



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 31 Situation & Pipeline** **Report**

February 6, 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 4,177 applicants. The number of benefits calculated increased to 34,073. In addition, 147 closings were completed during the period (478 total). Homeowners returned 1,029 options letters increasing the number of benefits options selected to a total of 14,712. The option breakdown is shown below.

Table 1: Homeowner Program Snapshot

Activity	As of COB January 25	Weekly Activity	As of COB February 1
Number of Applications Recorded	102,780	2,141	104,921
Number of Appointment Letters Mailed	93,763	1,098	94,861
Number of 1 st Appointments Scheduled	69,649	2,127	71,776
Number of 1 st Appointments Held	68,753	4,258	73,011
Number of 1 st Appointments Completed	67,136	4,177	71,313
Number of Home Evaluations Completed	60,087	3,462	63,549
Number of Benefits Calculated	30,854	3,219	34,073
Number of Benefits Options Letters Sent	26,212	1,947	28,159
<i>Benefit Options Selected:</i>			
➤ <i>Number of Option One</i>	11,659	808	12,467
➤ <i>Number of Option Two</i>	1,696	189	1,885
➤ <i>Number of Option Three</i>	328	32	360
Total Benefits Options Selected	13,683	1,029	14,712
Files Transferred for Closing	3,502	906	4,408
Closings Scheduled to Occur		111	283
Closings Held	331	147	478

The Rental program officially launched Round 1 on January 29, 2007. Ninety-five dedicated Rental program employees spent the first week of the program receiving additional training and completing the first Application workshop in St. Tammany parish. Policies and procedures are being formalized. Applications and information on the program were distributed through the website (13,067 applications downloaded), via email (75) and through the Housing Assistance Centers.

The Hazard Mitigation Grant program held 4 days of coordination workshop sessions with ICF MIS/IT programming group and completed the action plan and milestones for the development of the automated system for property application submission, financial tracking, and reporting system. The program was relocated to the Goodwood facility.

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.

Small Rental Program: Waiting for Letter of Determination from HUD on duplication of benefit, early start, and incentive programs.

Deliverables

Table 2: Program Deliverables

Del. ID	Deliverables	Date
00049	Training program on mitigation measures for Housing Advisors – Initial, periodic, recurring as program policy and implementation determinations are made (Monthly)	1/30/07
00074	Business Plan for Call Center Lifecycle (monthly)	1/30/07
00052	Analysis of Facility Use (monthly)	1/30/07
00053	Report on Subcontract Activity (monthly)	1/30/07
00085	Maintain and Update Administration Organizational Structure (quarterly)	1/30/07
00054	Report on COI Issues of ICF and Subcontractors (monthly)	1/30/07
00055	Performance Measurement & CDBG Compliance (monthly)	1/30/07
00058	Homeless Program Monthly Status Reports on Sponsor TA (December)	1/30/07
00060	Outreach Activities Conducted by Non-Profit or Faith-Based Organizations 2 (monthly)	1/30/07
00025	Weekly Combined Report	1/30/07
00002	Cash Flow Projection Report	1/30/07
00035	Homeowner Program Policies Update 1.31.07	2/15/07
00056	Non-Profit Sub-recipient Monitoring Plan	1/31/07

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 1/25	CUMULATIVE As of 2/01	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	57,004	58,472	1,468
	MAIL IN SYSTEM	42,040	42,485	445
	PHONE IN SYSTEM	3,736	3,964	228
	APPS IN SYSTEM	102,780	104,921	2,141
APPOINTMENTS	APPS IN SYSTEM	102,780	104,921	2,507
	APPOINTMENT LETTERS SENT	93,763	94,861	1,098
	APPOINTMENTS SCHEDULED	69,649	71,776	2,127
	APPOINTMENTS COMPLETED	67,136	71,313	4,177

- Figures are cumulative through the period indicated
- 2,141 additional applicants entered the system through applicant online entry, paper transcription, and phone entry

- 4,177 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 1/25	CUMULATIVE As of 2/01	INCREASE
CALCULATIONS	APPLICATIONS IN VERIFICATION	67,136	71,313	4,177
	BENEFITS CALCULATED	30,854	34,073	3,219
	TOTAL	\$2.41 billion	\$2.67 billion	\$.26 b
	AVERAGE	\$80,026	\$79,870	
CLOSINGS	OPTIONS LETTERS SENT	26,212	28,159	1,947
	OPTIONS SELECTED	13,683	14,712	1,029
	CLOSED	331	478	147
	TOTAL	\$19.44 million	\$29.74 million	\$10.3 m
	AVERAGE	\$58,723	\$62,220	

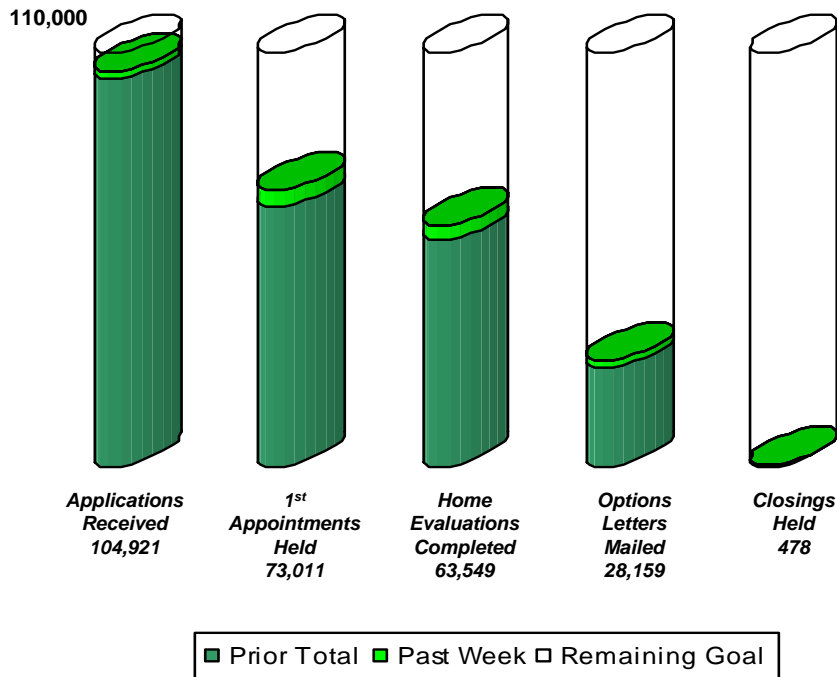
- The \$2.67B total and \$79,870 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes affordable loan calculations, compensation grants, and elevation grants, but does not include ‘zero’ grant awards)

- All closed applicants have selected Option 1

- Applicants’ initial options selection are in Appendix A

See the Glossary for explanation of Figure 2 terms

Figure 3: Homeowner Program Progress



Housing Assistance Center Activity

- Increased Appointment throughput by 13% at the 12 Centers
 - 4,258 appointments held (73,011 total to date)
- Continued to finalize plans, scheduling configuration, and logistics to implement Second Appointments in the Housing Assistance Centers on February 25, 2007
- Completed Mobile team deployment at the Holiday Inn in Gretna January 31, 2007
 - 10 Housing Advisors completed appointments
 - 568 appointments scheduled
 - 436 appointments held
 - 2 walk-ins seen as appointments
 - 23% constraint rate (no shows, duplicate appointments, reschedules, cancellations)

Award Calculation Activity

- Calculated an additional 3,219 grant benefits for the period (averaging \$79,870 per grant) for a total of 34,073 grants; 711 'zero' grant amounts and 32,827 'non-zero' or 'positive' grant amounts calculated
- Received 3,465 options selection letters from Elderly applicants (See Table 3 for breakdown information)
- Appendix A lists Benefits Options Selection Detail by Parish

Table 3: Cumulative Elderly Benefits Options Selection Detail

Elderly Benefits Options Selected	
• Number of Option One	2,637
• Number of Option Two	551
• Number of Option Three	277
Total Elderly Benefits Options Selected	3,465

Table 4: Award Calculation Activity including LMI and Elderly Detail

	Total Award	Compensation Grant Amount	Elevation Grant	Affordable Loan
Number of Total Benefits	34,518	34,518	34,518	34,518
Sum of Total Dollars (Opt 1)	\$2,705,707,247	\$1,539,712,917	\$689,739,754	\$476,254,574
Sum of Total Dollars (Opt 2)	\$2,212,470,236	\$1,577,361,072	\$ -	\$ 635,109,163
Sum of Total Dollars (Opt 3)	\$944,856,622		-	-
Number of LMI Benefits	14,028	14,028	14,028	14,028
# of LMI Benefits as % of Total	41%	41%	41%	41%
Sum of Dollars to LMI (Opt 1)	\$1,376,404,653	\$630,507,261	\$269,642,817	\$476,254,575
Sum of Dollars to LMI (Opt 2)	\$1,273,410,887	\$638,301,723	\$ -	\$635,109,163
Sum of Dollars to LMI (Opt 3)	\$427,263,729			
Non-Zero Avg. \$ to LMI (Opt 1)	\$98,773	\$51,821	\$23,496	\$40,643
Non-Zero Avg. \$ to LMI (Opt 2)	\$91,428	\$52,380	\$ -	\$47,178
Non-Zero Avg. \$ to LMI (Opt 3)	\$43,527			
\$ to LMI as % of Total \$ (Opt 1)	51%	41%	39%	100%
\$ to LMI as % of Total \$ (Opt 2)	58%	40%	-	100%
\$ to LMI as % of Total \$ (Opt 3)	45%	-	-	-
Number of Elderly Benefits	7,837	7,837	7,837	7,837
# of Elderly Benefits as % of Total	23%	23%	23%	23%
Sum of Dollars to Elderly (Opt 1)	\$701,199,545	\$386,223,942	\$161,265,123	\$153,710,480
Sum of Dollars to Elderly (Opt 2)	\$586,218,993	\$ 390,576,685	\$ -	\$ 195,642,308
Sum of Dollars to Elderly (Opt 3)	\$ 399,847,547			
\$ to Elderly as % of Total \$ (Opt 1)	26%	25%	23%	32%



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	Total Award	Compensation Grant Amount	Elevation Grant	Affordable Loan
\$ to Elderly as % of Total \$ (Opt 2)	26%	25%	-	31%
\$ to Elderly as % of Total \$ (Opt 3)	42%			

- 41% of LMI applicants with benefits calculated were interviewed at a Housing Assistance Center prior to October 25, 2006, meaning that revised income documentation must be received to verify low-income status.
- The income verification process for pre-Oct 25 applicants has so far resulted in a 7% net decrease in the number of applicants considered to be LMI (based on the 289 verifications performed to date for this population).

Data Verification and Closing Activity

- Assisted with the completion of 147 closings
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput
- Revised Pre-Closing Review process to increase throughput to First American (See Table 4: Pre-Closing Tracking Report)
 - Planned for short-term 40 person increase in Closing staff
 - Streamlined QA process
- Transferred 959 files to First American for Closing (See Table 5: Closing Milestones)
- Option 1 has been chosen in all closings held
- Appendix B reports Closings by Parish

Table 4. Pre-Closing Tracking Report

ACTIVITY	Fri 1/26	Mon 1/29	Tues 1/30	Wed 1/31	Thurs 2/1	Weekly Total
Benefits Options Letters Received in Pre-Closing	459	363	196	179	109	1,306
Daily Files Transferred to First American for Closing	31	23	42	482	381	959
Cumulative Percent of Files on Hold	42%	44%	44%	44%	43%	N/A

Table 5: Closing Milestones

MILESTONE	Previous Total	1/26-2/1	Cumulative Total
File Opened with First American	34,078	4,952	39,030
Title Search Completed	15,866	2,526	18,392
Title Examination Completed	10,566	1,419	11,985
Lender/Lienholder Document Requests Started	970	122	1,092
File Ready to Schedule for Closing	686	72	758



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Home Evaluations (Home Inspection) Activity

Table 6: Home Evaluation Team Metrics

ACTIVITY	Prior Total	12/29-1/4	1/5-1/11	1/12-1/18	1/19-1/25	1/26-2/1	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	52,595	3,336	3,227	3,734	4,040	3,928	70,860	3,653
Work Orders Dispatched	51,336	2,428	3,992	5,833	1,553	4,371	69,513 ¹	3,635
Evaluations Completed in the Field	45,637	3,968	2,730	5,645	2,107	3,462	63,549	3,582

¹ – Difference 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 02/01 but are not yet processed.

- Began testing and revising QC tool within WorlTrac
- Finalized planning on data integration between WorlTrac and the data warehouse
- Continued resolving technical details of mailing the evaluations using the new WorlTrac software
- Identified and transferred to Rental program any triplexes and four-plexes that have erroneously come through the Homeowner Program
- Passed 4,594 houses and 444 Mobile Homes to MIS for uploading
- Provided on-site, in-person support at the CAC to assist the Resolutions team
- Delivered training and developed "one-page" guidance for CARS staff on how to answer typical questions from applicants on damage estimates, and how to get assistance from Home Evaluations to ensure accurate responses
- Acquired comprehensive list of possible Rental program candidates from Home Evaluations work order database, coordinating with MIS to acquire contact information and application status
- Finalized CAD letter and process by which evaluations will be mailed to applicants, user interface for printing process to be built over next several days
- For evaluation-specific investigations of potential fraud (spec 142), initiated 26, referred 4 to KPMG, and closed 5 (cumulatively 96, 22, and 30, respectively).
- Resolved evaluations flagged with spec 143 (evaluation-specific policy and procedure questions).
- Contacted homeowners whose options letters contain changes due to correction of their allowances that were sent to the calculator
- Resolved Home Evaluations issues in the Issues Tracker system

Call Center Activity

Table 7: Call Center Metrics

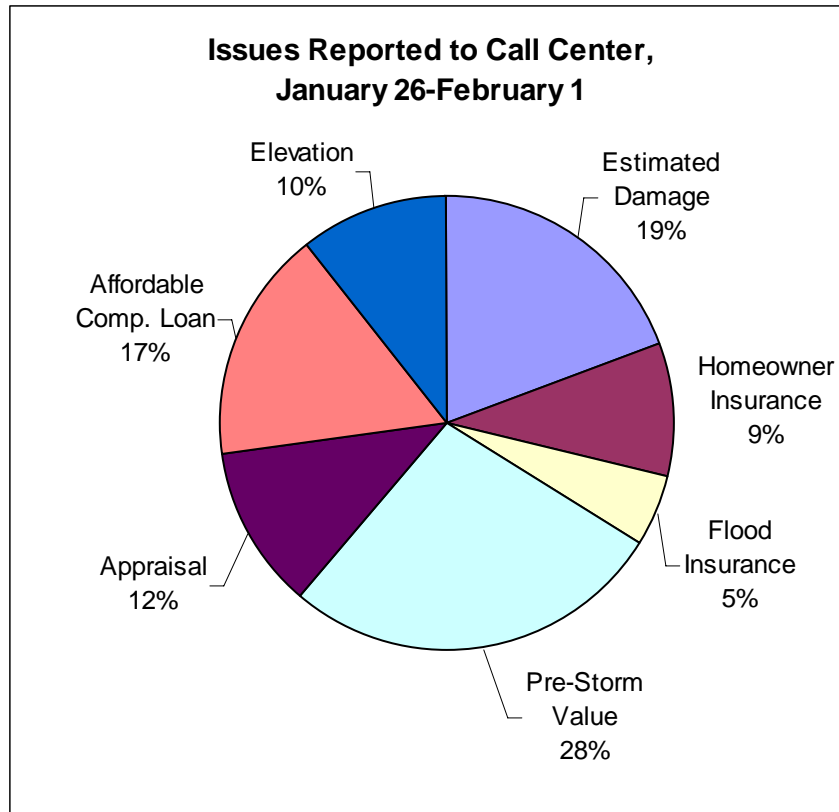
ACTIVITY	Prior Total	12/29-1/04	1/5-1/11	1/12-1/18	1/19-1/25	1/26-2/1	Current Total	Five Week Average
Calls	312,801	21,693	27,632	19,463	23,333	23,955	428,877	23,215
Calls Abandoned	N/A	2,204	2,291	266	1,829	1,481	N/A	
Applications Requested	29,310	658	856	409	449	2,221	33,903	919
Online Application Assists	2,872	315	353	221	260	238	4,259	277
Hardcopy Application Assists	1,355	60	66	65	51	53	1,650	59
Phone Applications	2,327	358	400	299	299	228	3,911	317
Spanish Calls	842	61	84	53	100	81	1,221	76
Vietnamese Calls	250	14	42	39	34	67	446	39
Appointments Scheduled by Phone	61,087	1,377	2,156	2,267	2,163	2,131	71,781	2,019

The Call Center realized a 3% increase in calls from the prior reporting period. Rental Program and Benefits Options Selections Letters calls have been determined as two drivers of the increase. The Call Center has proactively added extra hours throughout the next week to handle the expected call volume. The percentage of abandoned calls decreased from 7% to 6%. The number of Call Center agents was increased to cover the call volume. In addition, all agents will be trained to do benefits options calls so that they can be reassigned to handle temporary surges in call volume.

Call Center Resolution Team

The Call Center completed 249 Benefits Options Assisted calls (Tier 1) during the reporting period. In addition, 3,760 Benefits Options calls (Tier 2) were transferred to the Resolution team. Of those calls, 175 were abandoned. Fifty-eight percent of the remaining calls were resolved; the remaining 42% were entered into the JIRA Issue Tracking Software. Figure 4 provides further information on issues being reported.

Figure 4: Issues Reported



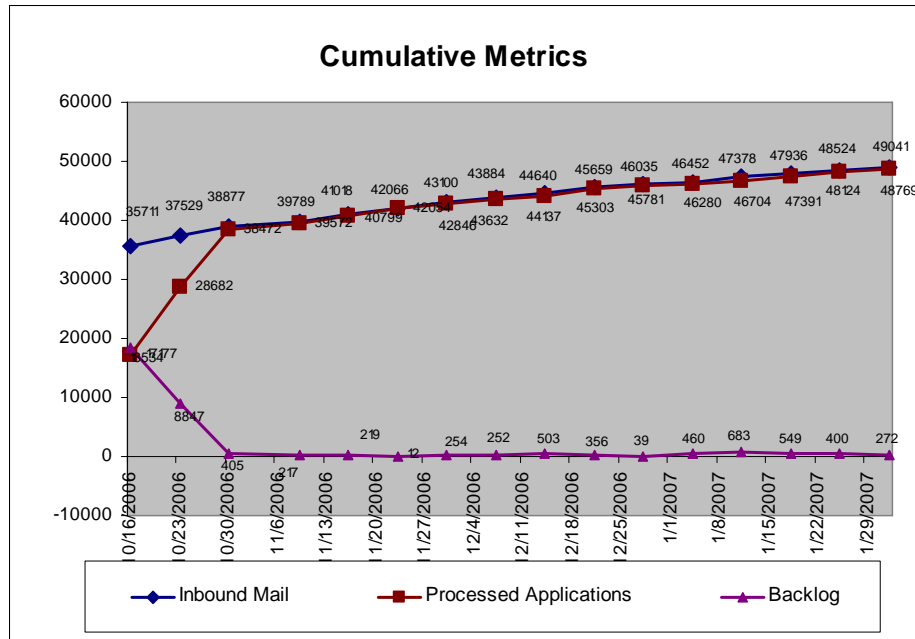
Mailroom/Data Entry Activity

Table 8: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	12/29-1/4	1/5-1/11	1/12-1/18	1/19-1/25	1/26-2/1	Total	Five Week Average
New paper applications received through mailroom	46,293	270	815	558	588	517	49,041	550
New paper applications entered into batch files for entry into eGrantsPlus	45,901	229	574	687	727	651	48,769	574
New paper applications remaining to be entered into eGrantsPlus	1,223	460	683	549	400	272	272	N/A

- Processed 517 pieces of mail this period (total 49,041 to date; averaging 550 per week); total mail processed for entry into eGrantsPlus is 48,769
- Continued processing current week mail (within a day or two of receipt)

Figure 5: Mailroom/Data Entry Trends



Housing Assistance Center Appointment Activity

There were 4,258 appointments held for the week, a 13% increase from the prior reporting period.

Figure 6: Housing Assistance Center Appointments by Day

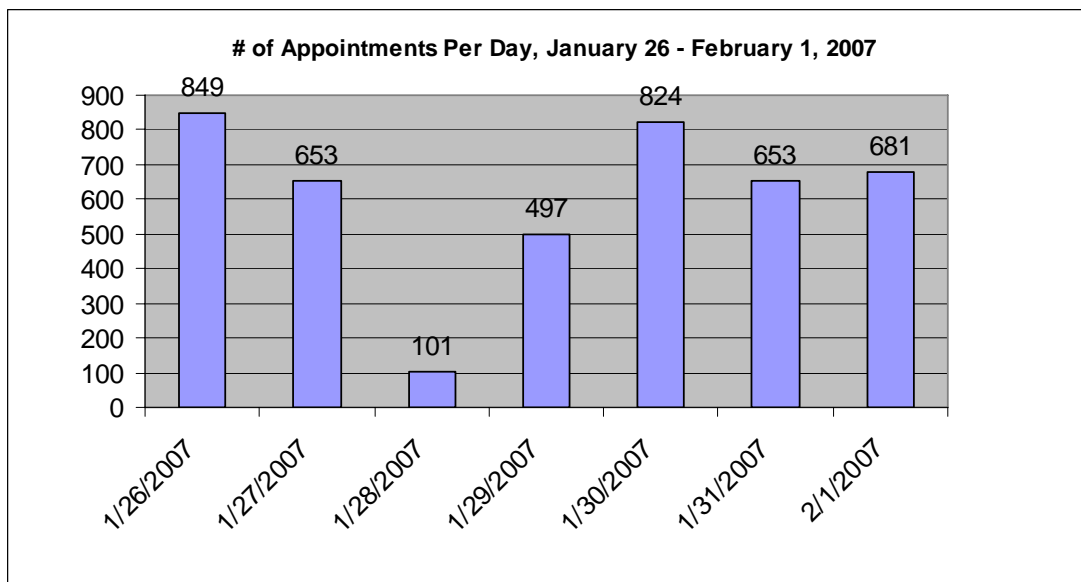
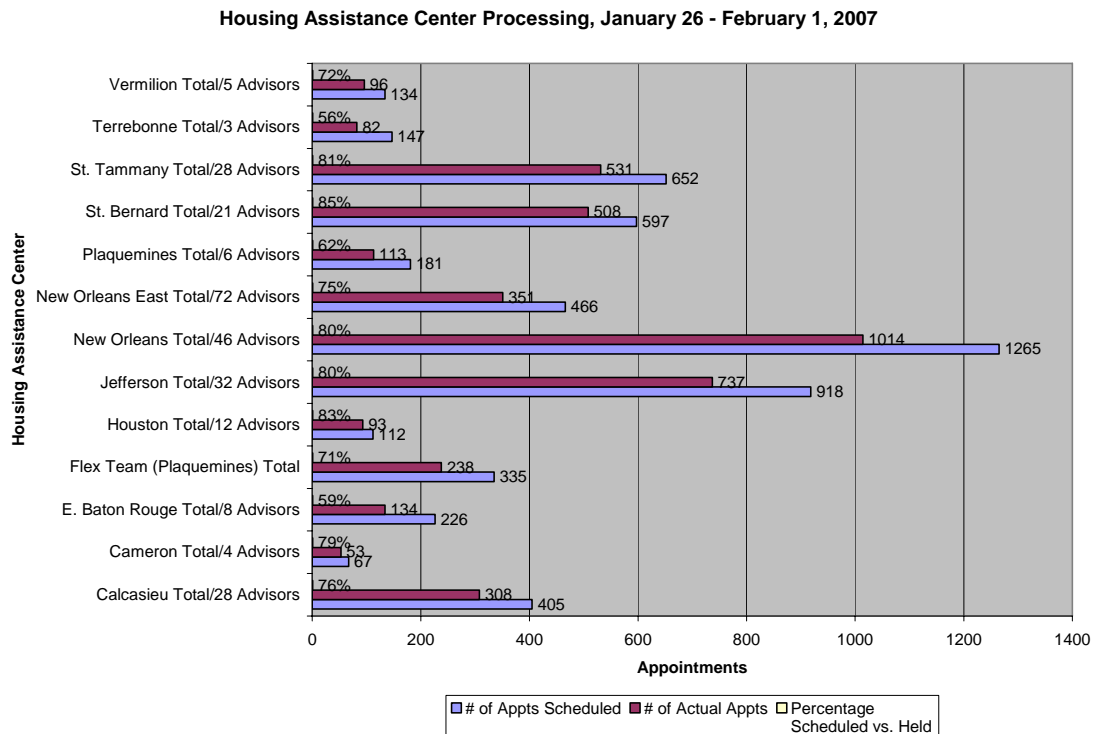


Table 9: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	12/29-1/4	1/5-1/11	1/12-1/18	1/19-1/25	1/26-2/1	Current Total	Five Week Average
Appointments Held	53,729	3,327	4,178	3,748	3,771	4,258	73,011	3,856
Average Daily Appointments Held		475	597	535	539	608		

Figure 7 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 7: Appointments Scheduled and Held by Center



Figures 8 and 9 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 8: Weekly Scheduled and Held Appointments

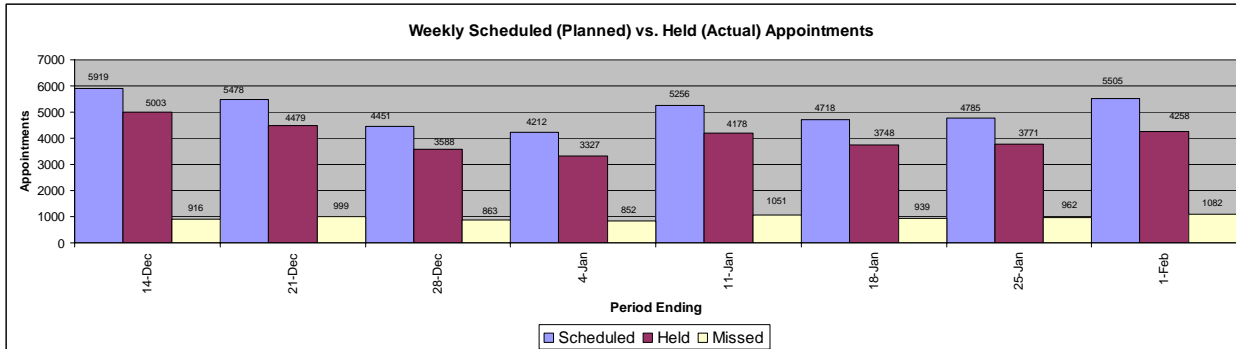


Figure 9: Average Daily Appointments by Period

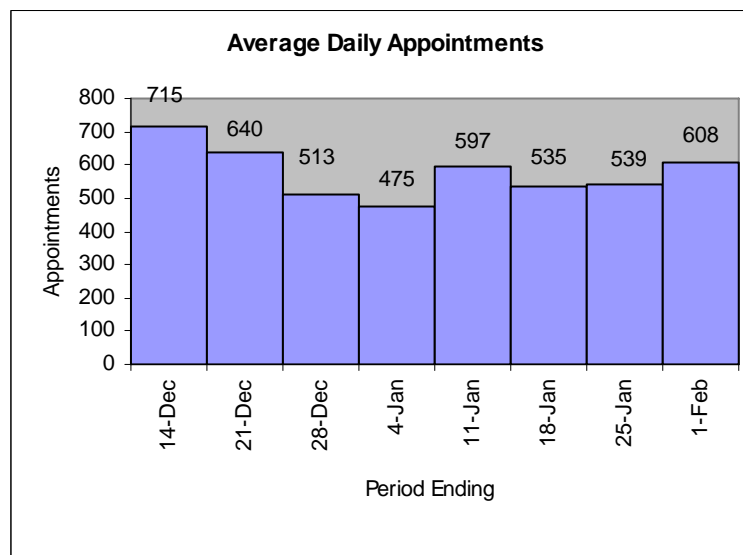


Table 10 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge, Cameron, Houston, New Orleans East, and Calcasieu Centers.

Table 10: Center Appointment Availability

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

¹The average number of days wait until appointment is the number of days between the last day of the reporting period (February 1, 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 11 shows the breakdown of applicants by race as reported by the applicant. Thirty-three percent designated race as Black, 32% as White. Thirty-one percent of the applicants available to provide race data chose not to designate race, a 1% decrease from the previous reporting period.

Table 11: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	355
American Indian/Alaska Native and White	265
American Indian/Alaskan Native/Black-African American	229
Asian	1,298
Asian and White	155
Black/African American	34,313
Black/African American and White	668
Native Hawaiian/Other Pacific Islander	100
Other Multi-Racial	1,534
White	33,468
Race Not Provided	32,536
Total	104,921

RENTAL PROPERTY PROGRAM

- Hired 95 dedicated Rental program employees, with 11 new hires starting on Monday Feb. 5th; and 10 cross functional staff from other departments for a total of 116 positions; There are 48 positions open for interviews and hire.



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- Compiled sign-in lists from 6 pre-launch informational sessions, 62 individuals registered for more information
- Held 1st Small Rental Application workshop with Rental staff and Outreach in St. Tammany
- Held Application Training for all Baton Rouge and New Orleans staff
- Worked on Process Flow for Underwriting
- Worked on procedures for 100% review of paper applications for completeness
- Continued working with Evaluation Team on transferring list of 200+ applicant's data who applied through Homeowner program that may need to be transferred to the Rental program
- Collected Utility Allowance information from each eligible parish
- Met with HDS to finalize software design decisions
- Met with Mailroom to discuss procedures for obtaining metrics, general mail, data entry, and requests for applications
- Met with Outreach to plan and finalize upcoming workshops
- Finalized receptionist duties for HACs
- Updated FAQ's, 13,067 applications downloaded from Road Home Rental website
- Received 3,221 inquiries about the Rental program through the Call Center
- Sent out 75 emails to various groups with information on links to the www.road2LA.org site and attached a PDF format Small Rental Property Small Owner & Owner Occupant Round 1 Application Handbook
- Distributed 14 hard copies of the Handbook via US mail to individuals from various meetings and telephone calls who requested Applications as soon as they came became official

Table 12: Program Timeline for Round 1

Program Timeline for Round 1	
January 29 th	Program Launched Round 1, Monday, January 29 th
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)
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



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**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)

- Held 4 days of coordination workshop sessions with ICF MIS/IT programming group and completed the action plan and milestones for the development of the automated system for property application submission, financial tracking, and reporting system
- Completed relocation to the Goodwood facility

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Established Mail Operations, Data Entry Team, Baton Rouge Housing Assistance Center, and the Resolutions Team at the Customer Assistance Center
- Expanded work space provided at the Goodwood facility for the expanded Closings Team
- Provided office and transportation support for the initiation of the Rental program
- Relocated Hazards Mitigation Grant Program and the Home Evaluations management to the Goodwood facility

HUMAN RESOURCES

- Oriented 200+ ICF Call Center employees on Feb 1, 2, 3
- Organized hiring event at on Feb 1 & 2 at Louisiana Technology Center netted 44 people to whom offers of employment can be made on Feb. 5th
- Scheduled hiring event in Baton Rouge for Feb 8th to recruit for IT positions
- Prepared for the deployment of 40 staff (15 from ICF Fairfax and 25 from local Louisiana Staffing Agency) to work in Closing QA/QC

POLICY & PLANS

- Finalized revised option letters and sent to MIS for programming
- Provided on-site policy support to Closing and Resolution Team
- Completed testing of Release 4.2 eGrants requirements
- Developed policy guidance for Resolution staff related to pre-storm value, elevation, home evaluation, and income

- Continued to develop procedural and policy guidance for Closing staff including MIS guidance documents, Closing checklist, and quality assurance process for Closing team staff
- Continued analysis of mobile home calculation error and plan to regenerate letters
- Supported creating second appointment scheduling
- Continued research of neighborhood level rebuilding data
- Finalized Option 2 and Option 3 closing documents and sent to First American
- Began work to determine implications of and procedures for second closings/second disbursements
- Reviewed Appeals policies draft; submitted to OCD in draft form for review so that OCD can begin developing OCD Appeals process
- Finalized letter to send to insurance companies informing them of applicant closing and subrogation agreement
- Continued work with MIS to finalize Release 4.3 requirements and finalized Automated Closing process with First American
- Updated Homeowner Program policies to reflect signed pre-storm value policies
- Worked on policy issues surrounding Rental program

TRAINING

- To date, 52 people have completed the online Homeowner Construction Representative web-based training
- Delivered 2-hour Rental program launch training to 7 employees
- Delivered 4-hour Rental program Orientation to 23 people
- Delivered 1-hour Issue Tracker (JIRA) Training to 19 employees in a morning session
- Delivered 1-hour Issue Tracker (JIRA) Training to 27 employees in an afternoon session
- Delivered 1-hour Issue Tracker (JIRA) Training to 9 OCD staff

Table 13: Training Summary

Training Type	Target Audience	Location	Date	Attendees
External	Rental Program Launch Training	Lenders and Nonprofits	Best Western Richmond Suites Lake Charles, LA	January 26, 2007
Internal	Rental Program Orientation	Road Home Employees (Rental Program)	Customer Assistance Center Baton Rouge, LA	January 29, 2007
Internal	Rental Application Workshop - Train-the-Trainer	Road Home Employees (Rental Program)	Customer Assistance Center Baton Rouge, LA	January 30, 2007
Internal	Issue Tracker (JIRA)	Road Home Employees (Closing Team)	East Baton Rouge Housing Assistance Center Baton Rouge, LA	January 31, 2007 (AM)



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Training Type	Target Audience	Location	Date	Attendees
Internal	Issue Tracker (JIRA)	Road Home Employees (Closing Team)	East Baton Rouge Housing Assistance Center Baton Rouge, LA	January 31, 2007 (PM)
External	Issue Tracker (JIRA)	OCD Staff	Claiborne Building Baton Rouge, LA	January 31, 2007

EXTERNAL AFFAIRS

Community Outreach

Table 14: Community Outreach Metrics

Meeting Type	Events Week 1/26-2/1	People Reached Week 1/26-2/1	Events To Date	People Reached To Date
Community	6	295	208	19,172
Faith Based	3	110	46	4,485
Business			8	251
Governmental	4	50	87	2,569
Case Managers	2	122	52	1,197
Rental	1	70	1	70
TOTALS	16	647	402	27,744

- Met with several federal, State and local government organizations during the period to disseminate *Road Home* information and provide assistance to various constituencies, including Representative Charmaine Marchand and Senate Committee on Local, Municipal and Parochial Affairs
- Met with the several faith-based organizations to assist with the application process and provide needed information about the Program, including the congregations of St. Mark United Methodist Church in Baton Rouge and Mount Olive Baptist Church in Lake Charles, and the Faith Church in Buras
- Held community homeowner informational sessions in New Iberia, Vinton, and Dulac
- Made a presentation to the Lake Charles Rotary Club
- Provided homeowner program updates and rental program information to the Unite Way Case Manager Roundtable
- Canvassed lower Plaquemines Parish, left applications and program materials at the YMCA Outreach and Distribution center and spoke with Li Nguyen, owner of Nguyen's Grocery Store regarding Vietnamese program participants
- Provided program information and answered questions at the AARP statewide conference
- Provided program information and application assistance at the Plaquemines Parish YMCA community meeting
- Trained CAPC case managers to assist in application preparation

In support of the Rental program:

- Held Rental program training sessions for legislators and staff



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- Sent out E-Outreach to legislators informing them of the Small Rental Property launch and upcoming workshops
- Held a Small Rental Property Workshop in Mandeville

Communications

In support of Homeowner program:

- Developed initial draft of Appointment news release and sent to client for feedback
- Revised and printed Vietnamese translation of the General Fact sheet
- Developed Murphy Oil messages and distributed to External Affairs
- Completed Option letter inserts for Murphy Oil Homeowners
- Completed mobile home messaging and distributed to External Affairs

In support of Rental program:

- Completed Rental Legislative meetings (1/29 and 1/30).
- Released News Release and Media Advisory
- Completed Rental Launch Agenda
- Began drafting Rental Nonprofit Direct Mail
- Sent Rental Fact Sheets (utilities and 80/20) to client for review
- Revised Rental Application Handbook and sent for printing
- Completed Rental Outreach postcards for use at events
- Completed Rental Press events (1/29 and 1/30)

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
- Assisted Baton Rouge staff with media requests and calls from applicants
- Arranged and traveled to New Orleans to attend and offer support at work sessions and press conference on Rental program launch
- Assisted in setup and interviews for The News Hour with Jim Lehrer on PBS
- Attended state legislative session at Capitol
- Participated in NPR radio broadcast concerning Katrina evacuees and status of their return to New Orleans
- Created media and outreach strategy for evacuees in the state of Georgia
- Assisted Baton Rouge staff with media requests and calls from applicants
- Arranged live TV interviews for Rental program launch
- Arranged and traveled to New Orleans to attend and offer support at work sessions and press conference on Rental program launch

MIS

- Conducted second workshop on HMGP MIS requirements
- Conducted eGrantsPlus Release 4.2 user testing



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- Continued work on requirements for eGrantsPlus Release 4.3
- Conducted design review and project management review with HDS
- Worked with OCD to define technology options and plans to support Round 1 for the Rental program
- Delivered in QA eGrantsPlus release 4.2 for MIS and user testing
- Expanded the CAC to support an additional 70 staff including installing additional network hardware, computers, and phones

FRAUD PREVENTION

- Analyzed applicant files for the File Review Plan
- Received multiple investigations referrals based on evaluators' determination of potentially false representations made by applicants during home evaluations
- Attended HMGP change control board meeting, discussed potential issues with strategy changes
- Participated in bi-weekly meeting with OCD Friday, February 2nd
- Worked with MIS to determine eGrants access profile for Antifraud team, and resolve JIRA Issue Tracker referrals from the call center
- Drafted revisions to Antifraud Policies to reflect recent Program changes
- Provided input into banking and lender relationships regarding the Rental program, and Homeowner program procedural changes on resolution and closing

Table 15: Fraud Prevention Metrics

ACTIVITY	Prior Totals	12/29-1/4	1/5-1/11	1/12-1/18	1/19-1/25	1/26-2/1	Current Total
Applicant Issues Reported to Anti-Fraud	21	1	1	2	2	14	41
Evaluator Issues Reported to Anti-Fraud	1	-	1	-	-	-	2
Third-Party Issues Reported to Anti-Fraud	5	1	1	-	-	1	8

QUALITY ASSURANCE AND CONTROL

- Supported Rental program related to process development and improvement
- Designed procedures and checklist to implement quality control measures in closing process
- Coordinated with Closing Team to enhance throughput of files transferred to First American
- Performed reviews of Benefit Option letters prior to mailing

COMPLIANCE

- Worked with HUD/OIG on applicant issues
- Continued work with Legislative Auditors on several matters including interviews, documents, and personnel interviews
- Researched applicant issues for OCD and resolved matters as requested
- Participated in KPMG Anti-Fraud meeting with OCD

SPECIAL NEEDS ADVISORY TEAM

- Produced draft Policy and Procedures document for staff regarding making outside agency referrals to applicants
- Finalized draft of Special Needs Outreach Plan project worksheet to be used for facilitating management of the project and completion of deliverables. (Ready for review at first implementation committee meeting)
- Participated in meetings and conference calls with ACORN and CAPC to clarify their roles as they relate to applicant referrals and establish working relationships
- Produced draft of a resource and referral list that includes guidance on how to use the document
- Met with Louisiana Spirit twice to continue to clarify and move forward agreement
- Continued to provide guidance to staff on applicants who need advice on special needs issues and/or need resources for applicant referrals; received six new inquiries for referral and/or follow up
- Developed draft curriculum for Special Needs training for Logistics and other staff associated with the Housing Assistance and closing Centers



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- Scheduled three Stress Management workshops for staff to be conducted by Louisiana Spirit
- Scheduled meeting with Governor's Office of Community Programs, Legal Services, and Catholic Charities to discuss expedited process
- Reviewed and provided feed back on Article highlighted Road Home work with elderly
- Distributed weekly email to Special Needs Liaisons
- Expedited Process/Special Needs Outreach



APPENDIX A

Option Selections of Applicants, by Parish of Damaged Residence *Note: Parish information and option choices are as reported on options selections letters received from homeowners*

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
ACADIA	10	2	-	12
ALLEN	10	4	-	14
ASCENSION	10	1	-	11
ASSUMPTION	4	-	-	4
BEAUREGARD	30	4	-	34
CALCASIEU	618	69	2	689
CAMERON	111	37	1	149
EAST BATON ROUGE	45	2	-	47
EAST FELICIANA	3	2	-	5
IBERIA	87	7	-	94
IBERVILLE	6	2	-	8
JEFFERSON	2,006	33	6	2,045
JEFFERSON DAVIS	39	4	-	43
LAFAYETTE	6	2	-	8
LAFOURCHE	19	1	1	21
LIVINGSTON	13	3	1	17
ORLEANS	6,112	698	205	7,015
PLAQUEMINES	245	118	7	370



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PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
POINTE COUPEE	1	-	-	1
SAINT BERNARD	1,012	766	122	1,900
SAINT CHARLES	34	-	-	34
SAINT HELENA	6	-	-	6
SAINT JAMES	6	-	-	6
SAINT LANDRY	8	3	-	11
SAINT MARTIN	9	1	-	10
SAINT MARY	19	4	-	23
SAINT TAMMANY	1,448	58	13	1,519
ST JOHN THE BAPTIST	52	-	-	52
TANGIPAHOA	42	9	-	51
TERREBONNE	167	20	-	187
VERMILION	236	28	1	265
VERNON	2	-	-	2
WASHINGTON	50	7	1	58
WEST BATON ROUGE	1	-	-	1
Total	12,467	1,885	360	14,712

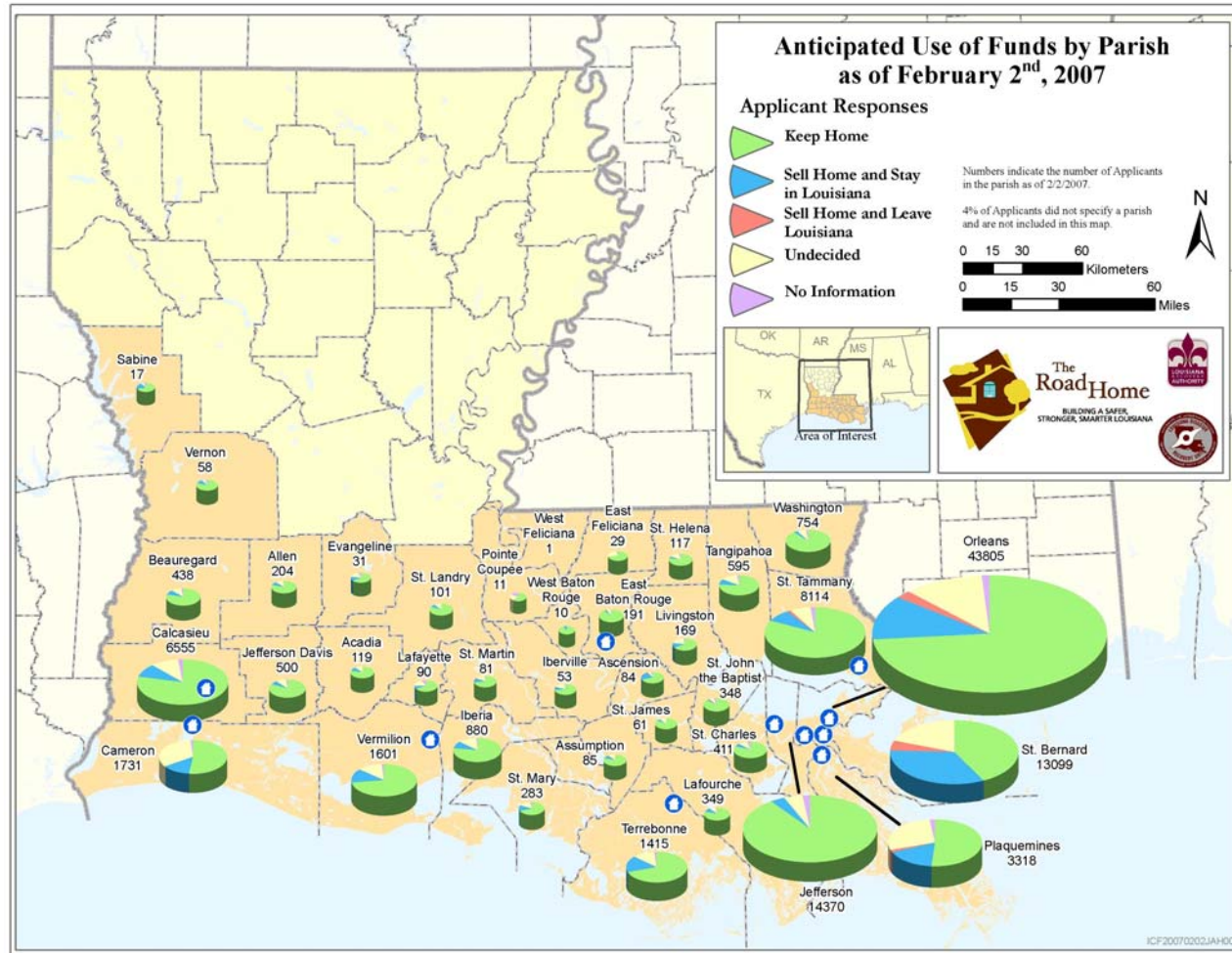


APPENDIX B

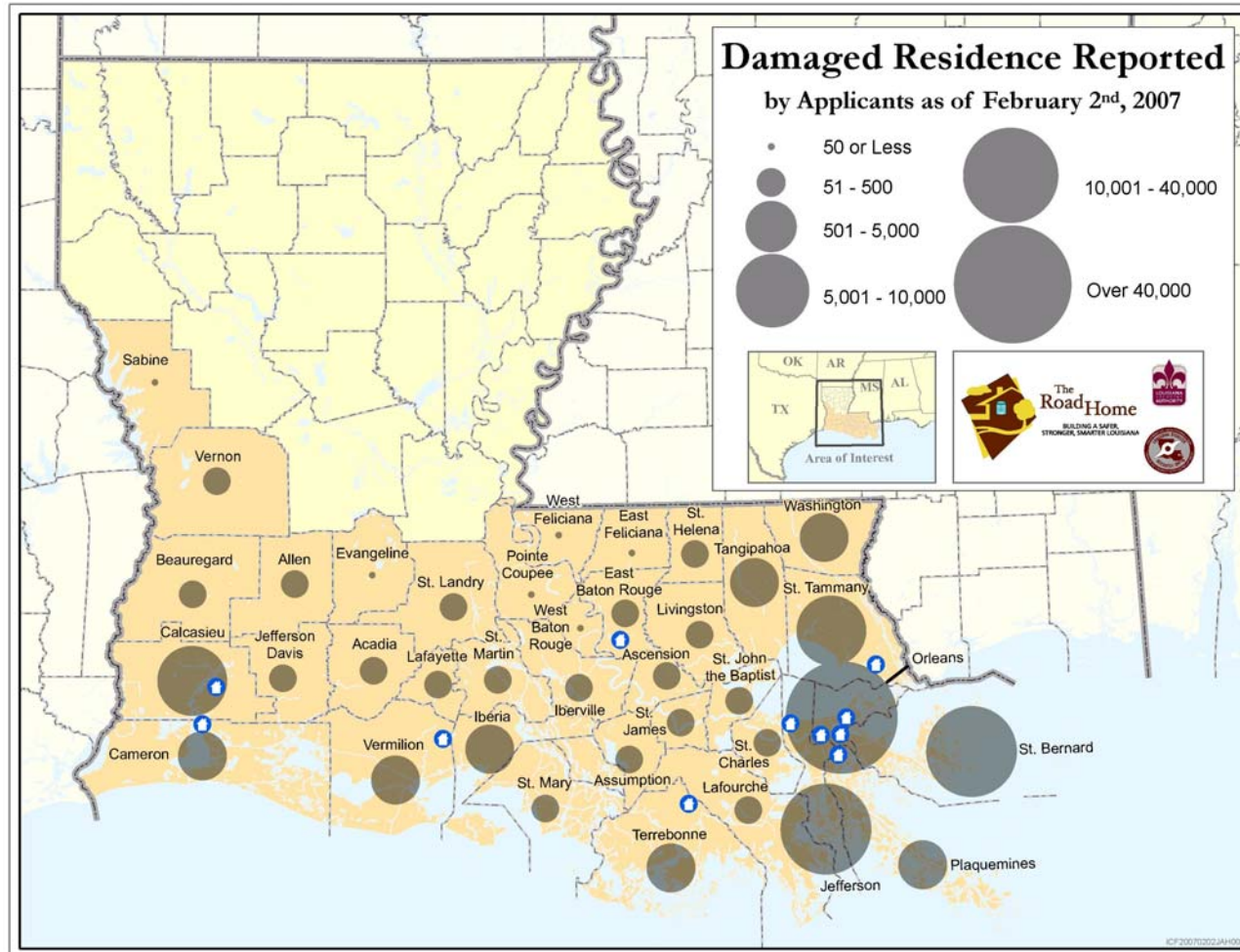
Closings by Parish – Applicants have received funds

Parish	Number of Closings
Allen	1
Calcasieu	40
Cameron	2
East Baton Rouge	1
Iberia	5
Jefferson	164
Lafayette	1
Orleans	124
Plaquemines	2
St. Bernard	33
St. Charles	2
St. John the Baptist	3
St. Tammany	75
Tangipahoa	1
Terrebonne	3
Vermilion	20
Washington	1
Total	478

APPENDIX C



APPENDIX D



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.