Weekly Situation Report: Week 11
September 12 – 18, 2006

EXECUTIVE SUMMARY

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

**Homeowner Program**
- Three closings last week, five scheduled for this week including one affected by Hurricane Rita.

**Rental Program**
- Continued Outreach to lenders, landlords and housing associations.

**HMGP**
- Conducted Individual Mitigation Measure classroom training for advisors.

**Support Departments**
- **Logistics**: Baton Rouge Homeowner Advisory Center moved to Goodwood Avenue location
- **MIS**: Met with state to plan for state connectivity to Road Home program network.
- **Public Information**: Working with Fox-TV-29 on 30-minute Road Home special program.

THE ROAD HOME PROGRAM STATUS

**HOMEOWNER PROGRAM**
- For the week of September 11 - 17, 2006 the Centers report an average increase of 69% in the actual number of appointments held over the previous week.
  - 1382 appointments scheduled
  - 1274 actual appointments.
- 216 Cases are fully verified.
- 190 cases are calculated.
- Eight Homeowner closings to date, including 3 held during the reporting week.
- Five scheduled closings for the week of September 18 – 24 – This number includes one homeowner closing from damages resulting from Hurricane Rita.
- Planning for special needs services at all sites.
- Plans finalized for the migration of the appointment scheduling function to the call center effective October 2nd.

**Home Evaluations**
- Working with KPMG to add in other measures to the Home Evaluation protocol for audit purposes.
- RFP for Home Evaluation services was released on 9/14/06. A bid meeting will be held on September 20th.
- The Home Evaluation Team is extending an offer to an individual for the Senior Rehabilitation Specialist position. We hope to have this person on board within 2-3 weeks.
Home Evaluation Team is interviewing Research Assistant candidates. We hope to have at least one on board in the next two weeks.

We have had a few issues with missed appointments by home evaluators which we have firmly directed the subs to address.

We had a very high rejection rate on the cost reports (about 85%) received from the subcontractors, for various reasons. These reports have to go back to the subcontractors for updating.

HDP finished current requested enhancements.

ICF will manage version-controlled HDP specifications checklist to distribute to subs, to ensure all evaluators have the same checklist.

Ramping-up of evaluation process with subcontractors from their current stated capacity of 50 evaluations per day per sub to the expected 75-100 per day needed per sub.

Specifications list was modified to include HMGP measures. Still need input from HMGP group to develop the procedure for implementing this during home evaluations.

Processing and quality checking cost estimates, and planning quality control automation.

Continuing to generate policies and procedures and update.

Data Verification

- Completed three closings.
- Delivered 145 Broker Price Opinion’s (BPO’s) to ICF.

SMALL RENTAL PROGRAM

- Interviewing candidates for key positions within the program management and securing logistical needs.
- Met with software vendor candidates on cost and resources required to implement and operate Program Designs.
- Continued public education and outreach to lenders, landlords, and housing associations.
- Completed modeling of market rents, and rents based on the Area Median Incomes (80%, 65%, and 50%) for the New Orleans and Lake Charles MSAs.
- Attended meeting of the House and Senate Committees on Public and Municipal Affairs in New Orleans.
- Drafted Affirmative Marketing Plan and communications requirements.

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Conducted the first formal classroom mitigation module on Individual Mitigation Measures (IMM) for advisors on Friday, September 15th.
- Second Draft HMGP Master/Acquisition Application was generally well received by GOHSEP and will be further discussed at a meeting with OCD, LRA, & GOHSEP.
The Stand-alone HMGP IMM application deliverable scheduled for Friday, September 15th, was delayed for policy review clarifications but will be delivered to OCD on Monday.

Home evaluator training was updated to provide OJT information that lists the IMM components and provides entry for square footage and for each feasible IMM.

Each home evaluation is also receiving a backgrounder on the importance of the IMM and information to help make a selection from the range of measures that are approved.

**PROGRAM SUPPORT STATUS**

**LOGISTICS & FACILITIES**

- Completed the move of the Baton Rouge homeowner center from the temporary center facility in the Chase building downtown into the permanent facility on Goodwood Avenue.
- Coordinated with the Commanding Officer of the Army National Guard unit deployed to New Orleans to provide security overwatch for home evaluators as required.
- Established project mail operations center in the Baton Rouge facility.

**HUMAN RESOURCES**

- Completing the staffing and recruiting strategy for Phase II.
- Continue recruiting for one Manager in St. Bernard and three Assistant Managers (two in N.O. and one in Baton Rouge).
- Program Mail and Data Entry function is operational today; hired manager, mail clerks, and eight data entry (half the number needed) to initiate function.
- Policies for HR completed and posted on Road Home Share Point. Satisfied criteria for Road Home QA/QC.
- Road Home established relationship with LSYOU. Employers support LSYOU by hiring high school students and college freshmen for pre-employment learning and earn money to help them stay in school. Road Home interviewing students to work part time in Human Resources and other departments.
- Road Home continues its strong relationship with the LA Works program for sourcing candidates. HR provided the name of Mr. Dennis Haverly, a Director in LA Works, to Road Home’s Community Relations Representative, Perry Franklin. Mr. Franklin had a meeting with Louisiana’s Secretary of Labor and will let him know how the Road Home and Dept. of Labor are working together.
- Provided employee data to Mr. Thomas Brennen, as part of the Inspector General, HUD visit.

**POLICY & PLANNING**

- Working to compile materials for HUD monitoring visit. On target to have Homeowner Program policies, Homeowner Program procedures, HUD national objectives and HUD eligible activities materials ready by Friday September 22nd.
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- Beginning to receive signed MOUs from lenders. Establishing process to receive state approval as MOUs are received.

TRAINING
- Submitted Deliverable 00026 (Road Home External Training Summaries) to the State.
- Delivered three-day Homeowner Program Training for Employees in New Orleans on September 13-15th.
- Developed draft and final Hazard Mitigation Grant Program training module for inclusion at the new employee training on September 13-15th.
- External Road Home Online Training: developed draft Functional System Requirements; drafted online training options descriptions, cost ranges, and timeframes for internal training team discussions.

COMMUNICATIONS
- Area required developing metrics for ongoing distribution to OCD and press.
- Need feedback and approval on thumb scan fact sheet from client.
- Printing receipt of application letters for mailing
- Anti-fraud brochure approved and sent to OCD for printing.
- Completed Vietnamese and Spanish-language fact sheets.
- Fair housing fact sheets distributed to Centers.
- Mitigation fact sheets and training materials printed and in all Housing Centers.
- Lender MOU approved and signed by Governor.

COMMUNITY OUTREACH

Community Presentations
- Made a presentation to the New Orleans Times Picayune employees.
- Participated in the Harrah’s Casino employee housing fair, and answered questions regarding the Road Home Program.
- Made a presentation to the Mayoral Interfaith Pastoral Council of Greater New Orleans to engage the faith-based community in the process.
- Made a presentation at the Upper Ninth Ward Community Association general meeting.

Governmental Affairs
- Made a presentation to Mayor Nagins’s Welcome Home committee to answer questions and provide information about the application process.
- Made a town hall presentation, at the invitation of State representative Troy Hebert, to approximately 400 New Iberia residents.
- Made a presentation, at the invitation of Representative Juan LaFonta, to his constituents at his “One Year Later” program.

Community Outreach
- Provided community outreach activity information for Affirmative Housing Marketing Plan.
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- Met with the Warren J. Harrity, executive director of Katrina Aid Today, to engage their national association of caseworkers in the process.
- Met with the Melissa Haley, United Way’s long term recovery coordinator, to engage their associations and train the 211 program operators on Road Home program.
- Attended Erath Housing Assistance Center opening to establish contact and engage community leaders in the Road Home Program.
- Met with Rivers Fredric with LAMBC (Louisiana Minority Business Council) to further outreach to minority business owners for possible inclusion in the Road Home process ensure that their membership is included in the RFP distribution process.
- Guest lectured to a class of MBA students at the University of Phoenix to share program information and to answer Road Home program questions.

**MIS**

- Appointment Scheduler – Completed implementation of MSFT scheduler for outbound calling. Provided call list of eligible applicants. Training begins on Monday, Sept. 18th.
- Data Entry Module – Development completed, verified interface with eGrantsPlus.
- eGrantsPlus – New release deployed to production Thursday, Sept. 14th. Next bi-weekly release will provide enhanced verification and calculation.
- OCD IT Connectivity – Met with State network staff to plan for a LAN to LAN VPN.
- Parish Data – Received commitments from four more parishes (we have nine already).

**FRAUD PREVENTION**

- Worked with MIS and Evaluator team to ensure access to electronic data from evaluations.
- Documented comments and suggestions for moving forward on compliance risk identification.
- Researched Federal Regulations on categories determined by the Road Home Program for compliance purposes.
- Continued to work on identification of regulatory and compliance issues.
- Continued work on evaluation fraud metrics and gathering necessary data while addressing PDF documents.

**QUALITY ASSURANCE AND CONTROL**

- Met with First American Representative regarding information to determine ownership and occupancy provided by First American.
- Completed a review of hard copy and E-grant files of the 93 applications sent to the State for approval.
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- Prepared schedule for Housing Assistance Center Reviews for week of Sept 18th through Sept 22nd, 2006. Submitted to Homeowner leadership for approval and coordination.
- Attended all day training meeting at First American Title’s Headquarters to understand the process for First American touch points with E-Grants as well as their processes for ordering Title Searches, Title Examination and process for Closing (including disbursements to 3rd parties, and banks). Also discussed process for funding requests and recording receipt of funds for closings.
- Completed design, format and review steps for work performed to verify/recalculate benefits to homeowners.
- Coordinated with RHP team members to prepare for HUD Monitoring visit scheduled for week of Sept 25th-Sept 29th.

Results from Selected categories of Homeowner Customer Service Surveys

The following are responses of Homeowners relating their experience with the Road Home Program in two Centers, New Orleans (Orleans Parish) and Lake Charles (Calcasieu Parish)

New Orleans Housing Assistance Center (Orleans Parish)

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent Rating</th>
<th>Good Rating</th>
<th>Satisfactory Rating</th>
<th>Poor or Very Poor Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact with RHP</td>
<td>70.2%</td>
<td>17.0%</td>
<td>8.5%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Wait Time</td>
<td>70.2%</td>
<td>19.2%</td>
<td>10.6%</td>
<td>0</td>
</tr>
<tr>
<td>Housing Advisor</td>
<td>90.7%</td>
<td>7.0%</td>
<td>2.3%</td>
<td>0</td>
</tr>
<tr>
<td>Overall Experience</td>
<td>80.0%</td>
<td>15.6%</td>
<td>4.4%</td>
<td>0</td>
</tr>
</tbody>
</table>

Lake Charles Housing Assistance Center (Calcasieu Parish)

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent Rating</th>
<th>Good Rating</th>
<th>Satisfactory Rating</th>
<th>Poor or Very Poor Rating</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact with RHP</td>
<td>92.5%</td>
<td>5.0%</td>
<td>2.5%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Wait Time</td>
<td>82.5%</td>
<td>15.0%</td>
<td>2.5%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Housing Advisor</td>
<td>97.3%</td>
<td>2.7%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overall Experience</td>
<td>94.9%</td>
<td>2.6%</td>
<td>0</td>
<td>0</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

PUBLIC INFORMATION

- Performed call-outs to the media in Lafayette and the Erath area on the Governor’s visit to the Erath housing assistance center. Good media turn-out for the event.
- Conducted interviews with the Daily Advertiser, KLFY-TV10, KATC-TV3, and the Daily Iberian on the governor’s visit to the Erath center and meeting in New Iberia.
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- Working with Cassandra Garnas, reporter with WBRZ-TV-2 in Baton Rouge, to shadow a home evaluator in the New Orleans area. Will also try to offer this to other media in the New Orleans area.
- Working with Steve Martin of the New Orleans Hornets (professional basketball team) to develop ideas on how the owner of the team can help promote the Road Home Program. The owner of the team is a big fan of the program.
- Working with reporter from the Disaster News Network on getting out the correction information.
- Contacted External Affairs Officer at FEMA to stop distributing incorrect fliers on The Road Home Program.
- Working with FOX-TV-29 on the 30 minute program to be aired in southwest Louisiana and Beaumont, TX. Working with Gov. Blanco’s staff for her participation in program.
- Participated in an interview with WBRZ-TV, Baton Rouge on the housing assistance center in Baton Rouge.
- Working with reporters from The Advocate Newspaper, Acadiana Bureau regarding Rita applications from the southwest part of the state.
- Attended the Governor’s event in Erath and the town hall meeting and did interview with The Daily Iberian.
- Gathering articles in support of and attending LA Legislative Committee Hearing in New Orleans Sept. 18th.
- Working with Bayou Gumbo publication in Lake Charles on future radio, television and newspaper interviews.
- Spoke to Doug Smith, reporter for the Los Angeles Times, about the number of people who plan to relocate in and out of the state.
- Worked with Barbara Ellis, External Affairs director for FEMA on flyers with the correct information for FEMA’s VOLAG teams.
- Spoke to Hanna Foster, reporter for WBRZ-TV in Baton Rouge to confirm the percentage of applicants (54%) who plan to stay and rebuild in LA.
- Working on the Houston visit on Sept. 25th and 26th.

COMPLIANCE

- Met with DOA to obtain copy of all Federal laws and regulations that pertain to CDBG program.
- Talked with US Attorney to obtain email of comments for Tuesday’s committee hearing.
- Attended joint Legislative Committee Hearing in New Orleans.
- Working with Attorney General’s office in preparation for DA Workshop on September 19th.
- Attended several meetings on HUD monitoring visit and complying with CDBG National Objectives and eligible activities.
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Special Needs Advisory Team (SNAT)

- Began discussion on adding field to appointment software so that an individual with special needs could identify themselves, and this would be captured and flagged for center managers. This would also allow for tracking and statistical reports on special needs.
- Conducted survey on all center sites to assess ADA compliance.
- Working with Homeowners program and Call Center to identify points of service delivery where specific special needs components should be added.
- Incorporated special needs criteria for QA/QC center evaluations and updated: Advisor Sit-in Checklist, the Housing Assistance Checklist, and the Interview Questionnaire Survey.

Areas Requiring Assistance from the State

- COMMUNICATIONS – Received approval on legislative and lender letters; awaiting for electronic signature from Governor’s office. This is required before 250 packets with generic letters can be developed for OCD to distribute to state legislature and Congressional delegation

Metrics

Human Resources

- Housing Center Staff at the 75% level = 348. As of September 15th, staff is 329 (excluding receptionist & support positions). HR working with Center Managers to determine when to fill vacation positions.

MIS: Call Center

The Road Home Daily Call Volume Report Week Ending 9/17/06

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Calls</th>
<th>Calls Answered</th>
<th>Calls Abandoned</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/11</td>
<td>2,089</td>
<td>2,081</td>
<td>8</td>
</tr>
<tr>
<td>9/12</td>
<td>1,891</td>
<td>1,881</td>
<td>10</td>
</tr>
<tr>
<td>9/13</td>
<td>1,736</td>
<td>1,729</td>
<td>7</td>
</tr>
<tr>
<td>9/14</td>
<td>1,604</td>
<td>1,590</td>
<td>14</td>
</tr>
<tr>
<td>9/15</td>
<td>1,143</td>
<td>1,135</td>
<td>8</td>
</tr>
<tr>
<td>9/16</td>
<td>385</td>
<td>379</td>
<td>6</td>
</tr>
<tr>
<td>9/17</td>
<td>335</td>
<td>331</td>
<td>4</td>
</tr>
<tr>
<td>Totals to Date</td>
<td>9,183</td>
<td>9,126</td>
<td>57</td>
</tr>
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The Road Home Daily Call Volume Report Week Ending 9/17/06

- Total Calls
- Calls Answered
- Calls Abandoned
# Weekly Situation Report: Week 11
## September 12 – 18, 2006

## Deliverables

<table>
<thead>
<tr>
<th>Del. ID</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00025</td>
<td>Homeowner Pipeline Report (Weekly)</td>
<td>11 Sept 06</td>
</tr>
<tr>
<td>00020</td>
<td>Evaluation of Pilot Program</td>
<td>13 Sept 06</td>
</tr>
<tr>
<td>00026</td>
<td>External Training Summaries and Participants List</td>
<td>13 Sept 06</td>
</tr>
</tbody>
</table>