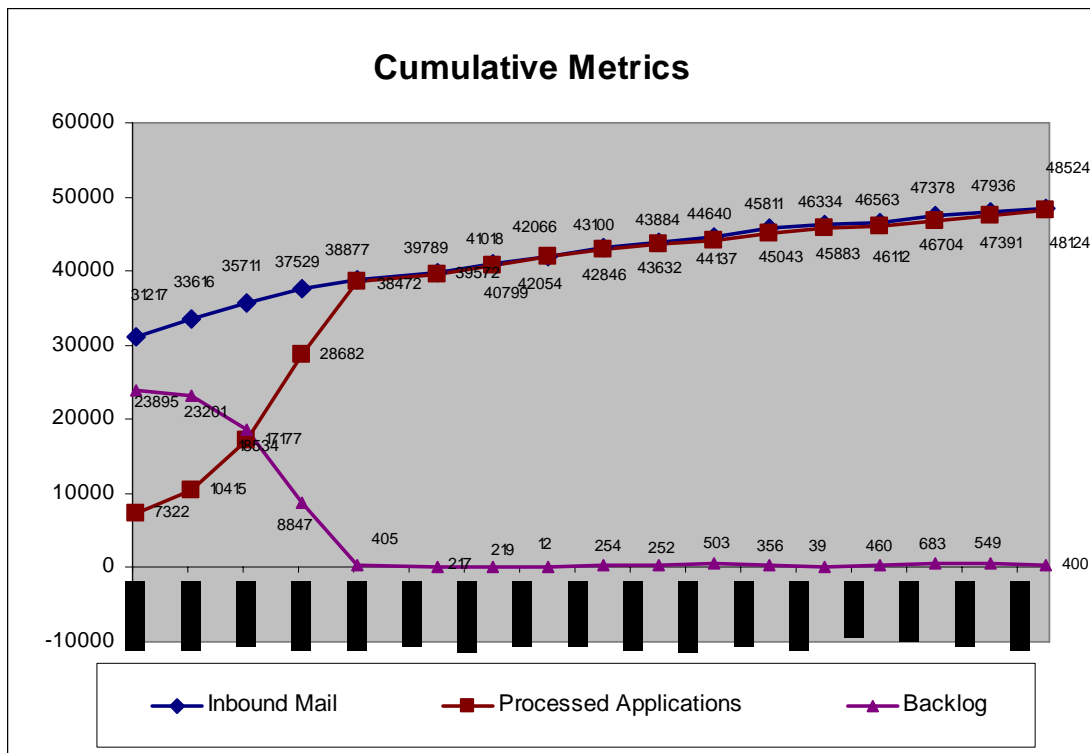
Mailroom/Data Entry Activity

Table 6: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	12/22-12/28	12/29-1/4	1/5-1/11	1/12-1/18	1/19-1/25	Total	Five Week Average
New paper applications received through mailroom	45,770	523	270	815	558	588	48,524	551
New paper applications entered into batch files for entry into eGrantsPlus	45,043	840	229	592	687	733	48,124	616
New paper applications remaining to be entered into eGrantsPlus	1,184	39	460	683	549	400	400	N/A

- Processed 588 pieces of mail this period (total 48,524 to date; averaging (551 per week); total mail processed for entry into eGrantsPlus is 48,124
- Continued processing current week mail (within a day or two of receipt)

Figure 4: Mailroom/Data Entry Trends



Housing Assistance Center Appointment Activity

There were 3,771 appointments held for the week, a 1% decrease from the prior reporting period.

Figure 5: Housing Assistance Center Appointments by Day

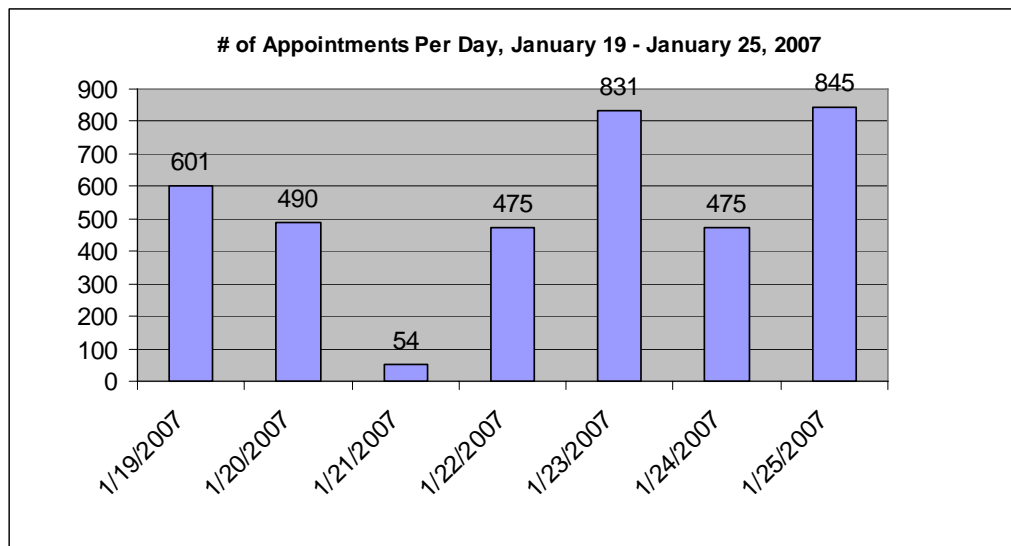
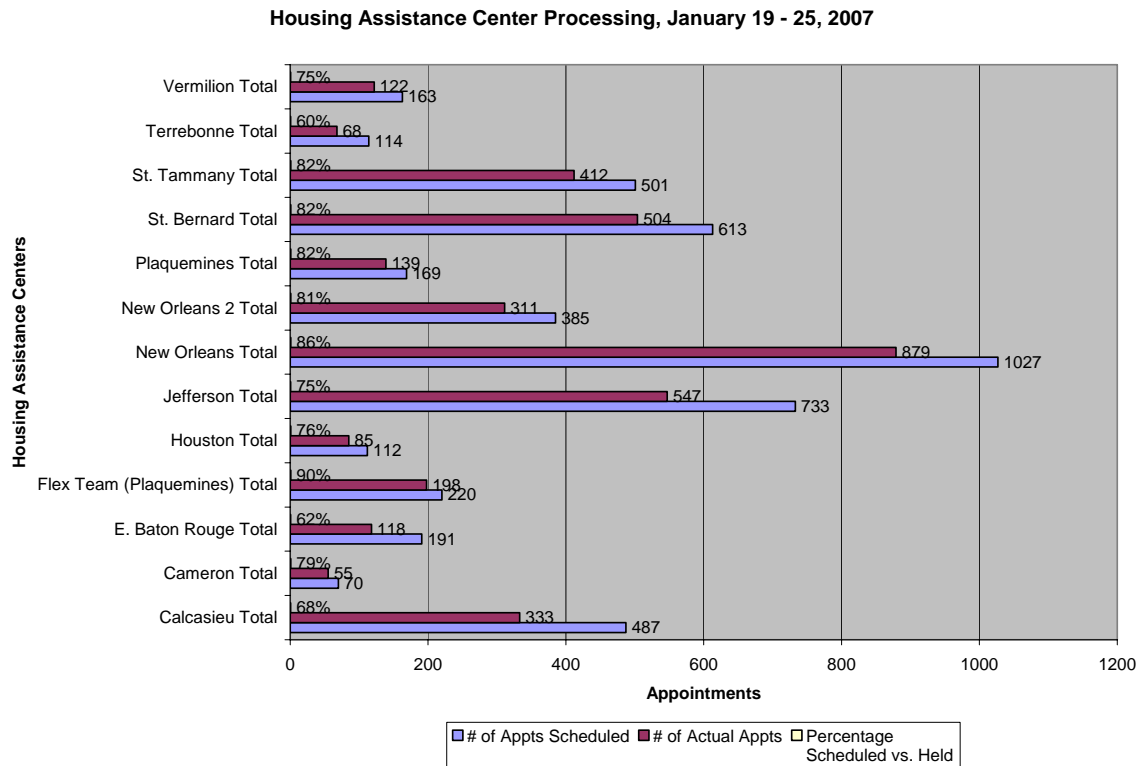


Table 7: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	12/22-12/28	12/29-1/4	1/5-1/11	1/12-1/18	1/19-1/25	Current Total	Five Week Average
Appointments Held	50,141	3,588	3,327	4,178	3,748	3,771	68,753	3,722
Average Daily Appointments Held		513	475	597	535	539		

Figure 6 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 6: Appointments Scheduled and Held by Center



Figures 7 and 8 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.

Figure 7: Weekly Scheduled and Held Appointments

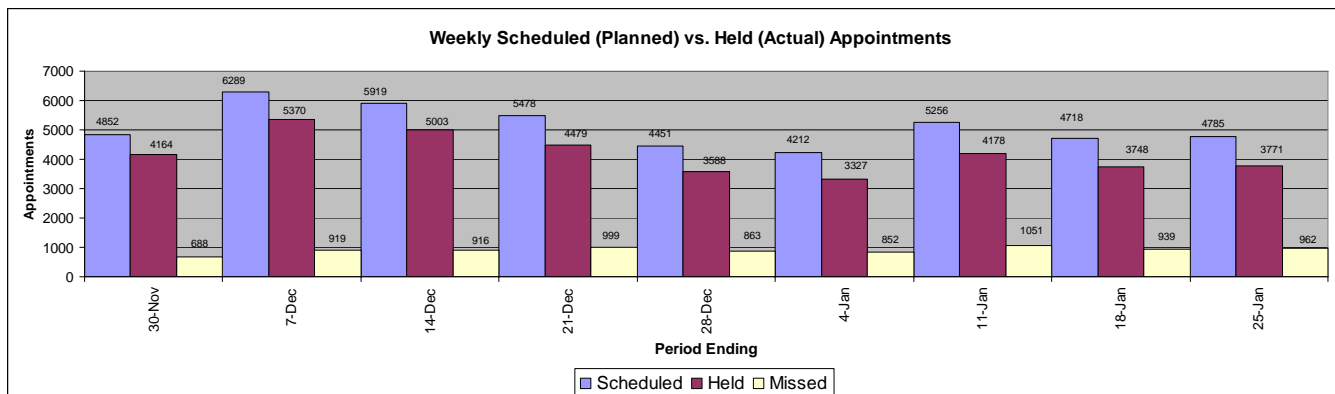


Figure 8: Average Daily Appointments by Period

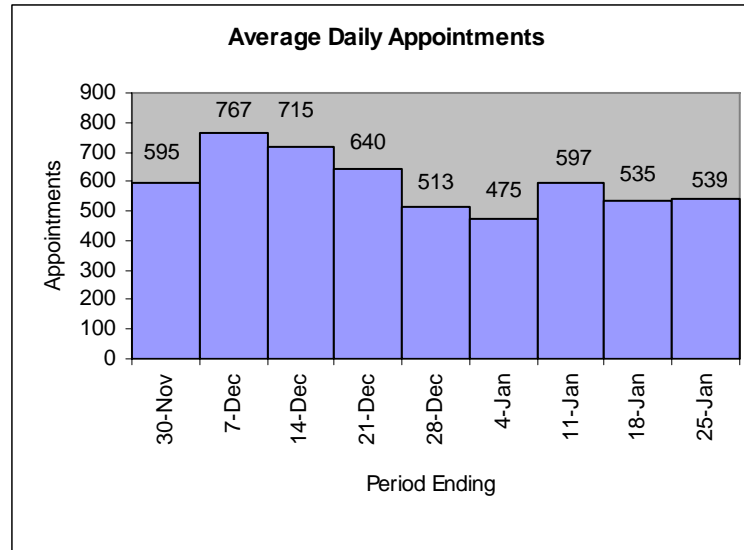


Table 8 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge, Plaquemines, Cameron, Houston, New Orleans East, and Calcasieu Centers.

Table 8: Center Appointment Availability

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment ¹
1	East Baton Rouge	January 31, 2007	6
2	Orleans	March 1, 2007	36
3	Calcasieu	January 29, 2007	4
4	Jefferson	February 23, 2007	28
5	St. Bernard	February 6, 2007	11
6	St. Tammany	February 22, 2007	27
7	Cameron	January 30, 2007	5
8	Plaquemines	January 31, 2007	6
9	Terrebonne	February 27, 2007	32
10	Vermilion	February 21, 2007	26
11	Houston	January 30, 2007	5
12	New Orleans East	January 30, 2007	5

¹The average number of days wait until appointment is the number of days between the last day of the reporting period (January 25, 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 9 shows the breakdown of applicants by race as reported by the applicant. Thirty-two percent designated race as Black, 31% as White. Thirty-two percent of the applicants available to provide race data chose not to designate race, a 1% decrease from the previous reporting period.

Table 9: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	331
American Indian/Alaska Native and White	263
American Indian/Alaskan Native/Black-African American	224
Asian	1,240
Asian and White	150
Black/African American	33,259
Black/African American and White	647
Native Hawaiian/Other Pacific Islander	98
Other Multi-Racial	1,476
White	32,255
Race Not Provided	32,837
Total	102,780

RENTAL PROPERTY REPAIR PROGRAM

- Prepared Application Handbook and Program Guide for Program launch events, website update and printed materials
- Held 3 Lender workshop sessions
- Provided new hire one-day application training in New Orleans
- Trained new hires application process and award calculations to get ready for launch
- Worked on 1st draft of Underwriting Guidelines
- Conducted mailroom meeting to discuss procedures when applications are received
- Received over 250 through the Call Center pertaining to the Rental program

Table 10: Program Timeline for Round 1

Program Timeline for Round 1	
Week of January 22 nd	Workshops with Lenders, Real Estate Professionals and Nonprofits regarding completing applications with Property Owners
January 29 th	Application and handbooks are available on www.road2LA.com/rental for download, Call center accepting requests to direct-mail hardcopy application and handbook.
January 30 th	Hardcopy applications available in RH-HACs
January 29-30 th	Program Launch of round 1, Monday, January 29 th in Lake Charles and Tuesday, January 30 th in New Orleans
Week of January 29 th	Public launch press and media events (tentatively Jan. 29 th and 30 th) and program overview presentations to parish and municipal governments of eligible parishes (tentatively Jan. 31 st – Feb 2 nd)



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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 th	Nonprofit set aside application available for 20-year affordability
**March 15 th	General pool round 1 closes
**March 22 nd	Non-Profit 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

**Extended length of round openings based upon Joint Legislative Committee request for an additional 15 days

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Initiated the development of the automated financial tracking and reporting system with MIS
- Submitted the draft process for providing IMM awards through CDBG funds to the Change Control Board for review and coordination

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Conducted Security and Safety training for all new hires
- Prepared Customer Assistance Center facility to receive Mail Operations, Data Entry Team, and the Baton Rouge Housing Assistance Center over the weekend

HUMAN RESOURCES

- Prepared Orientation for 180+ Call Center employees to be held Feb 1, 2, 3 at Anselmo Road facility
- Deployed Mobile Team of Housing Advisors to the Holiday Inn in Gretna on January 22 through 31
- Responded to Communications media request that 97% of the employees hired to work on Road Home are Louisiana residents
- Scheduled hiring event in Baton Rouge for Feb 8th to recruit for IT positions on Road Home
- Continued hiring and recruiting in support of the Rental and Homeowner programs including CAR advisors and Constituent Support staff

POLICY & PLANS

- Worked with OCD and lenders to explore impacts of changes related to title research, subordination and disbursement
- Compiled 90 policy FAQs and distributed to relevant Road Home program areas

- Continued analysis and resolution of mobile homes calculation and regeneration of letters. Formed special task force which policy team is heading up to oversee effort
- Developed Resolution team policy and procedural guidance for reviewing income documentation and establishing eligibility for Affordable Compensation Loan
- Continued work to revise and finalize options letters. Plan to provide to STR for programming on Tuesday, January 30 pending OCD approval
- Continued to work closely with Closing, Resolution and MIS on eGrants releases including testing of Release 4.1 and finalizing Release 4.2 and 4.3 requirements
- Prepared letter to HUD defining Small Property Rental Program as incentive grant program
- Identified 3 and 4 unit properties where home evaluations have been completed and continued work to ensure that 3 and 4 unit property owners are not receiving benefit election option letters
- Sent pre-storm value policies CCB form to OCD for signature approval from OCD and LRA representatives
- Drafted CCB forms to handle second disbursements/closing and sent to OCD for review
- Provide on-site policy support to Resolution team
- Confirmed policy with OCD to pass applicant provided FEMA assistance award amounts if no 3rd party verified FEMA data matches. Currently, FEMA data match rate is 93%
- Received approval from OCD on format and content of home evaluation Compensation Allowance document. Developing process to distribute to homeowners
- Identified 3 and 4 unit properties where home evaluations have been completed, and continued work to ensure that 3 and 4 unit property owners are not receiving benefit election option letters from the Homeowner Program but are instead transferred to the Small Rental program
- Drafted letter to send to insurance companies after homeowner has signed subrogation agreement

TRAINING

- Confirmed the completion of Homeowner Construction Representative web-based training for 40 individuals
- Delivered one-day Advisory Services training to 138 Road Home staff; including topics such as Status Report on Program, Policy Updates, Refresher Training on Income Verification and Grant Calculation, Advisory Services on Benefit Options, and Safety and Security Updates
- Delivered 4-hour morning training to 72 Closing, Appeals and Resolution Team Advisors, including topics such as Program Status and Policy and Procedures Update
- Delivered 4-hour afternoon training to 74 Closing, Appeals and Resolution Team Advisors
- Delivered one-day Advisory Services training to 192 Road Home staff

- Delivered 2-hour Small Rental Property Repair Program launch training to 10 people
- Delivered 2-hour Small Rental Property Repair Program launch training to 21 people

Table 11: Training Summary

Training Type	Target Audience	Location	Date	Attendees
External	Homeowner Construction Representatives	Web-Based Training	Since January 16, 2007	40
Internal	Road Home Staff (Orleans 1, St. Bernard, St. Tammany, Terrebonne)	W Hotel New Orleans, LA	January 19, 2007	138
Internal	Road Home Staff (Closing, Appeals and Resolution Team)	Marriott Hotel Baton Rouge, LA	January 19, 2007	72
Internal	Road Home Staff (Closing, Appeals and Resolution Team)	Marriott Hotel Baton Rouge, LA	January 19, 2007	74
Internal	Road Home Staff (Orleans East, Baton Rouge, Cameron, Jefferson)	Sheraton Hotel Metairie, LA	January 24, 2007	192
External	Lenders and Non-Profits	Hilton Airport New Orleans, LA	January 24, 2007	10
External	Lenders and Non-Profits	Sheraton Hotel New Orleans, LA	January 25, 2007	21

EXTERNAL AFFAIRS

Community Outreach

Table 12: Community Outreach Metrics

Meeting Type	Events Week 1/19-1/25	People Reached Week 1/19-1/25	Events To Date	People Reached To Date
Community	8	1,560	203	18,877
Faith Based	1	400	46	4,375
Business			8	251
Governmental	6	22	77	2,519
Case Managers	2	71	50	1,075
TOTALS	17	2,053	384	27,097



- Met with several federal, State and local government organizations during the period to disseminate *Road Home* information and provide assistance to various constituencies, including the Vermilion Police Jury President, Terrebonne Parish Economic Development Authority, Mayor of Delcambre, Atlanta City Officials and area non-profits, communications director from National Conference of Black Mayors, and Journey Home Officials
- Met with the several faith-based organizations to assist with the application process and provide needed information about the Program, including the New Hope Baptist Church congregation in Baton Rouge
- Provided program information, application assistance and answered questions at the America Speaks/UNOP events in Atlanta, Dallas, Houston and New Orleans
- Held community informational sessions in Welsh, Sulphur, Erath and Delcambre.
- Provided program updates to the Cajun Area Council of Aging
- Made a presentation at the Katrina Aid Today national conference for the grassroots organizations in the casemanagement consortium

Communications

In support of Homeowner program:

- Developed and implemented legislative email deployment system template
- Revised and distributed message points for Closing Process
- Drafted and issued Gretna Mobile Housing Assistance Center news release
- Drafted and issued Road Home Insurance Providers news release

In support of Rental Program:

- Scheduled Rental Legislative meetings; Media Alert and News Release sent to client
- Completed Rental Launch Agenda
- Approved and began production of Rental Print ad and Direct Mail materials
- Completed Rental Media buys
- Distributed Rental materials for launch trainings
- Revised and reprinted Rental general fact sheets
- Finalized Rental/Professional Rebuilding Registry/Homeowner email deployment system templates
- Received approval of Rental Application Handbook and Program Guide and sent to printer
- Completed and sent to printer Rental Outreach postcards

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

- Supported officials at legislative hearing in Baton Rouge
- Attended Homeowners Training in New Orleans
- Continued outreach into the Vietnamese Community to identify issues with potential applicants

MIS

- Conducted workshop on HMGP MIS requirements
- Continued development of eGrantsPlus Release 4.2 to be put in QA
- Continued work on requirements for eGrantsPlus Release 4.3
- Worked with OCD to determine technology needed to support Round 1 for the Rental program
- Migrated Data Warehouse to production Linux environment without interruption
- Optimized GIS spatial exception processing and 3rd-party appraisal matching
- Installed an additional 90 PCs, phones and network connections at the CAC in support of the additional staff relocating
- Installed a network monitoring system to monitor connectivity to each of the RH facilities; in addition, to monitoring and alerting of outages, the system can provide uptime reports on connectivity
- Reconfigured/optimized data feed/data access for KPMG fraud analytics processing

FRAUD PREVENTION

- Presented Anti-fraud, waste, and abuse update to the Federal Hurricane Fraud Task Force
- Attended biometric application meeting regarding closing process
- Attended Small Rental and HMGP meetings regarding current status of programs
- Drafted file review plan and circulated to ICF and the State
- Developed queries to help identify potential instances where home evaluation data was inaccurately joined to applicant data during the compensation grant calculation process
- Conducted interviews and further analysis regarding potential fraudulent activity

Table 13: 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	1/19-1/25	Current Total
Applicant Issues Reported to Anti-Fraud	21	-	-	1	1	2	2	27
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 Homeowner Closing team recommendations for improving the closing process
- Coordinated with the Homeowner management and First American team members to facilitate transfer of files for closing
- Provided Rental team with additional suggestions for process improvement and quality measures for 1st round

COMPLIANCE

- Continued to work with HUD OIG on allegations of potential applicant fraud
- Worked with State Office of Legislative Auditor on several matters including interviews, documents, and HAC visit
- Coordinated OCD on the pending travel audit to be conducted by Legislative Auditors
- Researched applicant issues and resolved matters as requested by cOCD

SPECIAL NEEDS ADVISORY TEAM

- Continued to add resources to referral list
- Produced draft of Special Needs Outreach Plan project worksheet to be used for facilitating management of the project and completion of deliverables
- Monitored Stress Management training at Orleans Center and working on scheduling Louisiana Spirit at HQ and implementing them in the Center
- Developing policy regarding SNAT handling of case referrals
- Worked on a client confidentiality issue memo with general counsel
- Interviewed 5 applicants for the Pilot Project positions for the Homeowners program.
- Continued to coordinate with Logistics and Shaw on accessibility at the Centers
- Prepared the ADA Compliance Review Report for the first three First American Title Insurance sites
- 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
- Continued to finalize all documents related to designating an applicant as having “Exceptional Need Status” (expedited appointment)
- Coordinated resources to assist a RH applicant who is quadriplegic and traveled from Texas for appointment; appointment held this past week and applicant was pleased with process



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	91	11	-	15	1	118
ALLEN	155	13	-	25	2	195
ASCENSION	59	15	1	6	2	83
ASSUMPTION	65	6	1	10	-	82
BEAUREGARD	325	34	1	47	10	417
CALCASIEU	4,851	496	19	758	160	6,284
CAMERON	889	246	6	527	30	1,698
EAST BATON ROUGE	160	7	1	14	2	184
EAST FELICIANA	21	-	-	7	1	29
EVANGELINE	20	3	-	5	2	30
IBERIA	658	62	2	128	14	864
IBERVILLE	38	4	-	9	1	52
JEFFERSON	12,078	567	86	836	351	13,918
JEFFERSON DAVIS	384	27	-	55	10	476
LAFAYETTE	60	6	-	13	8	87
LAFOURCHE	263	31	1	32	6	333
LIVINGSTON	109	15	-	32	5	161
ORLEANS	91	11	-	15	1	118



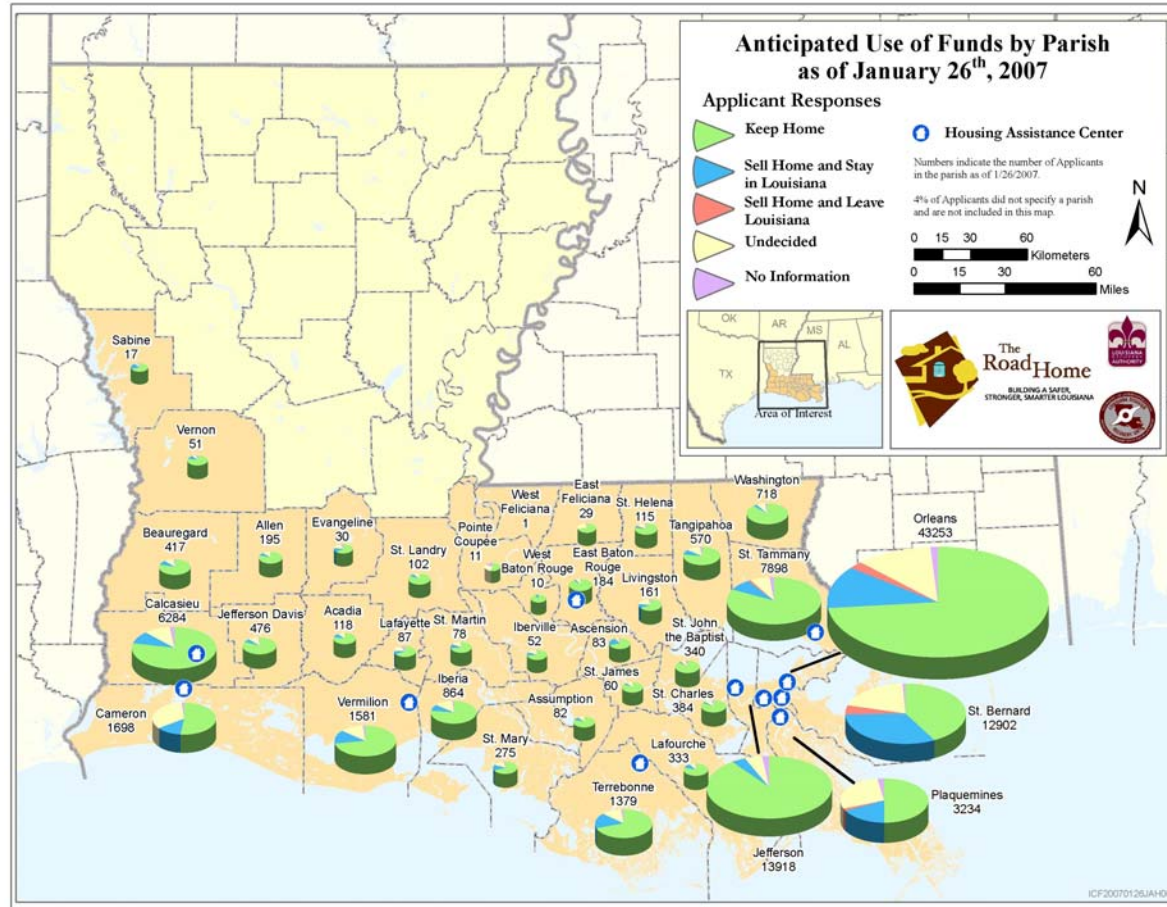
Weekly Situation & Pipeline Report

Week 30

January 19 – January 25, 2007

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
PLAQUEMINES	31,892	4,019	832	5,834	676	43,253
POINTE COUPEE	1,621	616	46	841	110	3,234
SABINE	6	-	-	3	2	11
SAINT BERNARD	12	3	-	1	1	17
SAINT CHARLES	5,105	4,534	459	2,669	135	12,902
SAINT HELENA	311	16	-	40	17	384
SAINT JAMES	89	4	2	16	4	115
SAINT LANDRY	49	3	-	8	-	60
SAINT MARTIN	82	7	-	12	1	102
SAINT MARY	56	7	1	13	1	78
SAINT TAMMANY	192	29	-	45	9	275
ST JOHN THE BAPTIST	6,376	578	92	687	165	7,898
TANGIPAHOA	289	8	4	25	14	340
TERREBONNE	436	36	2	82	14	570
VERMILION	980	181	2	187	29	1,379
VERNON	1,155	167	2	228	29	1,581
WASHINGTON	40	5	-	4	2	51
WEST BATON ROUGE	615	24	-	61	18	718
WEST FELICIANA	9	1	-	-	-	10
No Parish Provided by Applicant	-	-	-	-	1	1
Non-Presidentially Declared Disaster Area Parishes	491	105	24	159	3,752	4,531
Total	185	21	2	38	13	259

APPENDIX B



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.