



The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home **Week 34 Situation & Pipeline** **Report**

February 27, 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 2,017 applicants. The Housing Assistance Centers were closed on Tuesday, February 20th for the Mardi Gras holiday. The number of benefits calculated increased to 43,568. In addition, 330 closings were completed during the period (1,005 total). Homeowners returned 812 options letters increasing the number of benefits options selected to a total of 17,734. The option breakdown is shown below.

Table 1: Homeowner Program Snapshot

Activity	As of COB February 15	Weekly Activity	As of COB February 22
Number of Applications Recorded	108,463	1,208	109,671
Number of Appointment Letters Mailed	99,546	1,166	100,712
Number of 1 st Appointments Scheduled	74,962	1,278	76,240
Number of 1 st Appointments Held	78,632	1,951	80,583
Number of 1 st Appointments Completed*	76,845	2,017	78,862
Number of Home Evaluations Completed	71,970	2,251	74,221
Number of Benefits Calculated	41,112	2,456	43,568
Number of Benefits Options Letters Sent	33,190	4,908	38,098
<i>Benefit Options Selected:</i>			
➤ Number of Option One	14,299	605	14,904
➤ Number of Option Two	2,251	117	2,368
➤ Number of Option Three	434	28	462
Total Benefits Options Selected	16,984	750	17,734
Files Transferred for Closing	8,489	812	9,301
Closings Scheduled to Occur		1,277	2,261
Closings Held	675	330	1,005

* Prior week's number of 1st appointments completed was incorrectly reported 4,441, actual 1st appointments completed was 2,441. Cumulative totals were correct.

The Rental program continued dissemination and collection of applications (1,580) for Round 1 of the program. The program hosted 4 application workshops throughout the State. Program process, procedures and software continue to be developed and finalized

The Hazard Mitigation Grant program continues to offer assistance via phone/email (46 cumulative, shadow appointments (145 cumulative), meetings-IMM (3,080 cumulative), and meetings-other (105 cumulative). Mitigation advisors are receiving additional training to aid with month end closings.



Weekly Situation & Pipeline Report

Week 34

February 16 – February 23, 2007

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
00056	Housing Development Monitoring Plan	2/16/07
00025	Weekly Combined Report	2/21/07
00002	Cash Flow Projection Report	2/21/07

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 2/15	CUMULATIVE As of 2/22	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	60,592	61,408	816
	MAIL IN SYSTEM	43,518	43,766	248
	PHONE IN SYSTEM	4,381	4,497	116
	APPS IN SYSTEM	108,463	109,671	1,208
APPOINTMENTS	APPS IN SYSTEM	108,463	109,671	1,208
	APPOINTMENT LETTERS SENT	99,546	100,712	1,166
	APPOINTMENTS SCHEDULED	74,962	76,240	1,278
	APPOINTMENTS COMPLETED	76,845	78,862	2,017

- Figures are cumulative through the period indicated
- 1,208 additional applicants entered the system through applicant online entry, paper transcription, and phone entry

- 2,017 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 2/15	CUMULATIVE As of 2/22	INCREASE
CALCULATIONS	APPLICATIONS IN VERIFICATION	76,845	78,862	2,017
	BENEFITS CALCULATED	41,112	43,568	2,456
	TOTAL	\$3.29 billion	\$3.49 billion	\$.20 b
	AVERAGE	\$81,280	\$81,486	
CLOSINGS	OPTIONS LETTERS SENT	33,190	38,098	4,908
	OPTIONS SELECTED	16,984	17,734	750
	FUNDS DISBURSED*	675	738	63
	TOTAL	\$45.80 million	\$49.24 million	\$3.44 m
	AVERAGE	\$65,994	\$66,727	

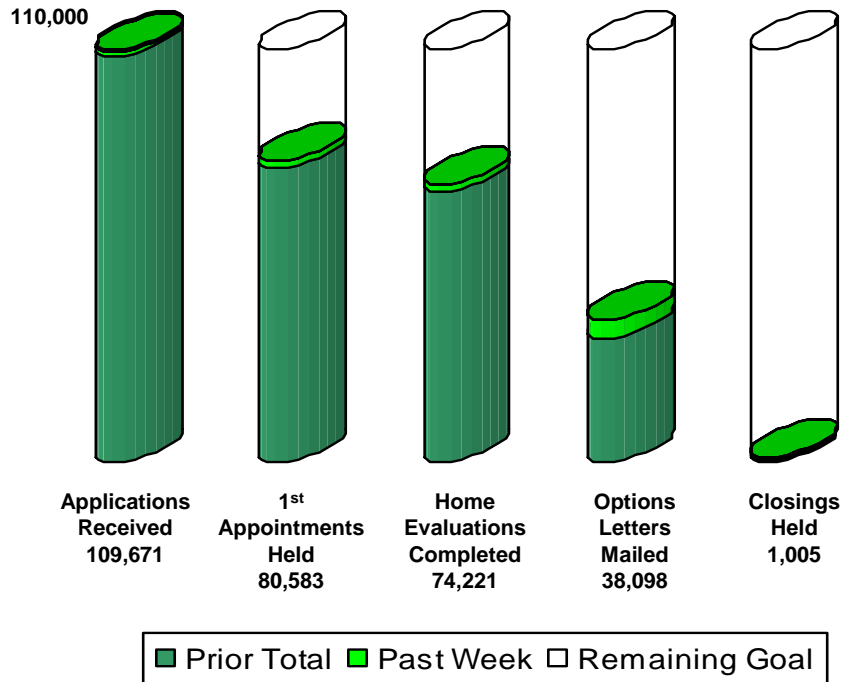
- The \$3.49B total and \$81,486 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes affordable loan calculations, compensation grants, and elevation grants, but does not include ‘zero’ grant awards)

- All closed applicants have selected Option 1

- Applicants’ initial options selection are in Appendix A

- *Reporting change: Previously reported Closing category has been changed to Funds Disbursed. As of 2/22, 1,005 closings had taken place; with funds disbursed for 738 of those closings to the applicants’ lending institutions

Figure 3: Homeowner Program Progress



Housing Assistance Center Activity

- Decreased appointment throughput decreased at the 12 Centers by 21%
 - 1,951 appointments held (80,583 total to date)
 - The Housing Assistance Centers were closed Tuesday, February 20th due to Mardi Gras Holiday
 - 822 appointments were missed for the reporting week due to no shows, cancellations, reschedules and duplications
- Continued progress to finalize plans, scheduling and logistics for the Long Term Advisory Session. Additional services have been added:
 - Referral Services
 - Financial Services
 - What's in My Backyard? (WIMBY) Tool
- Held train the trainer sessions on software applications that will be used during the Long Term Advisory Session
 - eGrants
 - JIRA (Issue Tracking Training)
 - Review of Policy and Procedures for implementation
- Began scheduling for the Dallas Mobile Team Deployment March 12-21, 2007
 - Monday – Saturday, 9:00 am – 6:00 pm and Sunday 1:00 pm – 6:00 pm, Ruthe Jackson Center, 3113 S. Carrier Parkway, Grand Prairie, TX 75052

Award Calculation Activity

- Calculated an additional 2,456 grant benefits for the period (averaging \$81,486 per grant) for a total of 43,568 grants; 619 ‘zero’ grant amounts and 42,949 ‘non-zero’ or ‘positive’ grant amounts calculated
- Received 4,264 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	
<i>Number of Option One</i>	3,248
<i>Number of Option Two</i>	665
<i>Number of Option Three</i>	351
Total Elderly Benefits Options Selected	4,264

Table 4: Options Selected Activity Including LMI Detail

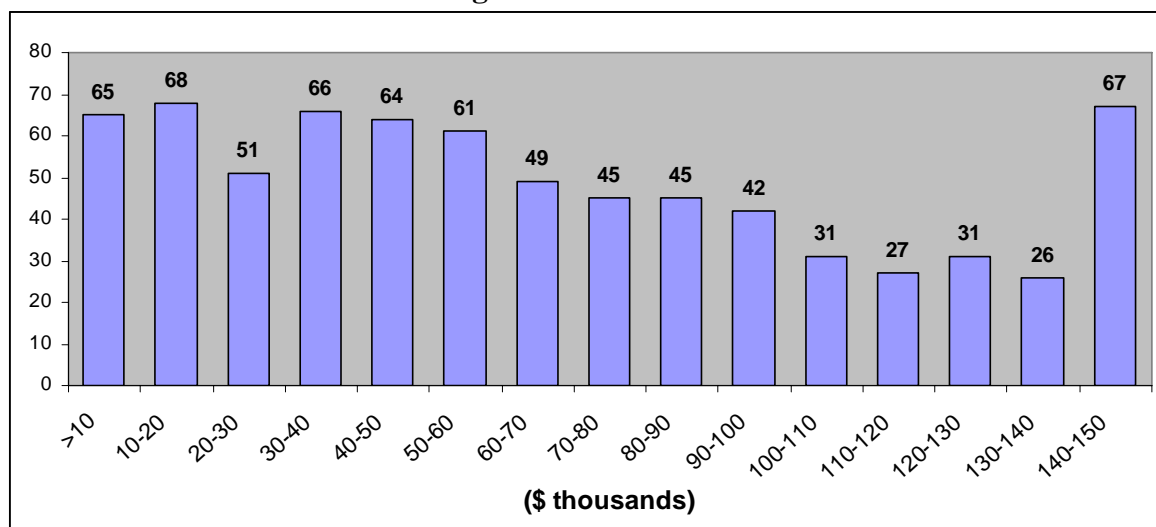
Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	14,904	2,368	462	17,734
Total \$ in Options Selected	\$1,330,516,842	\$196,789,433	\$ 30,070,112	\$ 1,488,355,084
Comp Grant \$ in Options Selected	\$ 786,684,084	\$140,912,049	\$ 30,070,112	\$957,666,245
Elev Grant \$ in Options Selected	\$ 299,771,439	\$0	NA	\$299,771,439
ACL \$ in Options Selected	\$ 244,061,319	\$55,877,383	NA	\$ 299,938,702
Number of Options Selected by LMI	7,223	1,221	219	8663
Total \$ to LMI	\$ 727,842,083	\$117,784,134	\$ 14,145,279	\$859,771,496
Comp Grant \$ to LMI	\$ 342,735,145	\$61,906,750	\$ 14,145,279	\$418,787,174
Elev Grant \$ to LMI	\$ 141,045,619	\$0	NA	\$141,045,619
ACL \$ to LMI	\$ 244,061,319	\$55,877,383	NA	\$299,938,702
% of Total Options Selected that are LMI	48%	51%	47%	49%
% of Total \$ to LMI	55%	60%	47%	57%
% of Comp Grant \$ to LMI	43%	44%	NA	44%
% of Elev Grant \$ to LMI	47%	0	NA	47%
% of ACL \$ to LMI	100%	100%	NA	100%

- 37% of LMI applicants with options selected 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-October 25 applicants has so far resulted in a 27% net decrease in the number of applicants considered to be LMI (based on the 1,779 verifications performed to date for this population)
- A total of 738 applicants had gone to closing and received their Road Home disbursement as of February 22, 2007; of these applicants, 153 (20 percent) were documented as LMI
- A total of \$49,244,764 in Homeowner Assistance Program awards were disbursed as of February 22, 2007; of these disbursements, \$9,905,043 (20 percent) went to applicants documented as LMI

Data Verification and Closing Activity

- Continued utilization of revised Pre-Closing Review process to increase throughput to First American to meet closing goal of 2,300 (See Table 5: Pre-Closing Tracking Report)
- Transferred 1,116 to First American for Closing (See Table 6: Closing Milestones)
- Assisted with the completion of 330 closings, (1,005 cumulative, 153 also received affordable compensation loans); race/ethnicity detail given in Table 7: Closings by Race/Ethnicity and Figure 4: Award Size
- Closed 77 Elderly applicants to date for a total of \$5,720,165; all closed applicants have chosen Option 1
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput
- Option 1 has been chosen in all closings held
- Appendix C reports Closings by Parish and Zip Code

Figure 4: Award Size





Weekly Situation & Pipeline Report

Week 34

February 16 – February 22, 2007

Table 5: Pre-Closing Tracking Report

ACTIVITY	Fri 2/16	Mon 2/19	Tues 2/20	Wed 2/21	Thurs 2/22	Weekly Total
Benefits Options Letters Received in Pre-Closing	156	181	--	238	505	1,080
Files Transferred to First American for Closing	304	190	--	311	311	1,116
Cumulative Percent of Files on Hold*	52%	53%	--	54%	54%	--

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

Table 6: Closing Milestones

MILESTONE	Previous Total	1/26- 2/1	2/2- 2/8	2/9- 2/15	2/16- 2-22	Cumulative Total
File Opened with First American	34,078	4,952	4,285	4,479	3,010	50,804
Title Search Completed	15,866	2,526	2,358	2,745	2,181	25,676
Title Examination Completed	10,566	1,419	2,097	2,289	1,662	18,033
Lender/Lienholder Document Requests Started	973	122	201	605	923	2,824
File Ready to Schedule for Closing	686	72	123	169	956	2,006

Table 7: Closings By Race/Ethnicity

Race	# of Closings
Race Not Provided	46
American Indian/Alaska Native	1
American Indian/Alaskan Native/Black-African American	2
Asian	19
Black/African American	279
Black/African American and White	8
Native Hawaiian/Other Pacific Islander	3
Other Multi-Racial	11
White	369
Total	738

Home Evaluations (Home Inspection) Activity

Table 8: Home Evaluation Team Metrics

ACTIVITY	Prior Total	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	2/16-2/22	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	63,458*	3,930	4,134	2,947*	2,386*	1,466	78,321	2,973
Work Orders Dispatched	62,308	3,652	4,243	3,130*	1,925	2,036	77,295 ¹	2,997
Evaluations Completed in the Field	55,980	4,107	3,462	5,446	2,975	2,251	74,221	3,648

* Numbers adjusted from prior week report due to updated reports from contractors

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.

- Submitted v11 of the Protocols for Estimating Housing Replacement Costs
- Implemented additional enhancements to Worltrac QC tool
- Working to address homeowner issues in Issues Ttracker
- Processed approximately 600 CADs for policy and procedure issues (Spec 143) this week for a total of 8,662 processed to date
- Worked with Small Rental Program team to develop draft minimum standards specs for rental units to receive awards
- Completed review of mobile homes to ensure they were evaluated with correct checklist
- Approved and sent to data warehouse 2,255 CADs
- Continued to collect data on duplex records; called 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

Call Center Activity

Table 9: Call Center Metrics

ACTIVITY	Prior Total	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	2/16-2/22	Current Total	Five Week Average
Calls	381,589	23,333	23,955	23,823	22,629	19,592	494,921	22,666
Calls Abandoned	N/A	1,829	1,481	1,307	247	1,304	N/A	
Average Speed of Answer (minutes)*	-	1.46	1.74	1.20	0.25	0.81	-	-
Applications Requested	31,233	449	2,221	1,065	932	650	36,550	1,063



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ACTIVITY	Prior Total	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	2/16-2/22	Current Total	Five Week Average
Online Application Assists	3,761	260	238	194	167	141	4,761	200
Hardcopy Application Assists	1,546	51	53	58	64	50	1,822	55
Phone Applications	3,384	299	228	223	194	116	4,444	212
Spanish Calls	1,040	100	81	93	84	92	1,490	90
Vietnamese Calls	345	34	67	50	88	92	676	66
Appointments Scheduled by Phone	66,887	2,163	2,131	1,660	1,526	1,281	75,648	1,752

* 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 6%. 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 10: Benefits Options Metrics

ACTIVITY	Prior Total	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	2/16-2/22	Current Total	Five Week Average
Benefits Options Assistance	31,945	592	249	368	208	342	33,704	352
Benefits Options* Transfer	4,895	3,611	3,760	4,276	4,323	3,308	24,173	3,856

* Data not collected before 1/12

The Call Center completed 342 Benefits Options Assisted calls (Tier 1) during the reporting period and transferred 3,308 Benefits Options calls to Tier 2.

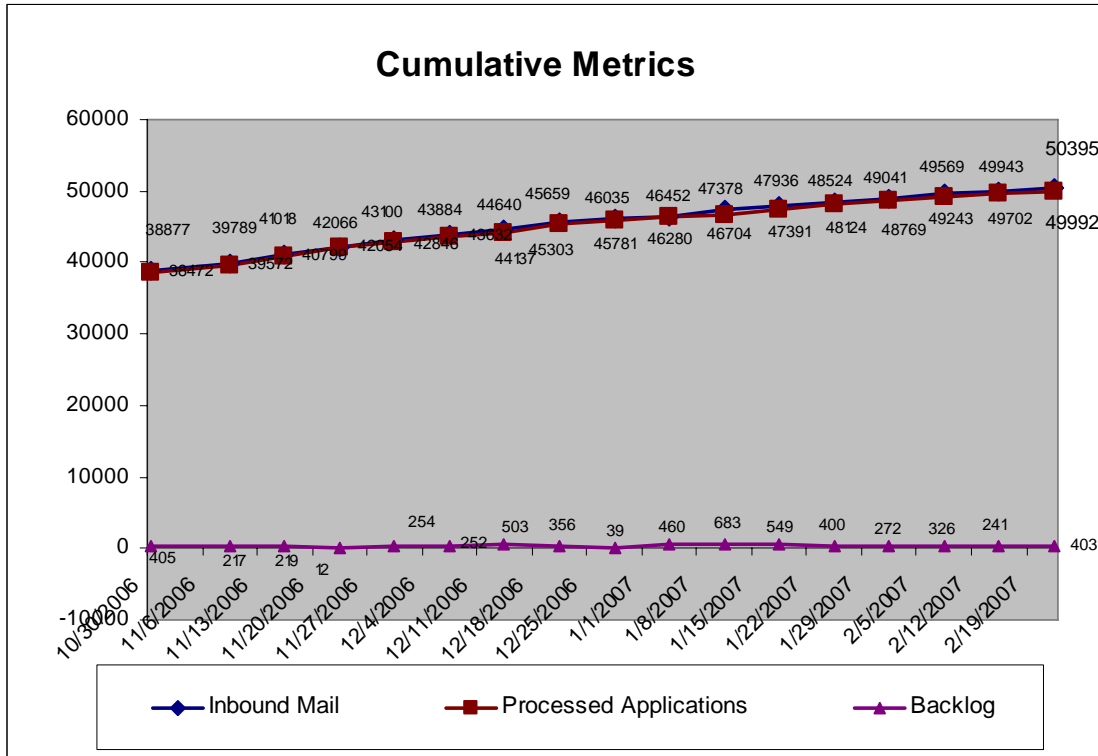
Mailroom/Data Entry Activity

Table 11: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	2/16-2/22	Total	Five Week Average
New paper applications received through mailroom	47,936	588	517	528	374	452	50,395	492
New paper applications entered into batch files for entry into eGrantsPlus	47,391	727	651	474	459	290	49,992	520
New paper applications remaining to be entered into eGrantsPlus	2,915	400	272	326	241	403	403	N/A

- Processed 452 pieces of mail this period (total 50,395 to date; averaging 492 per week); total mail processed for entry into eGrantsPlus is 49,992
- 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 1,951 appointments held for the week, a 21% decrease from the prior reporting period. The Housing Assistance Centers were closed February 20th for the Mardi Gras holiday. There were 822 appointments missed by applicants for the reporting week.

Figure 6: Housing Assistance Center Appointments by Day

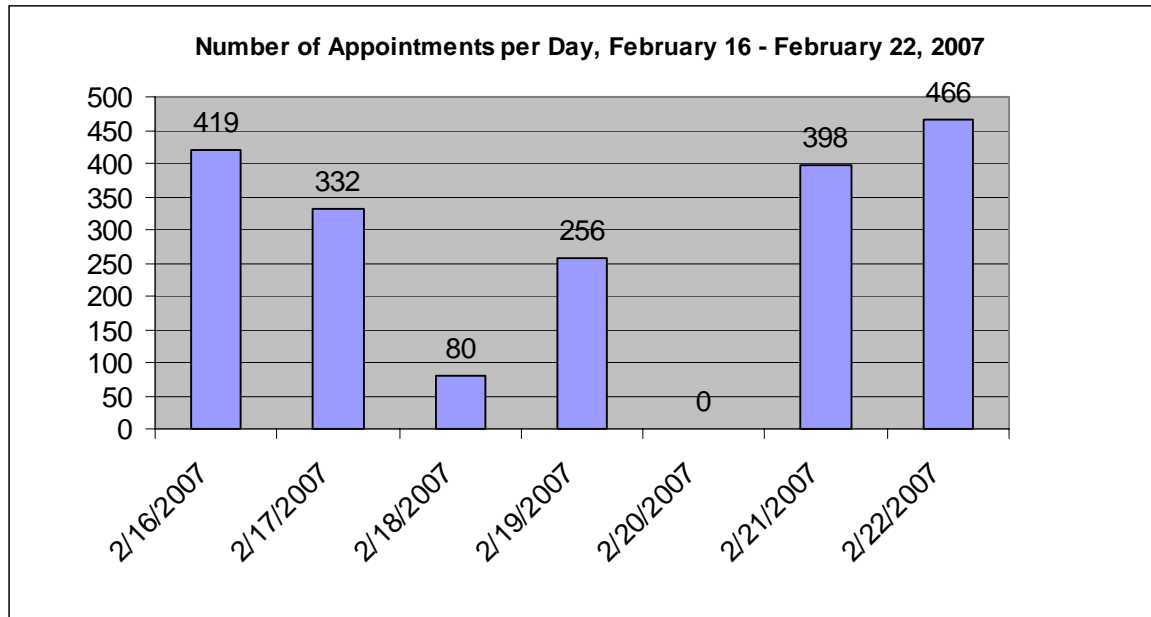
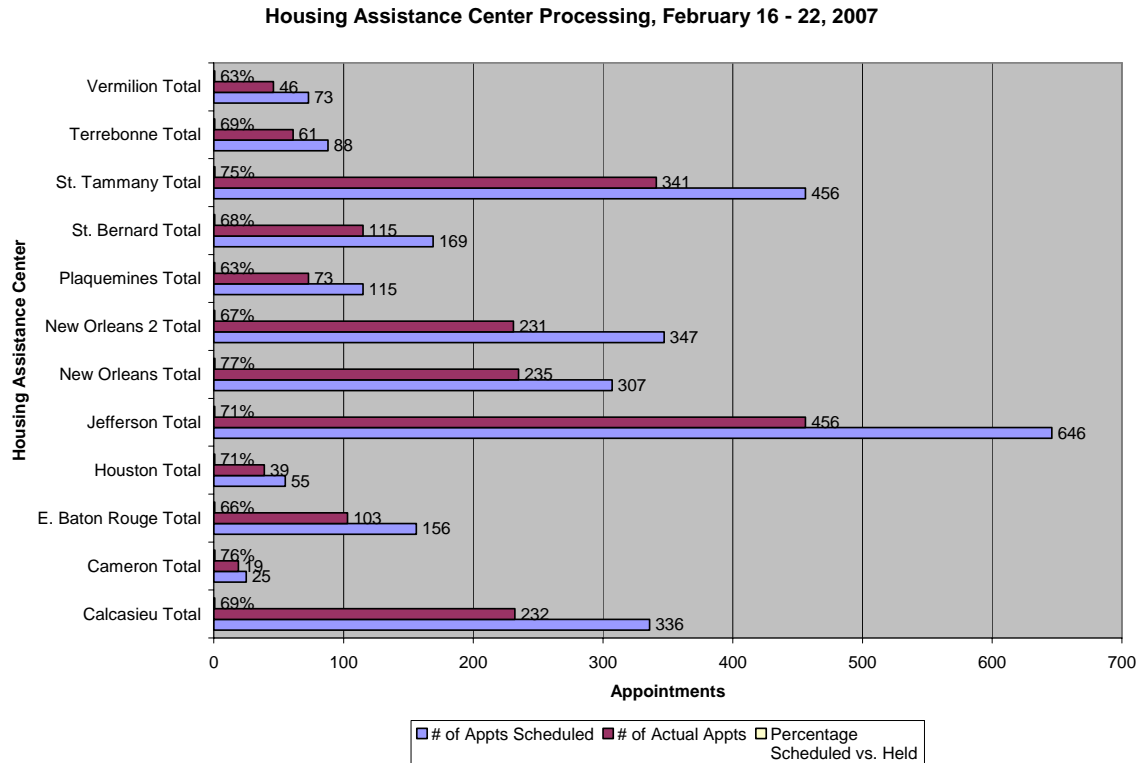


Table 12: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	2/16-2/22	Current Total	Five Week Average
Appointments Held	64,982	3,771	4,258	3,155	2,466	1,951	80,583	3,120
Average Daily Appointments Held		539	608	455	352	279		

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

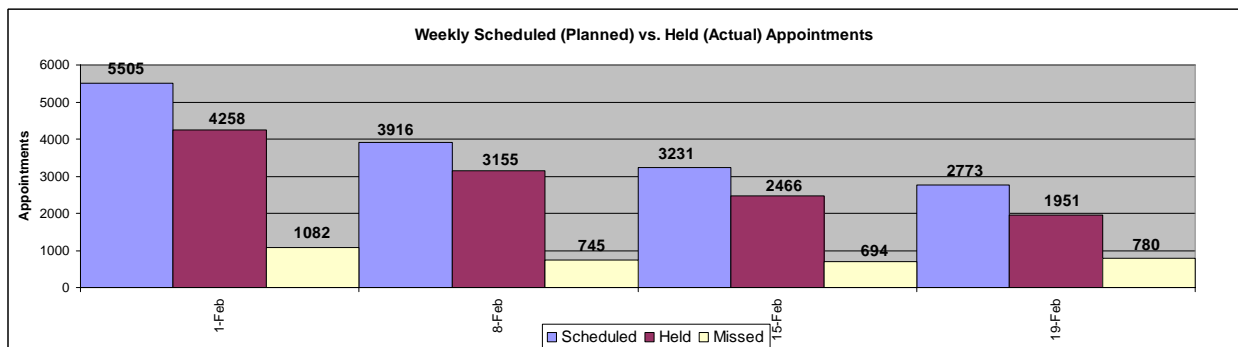


Figure 9: Average Daily Appointments by Period

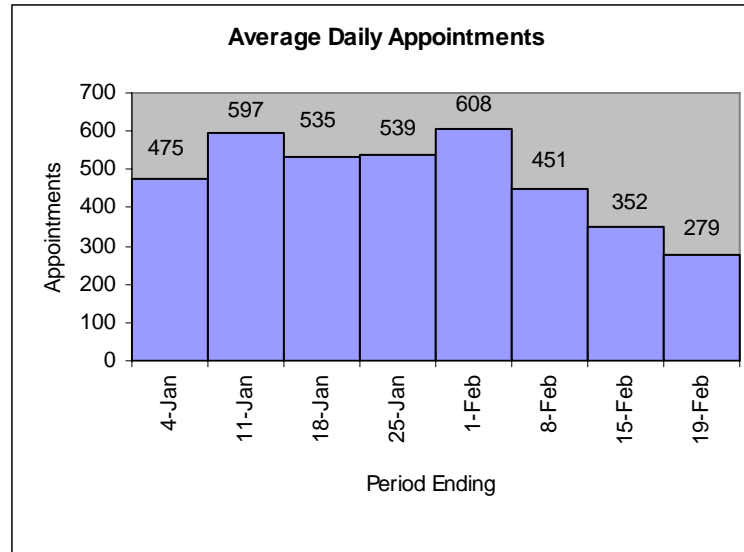


Table 13 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge, New Orleans, Calcasieu, St. Bernard, Cameron, New Orleans East and Houston Centers.

Table 13: Center Appointment Availability

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment ¹
1	East Baton Rouge	February 22, 2007	0
2	New Orleans	February 22, 2007	0
3	Calcasieu	February 22, 2007	0
4	Jefferson	March 10, 2007	18
5	St. Bernard	February 22, 2007	0
6	St. Tammany	February 28, 2007	6
7	Cameron	February 22, 2007	0
8	Plaquemines	March 20, 2007	28
9	Terrebonne	February 27, 2007	5
10	Vermilion	February 26, 2007	4
11	Houston	February 22, 2007	0
12	New Orleans East	February 22, 2007	0

¹The average number of days wait until appointment is the number of days between the last day of the reporting period (February 22, 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 14 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 14: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	386
American Indian/Alaska Native and White	283
American Indian/Alaskan Native/Black-African American	242
Asian	1,410
Asian and White	171
Black/African American	36,164
Black/African American and White	692
Native Hawaiian/Other Pacific Islander	108
Other Multi-Racial	1,652
White	36,064
Race Not Provided	32,499
TOTAL	109,671

RENTAL PROPERTY PROGRAM

- Received 876 Rental program inquiries through the Call Center
- Received 1,580 applications via mail
- Received a total of 26 emails during the reporting period originating from the “Contact Us” email on the Small Rental page of the Road Home website
 - Responded to 13 of these emails, 13 are pending clarifications from rental staff
 - Resolved 2 pending calls from the previous week
- Reviewed 1,230 applications with 593 being incomplete; made 335 contacts and as a result have completed 319 applications
- 47,905 applications downloaded from the website
- Continued work on process flow and procedures
- Continued work on Application requirement follow up form and Advisor Daily Tracking Log
- Trained staff on any and all changes in the application review process
- Reviewed, edited, and created documents for submission to OCD
- Continued application scanning of all applications received
- Continued contacting applicants to advise and documenting information for incomplete applications received
- Met with Blue Streak regarding demonstration of Round 1 tool
- Met with MIS and QA regarding testing of HDS and Blue Streak
- Began testing of HDS and Blue Streak
- Created Project Schedule for end of Round 1 activities for General Pool and Non-Profit
- Created Survey to be used at all up coming workshops
- Continued work on process flow and funding policies and procedures

- Worked with Outreach to schedule additional workshops to run through end of Round 1
- Received the list of potential rental applicants from Homeowner program and have begun transfer reviews

Table 15: Rental Outreach

ACTIVITY	1/30-2/8	2/9-2/15	2/16-2/22	Current Total
# of Workshops	8	10	4	22
# of Attendees	341*	430	14*	785
# of people receiving one-on-one assistance	167	169	8*	344

*Incomplete data, excluding attendee and one-on-one assistance data from 3 workshops

Table 16: 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)

- Trained the Mitigation Counselors for unique support requirements that are anticipated for the expedited closing process at the Poydras Housing Assistance Center next week
- Established and defined metrics to report on advice and assistance given to applicants (See Table 17)
- Appendix E provides detail of assistance at each center and a glossary of types of Assistance for Table 16

Table 17: Mitigation Assistance Provided (Cumulative ending 2/16/07)

Type of Assistance	
Phone Email	46
Meetings –Shadow Appt	145
Meetings IMM	3,080
Meetings Other	105
Training	63
Other Tasks	107

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Conducted site survey for Mobile Team deployments to Dallas and Atlanta; Dallas site selected - the Ruthe Jackson Center in Grand Prairie, Texas; the site survey team is in Atlanta with goal of selecting a location by February 26th
- Completed preparations for the simultaneous Mobile Team deployments to Erath and Houma which will begin with the movement of the teams by February 25th to their respective locations

HUMAN RESOURCES

- Continued hiring and training to provide support for Resolution and Closing Teams and Rental program
- Provided staffing support for future Mobile deployments
- Worked with of the Office of Community Development on a Workforce Management Plan, concentrating on the Homeowner program staffing at this time
- Worked with Customer Assistance Center (Resolution and Constituent Services Teams) to identify staffing needs for fluency in Vietnamese and Spanish

POLICY & PLANS

- Provided FEMA and Insurance Override Guidance and updated Pre-storm Value Guidance to Resolution team, pre-Closing team, and Housing Staff
- Completed analytics of closed application files
- Started drafting 2nd Disbursement procedures
- Continued work to finalize Appeals Policies and Procedures for delivery to State
- Provided Option 2 and Option 3 Closing documents to First American for homeowners on leased land

- Developed eGrants Release 5.1 and 5.2 requirements; continue work to define and develop additional eGrants Release requirements including those to handle 2nd Disbursement and 2nd Closing tracking
- Tested eGrants Release 4.3
- Continued work to process mobile homes and establish pre-storm value for mobile homeowners on leased land where BPO is invalid; drafting mobile home guidance to provide to Resolution team, pre-Closing team, Housing Staff, and Call Center
- Provided on-site support to Resolution Team
- Continued work to finalize updated version of FAQs for distribution to Road Home staff
- Revised CCB form #99 – Default to 51% Damage When Block Group > 51% Damaged
- Continued work transferring 265 3 and 4 unit properties from Homeowner program to Small Rental program
- Developed two sets of draft IMM policies; one for a FEMA compliant IMM program and another for an incentive IMM program
- Prepared waiver request for Lead Based paint for the IMM program

TRAINING

- Developed and delivered Long-Term Advisory Services train-the-trainer session for Phase 1 rollout. Topics include:
 1. Purpose of long-term advisory services
 2. Policy/procedure updates
 3. Editing an application in eGrants Plus
 4. Using eGrants to check applicant status and address difficult questions
 5. Using JIRA Issue Tracker
 6. Reviewing home evaluation reports and addressing common homeowner questions
 7. Purpose of the What's in my Backyard (WIMBY) tool
 8. Referring applicants to external agencies for social services
- Conducted seven focus group sessions on February 21-22 with Resolution Team managers and advisors to identify and define training needs; next steps are to develop the training courses for delivery in mid-March.

Table 18: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
External	Homeowner Construction Representative Online Training Course	HCRs	Online*	As of February 22, 2007	81
Internal	RH Online Core Staff Training	Homeowner Program Staff	Online*	As of February 22, 2007	157



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Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	RH Online Advanced Homeowner Assistance Program Training	Homeowner Program Staff	Online*	As of February 22, 2007	128
Internal	RH Information Security and Management online training	All Road Home Staff	Online*	As of February 22, 2007	436
Internal	RH Small Rental Property Repair Program Orientation	Road Home Employees (Rental Program)	Customer Assistance Center Baton Rouge, LA	February 21, 2007	7
Internal	Long-Term Advisory Services Train-the-Trainer	Center Managers, Team Leaders, and HAC Trainers	Customer Assistance Center Baton Rouge, LA	February 22, 2007	21

* Prior reports listed the total number of students registered for the RH Online training to date. This report lists the number of students who have actually passed all of the module exams for each course. We will continue to report aggregate metrics in this format.

EXTERNAL AFFAIRS

Community Outreach

Table 19: Community Outreach Metrics

Meeting Type	Events Week 2/16-2/22	People Reached Week 2/16-2/22	Events To Date	People Reached To Date
Community	2	10	222	19,918
Faith Based	1	75	51	5,185
Business	--	--	9	299
Governmental	1	300	90	2,947
Case Managers	2	33	59	1,368
Rental	2	46	20	992
TOTALS	8	464	451	30,709

- Presented on Rental program and the Homeowners program to the Boat People SOS and the VIET case managers
- Planned outreach efforts for the Dallas Texas mobile unit engagement
- Continue to respond to inquiries from outreach events
- Sent E-Outreach to legislators and staffers informing them of the program details and eligibility requirements for the mitigation funding
- Conducted Homeowner and Rental program informational session at the Journey Home Center in Houston
- Provided Homeowner program information at the Bethel's Place Community Resource Fair in Houston
- Held Rental program information and application sessions at
 - St. Bernard Community Center
 - Bethel's Place, Houston Texas
- Scheduled additional application outreach workshops for round one

Communications

In support of Homeowner program:

- Completed Dallas Mobile Team Deployment Communications Plan
- Completed Direct Mail Postcard for Registrants/Applicants for Dallas Mobile Team Deployment
- Drafted and issued press release for Vermillion and Terrebonne Parish
- Drafted and sent to client for approval press release for Dallas Mobile Team Deployment Open House and Center Opening
- Drafted cover letter for Recalculated Options Letters for insurance penalty deductions

In support of Rental program:

- Drafted and issued media advisory for rental outreach workshops
- Printed and distributed application handbooks to Housing Assistance Centers and Community Outreach events
- Updated funding section of rental website to reflect new policy
- Distributed 2,000 nonprofit applications to non-profit organizations, lenders and Housing Assistance Centers
- Sorted returned rental applicant postcards and acquiring updated addresses for second mailing

Public Information

- Translated rental and homeowner collateral into Spanish and Vietnamese
- Interviewed with Louisiana Radio Network on closings WDSU & KATC
- Answered questions for Kim Quillen of the Times Picayune on closings and evaluations
- Composed Dallas mobile media list and conducted call outs for media
- Updated community contact list
- Conducted Outreach to potential Vietnamese applicants including:
 - Communicated final details to Vietnamese non-profit groups for the Homeowner and Rental program training
 - Contacted Vietnamese media by phone to distribute program fact sheet and inquire about interview opportunities
 - Provided program training for case managers at Boat People SOS in New Orleans West from 10:00– 12:00 noon and Viet's office in New Orleans East at 2:00 – 3:30 pm
 - Interviewed with Vietnamese Public radio

MIS

- Revised data dictionary
 - Conducted testing on both HDS and Blue Streak solutions for Rental program
 - Conducted system and acceptance testing for eGrantsPlus Release 4.3
 - Reviewed requirements for HGMP and conducted planning for solution design
-



- Supported Microsoft team developing Audit application
- Completed installation and configuration encryption software on 115 Road Home tablet and laptop PCs; additional installs are being scheduled through the month of March to protect the data on mobile machines
- Continued work on ETL loading of Home Owner program data mart
- Received completed draft design for Homeowner program Middleware from Microsoft
- Conducted resolution tool set design sessions
- Drafted requirements for Releases 5A and 5B of eGrantsPlus
- Received and evaluated responses to RFP for call recording and evaluation systems at the CAC; procurement will proceed after approval of preferred vendor
- Conducted final review of reporting software implementation plan/priorities with client
- Completed eGrantsPlus release 4.3 testing, including integration testing with data warehouse and First American
- Received beta version of HDS Property Owner Application for MIS QA and user testing
- Designed and developed data integration between Professional Rebuilder Registry (PRR) and the data warehouse

FRAUD PREVENTION

- Progressed with File Review Plan phases 1 and 3
- Progressed with File Review of identified Applicant outliers
- Met with ICF to discuss evaluator Specs 142 and 143; discussed process for identifying evaluations referred to Antifraud for further investigation, progress of policy development for reevaluations, Type I evaluations for mobile homes, and issues surrounding determination of storm related damage versus pre-storm disrepair
- Met with Jeff Adams of ICF MIS to discuss the upcoming releases of eGrants Plus and updates to the data warehouse and how this will affect future analytics and reporting by the Antifraud, Waste and Abuse team
- Continued to update and institute new routines involving analytics for reporting; full access to Worltrac data containing damage estimates has been granted and those records can be analyzed in conjunction with applicant data residing in eGrants Plus
- Met with ICF regarding QA/QC and issues relating to damage estimates in Worltrac and eGrants Plus and how those issues may affect files going to closing and files that have already closed
- Met with First American to discuss the amount of funds requested to the State for placement in escrow as applicant files go to closing; several issues were identified and First American is working to resolve those issues

Table 20: Fraud Prevention Metrics

ACTIVITY	Prior Totals	1/19-1/25	1/26-2/1	2/2-2/8	2/9-2/15	2/16-2/22	Current Total
Applicant Issues Reported to Anti-Fraud	25	2	14	3	3	2	49
Evaluator Issues Reported to Anti-Fraud	2	-	-	-	1	-	3
Third-Party Issues Reported to Anti-Fraud	7	-	1	4	1	1	14

QUALITY ASSURANCE AND CONTROL

- Reviewed closing files and made recommendations regarding file handling.
- Reviewed PDF files of option letters (5% sample) and recommended holding 2 for further review, others were recommended for mailing
- Assisted Rental Program by designing process flow for Round 1 and indicating points for quality checks within the process

COMPLIANCE

- Continued to work with Legislative Auditors on various requests and issues to include setting up interviews, producing documents, site visits, and travel audit
- Coordinated with HUD OIG on several issues
- Participated in Microsoft presentation on new audit tool program
- Prepared Agenda for Attorney General Task Force Meeting on February 28, 2007
- Continued working with KMPG 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
- Continued to develop the knowledge and contacts to form a strong, positive Compliance Division within the program

SPECIAL NEEDS ADVISORY TEAM

- Submitted final draft policy for Policy & Procedures: Referring *Road Home Applicants to Outside Agencies*
- Produced new drafts of full length and “quick” referral guide to include crisis numbers for supervisors
- Created 40 minute training module about the *Referral Policy* for use by “trainers”
- Finalized Outside Referral reporting and tracking system
- Presented the Referral Policy training module to trainers
- Participated in meeting with, and finalized plan for Louisiana Spirit staff (both Stress Managers and crisis counselors) to begin supporting HACs and



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- Headquarters; LA Spirit staff will be on hand next week to support staff and applicants at closings
- Continue to coordinate details of having LA Spirit at HACs (setting preliminary schedules, identifying work space, etc.)
 - Provided guidance to Communications regarding the coloring book; in addition to recommending specific changes, SNAT suggested that Communications solicit feedback on from the Louisiana Rural Trauma Services Center (LRTSC) – which is part of the National Child Traumatic Stress
 - Participated in conference call with representative from the mobile teams to begin developing strategies to incorporate Special Needs issues into work of the mobile teams; shared ways that Special Needs can support the program (guidance on ADA compliance, etc.) and issues of concern that may be able to be addressed by mobile units (such as reaching individuals who cannot leave their home)
 - Participated in Community Outreach nonprofit conference call
 - 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 criteria for Rental program regarding visitability and universal design requirements



APPENDIX A

Option Selections of Applicants, by Parish of Damaged Residence *Note: All Damaged Residence information is as provided by the applicant during the application process. Actual damaged residence information may differ from what the applicant provided. Eligibility information is properly is confirmed during the verification process*

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	11	4	-	15
ASCENSION	10	1	-	11
ASSUMPTION	4	-	-	4
BEAUREGARD	37	7	-	44
CALCASIEU	728	80	2	810
CAMERON	150	48	2	200
CATAHOULA	1	-	-	1
DE SOTO	-	-	-	-
EAST BATON ROUGE	46	3	-	49
EAST FELICIANA	4	2	-	6
IBERIA	105	9	-	114
IBERVILLE	6	2	-	8
JACKSON	1	-	-	1
JEFFERSON	2,554	49	7	2,610
JEFFERSON DAVIS	43	4	-	47
LAFAYETTE	7	2	-	9
LAFOURCHE	21	1	1	23



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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	7,151	843	256	8,250
PLAQUEMINES	280	135	9	424
POINTE COUPEE	1	-	-	1
RAPIDES	1	-	-	1
SABINE	-	1	-	1
SAINT BERNARD	1,312	1,024	165	2,501
SAINT CHARLES	35	-	-	35
SAINT HELENA	7	-	-	7
SAINT JAMES	6	-	-	6
SAINT LANDRY	9	3	-	12
SAINT MARTIN	9	1	-	10
SAINT MARY	23	5	-	28
SAINT TAMMANY	1,708	67	16	1,791
ST JOHN THE BAPTIST	58	-	-	58
TANGIPAHOA	44	9	-	53
TERREBONNE	185	25	-	210
VERMILION	263	31	2	296
VERNON	2	-	-	2
WASHINGTON	52	7	1	60
WEST BATON ROUGE	1	-	-	1
Totals by Option	14,904	2,368	462	17,734



APPENDIX B

Benefits Calculated by Damaged Residence Parish

Parish	Number of Calculations
ACADIA	20
ALLEN	27
ASCENSION	16
ASSUMPTION	11
BEAUREGARD	84
CALCASIEU	1,693
CAMERON	703
CATAHOULA	1
DE SOTO	1
EAST BATON ROUGE	74
EAST FELICIANA	8
IBERIA	215
IBERVILLE	17
JACKSON	1
JEFFERSON	5,724
JEFFERSON DAVIS	97
LAFAYETTE	13
LAFOURCHE	37
LIVINGSTON	40
NATCHITOCHEs	1
ORLEANS	22,802
OTHER	1
OUACHITA	2
PLAQUEMINES	852
POINTE COUPEE	1
RAPIDES	1
SABINE	1

Parish	Number of Calculations
SAINT BERNARD	6,087
SAINT CHARLES	64
SAINT HELENA	19
SAINT JAMES	12
SAINT LANDRY	14
SAINT MARTIN	17
SAINT MARY	43
SAINT TAMMANY	3,749
ST JOHN THE BAPTIST	84
TANGIPAHOA	79
TERREBONNE	357
VERMILION	508
VERNON	3
WASHINGTON	86
WEST BATON ROUGE	3
Grand Total	43,568



APPENDIX C

**Closings by Parish and Zip Code –
Applicants have received funds**

Parish	Number of Closings
ALLEN	1
CALCASIEU	63
CAMERON	3
EAST BATON ROUGE	1
IBERIA	6
JEFFERSON	213
JEFFERSON DAVIS	3
LAFAYETTE	1
ORLEANS	246
PLAQUEMINES	2
SAINT BERNARD	49
SAINT CHARLES	3
SAINT TAMMANY	139
ST JOHN THE BAPTIST	4
TANGIPAHOA	1
TERREBONNE	6
VERMILION	21
WASHINGTON	2
Pilot-Not Available	4
Grand Total	768



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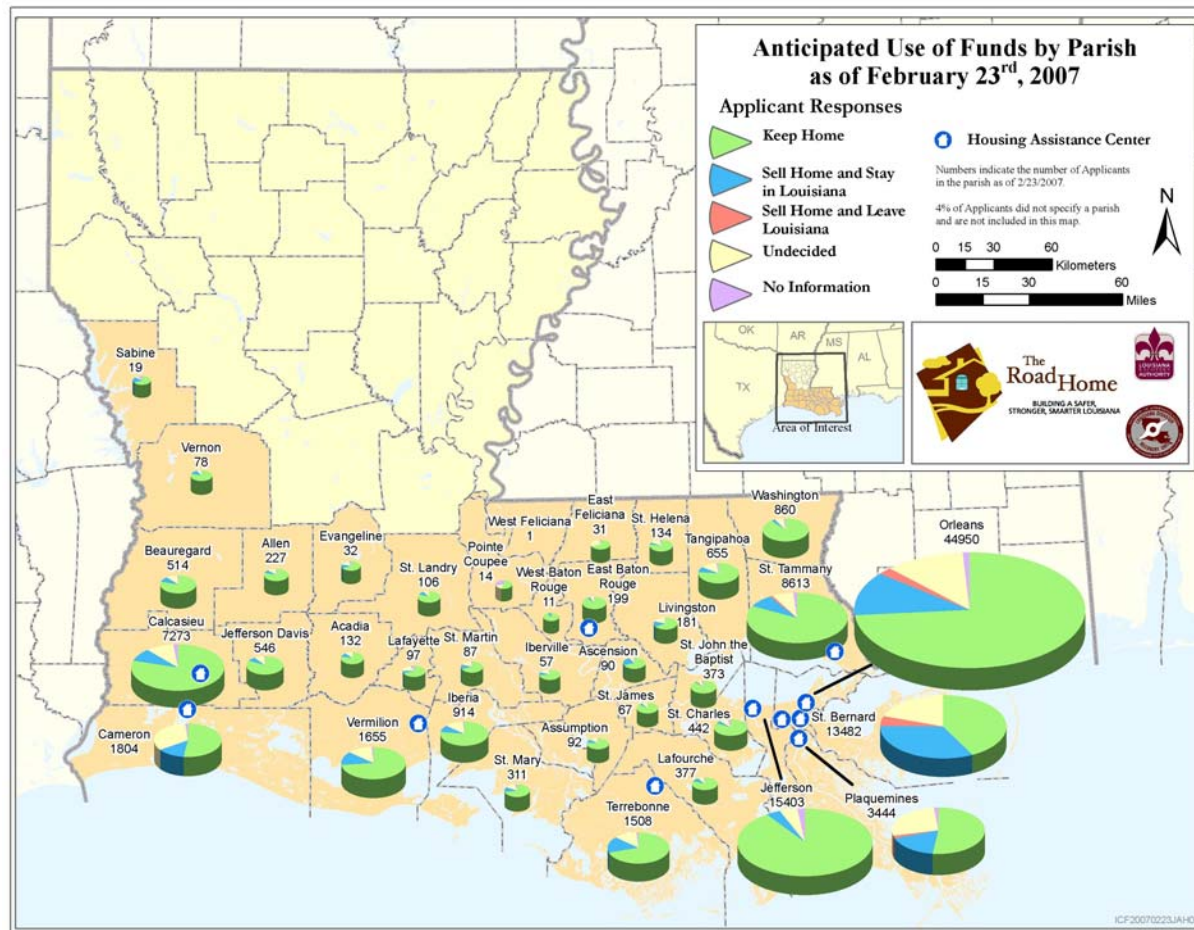
Closings by Zip Code

Zip Code	Number of Closings
70001	14
70002	15
70003	28
70005	11
70006	17
70032	10
70037	2
70043	12
70047	1
70053	4
70056	11
70058	26
70062	2
70065	37
70067	1
70068	3
70070	1
70072	27
70075	4
70084	1
70085	13
70087	1
70092	9
70094	8
70113	2
70114	3

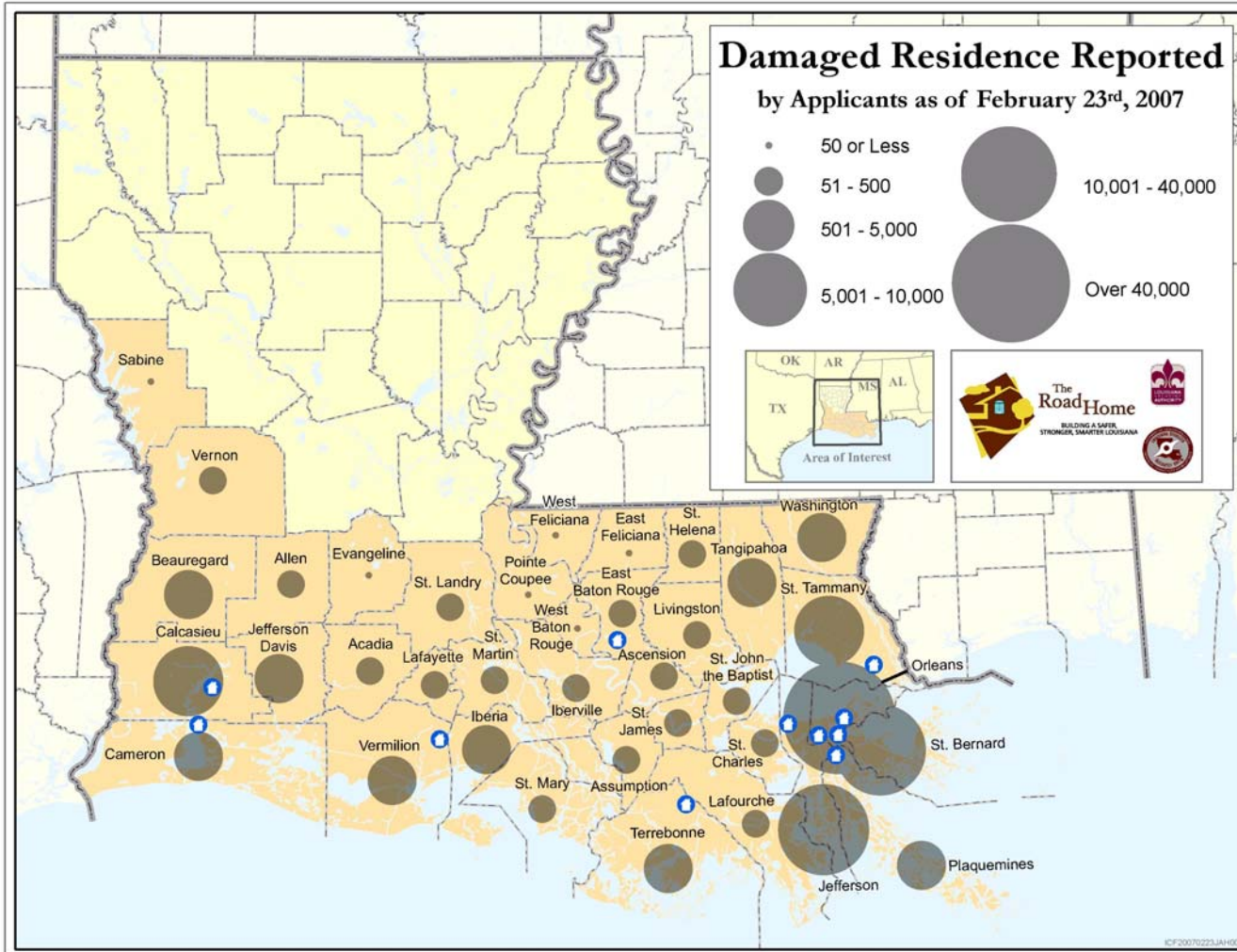
Zip Code	Number of Closings
70115	11
70117	12
70118	13
70119	12
70121	2
70122	36
70123	1
70124	32
70125	10
70126	26
70127	23
70128	23
70129	12
70130	2
70131	13
70363	2
70397	2
70403	1
70427	1
70433	2
70435	2
70438	1
70445	4
70447	1
70448	4
70458	32

Zip Code	Number of Closings
70460	14
70461	74
70471	2
70503	1
70510	10
70528	2
70533	10
70546	1
70560	4
70601	24
70605	9
70607	11
70611	4
70615	4
70630	2
70633	2
70647	1
70655	1
70663	2
70665	3
70669	3
70814	1
Not Found	10
Total	738

APPENDIX D



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	15	48	14	12	27
Calcasieu	-	5	25	10	-	5
East Baton Rouge	2	61	42	22	6	55
Jefferson	12	12	1,055	16	13	3
New Orleans East	15	-	95	-	-	-
Orleans	1	10	503	21	20	9
Plaquemines	-	-	-	-	-	-
St. Bernard	4	-	106	9	4	-
St. Tammany	7	42	1,169	3	8	2
Vermilion	-	-	37	10	-	6
Total	46	145	3,080	105	63	107

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.