



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 33 Situation & Pipeline** **Report**

February 20, 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 4,441 applicants. The number of benefits calculated increased to 41,112. In addition, 85 closings were completed during the period (675 total). Homeowners returned 1,604 options letters increasing the number of benefits options selected to a total of 16,984. The option breakdown is shown below.

Table 1: Homeowner Program Snapshot

Activity	As of COB February 8	Weekly Activity	As of COB February 15
Number of Applications Recorded	106,746	1,717	108,463
Number of Appointment Letters Mailed	97,545	2,001	99,546
Number of 1 st Appointments Scheduled	73,436	1,526	74,962
Number of 1 st Appointments Held	76,166	2,466	78,632
Number of 1 st Appointments Completed	74,404	4,441	76,845
Number of Home Evaluations Completed	68,995	2,975	71,970
Number of Benefits Calculated	36,089	5,023	41,112
Number of Benefits Options Letters Sent	29,815	3,375	33,190
<i>Benefit Options Selected:</i>			
➤ <i>Number of Option One</i>	13,202	1,097	14,299
➤ <i>Number of Option Two</i>	2,011	240	2,251
➤ <i>Number of Option Three</i>	381	53	434
Total Benefits Options Selected	15,594	1,390	16,984
Files Transferred for Closing	6,885	1,604	8,489
Closings Scheduled to Occur		911	1,047
Closings Held	590	85	675

The Rental program continued dissemination and collection of applications (1,222) for Round 1 of the program. The program hosted 10 application workshops throughout the state. Program process, procedures and software continue to be developed and finalized

The Hazard Mitigation Grant program completed the preliminary development of the financial tracking and reporting system. Expanded metrics are included in this report. Education and training of mitigation advisors continues. Efforts are being made to expand the outreach of mitigation services in collaboration with the LSU Agricultural Extension Service.



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State Assistance Required

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

Deliverables

Table 2: Program Deliverables

Del. ID	Deliverables	Date
00043	Homeowner and Rental Program Training Update	2/15/07
00035	Homeowner Program Policies (Monthly)	2/15/07
00025	Weekly Combined Report	2/13/07
00002	Cash Flow Projection Report	2/13/07

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 2/08	CUMULATIVE As of 2/15	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	59,644	60,592	948
	MAIL IN SYSTEM	42,915	43,518	603
	PHONE IN SYSTEM	4,187	4,381	194
	APPS IN SYSTEM	106,746	108,463	1,717
APPOINTMENTS	APPS IN SYSTEM	106,746	108,463	1,717
	APPOINTMENT LETTERS SENT	97,545	100,920	3,375
	APPOINTMENTS SCHEDULED	73,436	74,962	1,526
	APPOINTMENTS COMPLETED	74,404	78,845	4,441

- Figures are cumulative through the period indicated
- 1,717 additional applicants entered the system through applicant online entry, paper transcription, and phone entry

- 4,441 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

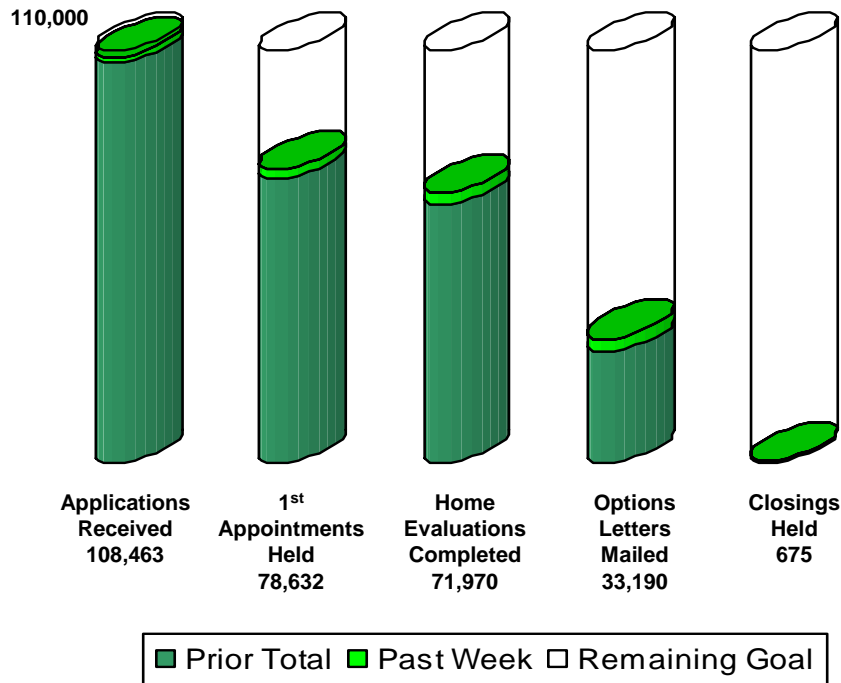
Figure 2: Homeowner Assistance Program Pipeline - Applicant Processing

	HOMEOWNER PROCESS	CUMULATIVE As of 2/08	CUMULATIVE As of 2/15	INCREASE
CALCULATIONS	APPLICATIONS IN VERIFICATION	74,404	78,845	4,441
	BENEFITS CALCULATED	36,089	41,112	5,023
	TOTAL	\$2.84 billion	\$3.29 billion	\$.45 b
	AVERAGE	\$80,351	\$81,280	
CLOSINGS	OPTIONS LETTERS SENT	29,815	33,190	3,375
	OPTIONS SELECTED	15,594	16,984	1,390
	CLOSED	590	675	85
	TOTAL	\$38.27 million	\$45.80 million	\$7.53 m
	AVERAGE	\$64,871	\$65,994	

- The \$3.29B total and \$81,280 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

- Decreased appointment throughput at the 12 Centers by 22%.
 - 2,466 appointments held (78,632 total to date)
 - 689 appointments were missed due to no shows, cancellations, reschedules and duplications
- Continued finalizing plans, scheduling configuration, and logistics to implement Long Term Advisory Sessions (formerly Second Appointments) in the Calcasieu (Lake Charles), Houston and New Orleans East Housing Assistance Centers. Phase I will include:
 - Upload/Scanning of additional documentation needed to perform calculations
 - Edits to applications
 - Guidance on selecting an option
 - Documenting applicant calculation disputes
- Continued planning for the Mobile Team deployment to the Vermilion and Terrebonne Housing Assistance Centers February 26 – March 7
 - Scheduling began Wednesday, February 14
 - Teams are contacting applicants who were scheduled for appointments at the Terrebonne and Vermilion Housing Assistance Centers March 7 – 31 to reschedule during the deployed dates

Award Calculation Activity

- Calculated an additional 5,023 grant benefits for the period (averaging \$81,280 per grant) for a total of 41,112 grants; 625 'zero' grant amounts and 40,487 'non-zero' or 'positive' grant amounts calculated
- Received 4,100 options selection letters from elderly applicants (see Table 3 for breakdown information)
- Appendix A lists Benefits Options Selection Detail by Parish
- Appendix B lists Benefits Calculated by Damaged Residence Parish

Table 3: Cumulative Elderly Benefits Options Selection

Elderly Benefits Options Selected	
• Number of Option One	3,127
• Number of Option Two	636
• Number of Option Three	337
Total Elderly Benefits Options Selected	4,100

Table 4: Options Selected Activity Including LMI Detail

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	14,299	2,251	434	16,984
Total \$ in Options Selected	\$1,274,197,285	\$185,710,204	\$ 28,447,595	\$ 1,488,355,084
Comp Grant \$ in Options Selected	\$ 753,947,367	\$132,876,437	NA	\$886,823,804
Elev Grant \$ in Options Selected	\$ 286,132,058	\$0	NA	286,132,058
ACL \$ in Options Selected	\$ 234,117,860	\$52,833,767	NA	\$ 286,951,627
Number of Options Selected by LMI	6,928	1,150	206	8284
Total \$ to LMI	\$ 696,436,611	\$110,361,373	\$ 13,351,411	\$820,149,395
Comp Grant \$ to LMI	\$ 327,661,772	\$57,527,607	NA	\$385,189,379
Elev Grant \$ to LMI	\$ 134,656,978	\$0	NA	\$134,656,978
ACL \$ to LMI	\$ 234,117,860	\$52,833,767	NA	\$ 286,951,627
% of Total Options Selected that are LMI	48%	51%	47%	49%
% of Total \$ to LMI	55%	59%	47%	55%
% of Comp Grant \$ to LMI	43%	43%	NA	43%
% of Elev Grant \$ to LMI	47%	0	NA	47%
% of ACL \$ to LMI	100%	100%	NA	100%



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- 14% 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 26% net decrease in the number of applicants considered to be LMI (based on the 1,693 verifications performed to date for this population).
- A total of 664 applicants had gone to closing and received their Road Home disbursement as of February 15, 2007. Of these applicants, 129 (19 percent) were documented as LMI.
- A total of \$ \$43,269,303 in Homeowner Assistance Program awards were disbursed as of February 15, 2007. Of these disbursements, \$7,891,152 (18 percent) went to applicants documented as LMI.

Data Verification and Closing Activity

- Assisted with the completion of 85 closings
- Closed 66 Elderly applicants to date for a total of \$4,791,748
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput
- Continued utilization of revised Pre-Closing Review process to increase throughput to First American (See Table 5: Pre-Closing Tracking Report)
- Transferred 1,195 to First American for Closing (See Table 6: Closing Milestones)
- Option 1 has been chosen in all closings held
- Appendix B reports Closings by Parish and Elderly Detail

Table 5: Pre-Closing Tracking Report

ACTIVITY	Mon 2/12	Tues 2/13	Wed 2/14	Thurs 2/15	Weekly Total
Benefits Options Letters Received in Pre-Closing	401	203	172	142	918
Files Transferred to First American for Closing	214	355	307	319	1,195
Cumulative Percent of Files on Hold*	44%	46%	48%	50%	--

* Represents the cumulative number of files place on Hold status, but in process pending additional documents.



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Table 6: Closing Milestones

MILESTONE	Previous Total	1/26-2/1	2/2-2/8	2/9-2/15	Cumulative Total
File Opened with First American	34,078	4,952	4,285	4,479	47,794
Title Search Completed	15,866	2,526	2,358	2,745	23,495
Title Examination Completed	10,566	1,419	2,097	2,289	16,371
Lender/Lienholder Document Requests Started	973	122	201	605	1,901
File Ready to Schedule for Closing	686	72	123	169	1,050

Home Evaluations (Home Inspection) Activity

Table 7: Home Evaluation Team Metrics

ACTIVITY	Prior Total	1/12-1/18	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	59,999	3,462	3,930	4,134	2,475	1,974	75,974	3,195
Work Orders Dispatched	58,570	3,739	3,652	4,243	2,628	1,925	74,757 ¹	3,237
Evaluations Completed in the Field	50,335	5,645	4,107	3,462	5,446	2,975	71,970	4,327

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 02/08 but are not yet processed.

- Cleared out backlog of homeowner issues in Issues Tracker
- Initiated 93 cases for evaluation-specific fraud investigations (spec 142), referred 0 to KPMG, and closed 0 (cumulatively 189, 22, and 30, respectively)
- Began delivery of Home Evaluation data from WorlTrac to data warehouse
- Continued resolution of CADs with spec 143. We have processed all 2,538 remaining CADs backlogged during WorlTrac transition, for a total of 8,062 processed to date, including 299 on hold pending additional research/resolution
- Approved 12,777 CADs and sent to data warehouse
- Continued to collect data on duplex records. Starting to call 1,000 duplex owners to confirm details of ownership (single-owner, multi-owner, mixed-use)
- Developed enhancements to automated QC system for more efficient processing of CADs
- Expanded QC team to expedite workflow process
- Contacted homeowners whose options letters contain changes due to correction of their allowances that were sent to the calculator



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Call Center Activity

Table 8: Call Center Metrics

ACTIVITY	Prior Total	1/12-1/18	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	Current Total	Five Week Average
Calls	362,126	19,463	23,333	23,955	23,823	22,629	475,329	22,641
Calls Abandoned	N/A	266	1,829	1,481	1,307	247	N/A	
Average Speed of Answer (minutes)*	-	-	1.46	1.74	1.20	.25	-	-
Applications Requested	30,824	409	449	2,221	1,065	932	35,900	1,015
Online Application Assists	3,540	221	260	238	194	167	4,620	216
Hardcopy Application Assists	1,481	65	51	53	58	64	1,772	58
Phone Applications	3,085	299	299	228	223	194	4,328	249
Spanish Calls	987	53	100	81	93	84	1,398	82
Vietnamese Calls	306	39	34	67	50	88	584	57
Appointments Scheduled by Phone	64,620	2,267	2,163	2,131	1,660	1,526	74,367	1,949

* Data not collected before 1/19

The Call Center has proactively added extra hours throughout the next week to handle the expected call volume due to new letters and the new Rental program. The percentage of abandoned calls was 1%. All agents have been trained to handle benefits options calls so that they can be reassigned to handle temporary surges in call volume.

Call Center Benefits Option Assistance

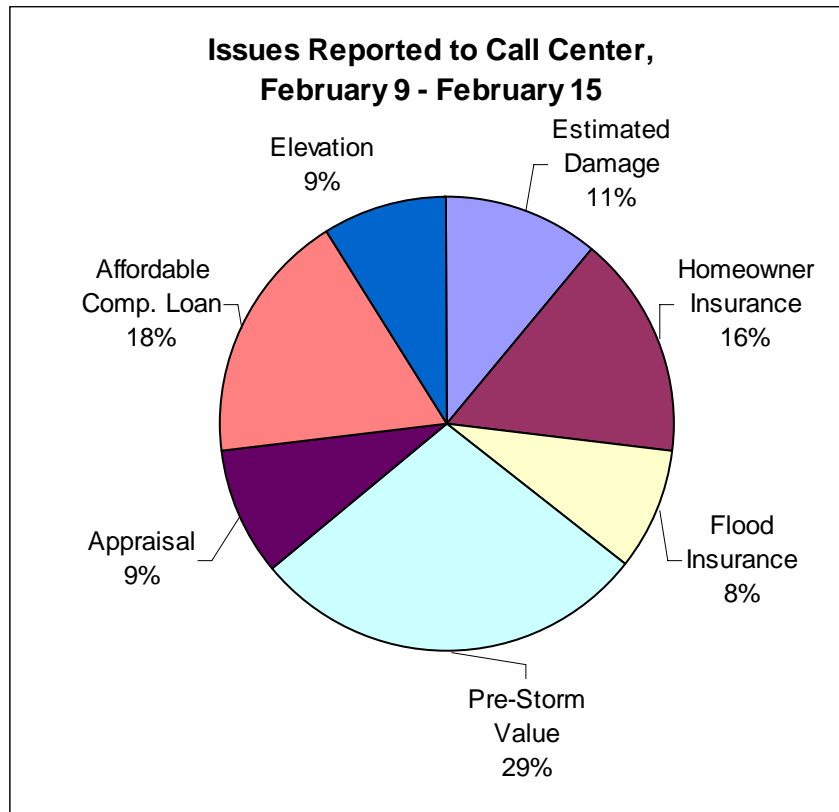
Table 9: Benefits Options Metrics

ACTIVITY	Prior Total	1/12-1/18	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	Current Total	Five Week Average
Benefits Options Assistance	31,336	609	592	249	368	208	33,362	405
Benefits Options* Transfer		4,895	3,611	3,760	4,276	4,323	20,865	4,173

* Data not collected before 1/12

The Call Center completed 208 Benefits Options Assisted calls (Tier 1) during the reporting period and transferred 4,323 Benefits Options calls to Tier 2. Sixty-five percent of the issues were resolved; the remaining 35% were entered into the JIRA Issue Tracking Software and referred to Resolution (not all are new resolution cases). Figure 4 provides further information on issues being reported.

Figure 4: Issues Reported



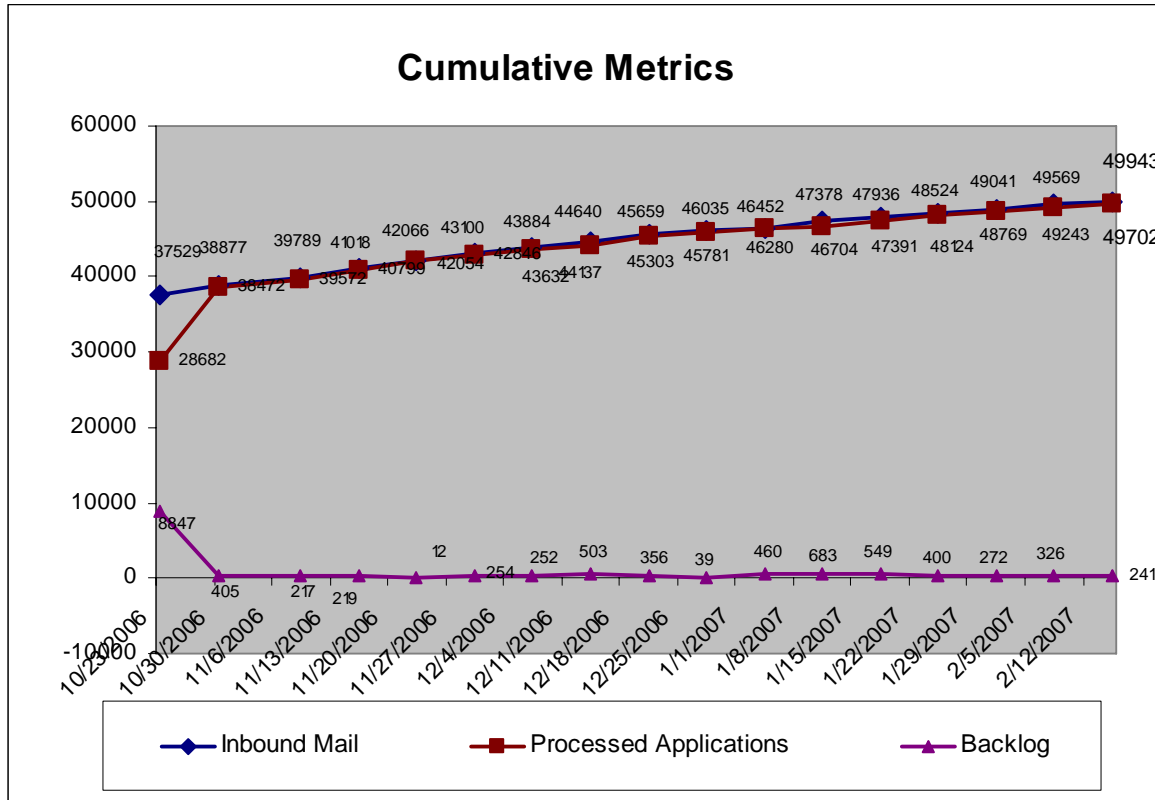
Mailroom/Data Entry Activity

Table 10: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	1/12-1/18	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	Total	Five Week Average
New paper applications received through mailroom	47,378	558	588	517	528	374	49,943	513
New paper applications entered into batch files for entry into eGrantsPlus	46,704	687	727	651	474	459	49,702	600
New paper applications remaining to be entered into eGrantsPlus	2,366	549	400	272	326	241	241	N/A

- Processed 374 pieces of mail this period (total 49,943 to date; averaging 459 per week); total mail processed for entry into eGrantsPlus is 49,702
- 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 2,466 appointments held for the week, a 22% decrease from the prior reporting period. There were 689 appointments missed by applicants for the reporting week.

Figure 6: Housing Assistance Center Appointments by Day

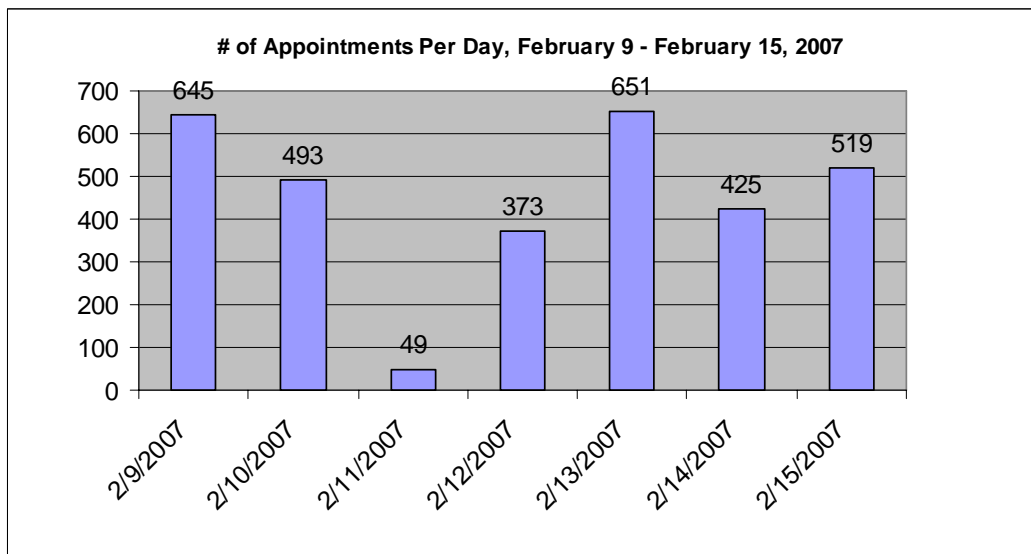
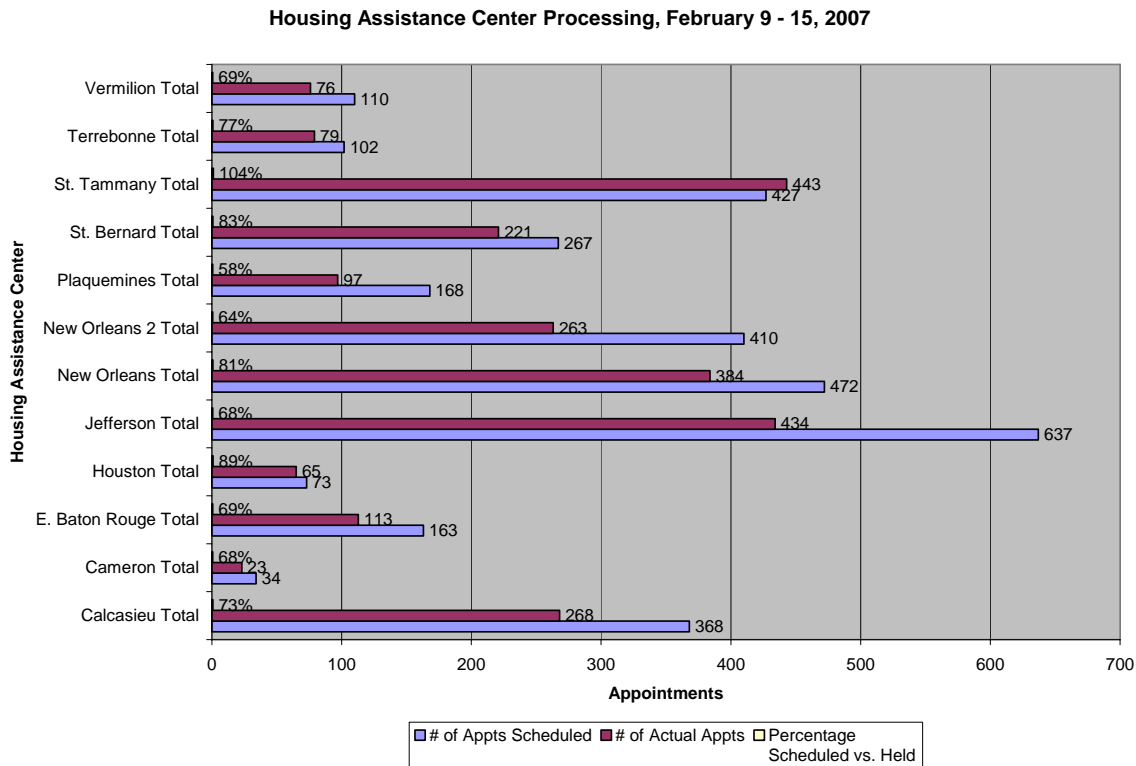


Table 11: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	1/12-1/18	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	Current Total	Five Week Average
Appointments Held	61,234	3,748	3,771	4,258	3,155	2,466	78,632	3,480
Average Daily Appointments Held		535	539	608	445	352		

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 8 also includes the number of appointments missed.

Figure 8: Weekly Scheduled and Held Appointments

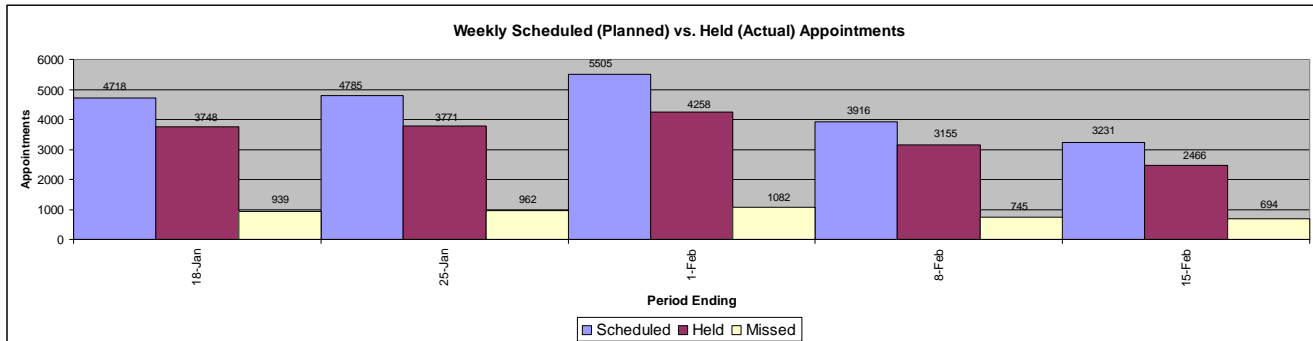


Figure 9: Average Daily Appointments by Period

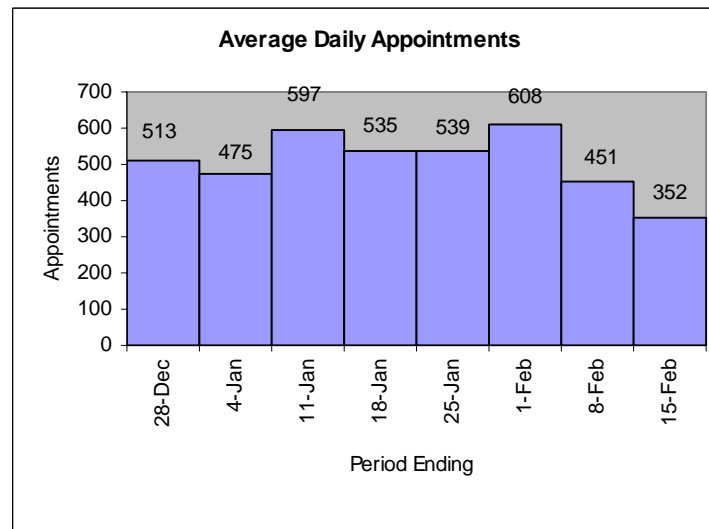


Table 12 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge, New Orleans, Calcasieu, St. Bernard, Cameron, New Orleans East and Houston Centers.

Table 12: Center Appointment Availability

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment ¹
1	East Baton Rouge	February 21, 2007	6
2	New Orleans	February 20, 2007	5
3	Calcasieu	February 19, 2007	4
4	Jefferson	March 9, 2007	24
5	St. Bernard	February 19, 2007	4
6	St. Tammany	February 28, 2007	13
7	Cameron	February 21, 2007	6
8	Plaquemines	March 17, 2007	32
9	Terrebonne	February 27, 2007	12
10	Vermilion	February 26, 2007	11
11	Houston	February 21, 2007	6
12	New Orleans East	February 19, 2007	4

¹The average number of days wait until appointment is the number of days between the last day of the reporting period (February 15, 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 13 shows the breakdown of applicants by race as reported by the applicant. Thirty-three percent designated race as Black, 33% as White. Thirty percent of the applicants available to provide race data chose not to designate race.

Table 13: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	382
American Indian/Alaska Native and White	278
American Indian/Alaskan Native/Black-African American	239
Asian	1,388
Asian and White	166
Black/African American	35,670
Black/African American and White	687
Native Hawaiian/Other Pacific Islander	106
Other Multi-Racial	1,621
White	35,374
Race Not Provided	32,552
TOTAL	108,463

RENTAL PROPERTY PROGRAM

- Received 1,616 Rental program inquiries through the Call Center
- Received 1,222 applications via mail
- Received a total of 27 emails during the reporting period originating from the “Contact Us” email on the Small Rental page of the Road Home website
 - Responded to all of these emails, resolved all except for 2 that are pending clarifications
 - Resolved 5 pending calls from the previous week
- Trained 8 new hires
- Hosted 10 Small Rental Application workshops through out the State with Outreach
- Created Application requirement follow up form and Advisor Daily Tracking Log
- Designed and trained staff on application review process
- Continued application scanning of all applications received
 - Began review of 100% of all applications received for completeness
 - Began contacting applicants to advise and documenting information for incomplete applications received
- Disseminated program information researched by HAT (Help and Technical) Room staff
- Met with HDS and MIS to discuss Ranking and Scoring Report, Round 1 workaround tool, testing for HDS system, process flow
- Gathered Metrics from workshops, War room and Data Entry
- Continued work on Lending Process Flow for Underwriting, Non-Mortgage Process flow and policy for disbursing funds after construction
- Coordinated with Outreach to schedule additional workshops to run through end of Round 1

Table 14: Rental Outreach

ACTIVITY	1/30-2/8	2/9-2/15	Current Total
# of Workshops	8	10	18
# of Attendees	587	184	771
# of people receiving one-on-one assistance	148	169	317

Table 15: 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 Housing Assistance Centers
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
February 12 th	Non-profit Round 1 launched
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)

- Completed the preliminary development of the unique automated financial tracking and reporting system that is included in the HMGP applications to GOHSEP and FEMA. Final design will require program approval by GOHSEP and FEMA. The system will be capable of full operation to make the first required monthly report 45 days after grant approval.
- Delivered mitigation information and education program to applicants at Assistance Centers coming in for “first appointments,” and continued work with the LSU Agricultural Extension Service to coordinate expanded dissemination of mitigation information to a broader spectrum of the at-risk public before hurricane season
- Established the use of revised FAQs by Mitigation Counselors to standardize responses to applicants
- Established and defined metrics to report on advice and assistance given to applicants (See Table 16)

Mitigation Counselors completed all formal training, including a two-week Housing Assistance Center integration process, on January 20th. There are 24 Mitigation Counselors (MC) organized into three teams that are operating out of nine centers. Cameron, Vermillion, and Plaquemines are all supported on an as-needed basis from the nearest staffed center. The distribution of counselors to the most active centers initially has been based on anticipated volume of applicant appointments. As the “first appointments” are declining, we will closely monitor questions, concerns, and needs of applicants and advisors

The number of contacts varies directly with the number of applicants being seen at each center. At centers where there is a waiting time, the MCs meet with applicants in the waiting rooms and offer private counseling sessions for specific questions. In centers where there is no waiting time, Homeowner Advisors refer the applicants to MCs after providing general mitigation information. In some centers, MCs “shadow” the applicants through the appointment and answer questions during the scheduled appointment. The specific methodology for integrating the MC with the applicant process is as approved and directed by each center manager.

The following table indicates the cumulative total of mitigation assistance provided through the program. Appendix E provides detail of assistance at each center and a glossary of types of Assistance for Table 16.

Table 16: Mitigation Assistance Provided (Cumulative ending 2/9/07)

Type of Assistance	
Phone Email	28
Meetings –Shadow Appt	129
Meetings IMM	1,922
Meetings Other	56
Training	43
Other Tasks	71

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Conducted site survey for Mobile Team deployments to Erath and Houma; continued conduct of planning to support subsequent deployments to Dallas and Atlanta
- Continued planning for move of project management staff from One American Place to Goodwood; completed paving of additional 55 parking spaces at Goodwood facility

HUMAN RESOURCES

- Supported implementation of Mobile Team Deployment to Dallas, Atlanta, Vermillion, and Terrebonne to handle up to 400 appointments
- Continued hiring and training to provide support for Resolution and Closing Teams and Rental program



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- Collaborated with the Office of Community Development on a Workforce Management Plan, concentration in the Homeowner Program staffing at this time.
- Began planning for Outreach to HUD Housing residents in New Orleans (week of February 26) and Resume Workshop/Job Fair for New Orleans Black Chamber of Commerce

POLICY & PLANS

- Delivered Homeowner program policies monthly update to the State
- Drafted policy guidance for overriding 3rd party verified insurance and FEMA awards. Awaiting final clarification from MIS before distributing to staff
- Completed JIRA Issue Tracker business rules and distributed to staff.
- Updated pre-storm value and elevation guidance documents; plan to distribute to staff this week
- Continued work on processing mobile homeowners to closing
- Met with State to discuss appeals process including defining the scope of Resolution, *Road Home* Appeal, and State Appeal as well as instructions for applicants wishing to file an appeal
- Worked with MIS to develop requirements for Microsoft Audit Application and eGrants 5.0 release
- Revised Option 2 closing documents to accommodate homeowners on leased land
- Continued to revise and update policy FAQs for general distribution to staff
- Began planning for implementation of 2nd disbursements/2nd Closings
- Provided on-site policy support to Resolution team
- Met with Rental team to determine next steps for processing owner-occupants of 3 and 4 unit properties

TRAINING

- To date, 73 people have completed the Homeowner Construction Representative Online Training Course
- To date, 623 employees have registered for Online Training and a total of 2312 module exams have been completed.
- To date, 395 employees have completed the Information Security and Management online training module.
- Delivered 4-hour Small Rental Property Program Orientation to 9 people on February 12, 2007
- Delivered 4-hour Closing Team Issues on Option Letter Reviews Training to 15 Closing Team members on February 13, 2007
- Delivered 2 sessions of the 4-hour Closing Team Issues on Option Letter Reviews Training to 57 Closing Team members on February 14, 2007
- Delivered 2.5-hour Rental Program Overview for 19 Tier 2 Call Center Agents on February 14, 2007
- Delivered 3 sessions of the 2-hour eGrantsPlus training for 71 Call Center Agents on February 15, 2007



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Table 17: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
External	Homeowner Construction Representative Online Training Course	HCRs	Online	As of February 15, 2007	73
Internal	RH Online Training	Homeowner Program Staff	Online	As of February 15, 2007	623
Internal	RH Information Security and Management online training	All Road Home Staff	Online	As of February 15, 2007	395
Internal	RH Small Rental Property Repair Program Orientation	Road Home Employees (Rental Program)	Customer Assistance Center Baton Rouge, LA	February 12, 2007	9
Internal	Closing Team Issues on Option Letter Reviews Training	Closing Team	East Baton Rouge Housing Assistance Center Baton Rouge, LA	February 13, 2007	15
Internal	Closing Team Issues on Option Letter Reviews Training	Closing Team	East Baton Rouge Housing Assistance Center Baton Rouge, LA	February 14, 2007	27
Internal	Closing Team Issues on Option Letter Reviews Training	Closing Team	East Baton Rouge Housing Assistance Center Baton Rouge, LA	February 14, 2007	30
Internal	Rental Program Overview	Tier 2 Call Center Agents	Customer Assistance Center Baton Rouge, LA	February 14, 2007	19
Internal	eGrantsPlus for Call Center Agents	Call Center Agents	Customer Assistance Center Baton Rouge, LA	February 15, 2007	23
Internal	eGrantsPlus for Call Center Agents	Call Center Agents	Customer Assistance Center Baton Rouge, LA	February 15, 2007	24
Internal	eGrantsPlus for Call Center Agents	Call Center Agents	Customer Assistance Center Baton Rouge, LA	February 15, 2007	24

EXTERNAL AFFAIRS

Community Outreach

Table 18: Community Outreach Metrics

Meeting Type	Events Week 2/9-2/15	People Reached Week 2/9-2/15	Events To Date	People Reached To Date
Community	6	463	220	19,908
Faith Based			50	5,110
Business	1	48	9	299
Governmental	1	40	89	2,647
Case Managers	1	63	57	1,335
Rental	10	469	18	946
TOTALS	19	1,083	443	30,245

- Held Homeowner program informational session at:
 - ACORN general membership meeting, Lower Ninth Ward
 - Desaix Neighborhood Association meeting
 - Celebration Church Campus, Laplace Campus
- Made a presentation at the Vietnamese New Year Celebration. Provided Small Rental Property Program and Homeowner applications and information to the members of St. Agnes Le Thi Than Catholic Church in Marrero
- Made a presentation at the New Orleans Regional Black Chamber of Commerce meeting regarding the four partnering opportunities currently available with the program
- Met with the Urban League of Houston for future outreach event planning
- Held a Road Home information session Greenspoint Mall in Houston

In support of the Rental program:

- Held ten Small Rental Property Program information and application sessions:
 - Lake Charles
 - Cameron Parish
 - Plaquemines Parish
 - New Orleans, Jewish Community Center
 - New Orleans, East
 - New Orleans, Holy Angels Church
 - New Orleans, Lake View
 - Houma
 - Acadia Parish
 - Iberia Parish
- Gave summary of Small Rental Property Program at the Iberia Parish Council meeting emphasizing the importance of Iberia rental property owners applying in the first round
- Made Small Rental Property Program and Homeowner presentations at the GNODRP Case Manager Training Institute

- Gave presentation on Small Rental Property Program to the Calcasieu Long Term Recovery Group, explaining specifics on non-profit set-aside

Communications

In support of Homeowner program:

- Continued planning for launch events for the Dallas/Atlanta mobile center including direct mail, advertising (print/radio/online) and outreach events
- Completed Louisiana and Mississippi Housing Recovery monthly comparison presentation
- Revised Mitigation Booklets for HACs
- Updated General Homeowners fact sheets

In support of Rental program:

- Hosted media availability session for non-profit application funding
- Drafted and issued media release announcing non-profit rental applications
- Drafted and issued media advisory for rental outreach workshops
- Drafted and issued email blast to non-profit organizations announcing newly available applications
- Distributed additional application handbooks to housing assistance centers and various outreach groups
- Created online search words for Rental program

Public Information

- Conducted activities in Atlanta, GA including:
 - 30 African-American media outlets in Georgia and Alabama to promote the Road Home program in anticipation of work sessions on small rental program and mobile dispatch unit scheduled for mid-March.
 - Churches in Atlanta with large numbers of potential Road Home applicants to promote mobile dispatch unit and encourage Road Home applications
 - Worked to secure locations for mobile dispatch unit and sites for preliminary information sessions
 - Worked with outreach team and Katrina Aid Today (KAT) agencies to reach more potential applicants in Georgia
- Supported several small rental workshops throughout the state.
- Answered numerous media inquiries and scheduled interviews for radio, TV and newspapers
- Supported hearings held by the LA Legislature
- Attended New Orleans non-profit event
- Researched Spanish translations and future networking with Community Outreach.
- Researched LA and TX media lists. Contacted Community Outreach staff for event updates.
- Attended Homeowner program event in Hammond
- Worked with media on Dallas mobile unit center
- Conducted Outreach to potential Vietnamese applicants including:

- Visited Chua Bo De (Buddhist Temple) and dropped 60 copies of Homeowner/Small Rental fact sheets and 30 Homeowner/Small Rental both applications.
- Visited Chua Lien Hoa Temple and dropped 60 copies of Homeowner/Small Rental fact sheets and 30 Homeowner/Small Rental applications
- Visited St. Agnes Le Thi Thanh Church to arrange for the outreach on Saturday and Sunday 11 & 12
- Coordinated an interview with Cyndi Nguyen (St. Bernard/Plaquemine Center Manager) and the Vietnamese Radio Network
- Conducted 50-minute live interview with Vietnamese Public Radio. Open line for listener to call in
- Participated in Vietnamese outreach workshop at St. Agnes Le Thi Thanh Church on their New Year Festival days
- Outreach activities to Vietnamese evacuees in Houston.
- Contacted Tieng Nuoc Toi radio, Saigon Houston radio, and Little Saigon radio to arrange for interview
- Distributed Homeowner/Small Rental fact sheets to Vietnamese media

MIS

- Completed installation and configuration of the JIRA Issue Tracker system external front-end server; the site is available at <https://issues.road2la.org>
- Expanded the Citrix server environment to include the Citrix Secure Gateway, allowing secure external access to the HDS application
- Completed installation of the permanent WAN circuit for NO East facility improving both reliability and throughput at that location

FRAUD PREVENTION

- Participated in bi-weekly antifraud meeting with ICF and OCD/SLA and weekly QA/QC meeting with OCD
- Met with Small Rental to discuss fraud prevention measures related to identify verification procedures
- Progressed with File Review Plan phases 1, 2 and 3
- Attended training regarding Closing Team Issues on Option Letter Reviews
- Performed antifraud, waste, and abuse data analytics, discussed results with ICF and State

Table 19: Fraud Prevention Metrics

ACTIVITY	Prior Totals	1/12-1/18	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	Current Total
Applicant Issues Reported to Anti-Fraud	23	2	2	14	3	3	47
Evaluator Issues Reported to Anti-Fraud	2	-	-	-	-	1	3
Third-Party Issues Reported to Anti-Fraud	7	-	-	1	4	1	13

QUALITY ASSURANCE AND CONTROL

- Reviewed closing files and made recommendations regarding file handling
- Reviewed 168 PDF files of option letters (5% sample of batch of 3350) and approved for mailing
- Continued coordinating with Closing Team to enhance throughput of files transferred to First American
- Continued participation in training closing team members relative to procedures to review closing files
- Presented to OCD and legislative auditors the QAQC enhancement plans in weekly QAQC meeting to discuss quality measures in Road Home Program
- Participated in development of Microsoft audit application (RHADS --Road Home Application Data System)
- Assisted with development of tool to recalculate affordable loan when applicant declines elevation

COMPLIANCE

- Worked with Legislative Auditors on various requests and issues to include setting up interviews, producing documents, site visits, and travel audit
- Coordinated with OCD and returned service on information subpoena
- Continue to work with Microsoft on new audit tool program
- Worked with several individuals on QAQC plan and presenting to OCD
- Continued working with KPMG to develop Anti-Fraud and internal controls to prevent and detect Fraud, Waste, and Abuse within the program
- Continued to develop lines of positive communication with Federal, state, and local law enforcement and administrative officials

SPECIAL NEEDS ADVISORY TEAM

- Continued to revise draft policy regarding outside referrals based on feedback from program staff and Counsel
- Followed up on issues brought up by stakeholders at the previous week's meeting

- Provided Quick Reference Guide and Full Resource Guide for submission to the client
- Held conference call with Logistics regarding placement of Louisiana Spirit Stress Managers in the Centers within the next few weeks
- Developed Special Needs training outline for Call Center staff
- Conducted two trainings (Louisiana Spirit and Special Needs staff) for Call Center staff
- Began developing strategies to incorporate Special Needs issues into work of mobile teams
- Developed Mental Health Resource flyer for staff
- Distributed weekly email to Special Needs Liaisons. Corresponded with Liaisons during the week to address issues arising in the Centers such as referrals and interpreters
- Began developing a reporting system for measuring number of referrals to outside agencies
- Held conference call with representative from the Small Rental Program to coordinate ways special needs can assist in the program
- Began research on assisting HACs working with applicants with low literacy
- Updated resource guide
- Began review of activity book for children coming to HACs; Reaching out to child mental health experts
- Sent email to Special Needs Liaisons and communication throughout the week with liaisons as issues arise
- Spoke with representatives from First American Title about linking staff to mental health services



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
Parish	Option 1	Option 2	Option 3	Total
ACADIA	10	2	-	12
ALLEN	10	4	-	14
ASCENSION	10	1	-	11
ASSUMPTION	4	-	-	4
BEAUREGARD	37	6	-	43
CALCASIEU	711	78	2	791
CAMERON	145	45	2	192
CATAHOULA	1	-	-	1
EAST BATON ROUGE	45	3	-	48
EAST FELICIANA	4	2	-	6
IBERIA	101	8	-	109
IBERVILLE	6	2	-	8
JACKSON	1	-	-	1
JEFFERSON	2,420	46	7	2,473
JEFFERSON DAVIS	42	4	-	46
LAFAYETTE	7	2	-	9
LAFOURCHE	21	1	1	23



Weekly Situation & Pipeline Report

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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
LIVINGSTON	18	3	1	22
NATCHITOCHE	1	-	-	1
ORLEANS	6,861	804	240	7,905
PLAQUEMINES	266	132	8	406
POINTE COUPEE	1	-	-	1
RAPIDES	1	-	-	1
SABINE	-	1	-	1
SAINT BERNARD	1,256	963	154	2,373
SAINT CHARLES	35	-	-	35
SAINT HELENA	6	-	-	6
SAINT JAMES	6	-	-	6
SAINT LANDRY	9	3	-	12
SAINT MARTIN	9	1	-	10
SAINT MARY	23	5	-	28
SAINT TAMMANY	1,641	65	16	1,722
ST JOHN THE BAPTIST	57	-	-	57
TANGIPAHOA	44	9	-	53
TERREBONNE	178	24	-	202
VERMILION	257	30	2	289
VERNON	2	-	-	2
WASHINGTON	52	7	1	60
WEST BATON ROUGE	1	-	-	1
Total	14,299	2,251	434	16,984



APPENDIX B

Benefits Calculated by Damaged Residence Parish

Parish	Count
Acadia	20
Allen	27
Ascension	16
Assumption	10
Beauregard	83
Calcasieu	1,586
Cameron	585
Catahoula	1
De Soto	1
East Baton Rouge	74
East Feliciana	8
Iberia	207
Iberville	17
Jackson	1
Jefferson	5,449
Jefferson Davis	94
Lafayette	13
Lafourche	34
Livingston	36
Natchitoches	1
Orleans	21,528
Other	1
Ouachita	2
Plaquemines	829
Pointe Coupee	1
Rapides	1
Sabine	1
Saint Bernard	5,774
Saint Charles	60
Saint Helena	19



Weekly Situation & Pipeline Report

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Parish	Count
Saint James	12
Saint Landry	14
Saint Martin	17
Saint Mary	39
Saint Tammany	3,459
St John the Baptist	83
Tangipahoa	74
Terrebonne	352
Vermilion	499
Vernon	3
Washington	78
West Baton Rouge	3
Grand Total	41,112

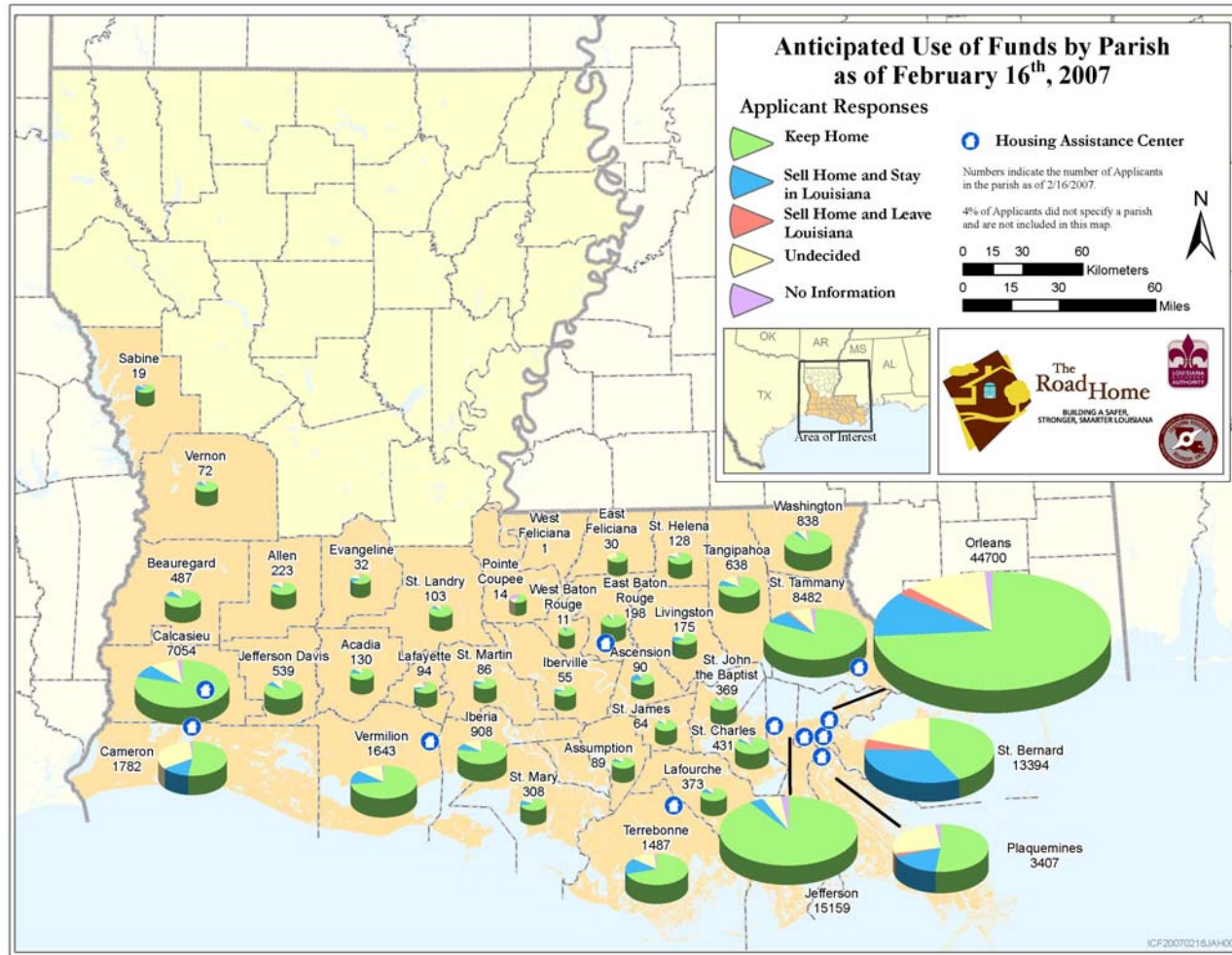


APPENDIX C

Closings by Parish– Applicants have received funds

Parish	Number of Closings
Allen	1
Saint Bernard	43
Calcasieu	54
Cameron	3
Saint Charles	3
East Baton Rouge	1
Iberia	5
Jefferson Davis	3
Jefferson	196
Lafayette	1
Orleans	208
Plaquemines	2
St John the Baptist	3
Saint Tammany	121
Tangipahoa	1
Terrebonne	4
Vermilion	20
Washington	2
Pilot-Not Available	4
Total	675

APPENDIX E





APPENDIX F

Mitigation Assistance by Housing Assistance Center

Housing Assistance Center	Phone/Email	Meetings-Shadow Appt.	Meetings-IMM	Meetings-Other	Training	Other Tasks
Cameron	-	5	22	7	-	3
Calcasieu	5	15	36	7	10	20
East Baton Rouge	1	46	10	16	2	35
Jefferson	12	12	751	8	13	1
New Orleans East	2	-	20	-	-	-
Orleans	-	9	161	10	11	7
Plaquemines	-	-	-	-	-	-
St. Bernard	2	-	40	2	2	-
St. Tammany	6	42	864	-	5	1
Vermilion	-	-	18	6	-	4
Total	28	129	1,922	56	43	71

Phone/Email Responding to questions from applicants or advisors over the phone or email regarding mitigation.

Meetings-Shadow Appts Participating with Housing Advisor's Meetings with applicants.

Meetings-IMM Conversation applicants or housing advisors specifically related to Mitigation Measures. This includes presentations to applicants in the waiting rooms, in Mitigation offices, or other settings.

Meetings-Other Road Home related meetings not specifically for discussing mitigation (i.e., center staff meetings, training/orientations, and Housing Advisor Team integration of Mitigation staff into center functions).

Training Attending required training including Road Home training online.

Other Tasks Working on tasks (i.e., Power Point presentations for community outreach) or for support tasks not fitting into the other categories.

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.