EXECUTIVE SUMMARY

The Road Home Program made additional progress during this week of operation, including:

**Homeowner Program**
- Completed three closings.
- 200 cases fully verified and benefits calculated for 190 of the 200; sending option letters within the next few days.
- Over 880 home evaluation work orders distributed to perform evaluations.

**Rental Program**
- Conducted market survey of elevation costs.
- Developed and submitted program review to OCD.

**HMGP**
- Developing training for Individual Mitigation Measures.
- Refining Local Green Space marketing strategy.

**Support Departments**
- **Logistics:** EBR Permanent Center to open by September 15th.
- **Policies and Plans:** Sent mobile homeowner policy recommendations to OCD for review and approval.
- **Communications:** Anti-fraud brochure approved.
- **MIS:** Spanish and Vietnamese now a part of the Integrated Voice Response (IVR) system implemented at the Call Center.

THE ROAD HOME PROGRAM STATUS

**HOMEOWNER PROGRAM**
- Progress getting Pilot cases through the pipeline to closing: 200 cases fully verified and benefits calculated for 190; some options letters have been sent and the balance will be sent by September 15th.
- Mass mailing to registrants has caused increase in call volume and walk-in traffic.

**Home Evaluations**
- Processing and quality checking additional cost estimates, finished all but one pilot phase report.
- Distributed a draft FAQ related to Home Evaluations for the centers.
- All centers are now using electronic work order form to enter all records. We have a draft verification system in place to assure all the data is passed on properly.
- The housing center advisors are now keying these in to the new electronic work order forms at the end of the day.
- Generated version-controlled policies and procedures document. Continuing to update and generate policies and procedures.
- Distributed 887 work orders; brings the total up to 1,543.
Weekly Situation Report: Week 10
September 5 – 11, 2006

- Received 461 Cost Estimates
- Approved 363 Cost Estimates

Data Verification
- Completed 4,676 Residential (RES) Owner-Occupant verifications.
- Normalized the completed RES Addresses.
- Completed Three Closings

SMALL RENTAL PROGRAM
- Conducted market survey of elevation costs in affected parishes.
- Sent redlined action plan amendment #4 to client.
- Sent program overview presentation to client for use at legislative hearing.
- Drafted a plan to document and distribute client programmatic decisions.

HAZARD MITIGATION GRANT PROGRAM (HMGP)
- Individual Mitigation Measures (IMM)
  - Phase One of the training and information fact sheets for Center Advisors is complete. All Centers have the overview and brochures with back-up information available on the RH Portal.
  - Developing the first formal classroom mitigation module for initial training to advisors.
  - Subcontractors will modify their training for home evaluators to include a module similar to the Center Advisor Mitigation Training. This module will support the upgraded evaluation software that lists the IMM components and provides entry for square footage and for each feasible IMM.
- Second Draft HMGP Master/Acquisition Application is circulating for internal review and comment for release to OCD.
- Stand-alone HMGP IMM application underway for production of first rough draft deliverable.
- Excellent progress on Local Green Space marketing strategy with a group consisting of GOHSEP, OCD, LRA, ICF/RH, FEMA Mitigation, LSU Extension Service, and New Orleans planning team. This marketing strategy is a critical element in the success of the HMGP acquisition program.
  - Quick success stories and pilots are potentials in St. Bernard, Vermilion, and Cameron Parishes that are interested in acquisitions for conversion to green space. Paul Rainwater, LRA Mitigation Lead and former Parish Director of Emergency Preparedness, will lead effort to test a marketing strategy/process in those three parishes.
  - Town of Erath interested in totally relocating the town to donated property.
  - RH Community Outreach and Communications is part of the working group whose goal is to standardize the messages and coordinate public meetings.
- Proposed HMGP Management Business Model developed.
PROGRESS SUPPORT STATUS

LOGISTICS & FACILITIES
- All build-out accomplished for the Baton Rouge facility except data connectivity.
- Initiated Phase II mobile engagement planning.

HUMAN RESOURCES
- Recruiting for Center Management:
  - New Orleans Housing Assistance Center recruiting for Assistant Manager
  - St. Bernard recruiting for Assistant Manager
- Small Scale Rental – preparing for Phase II – interviews underway for three key positions
- HR team meeting with other Road Home Departments to plan for Phase II

POLICY & PLANNING
- Sent input and information for the pilot evaluation deliverable due on Wednesday
- Completed revisions to Homeless Action Plan.
- Completed a Draft of Notice of Funding Availability.
- Determined that affordable compensation loan calculation will not include the estimated elevation cost.
- Sent mobile homeowner policy recommendations to OCD for review. Need to follow up and determine policy decision.
- Incorporated goals and approaches from the draft State of Louisiana 10-year Plan to End Homelessness into the Homeless Program Action Plan.
- Met with DSS client to discuss options and issues.

TRAINING
- Revised and finalized memo, job aid and script for Housing Advisors on Mitigation Grant - to be provided to Housing Assistance Center staff on Wednesday, September 6th, along with Fact Sheets on mitigation measures.
- Submitted information to HMGP team to provide to GOHSEP on training development/deliveries and timeframes; developed plan for delivering mitigation program information in next week's training, as well as distributing training materials to all Center employees via the SharePoint portal Training Center.
- Developed and deployed e-survey for Supervisors on training needs at their Housing Assistance Centers.
- Finalized training location for new employee training September 13th-15th in New Orleans; confirmed instructor availability; drafted logistics letter for participants; updated training agenda to reflect revised flow; updated instructional strategy (resource for instructors).
COMMUNICATIONS

- Received approval on legislative and lender letters; waiting for electronic signature from Governor’s office.
- Once letter is complete, will distribute legislative packets to state legislature and Congressional delegation; will prepare 250 packets with standard letters for OCD distribution.
- Developing SharePoint site for client information dissemination.
- Anti-fraud brochure approved and sent to OCD for printing.
- Submitted thumb scan fact sheet to client for approval.
- Submitted mitigation fact sheets to client for approval.
- Participated in anti-fraud press conference.
- Planned and executed Governor’s visit and media event at Vermilion Housing Assistance Center.
- Presented Road Home briefing to state office Communications Council.

COMMUNITY OUTREACH

Community Presentations

- Made a presentation to 30 business and civic leaders at the Slidell Rotary Club.
- Made a presentation to the St. Bernard Parish Council and 30 community residents.
- Made a presentation to residents from the Lower Ninth Ward at the invitation of State Representative Charmaine Marchand.
- Made a presentation to New Orleans mid city residents at the Ashe’ Culture Center.
- Made a presentation to an LSU Service Learning class to foster community participation and grassroots information dissemination.
- Made a presentation to 11 organizations representing 10 parishes at the Vermilion Parish caseworker round table in Lafayette to address issues, discuss the intricacies of the application process and to create a broadened grass roots information and education channel.

Governmental Affairs

- Met with Baton Rouge Mayor Kip Holden to address any program concerns that he may have and to open the lines of communication.
- Made a presentation to the New Orleans city council which will be televised multiple times on the public access channel, broadening our exposure to the greater New Orleans community.
- Made follow up call to New Orleans city council member, Cynthia Willard-Lewis to initiate Vietnamese outreach initiatives.
- Contacted Vermilion local elected officials and community organizations, inviting them to the Erath Housing Assistance Center opening ceremony.

Community Outreach

- Met with the North Shore Disaster Recovery Committee to establish lines of communication and to build partnership for future outreach endeavors.
Met with legal community to continue work on the proposed RFP and service fee structure.

Attended meeting with HMGP staff and GOHSEP to offer insight into the proposed Green Space public education campaign.

Attended communication meeting along with OCD, DOA, and LRA to discuss outreach and communications efforts.

Attended meeting at OCD with NeighborWorks to discuss protocol and processes for non-profit engagement.

Met with Dawn Lopez representing Terrebonne Parish and Chet Morrison to set up community meetings and to establish working relationships with parish community officials and organizations.

Contacted Vermilion local elected officials and community organizations, inviting them to the Erath Housing Assistance Center opening ceremony.

Continued research on the disadvantaged business list.

Met with Dottie Reese, Louisiana based minority, female owned diversity consulting firm to discuss her interest in doing business with The Road Home program.

Continued to gather information on HUD Section 3.

Continued research on the disadvantaged business list.

Contacted community organizations in SWLA to determine further outreach endeavors as well as to invite them to the Erath Housing Assistance Center opening ceremony and the New Iberia town hall meeting.

Got a list of Louisiana based minority businesses from LAMBC.

Met with Tom Costanzia from Catholic Charities who is the chairman of GNOGRD to further include New Orleans community based organizations in the public education grassroots network.

**MIS**

- Completed Information Security Executive Overview at OCD.
- Transitioned Tier 2 Application Assistance capability to Call Center.
- Supporting Spanish and Vietnamese at Call Center with live agents and IVR.

**FRAUD PREVENTION**

- Documentation of document retention and maintenance program is underway.
- Worked with Gentry Brann and communications team on Zero Tolerance meeting and data privacy and biometric scan issue, attended meeting and assisted in writing handouts for centers.
Weekly Situation Report: Week 10
September 5 – 11, 2006

- Worked with MIS and Evaluator team to ensure access to electronic data from evaluations.
- Researched Federal Regulations on categories determined by the Road Home Program for compliance purposes.
- Documented process for calls regarding follow-up on on-line application security matter.
- Submitted draft evaluation data analysis metrics.
- Finalized work on documenting regulatory waivers that HUD has granted.
- Completed calls for follow-up on on-line application security issue.
- Assisted in evaluating and clearing IT security issues.
- Attended privacy policy meeting at OCD.
- Visited Federal Katrina Fraud Task Force and discussed training initiative for staff in hotline office.
- Completed latest draft of compliance plan.
- Attended Hurricane Fraud Task Force meeting and zero-tolerance press conference.
- Completed draft CDBG waiver information.
- Reviewed draft Information Security policy.

QUALITY ASSURANCE AND CONTROL

- Finalized checklist for Housing Assistance Center Reviews.
- Finalized checklist for Advisor Sit-in Reviews.
- Performed Quality Assurance/Control reviews of New Orleans (Orleans Parish) and Lake Charles (Calcasieu Parish) Housing Assistance Centers.
- Performed Advisor Sit-in Reviews of four advisors.
- Summarized and reported results of Housing Assistance Center and Advisor Reviews.
- Reviewed applicant files of the five homeowners closed files and provided results to Homeowner personnel.
- Provided Small Rental leadership with Quality Assurance and Control participation opportunities.
- Met with RHP team members to establish guidance for resolution of verification and exception issues.
- Conferring with PMO and others relative to capturing metrics for the Road Home Program
- Prepared draft of Quality Assurance Quality Control Action Plan for Phase II.

PUBLIC INFORMATION

- Conducted Road Home 101 and application process discussions/interviews with:
  - Modern Parent Magazine
  - WYLD, New Orleans
Louisiana Radio Network

- Worked with Fox 29-TV in Lake Charles, LA to develop 30-minute Road Home video to begin airing September 11th.

**COMPLIANCE**

- Addressed Data Privacy issues.
- Researched CDBG Compliance issues pertaining to Federal, state, and local issues in conjunction with waivers obtained.
- Conducted Attorney General Task Force monthly meeting.
- Worked on ensuring the Road Home Program meets CDBG National Objectives.
- Continued working with KMPG to develop Anti-Fraud and internal controls to prevent and detect Fraud, Waste, and Abuse within the Road Home Program.
- Continued developing lines of positive communication with Federal, state, and local law enforcement and administrative officials.
- Continued developing the knowledge and contacts to form a strong, positive Compliance Division within the Road Home Program

**AREAS REQUIRING ASSISTANCE FROM THE STATE**

- **TRAINING** would like to meet with Steve Green to clarify the “crosswalk” provided between the applicable sections of Exhibits A and B of the contract and the status of our external training activities completed to date, including coordination with OCD.
- **POLICY & PLANS:** Several policies require action. Decision meeting needed
  - Assignment of Road Home benefits
  - Historic Preservation and environmental review process for:
    - Acquisition of “cleared” properties
    - HUD requirements for properties purchased in LA
  - Need OCD/LRA decision on potential for accessing operating assistance funding and/or project-based Section 8 certificates from the piggy-back program.
  - DSS needs to decide on options for Permanent Supportive Housing units
**METRICS**

**Homeowner Program**

- Over 23,412 homeowners initiated applications since the start of the program; of which 9,387 are incomplete at this time.
- There were 14,025 completed applications received to date, with 12,148 received online, and 1,877 submitted at a Center.
- This week 882 appointments were held and there were 2,181 walk-ins to the centers asking for applications and/or asking questions.
- Applications received represent 48 parishes.

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**Notes:**
1. Figure includes data from online applications that have not been submitted as complete.
2. Use of funds is an optional field in the online application, thus not all respondents are represented in this figure.
MIS: Call Center

The Road Home Daily Call Volume Report Week of 9-10-06

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