Table of Contents

EXECUTIVE SUMMARY ................................................................................................... 2
   Homeowner Assistance Program ....................................................................................... 2
   Small Rental Property Program ......................................................................................... 3
   Deliverables ....................................................................................................................... 3
HOMEOWNER PROGRAM ................................................................................................ 4
   Housing Assistance Center Activity .................................................................................. 6
   Award Calculation Activity ............................................................................................... 6
   Award Selection Activity ................................................................................................... 6
   Low/Moderate Income Households ................................................................................... 6
   Elevation Program Activity ............................................................................................... 8
   Closing Activity ................................................................................................................. 9
   Condominium Project ....................................................................................................... 10
   Manufactured Home Project ............................................................................................. 11
   Home Evaluations (Home Inspection) Activity ............................................................... 12
   Appeals ............................................................................................................................ 12
   Personal Application Liaisons (PAL) .............................................................................. 13
   Housing Assistance Center Appointment Activity .......................................................... 14
RENTAL PROPERTY PROGRAM.................................................................................... 18
   Underwriting ..................................................................................................................... 18
   Appeals ............................................................................................................................ 18
   Owner Occupant (OO) Units ............................................................................................ 19
   Tier 2 Call Center ............................................................................................................ 20
   Financial Advisors ........................................................................................................... 20
   URA ................................................................................................................................. 21
PROGRAM SUPPORT STATUS ....................................................................................... 22
   LOGISTICS ....................................................................................................................... 22
   HUMAN RESOURCES .................................................................................................. 22
   TRAINING ...................................................................................................................... 22
   EXTERNAL AFFAIRS ................................................................................................... 24
      Outreach ....................................................................................................................... 24
      Communications/Media Relations .............................................................................. 25
   POLICY .......................................................................................................................... 25
   INFORMATION TECHNOLOGY ................................................................................. 25
   FRAUD PREVENTION .................................................................................................. 26
   COMPLIANCE ............................................................................................................... 26
APPENDIX A ...................................................................................................................... 27
APPENDIX B ...................................................................................................................... 29
APPENDIX C ...................................................................................................................... 30
APPENDIX D ...................................................................................................................... 37
APPENDIX E ...................................................................................................................... 38
GLOSSARY ........................................................................................................................ 39
EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors completed 357 RHAS appointments with applicants during the reporting period. The number of benefits calculated increased to 160,255 and the total number of closings held as of August 28 increased to 117,235. Cumulatively, homeowners returned 142,666 benefit options selection letters.

Table 1: Homeowner Program Snapshot

<table>
<thead>
<tr>
<th>Activity</th>
<th>As of COB August 21</th>
<th>Weekly Activity</th>
<th>As of COB August 28</th>
<th>Status Adjustments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Inactive</td>
</tr>
<tr>
<td>Applications Received</td>
<td>229,409</td>
<td>-</td>
<td>229,409</td>
<td></td>
</tr>
<tr>
<td>Applications Not Valid for Processing</td>
<td></td>
<td></td>
<td>(44,303)</td>
<td></td>
</tr>
<tr>
<td>Applications Recorded</td>
<td>185,106</td>
<td>-</td>
<td>185,106</td>
<td></td>
</tr>
<tr>
<td>Pre-Appointment Inactives</td>
<td></td>
<td></td>
<td>19,149</td>
<td></td>
</tr>
<tr>
<td>Total Appointments Held</td>
<td>224,759</td>
<td>357</td>
<td>225,116</td>
<td></td>
</tr>
<tr>
<td>Initial Appointments Held</td>
<td>166,093</td>
<td>-</td>
<td>166,093</td>
<td>1,348</td>
</tr>
<tr>
<td>RHAS Appointments Held</td>
<td>58,666</td>
<td>357</td>
<td>59,023</td>
<td></td>
</tr>
<tr>
<td>Benefits Calculated</td>
<td>160,239</td>
<td>16</td>
<td>160,255</td>
<td></td>
</tr>
<tr>
<td>Benefit Options Letters Sent</td>
<td>152,252</td>
<td>42</td>
<td>152,294</td>
<td>1,256</td>
</tr>
<tr>
<td>Total Benefit Options Letters Returned</td>
<td></td>
<td></td>
<td>142,666</td>
<td></td>
</tr>
<tr>
<td>Number of Option One Selections</td>
<td>124,798</td>
<td>107</td>
<td>124,905</td>
<td>2,494</td>
</tr>
<tr>
<td>Number of Option Two Selections</td>
<td>10,067</td>
<td>3</td>
<td>10,070</td>
<td>216</td>
</tr>
<tr>
<td>Number of Option Three Selections</td>
<td>2,858</td>
<td>4</td>
<td>2,862</td>
<td>155</td>
</tr>
<tr>
<td>Decline Benefits</td>
<td>2,189</td>
<td>7</td>
<td>2,196</td>
<td>113</td>
</tr>
<tr>
<td>Delay Benefits</td>
<td>2,529</td>
<td>(17)</td>
<td>2,512</td>
<td>403</td>
</tr>
<tr>
<td>Incomplete Benefit Selection Form</td>
<td>123</td>
<td>(2)</td>
<td>121</td>
<td>17</td>
</tr>
<tr>
<td>Benefit Options Letters Available for Transfer to Closing</td>
<td></td>
<td></td>
<td>132,510</td>
<td></td>
</tr>
<tr>
<td>Files Transferred for Closing</td>
<td>122,959</td>
<td>218</td>
<td>123,177</td>
<td>1,017</td>
</tr>
<tr>
<td>Total Inactives and Ineligibles</td>
<td></td>
<td></td>
<td>7,011</td>
<td>74,211</td>
</tr>
<tr>
<td>Closings Scheduled</td>
<td></td>
<td></td>
<td>71</td>
<td></td>
</tr>
<tr>
<td>Closings Held</td>
<td>116,975</td>
<td>260</td>
<td>117,235</td>
<td></td>
</tr>
</tbody>
</table>
Small Rental Property Program

Small Rental continues to process active awardees for Round 1 and 2. Small Rental has begun processing the Round 2.1 (Waitlist) conditional awardees who have returned the signed conditional award acceptance.

### Table 2: Rental Program Snapshot

<table>
<thead>
<tr>
<th>Activity</th>
<th>Round 1</th>
<th>Round 2</th>
<th>Round 2 Waitlist (Round 2.1)</th>
<th>Program Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENTAL UNIT AWARDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Conditional Awards Issued</td>
<td>2,702</td>
<td>5,032</td>
<td>1,996</td>
<td>9,730</td>
</tr>
<tr>
<td>Manual Conditional Awards Issued/Appeals</td>
<td>0</td>
<td>5</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>Approved</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conditional Awards Cancelled</td>
<td>1,987</td>
<td>1,392</td>
<td>419</td>
<td>3,798</td>
</tr>
<tr>
<td>Conditional Awards Reinstated</td>
<td>52</td>
<td>57</td>
<td>3</td>
<td>112</td>
</tr>
<tr>
<td>Total Active Awards *</td>
<td>767</td>
<td>3,702</td>
<td>1,588</td>
<td>6,057</td>
</tr>
<tr>
<td>Commitment Letters Mailed</td>
<td>660</td>
<td>2,728</td>
<td>580</td>
<td>3,968</td>
</tr>
<tr>
<td>OWNER OCCUPIED UNIT AWARDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Active OO Unit Awards</td>
<td>143</td>
<td>138</td>
<td>33</td>
<td>314</td>
</tr>
<tr>
<td>OO Unit Award Letters Mailed</td>
<td>149</td>
<td>127</td>
<td>22</td>
<td>298</td>
</tr>
<tr>
<td>* Includes 32 applications reinstated through the Appeals Process.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Deliverables

Table 3 lists the deliverables provided during the reporting period.

#### Table 3: Program Deliverables

<table>
<thead>
<tr>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00035-08222008 Grant Review Procedures v4.0</td>
<td>08/22/2008</td>
</tr>
<tr>
<td>00120-08222008 Rental Round 1 &amp; 2 Matrix</td>
<td>08/22/2008</td>
</tr>
<tr>
<td>00052-08312008 Analysis of Facility Use</td>
<td>08/27/2008</td>
</tr>
<tr>
<td>00025 The Road Home Weekly Combined Report</td>
<td>08/27/2008</td>
</tr>
<tr>
<td>00054-08312008 Conflict of Interest Report</td>
<td>08/28/2008</td>
</tr>
<tr>
<td>00053-08312008 Report on Subcontractor Activity</td>
<td>08/28/2008</td>
</tr>
</tbody>
</table>
HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input and Calculation

<table>
<thead>
<tr>
<th>APPLICATIONS &amp; APPOINTMENTS</th>
<th>HOMEOWNER PROCESS</th>
<th>CUMULATIVE As of 8/21</th>
<th>CUMULATIVE As of 8/28</th>
<th>INCREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPS RECEIVED</td>
<td>229,409</td>
<td>229,409</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>APPS RECORDED</td>
<td>185,106</td>
<td>185,106</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>PRE-APPT INACTIVE APPS</td>
<td>19,149</td>
<td>19,149</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>INITIAL APPTS HELD</td>
<td>166,093</td>
<td>166,093</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>RHAS APPTS HELD</td>
<td>58,666</td>
<td>59,023</td>
<td>357</td>
<td></td>
</tr>
</tbody>
</table>

| CALCULATIONS               | 160,239           | 160,255               | 16 |
| TOTAL                      | $9.43 billion     | $9.46 billion         | $.03b               |
| AVERAGE                    | $61,034           | $61,197               |

- 166,093 applicants have completed initial appointments
- The $9.46 billion total and $61,197 average award represent maximum benefit if all applicants select Option 1 – rebuild in place (the total includes additional compensation grant calculations, compensation grants, and elevation grants, but does not include ‘zero’ grant awards)
## Homeowner Assistance Program Pipeline – Option Selection and Closing Processing

<table>
<thead>
<tr>
<th>HOMEOWNER PROCESS</th>
<th>CUMULATIVE As of 8/21</th>
<th>CUMULATIVE As of 8/28</th>
<th>INCREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPTIONS LETTERS SENT</td>
<td>152,252</td>
<td>152,294</td>
<td>42</td>
</tr>
<tr>
<td>OPTIONS LETTERS RETURNED</td>
<td>142,563</td>
<td>142,666</td>
<td>13</td>
</tr>
<tr>
<td>BSF AVAIL FOR TRANSFER TO CLOSING</td>
<td>132,391</td>
<td>132,510</td>
<td>119</td>
</tr>
<tr>
<td>TRANSFERRED TO CLOSING</td>
<td>122,959</td>
<td>123,177</td>
<td>218</td>
</tr>
<tr>
<td>INACTIVE CLOSING FILES</td>
<td>1,183</td>
<td>1,017</td>
<td>(166)</td>
</tr>
<tr>
<td>CLOSINGS HELD</td>
<td>116,975</td>
<td>117,235</td>
<td>260</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$6.92 billion</strong></td>
<td><strong>$6.95 billion</strong></td>
<td><strong>$.03 b</strong></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td><strong>$59,126</strong></td>
<td><strong>$59,318</strong></td>
<td></td>
</tr>
</tbody>
</table>

- Applicants have returned 142,666 Benefits Selection Forms. After processing and review, 132,510 of these forms are available for transfer to closing agents for further processing.
- Applicants’ initial option selections are in Appendix A

- Extrapolation of average award for populations where funds have been disbursed

See the Glossary for explanation of Figure 2 terms
Housing Assistance Center Activity
- A total of 357 RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - Road Home Advisory Services (RHAS) activity increased 17% from the previous reporting period
    - 59,023 total RHAS appointments held to date
    - 314 RHAS appointments were due to walk-ins

Award Calculation Activity
- The Road Home has calculated 160,255 benefits, an increase of 16 for the week
  - The average total benefit calculated was $61,197 (excluding ‘zero’ awards)
  - 5,700 calculations resulted in ‘zero’ grant amounts
  - 154,555 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity
- A total of 142,666 homeowners have returned a benefits options letter (Table 1)
- Of the homeowners who have selected their options:
  - 31,720 options selection letters have been returned from elderly applicants (Table 4)
  - The vast majority of all homeowners, including elderly homeowners, have selected Option 1 to keep their homes
  - 132,510 benefits options letters are available for transfer to closing agents
- Appendix A summarizes the option selection of applicants by Parish
- Appendix B lists the benefits calculated by Parish

Table 4: Cumulative Elderly Benefits Options Selection

<table>
<thead>
<tr>
<th>Elderly Benefits Options Selected</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Option One</td>
<td>26,411</td>
</tr>
<tr>
<td>Number of Option Two</td>
<td>3,125</td>
</tr>
<tr>
<td>Number of Option Three</td>
<td>2,184</td>
</tr>
<tr>
<td>Total Elderly Benefits Options Selected</td>
<td>31,720</td>
</tr>
</tbody>
</table>

Low/Moderate Income Households
- A total of 117,221 applicants had gone to closing and received their Road Home disbursement as of August 28, 2008. Of these applicants, 50,120 (43 percent) were documented as LMI.
- A total of $6,953,352,662 in Homeowner Assistance Program awards were disbursed as of August 28, 2008. Of these disbursements, $3,549,820,283 (51 percent) went to applicants documented as LMI.
- Extrapolating to the 117,235 awards that have closed for a total of $6.95 billion, approximately $3.54 billion will be documented as LMI.
### Table 5: Options Selected Activity

**Total Household and Low/Moderate Income (LMI) Detail**

<table>
<thead>
<tr>
<th>Option Selected</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Options Selected</td>
<td>124,905</td>
<td>10,070</td>
<td>2,862</td>
<td>137,837</td>
</tr>
<tr>
<td>Total $ in Options Selected</td>
<td>$6,845,179,796.73</td>
<td>$795,472,847.78</td>
<td>$189,082,808.58</td>
<td>$7,829,735,453.09</td>
</tr>
<tr>
<td>Comp Grant $ in Options Selected</td>
<td>$4,849,733,727.47</td>
<td>$597,045,800.72</td>
<td>$189,082,808.58</td>
<td>$5,635,862,336.77</td>
</tr>
<tr>
<td>Elev Grant $ in Options Selected*</td>
<td>$686,936,121.66</td>
<td>$686,936,121.66</td>
<td></td>
<td>$686,936,121.66</td>
</tr>
<tr>
<td>ACG $ in Options Selected</td>
<td>$1,308,509,947.6</td>
<td>$198,427,047.06</td>
<td></td>
<td>$1,506,936,994.66</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Options Selected by LMI</th>
<th>53,013</th>
<th>4,499</th>
<th>1,182</th>
<th>58,694</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total $ to LMI</td>
<td>$3,613,032,229.51</td>
<td>$436,394,400.22</td>
<td>$77,661,263.99</td>
<td>$4,127,087,893.72</td>
</tr>
<tr>
<td>Comp Grant $ to LMI</td>
<td>$1,980,956,351.15</td>
<td>$237,967,353.16</td>
<td>$77,661,263.99</td>
<td>$2,296,584,968.30</td>
</tr>
<tr>
<td>Elev Grant $ to LMI *</td>
<td>$323,565,930.76</td>
<td></td>
<td></td>
<td>323,565,931</td>
</tr>
<tr>
<td>ACG $ to LMI</td>
<td>$1,308,509,947.6</td>
<td>$198,427,047.06</td>
<td></td>
<td>$1,506,936,994.66</td>
</tr>
</tbody>
</table>

| % of Total Options Selected that are LMI | 42 % | 45 % | 41 % | 43 % |
| % of Total $ to LMI                | 53 % | 55 % | 41 % | 53 % |
| % of Comp Grant $ to LMI           | 41 % | 40 % | 41 % | 41 % |
| % of Elev Grant $ to LMI           | 47 % | N/A  | N/A  | 47 % |
| % of ACG $ to LMI                  | 100 %| 100 %| N/A  | 100 %|

* Due to changes in the Elevation program, Elevation grant dollars reported are now based on actual rather than projected dollars.
Table 6: Closings Held Activity including LMI Detail

Total Household and Low/Moderate Income (LMI) Detail

<table>
<thead>
<tr>
<th>Closings Held</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Closings Held</td>
<td>108,466</td>
<td>6,986</td>
<td>1,769</td>
<td>117,221</td>
</tr>
<tr>
<td>Total $ in Closings Held</td>
<td>$6,212,105,654.29</td>
<td>$606,459,626.35</td>
<td>$134,787,381.42</td>
<td>$6,953,352,662.06</td>
</tr>
<tr>
<td>Comp Grant $ in Closings Held</td>
<td>$4,660,707,040.01</td>
<td>$454,983,458.21</td>
<td>$134,787,381.42</td>
<td>$5,250,477,879.64</td>
</tr>
<tr>
<td>Elev Grant $ in Closings Held</td>
<td>$242,116,973.72</td>
<td>$29,295.00</td>
<td></td>
<td>$242,146,268.72</td>
</tr>
<tr>
<td>ACG $ in Closings Held</td>
<td>$1,309,281,640.56</td>
<td>$151,446,873.14</td>
<td></td>
<td>$1,460,728,513.70</td>
</tr>
</tbody>
</table>

Number of Closings Held by LMI: 46,139
Total $ to LMI: $3,170,610,387.82
Comp Grant $ to LMI: $1,873,935,007.98
Elev Grant $ to LMI: $117,977,531.03
ACG $ to LMI: $1,178,697,848.81
Total ACG $: $1,309,281,640.56

% of Total Closings Held that are LMI: 43%
% of Total $ to LMI: 51%
% of Comp Grant $ to LMI: 40%
% of Elev Grant $ to LMI: 49%
% of ACG $ to LMI: 90%

*These funds represent disbursed ACG dollars that have not been categorized through final grant review.

**Elevation Program Activity**

No information was generated for the reporting period ending on August 28, 2008, due to preparation for, and the operational shut-down caused by, Hurricane Gustav, which made landfall in Louisiana on September 1, 2008. Updated information will be included in the next combined report.
Closing Activity

- As of August 28, 2008, a total of 123,177 files were transferred to closing agents, 218 files were transferred during the reporting week. Currently, 1,017 of the files transferred are in inactive status due to situations concerning mortgage or title issues.
- The closing team assisted closing agents with the completion of 260 closings.
- Of the total 117,235 cumulative closings:
  - The average award is $59,318
  - 50,120 also received additional compensation grants. The average additional compensation grant award is $26,316
  - Closed 26,662 elderly applicants for a total of $1,877,787,740
  - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 7,250 additional disbursements for a total of $226,148,199. The average additional disbursement is $31,193.
- No information regarding applications that cannot close is included in this report due to preparation for, and the operational shut-down caused by, Hurricane Gustav, which made landfall in Louisiana on September 1, 2008.

Figure 3: Award Size

![Award Size Chart]

* Detailed closing data is based on population of 117,221, rather than 117,235 reported in Daily Governor's Report as of August 28, 2008, due to a variance in data feeds.

Table 7: Pre-Closing Tracking Report

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Fri 8/29</th>
<th>Sat 8/30</th>
<th>Sun 8/31</th>
<th>Mon 9/01</th>
<th>Tues 9/02</th>
<th>Wed 9/03</th>
<th>Thurs 9/04</th>
<th>Weekly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Files Transferred for Closing</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>218</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>218</td>
</tr>
</tbody>
</table>
Table 8: Applicants and Closings Held By Race/Ethnicity

<table>
<thead>
<tr>
<th>Race</th>
<th>Applicants</th>
<th></th>
<th>Closings Held</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>%</td>
<td></td>
<td>%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>666</td>
<td>&gt;1%</td>
<td>475</td>
<td>&gt;1%</td>
</tr>
<tr>
<td>American Indian/Alaska Native and White</td>
<td>530</td>
<td>&gt;1%</td>
<td>342</td>
<td>&gt;1%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native/Black-African American</td>
<td>379</td>
<td>&gt;1%</td>
<td>269</td>
<td>&gt;1%</td>
</tr>
<tr>
<td>Asian</td>
<td>2,925</td>
<td>2%</td>
<td>1973</td>
<td>2%</td>
</tr>
<tr>
<td>Asian and White</td>
<td>300</td>
<td>&gt;1%</td>
<td>194</td>
<td>&gt;1%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>65,837</td>
<td>36%</td>
<td>48,714</td>
<td>42%</td>
</tr>
<tr>
<td>Black/African American and White</td>
<td>1,153</td>
<td>1%</td>
<td>835</td>
<td>&gt;1%</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>183</td>
<td>&gt;1%</td>
<td>123</td>
<td>&gt;1%</td>
</tr>
<tr>
<td>Other Multi-Racial</td>
<td>3,419</td>
<td>2%</td>
<td>2,345</td>
<td>2%</td>
</tr>
<tr>
<td>White</td>
<td>72,046</td>
<td>39%</td>
<td>46,063</td>
<td>39%</td>
</tr>
<tr>
<td>A race was not provided</td>
<td>37,668</td>
<td>20%</td>
<td>15,887</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>185,106</td>
<td></td>
<td>117,221</td>
<td></td>
</tr>
</tbody>
</table>

*Detailed closing data is based on population of 117,221, rather than 117,235 reported in Daily Governor’s Report as of August 28, 2008, due to a variance in data feeds.

Condominium Project

Following the approval of policies for condominium evaluations, a special project was begun to identify and move condominium properties to closing. To date the project has yielded the following progress summarized in Table 9.

Table 9: Condominium Pipeline Progress

<table>
<thead>
<tr>
<th>Activity</th>
<th>Prior Total</th>
<th>7/25-7/31</th>
<th>8/01-8/07</th>
<th>8/08-8/14</th>
<th>8/15-8/21</th>
<th>8/22-8/28</th>
<th>Current Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Condo Applications</td>
<td>1,065</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1,065</td>
</tr>
<tr>
<td>Total CSIR forms mailed</td>
<td>1,097</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1,097</td>
</tr>
<tr>
<td>Total CSIR forms received</td>
<td>1,113</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1,113</td>
</tr>
<tr>
<td>Total Evaluations Requested</td>
<td>1,098</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1,098</td>
</tr>
<tr>
<td>Total Evaluations Completed</td>
<td>1,024</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1,024</td>
</tr>
<tr>
<td>Total Option Calculations Completed</td>
<td>858</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>859</td>
</tr>
<tr>
<td>Option Letters Created</td>
<td>827</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>828</td>
</tr>
<tr>
<td>Option Letters Mailed*</td>
<td>827</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>828</td>
</tr>
<tr>
<td>Option Letters Received</td>
<td>532</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>533</td>
</tr>
<tr>
<td>Transmitted for Closing</td>
<td>294</td>
<td>1</td>
<td>5</td>
<td>16</td>
<td>2</td>
<td>-</td>
<td>318</td>
</tr>
<tr>
<td>Closings Held</td>
<td>227</td>
<td>20</td>
<td>5</td>
<td>7</td>
<td>2</td>
<td>11</td>
<td>272</td>
</tr>
<tr>
<td>Elevation Only Awards</td>
<td>188</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>188</td>
</tr>
<tr>
<td>Inactive Applications</td>
<td>219</td>
<td>3</td>
<td>1</td>
<td>(2)</td>
<td>-</td>
<td>(10)</td>
<td>211</td>
</tr>
<tr>
<td>Ineligible Applications</td>
<td>127</td>
<td>5</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>16</td>
<td>148</td>
</tr>
</tbody>
</table>

*This count is also included in the overall Road Home option letter count.
Manufactured Home Project

The special manufactured home project has yielded the following progress (See Summary Table 10):

- Identified 16,280 manufactured home applicants to date
- Updating and ensuring valid HEs are in data warehouse
- Working through PSV process
  - For nearly all cases, we have established whether or not land is owned – used application data or called homeowner
  - Where land is owned, have determined whether or not the existing BPO is based on manufactured home comparables (if not, ordered new BPO)
  - Received special set of NADA data for values as of August 2005 on 3/9/07
  - Confirmed 14,304 loaded PSVs (BPOs, N.A.D.A, Road Home Appraisals, and Applicant-provided Appraisals) meet MH policy
- Letter generation underway

Table 10: Manufactured Home Pipeline Progress

<table>
<thead>
<tr>
<th>Activity</th>
<th>Prior Total</th>
<th>7/25-7/31</th>
<th>8/01-8/07</th>
<th>8/08 - 8/14</th>
<th>8/15-8/21</th>
<th>8/22-8/28</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Manufactured Home Applications</td>
<td>16,264</td>
<td>4</td>
<td>-</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>16,280</td>
</tr>
<tr>
<td>Total Manufactured Home Evaluations verified</td>
<td>15,999</td>
<td>22</td>
<td>-</td>
<td>-</td>
<td>4</td>
<td>4</td>
<td>16,029</td>
</tr>
<tr>
<td>Total Pre-Storm values verified</td>
<td>14,215</td>
<td>22</td>
<td>5</td>
<td>22</td>
<td>19</td>
<td>21</td>
<td>14,304</td>
</tr>
<tr>
<td>Total Applications released into letter generation process</td>
<td>14,214</td>
<td>22</td>
<td>5</td>
<td>22</td>
<td>18</td>
<td>23</td>
<td>14,304</td>
</tr>
</tbody>
</table>
Home Evaluations (Home Inspection) Activity

Table 11: Home Evaluation Team Metrics

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Total</th>
<th>7/25-7/31</th>
<th>8/01-8/07</th>
<th>8/08-8/14</th>
<th>8/15-8/21</th>
<th>8/22-8/28</th>
<th>Current Total</th>
<th>Five Week Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Orders Submitted by Housing Advisors</td>
<td>165,091</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>3</td>
<td>165,112&lt;sup&gt;a&lt;/sup&gt;</td>
<td>4</td>
</tr>
<tr>
<td>Work Orders Dispatched</td>
<td>162,891</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>15</td>
<td>3</td>
<td>162,922</td>
<td>6</td>
</tr>
<tr>
<td>Evaluations Completed in the Field</td>
<td>160,986</td>
<td>6</td>
<td>12</td>
<td>4</td>
<td>7</td>
<td>7</td>
<td>161,012&lt;sup&gt;b&lt;/sup&gt;</td>
<td>7</td>
</tr>
</tbody>
</table>

<sup>a</sup> Discrepancy 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 but are not yet processed.

<sup>b</sup> Totals include original and re-evaluations.

- Addressed 15 Strike and Stealth Team issues
- Addressed 43 appeals
- Addressed 25 CAD disputes
- Addressed 2 State Appeals
- Addressed 5 Critical issues
- Addressed 8 FEMA eligibility appeals
- Addressed 15 Structure type issues
- Completed 22 Elevation Grants
- Addressed 2 Pre-Closing Issues
- Addressed 12 Elevation appeals

Appeals

As of August 28, 2008, 12,485 cases have been processed through the Appeals department, 10,430 have been resolved and 1,890 are active. Table 12 shows the status of these cases.

Table 12: Status of Appeals

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>As of COB 8/1</th>
<th>As of COB 8/07</th>
<th>As of COB 8/14</th>
<th>As of COB 8/21</th>
<th>As of COB 8/28</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases Processed in Appeals</td>
<td>11,843</td>
<td>12,036</td>
<td>12,177</td>
<td>12,359</td>
<td>12,485</td>
</tr>
<tr>
<td>Appeal Cases Pending Decision/Research</td>
<td>2,119</td>
<td>2,119</td>
<td>2,044</td>
<td>1,956</td>
<td>1,890</td>
</tr>
<tr>
<td>Ineligible Status Appeal</td>
<td>240</td>
<td>245</td>
<td>224</td>
<td>192</td>
<td>165</td>
</tr>
<tr>
<td>Total Active Cases</td>
<td>2,359</td>
<td>2,364</td>
<td>2,268</td>
<td>2,148</td>
<td>2,055</td>
</tr>
<tr>
<td>Total Cases Resolved</td>
<td>9,484</td>
<td>9,672</td>
<td>9,909</td>
<td>10,211</td>
<td>10,430</td>
</tr>
</tbody>
</table>
Further analysis of the resolved appeals cases (10,430) shows that:

- 3,705 (36%) have resulted in additional funds being awarded to applicants for a total of $101,570,274.00. The average additional disbursement is $27,414
- 360 (3%) resulted in a reduction of award for a total of $5,131,317.45. The average reduction is $14,253
- 3,082 (29%) resulted in no change to the award amount
- 3,283 (32%) were reviewed for an eligibility determination, 1,302 were approved and 1,981 were denied

As of August 28, 2008, there were 1,378 appeal cases transferred to the State appeals process, of which 587 are closed and 791 are in progress.

Table 13: Status of State Panel Review Appeals

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>As of COB 8/14</th>
<th>As of COB 8/21</th>
<th>As of COB 8/28</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases Requested for State Panel Review</td>
<td>1,035</td>
<td>1,149</td>
<td>1,378</td>
</tr>
<tr>
<td>State Appeal Cases in Progress</td>
<td>477</td>
<td>579</td>
<td>791</td>
</tr>
<tr>
<td>State Appeal Cases Resolved</td>
<td>558</td>
<td>570</td>
<td>587</td>
</tr>
</tbody>
</table>

Personal Application Liaisons (PAL)

During the reporting week, 2,825 contacts were made through the PAL initiative. Table 14 and Figure 4 detail these contacts by type and day. Additional PAL information that is normally included in the report is not available due to preparation for, and the operational shut-down caused by, Hurricane Gustav, which made landfall in Louisiana on September 1, 2008. Updated information will be included in the next combined report.

Table 14: PAL Metrics

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Total</th>
<th>7/25-7/31</th>
<th>8/01-8/07</th>
<th>8/08-8/14</th>
<th>8/15-8/21</th>
<th>8/22-8/28</th>
<th>Current Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Received</td>
<td>1,018</td>
<td>16</td>
<td>38</td>
<td>299</td>
<td>459</td>
<td>790</td>
<td>2,620</td>
</tr>
<tr>
<td>Inbound Calls</td>
<td>14,804</td>
<td>135</td>
<td>168</td>
<td>516</td>
<td>476</td>
<td>757</td>
<td>16,856</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>53,951</td>
<td>399</td>
<td>540</td>
<td>1,279</td>
<td>1,314</td>
<td>1,278</td>
<td>58,761</td>
</tr>
<tr>
<td>Total Contacts</td>
<td>69,773</td>
<td>550</td>
<td>746</td>
<td>2,094</td>
<td>2,249</td>
<td>2,825</td>
<td>78,237</td>
</tr>
</tbody>
</table>
Housing Assistance Center Appointment Activity

There were a total of 357 RHAS appointments held at the Housing Assistance Centers during the reporting period. The Centers continued to see applicants on Saturdays (Figure 5).

Figure 5: Housing Assistance Center RHAS Appointments by Day
Table 15: Housing Assistance Center Appointments by Week

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Total</th>
<th>7/25-7/31</th>
<th>8/01-8/07</th>
<th>8/08-8/14</th>
<th>8/15-8/21</th>
<th>8/22-8/28</th>
<th>Current Total</th>
<th>Five Week Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>RHAS Appointments Held</td>
<td>57,385</td>
<td>270</td>
<td>353</td>
<td>352</td>
<td>306</td>
<td>357</td>
<td>59,023</td>
<td>328</td>
</tr>
<tr>
<td>Average Daily RHAS Appointments Held</td>
<td>45</td>
<td>59</td>
<td>59</td>
<td>51</td>
<td>60</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 6 shows the number of RHAS appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. There were 314 walk-ins for RHAS appointments during this reporting period.
Figure 6: RHAS Scheduled, Held, and Walk-Ins by Center

Housing Assistance Center Processing, August 22 - August 28, 2008

- **West Bank Total**
  - # of Appts Scheduled: 0
  - # of Actual Appts: 39
  - # of Walk-ins: 39

- **St. Bernard Total**
  - # of Appts Scheduled: 1
  - # of Actual Appts: 63
  - # of Walk-ins: 64

- **New Orleans East Total**
  - # of Appts Scheduled: 7
  - # of Actual Appts: 151
  - # of Walk-ins: 156

- **Jefferson Total**
  - # of Appts Scheduled: 3
  - # of Actual Appts: 50
  - # of Walk-ins: 53

- **Calcasieu Total**
  - # of Appts Scheduled: 5
  - # of Actual Appts: 41
  - # of Walk-ins: 45

- **Legend**
  - # of Appts Scheduled
  - # of Actual Appts
  - # of Walk-ins
Figure 7 shows the average number of RHAS appointments per day over the current and previous periods.

**Figure 7: Average Daily Appointments by Period**
RENTAL PROPERTY PROGRAM

Underwriting
- Continued to process all active awardees (See Table 16)

Table 16: Conditional Award Processing

<table>
<thead>
<tr>
<th></th>
<th>Round 1</th>
<th>Round 2</th>
<th>Round 2 Waitlist (Round 2.1)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CONDITIONAL AWARD STAGE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conditional Awardees</td>
<td>2,702</td>
<td>5,032</td>
<td>1,996</td>
</tr>
<tr>
<td>Manual Conditional Awards Issued/Appeal Approved</td>
<td>0</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td><strong>VERIFICATION STAGE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Active Awards</td>
<td>767</td>
<td>3,702</td>
<td>1,588</td>
</tr>
<tr>
<td><strong>COMMITMENT LETTER STAGE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commitment Letters Mailed</td>
<td>660</td>
<td>2,728</td>
<td>580</td>
</tr>
<tr>
<td>Commitment Letters Returned by Applicant</td>
<td>478</td>
<td>1,510</td>
<td>193</td>
</tr>
<tr>
<td><strong>POST COMMITMENT STAGE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 - 24% Construction Complete</td>
<td>129</td>
<td>520</td>
<td>47</td>
</tr>
<tr>
<td>25 - 49% Construction Complete</td>
<td>54</td>
<td>150</td>
<td>33</td>
</tr>
<tr>
<td>50 - 74% Construction Complete</td>
<td>43</td>
<td>137</td>
<td>12</td>
</tr>
<tr>
<td>75 - 100% Construction Complete</td>
<td>252</td>
<td>703</td>
<td>101</td>
</tr>
<tr>
<td>Total</td>
<td>478</td>
<td>1,510</td>
<td>193</td>
</tr>
</tbody>
</table>

Appeals
- Received 36 new appeals
- Completed 1 Appeal Review Determinations
- Researched and resolved 9 requests for Constituent Services
- Mailed 8 Determination letters

Table 17: Status of Appeals

<table>
<thead>
<tr>
<th></th>
<th>Round 1</th>
<th>Round 2</th>
<th>Round 2 Waitlist (Round 2.1)</th>
<th>Program Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level II Issues Received</td>
<td>305</td>
<td>483</td>
<td>566</td>
<td>1,354</td>
</tr>
<tr>
<td>Level II Issue Determinations Made</td>
<td>291</td>
<td>438</td>
<td>538</td>
<td>1,267</td>
</tr>
<tr>
<td>Level II Issues Remaining to be Resolved</td>
<td>14</td>
<td>45</td>
<td>28</td>
<td>87</td>
</tr>
</tbody>
</table>
### Table 18: Appeals Determinations Summary

<table>
<thead>
<tr>
<th>Appeals Determination After Road Home Review</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>234</td>
</tr>
<tr>
<td>Denied</td>
<td>945</td>
</tr>
<tr>
<td>Dismissed</td>
<td>78</td>
</tr>
<tr>
<td>Withdrawn</td>
<td>10</td>
</tr>
</tbody>
</table>

**Owner Occupant (OO) Units**
- Mailed additional OO Letters
- Submitted OO files to QC for pre-closing review and pre-letter review

### Table 19: Owner Occupant Award Activity

<table>
<thead>
<tr>
<th>Owner Occupant Unit Awards</th>
<th>Round 1</th>
<th>Round 2</th>
<th>Round 2 Waitlist (Round 2.1)</th>
<th>Program Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active OO Unit Awards</td>
<td>143</td>
<td>138</td>
<td>33</td>
<td>314</td>
</tr>
<tr>
<td>OO Unit Award Letters Mailed</td>
<td>149</td>
<td>127</td>
<td>22</td>
<td>298</td>
</tr>
<tr>
<td>No Acceptance Required</td>
<td>22</td>
<td>25</td>
<td>0</td>
<td>47</td>
</tr>
<tr>
<td>Award Cancelled Post Mailing</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>OO Unit Award Acceptance Received</td>
<td>116</td>
<td>89</td>
<td>18</td>
<td>223</td>
</tr>
<tr>
<td>Outstanding OO Unit Award Acceptances</td>
<td>9</td>
<td>11</td>
<td>4</td>
<td>24</td>
</tr>
<tr>
<td>OO Unit Award Cancelled Post Acceptance</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>OO Unit Award Closings Held</td>
<td>97</td>
<td>49</td>
<td>3</td>
<td>149</td>
</tr>
</tbody>
</table>
Tier 2 Call Center

- Answered applicants’ questions on de-obligation, denial, contradictory, incomplete letters and status of their Round 1 & 2 applications

**Table 20: Tier 2 Call Center Metrics**

<table>
<thead>
<tr>
<th>Inbound Calls</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Round 1</td>
<td>17</td>
</tr>
<tr>
<td>Round 2</td>
<td>81</td>
</tr>
<tr>
<td>Round 2 Waitlist (Round 2.1)</td>
<td>106</td>
</tr>
<tr>
<td>Other</td>
<td>257</td>
</tr>
<tr>
<td><strong>Total Inbound Calls</strong></td>
<td><strong>461</strong></td>
</tr>
</tbody>
</table>

Financial Advisors

- Coordinated upcoming Outreach Events
- Scheduled and completed appointments with applicants who request financial advice or counseling

**Table 21: Financial Advisor Appointment Activity**

<table>
<thead>
<tr>
<th>Financial Advisor Appointments</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants Contacted</td>
<td>2,851</td>
</tr>
<tr>
<td>Appointments Not Required</td>
<td>1,573</td>
</tr>
<tr>
<td>Appointments Required</td>
<td>1,278</td>
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<td>Appointments Completed</td>
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<tr>
<td>Appointments to be Completed</td>
<td>315</td>
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</table>
URA

- Continued to process URA case files by scheduling appointments with owners and tenants

Table 22: Relocation Activity

<table>
<thead>
<tr>
<th></th>
<th>Occupied Properties</th>
<th>General Pool with Tenants</th>
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<tr>
<td></td>
<td>Round 1</td>
<td>Round 2</td>
<td>Round 2 Waitlist (Round 2.1)</td>
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<tr>
<td>Total Rental Units</td>
<td>183</td>
<td>94</td>
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<tr>
<td>Tenant Occupied (Relocation possibly needed)</td>
<td>117</td>
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<td>5</td>
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<tr>
<td>Vacant Units</td>
<td>66</td>
<td>39</td>
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<tr>
<td></td>
<td>72</td>
<td>407</td>
<td>110</td>
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<tr>
<td>Tenant Occupied (Relocation possibly needed)</td>
<td>57</td>
<td>299</td>
<td>93</td>
</tr>
<tr>
<td>Vacant Units</td>
<td>15</td>
<td>108</td>
<td>17</td>
</tr>
</tbody>
</table>
PROGRAM SUPPORT STATUS

LOGISTICS

- Mobile Events (Dates and Locations):
  - August 24 - Calcasieu: Lake Charles Civic Center...complete
  - August 26 - Orleans: UNO Lindy Boggs Conference Center...complete
  - August 28 - Plaquemines: St. Patrick’s Church...in process
  - September 3 - Orleans: Desire Street Ministries
  - September 5 - Orleans: UNO Lindy Boggs Conference Center
- Facilities
  - St. Bernard and Harvey II will close on Saturday, September 13, 2008
    (exactly sixty days from the “warn letters”)

HUMAN RESOURCES

- Visited with the Coordinator of Executive Leadership Program at the University of New Orleans to identify employment opportunities for Road Home employees to transition to careers in emergency management or homeland security.
- Conducted second in series of "Transition Shadow Workshops" on 27 August for employees of the Anselmo Center in Baton Rouge. Additional sessions are being planned for the weeks of 2 and 8 September.
- Continued updating handouts for HUD Section 3 Workshops and Seminars, focusing on pre- and post-employment training for low- and very-low-income persons, and began scheduling new training sessions during September and October at LA Works Centers in Baton Rouge, Lafayette, and Lake Charles.
- Coordinated with Adecco Staffing Services on the first of two "Networking Events" at the Bullard Center on 27 August to assist employees with exploring job opportunities with local and regional employers.
- Continued working with major recruiting & placement agencies to arrange "Networking Events" during the weeks of 2 and 8 September.
- Expanded relationship with the LA Works Centers in Baton Rouge, Lake Charles, and New Orleans to host "Open House for Road Home Employees" to meet with staff, set up internet and email privileges, and to participate in visits with local and regional employers. The first open house will be at the new home of JOB 1 / New Orleans, located on Canal Street, and co-hosted with the Louisiana Rapid Response Team.

TRAINING

- Participated in 2 Outreach events (New Orleans and Port Sulphur)
  - Delivered basic information about the program
  - Welcomed people, provided logistical information, played informational videos
- Responded to audit team requests for information
- Developed Technical Writing Training
- Researched and developed Sold Home Training

### Table 23: Training Summary

<table>
<thead>
<tr>
<th>Training Type</th>
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<th>Target Audience</th>
<th>Location</th>
<th>Date</th>
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<tr>
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<td>RH Information Security and Management</td>
<td>All Road Home Staff</td>
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<td></td>
<td>Online Training</td>
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<td>Internal</td>
<td>Housing Assistance Center Standard</td>
<td>Homeowner Program Staff</td>
<td>Online</td>
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<td>278</td>
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<td></td>
<td>Operating Procedures Online Training</td>
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<td>Internal</td>
<td>Updated Standards of Ethical Behavior</td>
<td>All Road Home Staff</td>
<td>Online</td>
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<td>Internal</td>
<td>Case Management Training for New Hires</td>
<td>ACT New Hires</td>
<td>Fairfax, VA</td>
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<tr>
<td>Internal</td>
<td>Pre-Closing QA Procedures</td>
<td>Rental Pre-Closing</td>
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<td>Quality Review Team</td>
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<td>Internal</td>
<td>Rental Orientation</td>
<td>Rental New Hires</td>
<td>Goodwood Office</td>
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<td>OCD Appeals Team</td>
<td>One American Place</td>
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<td>Baton Rouge, LA</td>
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<td>Internal</td>
<td>Final Inspection Training, Session 1</td>
<td>Rental Staff</td>
<td>Goodwood Office</td>
<td>August 28, 2008</td>
<td>12</td>
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<td>Baton Rouge, LA</td>
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</tr>
<tr>
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<td></td>
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<td>Baton Rouge, LA</td>
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</tr>
</tbody>
</table>
EXTERNAL AFFAIRS

Outreach

- Provided individualized Road Home updates in Calcasieu, Orleans and Plaquemines Parishes for the September deadlines through large-scale outreach events.
- Coordinated statewide August 2008 outreach for state generated deadlines
- Continued to provide application assistance to Hispanic and Vietnamese communities
- Sent E-Outreach, a weekly communiqué to 1,436 legislators, staffers, and community leaders informing them of program updates and details. This week’s e-outreach focused on the Lifting of Deadlines for Most Applicants.
- Initiated notification processes and met with legislators inviting them and their constituents to Road Home September 5th Deadline Outreach
- Worked with elected officials and staff regarding constituent issues including:
  - Sen. A.G. Crowe
  - Rep. A. B. Franklin
  - Rep. Joseph Lopinto
  - Rep. Kevin Pearson
  - Plaquemines Parish President Billy Nungesser
  - Plaquemines Parish Councilman Burghart Turner

<table>
<thead>
<tr>
<th>Meeting Type</th>
<th>Events held 8/22-8/28</th>
<th>People reached 8/22-8/28</th>
<th>Events To Date</th>
<th>People Reached To Date</th>
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<tr>
<td>Community</td>
<td>5</td>
<td>1,538</td>
<td>872</td>
<td>50,685</td>
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<tr>
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<td>-</td>
<td>-</td>
<td>219</td>
<td>19,785</td>
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<tr>
<td>Business</td>
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<td>-</td>
<td>32</td>
<td>1,402</td>
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<td>Governmental</td>
<td>-</td>
<td>-</td>
<td>317</td>
<td>9,703</td>
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<tr>
<td>Case Managers</td>
<td>-</td>
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<td>-</td>
<td>-</td>
<td>114</td>
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<td><strong>TOTALS</strong></td>
<td><strong>5</strong></td>
<td><strong>1,538</strong></td>
<td><strong>1,719</strong></td>
<td><strong>87,311</strong></td>
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</tbody>
</table>
Communications/Media Relations

In support of Homeowner program:
- Revised Website content to remove any references to program deadlines that have been rescinded
- Developed and printed a postcard lifting deadlines for applicants who had received prior mailings
- Assisted outreach with print requests for homeowner events

In support of Rental program:
- State approved Rental program “Maintaining Your Green Apartment”
- Rental approved Spanish version of the Rental program Checklist and Overview to post on Web
- Submitted event plan, agenda, proposed date/time and location for Outreach events that begin September 2008 to Rental program for confirmation
- Coordinating support for Rental program participation in Homeowner deadline events
- Completing applicant invitation letters and applicant materials for Rental Outreach events that begin September 2008
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets and Web content

POLICY

- Revised Homeowner Program Policies Version 6.1
- Responded to policy questions from staff
- Provided support to Grant Review Team reviewing closed files

INFORMATION TECHNOLOGY

- Creating new mock-ups for the PCI and Final Acknowledgement Form to allow for transaction returns of money that needs to be re-disbursed through an adjustment
- Prepared contingency plans in anticipation of Hurricane Gustav
- Continued support of eGrants end users and Operations Management through issue resolution/task completion
- Provided IT applications support for the “Get On The Bus” outreach in Orleans, Jefferson, and St. Bernard parishes
- Data Warehouse finalized around new type of title check for SRPP pre-closing
FRAUD PREVENTION

- Completed and finalized work for investigations received prior to August 18, 2008
- Bi-weekly homeowner and small rental antifraud update meetings held with ICF
- Completed turnover of data analytics and investigations to the Compliance and Investigations Department

Table 25: Fraud Prevention Metrics

<table>
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<th></th>
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<td>Third-Party Issues Reported to Anti-Fraud</td>
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<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>29</td>
</tr>
</tbody>
</table>

COMPLIANCE

- Researched and responded to subpoenas, advocacy group requests, and applicant requests served on the Program
- Investigated matters reported via the Ethics and Anti-Fraud Help Lines
- Continued investigation on internal Program matters
- Reviewed and updated investigative reports on external matters
### 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 confirmed during the verification process.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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<td>3</td>
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<td>JEFFERSON DAVIS</td>
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<td><strong>2,512</strong></td>
<td><strong>121</strong></td>
<td><strong>142,666</strong></td>
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</table>
APPENDIX B

Benefits Calculated by Damaged Residence Parish

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 confirmed during the verification process.

<table>
<thead>
<tr>
<th>Parish</th>
<th>Number of Calculations</th>
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<td>Acadia</td>
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<tr>
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<tr>
<td>Ascension</td>
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<td>Assumption</td>
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<td>Cameron</td>
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<td>Evangeline</td>
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APPENDIX C

Closings by Parish and Zip Code –

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 confirmed during the verification process. *Detailed closing data is based on population of 117,221 rather than 117,235 reported in Daily Governor’s Report as of August 28, 2008, due to a variance in data feeds.

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## Weekly Situation & Pipeline Report
### Week 113
#### August 22 - August 28, 2008

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117,221
# Weekly Situation & Pipeline Report

**Week 113**  
**August 22 - August 28, 2008**

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## GLOSSARY

**Table 1 Terms:**

- **Applications Received** represents the cumulative number of all applications entered in the system. This number includes applications that are incomplete, test and multiple submissions.
- **Applications Not Valid for Processing** represents the cumulative number of applications that are not valid. This number accounts for applications that are incomplete, test and multiple submissions.
- **Applications Recorded** represents the cumulative number of applications entered in the system.
- **Pre-Appointment Inactives** represents the cumulative number of applications entered that were previously Inactive and are now Ineligible for not having a completed appointment as of December 15.
- **Total Appointments Held** represents the cumulative number of appointments held including Road Home Advisory Services (RHAS) appointments held.
- **Initial Appointments Held** represents the cumulative number of all “first” appointments held.
- **Road Home Advisory Services (RHAS) Appointments Held** represents the cumulative number of all Road Home Advisory Services appointments held.
- **Benefits Calculated** represents the cumulative number of benefits calculated.
- **Benefit Options Letters Sent** represents the cumulative number of benefit options letters sent to applicants.
- **Total Benefit Options Letters Returned** represents the cumulative number of applicants who have selected their benefit options.
- **Number of Option One Selections** represents the cumulative number of applicants who have returned their selection of benefit option one – Stay.
- **Number of Option Two Selections** represents the cumulative number of applicants who have returned their selection of benefit option two – Relocate.
- **Number of Option Three Selections** represents the cumulative number of applicants who have returned their selection of benefit option three – Sell.
- **Decline Benefits** represents the cumulative number of applicants who have returned a letter to the program indicating they are declining all Road Home assistance.
- **Delay Benefits** represents the cumulative number of applicants who have indicated that they are delaying their benefit selections.
- **Incomplete Benefit Selection Form** represents the cumulative number of benefit option letters that have been returned to the program, but are incomplete or are not ready to be processed for closing. Because some applicants with open resolution cases also return their letters to the program, there is potential for overlap in this category.
- **Benefit Option Letters Available for Transfer to Closing** represents the cumulative number of returned options letters that are complete and ready for final verifications required to close
- **Files Transferred for Closing** represents the number of files transferred for closing to closing agents.

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Weekly Situation & Pipeline Report  
Week 113  
August 22 - August 28, 2008

**Total Inactives and Ineligibles** represent the cumulative number of applicants who can not move forward in the program due to an issue that can not be resolved without action by the homeowner. This number also includes homeowners who have requested that their application not be processed at the current time. Reasons for an inactive status include:

- Homeowners who have not responded to requests for additional application information in over 90 days
- Applicants who have not returned benefit selection letters in over 90 days or have chosen to delay their option selection
- Applicants who only qualify for elevation funds
- Applicants who have mortgage or title issues that prevent them from closing

Ineligible represents the total number of applicants who do not meet the basic eligibility criteria for the program or did not complete an initial appointment by the December 15 deadline.

**Closings Scheduled** represents the daily additional number of closings scheduled and the total represents all closings currently scheduled to occur in the future. The number of closings scheduled to occur reflects the actual number of closings scheduled but not yet held.

**Closings Held** represents the cumulative number of closings that have taken place (applicants completed signing).

Pipeline Diagram Terms (Figures 1 and 2):

**APPLICATIONS & APPOINTMENTS**

- **Applications Received** represents the cumulative number of all applications entered in the system. This number includes applications that are incomplete, test submissions and multiple submissions.
- **Applications Recorded** represents the cumulative number of applications entered in the system.
- **Pre-Appointment Inactives** represents the cumulative number of applications entered that were previously Inactive and are now Ineligible for not having a completed appointment as of December 15.
- **Initial Appointments Held** represents the cumulative number of all “first” appointments held.
- **Road Home Advisory Services (RHAS) Appointments Held** represents the cumulative number of all Road Home Advisory Services appointments held.

**CALCULATIONS**

- **Benefits Calculated** represents the cumulative number of benefits calculated.

**OPTION SELECTION**

- **Benefit Options Letters Sent** represents the cumulative number of benefit options letters sent to applicants.
- **Total Benefit Options Letters Returned** represents the cumulative number of applicants who have selected their benefit options.
**BSF Available for Transfer to Closing** represents the cumulative number of returned options letters that are complete and ready for final verifications required to close.

**CLOSINGS**

**Files Transferred for Closing** represents the number of files transferred for closing to closing agents.

**Inactive Closing File** represents the cumulative number of applicants who can not move forward in the program due to an issue that can not be resolved without action by the homeowner. This number also includes homeowners who have requested that their application not be processed at the current time. Reasons for an inactive status include:

- Homeowners who have not responded to requests for additional application information in over 90 days
- Applicants who have not returned benefit selection letters in over 90 days or have chosen to delay their option selection
- Applicants who only qualify for elevation funds
- Applicants who have mortgage or title issues that prevent them from closing

**Closings Held** represents the cumulative number of closings that have taken place (applicants completed signing).