EXECUTIVE SUMMARY

The Road Home Program continues to make strides toward servicing the needs of Louisiana residents by continued efforts in assisting homeowners to receive needed aid. The Program continued to schedule, meet with applicants, and review, evaluate, and verify applications during the period. In addition, the Rental Program and HMGP continue to vet programmatic decisions in supplying service to the State and residents.

Homeowner Program
- Scheduled 1,158 appointments; conducted 1,236 appointments; and accommodated 719 walk-in appointments
- Verified 255 cases and calculated 190 cases for award
- Conducted three homeowner closings; 11 total

Home Evaluations
- Difficulty with some home evaluations. Steps were immediately taken to rectify difficulties with evaluation partners

Rental Program
- Selected software vendor to supply Rental property owner application automation
- Completed analysis of the 2,800 rental and residential properties located in the Treme/Lafitte and Tulane/Galvez areas of New Orleans
- Requested amendment to Deliverables 00023 & 00024 due to delayed program design decisions

HMGP
- Receive comments from GOHSEP on the Acquisition and IMM HMGP applications
- Finalizing policy and process for integration of the CDBG funding to complete acquisitions, elevations, and individual mitigation measures
- Require Programmatic Agreement for NEPA, environmental and SHPO coordination, and Statement of Principles on Benefit Cost Analysis and Final Compliance Inspection Verification from FEMA

AREAS REQUIRING ASSISTANCE FROM THE STATE
- MIS: Need to coordinate with OCD on HDS collaboration
- TRAINING: Deliverables 00013 and 00026 – we wish to clarify with Steve Green any outstanding issues with the Inspector (Homeowner Construction Representative) training based on the crosswalk provided
- COMMUNICATIONS: Received approval on legislative and lender letters; however, need signature from Governor’s office to proceed and prepare packets for distribution
THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

- Ten housing assistance centers report:
  - Scheduled 1,158 appointments
  - Conducted 1,236 appointments
  - Experienced 719 walk-ins
- Received 311 insurance verifications
- Verified 255 cases and calculated 190 cases
- Three closings this reporting period; 11 total
  - Two additional closings scheduled this week (postponements from last week) – includes one homeowner closing from Rita damage
- Finalized plans for migration of appointment scheduling to the call center – effective 10/2 & discussed transition requirements of eGrantsPlus to full operation the week of 10/2
- HUD OIG Staff conducted site reviews and office space was provided in the Baton Rouge Housing Assistance Center
- Held second state-wide management meeting with Homeowner program staff in Lafayette on September 20
- Hosted LA Legislative Auditor’s Group tour of Baton Rouge Center

Data Verification

- Difficulty with some home evaluations. Took immediate action.
- Released new version of HDP software
- Worked with Fraud Prevention partners to add in other measures to the Home Evaluation protocol for audit purposes
- Extended an offer for a position as Senior Rehabilitation Specialist.
- Held half-day training for 10 potential staff to assist with QC part-time
- Developed a checklist to reduce errors in completing the home evaluation form.
- Held pre-bid meeting with companies interested in submitting proposals for Home Evaluation services
- Continued to update and generate policies and procedures
- Interviewed candidates for several positions

Data Verification

- Assisted in closing three homeowners

SMALL RENTAL PROGRAM

- Selected HDS as MIS vendor for the Program and began contract negotiation, timeline development, and business analysis for implementation
- Drafted Residential Anti Displacement and Relocation Assistance Plan
- Drafted Plan to Affirmatively Further Fair Housing
- Compiling a comprehensive list of forms needed for Program implementation
- Continued to work with OCD and LRA to develop final program design
Weekly Situation Report: Week 12
September 19 – 25, 2006

- Drafted a detailed Scoring Matrix for evaluating program applications
- Met with Fraud Prevention partners to discuss opportunities for incorporating fraud prevention controls into the program design
- Rescheduled round-one application opening date from November 2006 to early 2007 because the program design is undecided
- Requested amendment to Deliverables 00023 & 00024 due to delayed program design decisions

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Received comments from GOHSEP on each of the Acquisition and IMM HMGP applications - additional comments from the Legislative Auditor’s Office are being reviewed by GOHSEP prior to delivery to ICF for incorporation
- FEMA HQ has promised the Programmatic Agreement for NEPA, Environmental, and SHPO coordination, in addition to the Statement of Principles on Benefit Cost Analysis and Final Compliance Inspection Verification by “early this week” (both are critical to making a final HMGP Application submission)
- Finalizing policy and process for integration of the CDBG funding to complete acquisitions, elevations, and individual mitigation measures, which are necessary to expedite requirements gathering and subsequent recovery in accordance with HMGP rules
PROGRAM SUPPORT STATUS

LOGISTICS & FACILITIES
- Relocated HR Department into available space in the Baton Rouge facility on Goodwood Avenue
- Created Support Services section of the Logistics Department, which includes mail-center operations and data entry operations
  - The Support Services is fully functional and processing incoming mail and inputting homeowner application data

HUMAN RESOURCES
- Made contact with Houston Works, non-profit organization that operates employment and training centers for the workforce - establishing strategy for Houston Works to feed pipeline of candidates for housing assistance center jobs. Houston Works has outreach to areas in Houston populated by residents of Louisiana displaced by hurricanes
- Identified five position openings for students from the LSYOU (earn money and stay in school program). One student hired for Home Evaluations Team; six interviews scheduled week of 9/25/06
- Strong pipeline of resumes received for 4 key positions in Small Scale Rental – resumes screened and viable candidates to be 1st round interviewed week of 9/25
- On track with 60 day performance evaluation of housing center staff. Expect distribution to Center Managers & Team Leaders by week of 10/1

POLICY & PLANNING
- Met with OCD and LRA to discuss outstanding policy issues related to Homeowner and scheduled another meeting for Thursday September 28th from 8am to 5pm with OCD and LRA to resolve all other outstanding policy issues
- Developed filing system for lender MOUs
- Began drafting Justification for Slum and Blight National Objectives by each parish

TRAINING
- Updated Homeowner Assistance Program training materials
- Held Live Meeting on 9/21/06 on updates to Appointment Scheduler software rollout and training

COMMUNICATIONS
- Planned for inbound scheduling changeover
- Updating all Phase I materials
- Distributing fact sheets from the Department of Health to all Housing Centers
- Creating general flyers for distribution at Road Home events
Weekly Situation Report: Week 12  
September 19 – 25, 2006

- Combined all FAQ lists; waiting for final edits and approval from all program leads
- Printed receipt of application letters for mailing
- Completed French fact sheets for Rita anniversary
- Created and printed rental fact sheets for upcoming expo
- Created and printed builder registry fact sheets for upcoming expo
- Contributed written sections for the Affirmative Marketing Plan

**COMMUNITY OUTREACH**

**Community Presentations**
- Made a presentation at the Cameron Parish town hall meeting
- Made a presentation at the Mary Queen of Vietnam Church in New Orleans East
- Made a presentation to the City of Houston Hurricane Recovery Task Force

**Governmental Affairs**
- Invited all local elected officials to the Cameron Parish Housing Assistance Center opening
- Met with Houston Mayor White and other city officials
- Met with the Houston Joint Hurricane Housing Task Force
- Met with Harris County official Judge Robert Eckels
- Met with Diane Beasley with the City of New Orleans Journey Home Center

**Community Outreach**
- Continued to work with the training department to develop a module for non-profit organizations and the case management recovery consortium
- Participated in the Plaquemines Parish Renewal Day community event
- Developed strategies for trade shows and expos
- Attended the Lake Charles Recovery Summit
- Organized the strategy and collateral for the upcoming New Orleans Housing Expo
- Worked with NeighborWorks to help them prepared for their upcoming homeowner consumer education workshop

**MIS**
- Implemented Spanish and Vietnamese Integrated Voice Recognition (ICR) in the Call Center
- Released new appointment scheduler, implemented for outbound calling
- Completed insurance agreement with OCD; finalizing NDA’s with Allstate and USAA
- Completed preliminary eligibility screen for 12,000+ applicants
- Implemented electronic monitoring by NTG network operations center at the Data Center
- Moved to new Oracle server with Data Warehouse at the Data Center
- Establish technical approach for linking with OCD staff
Weekly Situation Report: Week 12
September 19 – 25, 2006

- Initiated contract discussions with HDS
- Working with West to plan for downsizing of Baton Rouge facility

**FRAUD PREVENTION**

- Met with *The Road Home* Team regarding reporting to State and type of reports that can be generated from data and MIS to discuss Oracle tables/access/planning of reporting warehouse
- Met with QA and Communications regarding available reports and validity of data provided to the State and KPMG's role
- Provided further comments regarding risks of maintaining contractor registry
- Discussed complaint procedures
- Provided final draft of homeowner evaluation procedures and initial recommendations regarding evaluator issues

**QUALITY ASSURANCE AND CONTROL**

- Met with Team members and State representatives regarding inputs to the Pipeline report and appropriate performance measures
- Provided data for Communication request for purposes of reporting related to the Governor’s visit to Cameron Parish commemorating Hurricane Rita
- Added an HMGP line item to the Center QA checklist to monitor during Advisor sit-ins
- Conducted seven Center reviews of Cameron, Jefferson, Plaquemine, St. Bernard, St. Tammany, Terrebonne and Vermilion Parishes while conducting 16 Advisor sit-in reviews
- Compiled Center satisfaction survey results (see Metrics)

**PUBLIC INFORMATION**

- Wrote talking points for outreach to elderly and disabled populations and Superdome event
- Completed media interview at Queen Mary of Vietnam church event
- Continued to discuss *The Road Home* public information/publicity campaign with New Orleans Hornets
- Did callouts to Lafayette and Lake Charles media to promote Governor Blanco’s Erath event and did interviews with media in attendance
- Responded to media referrals from LRA and Peter Mayer advertising agency
- Responded to interview requests for media attending Superdome opening/New Orleans Saints game
- Continued to work with producer of Road Home 30-minute special TV show with FOX-TV-29
- Referred several media requests to advertise to Communications Office
Weekly Situation Report: Week 12
September 19 – 25, 2006

COMPLIANCE

- Attended DA/AUSA workshop at statehouse - established lines of communication with several District Attorneys in the effected parishes
- Met with HUD OIG Auditors to provide requested information and arranged for temporary space at Goodwood site

SPECIAL NEEDS ADVISORY TEAM (SNAT)

- Requested change to appointment software so that if someone voluntarily identifies a special need or accommodation request it can be captured, which allows for tracking and statistical reports on applicants with special needs
- Conducted ADA compliance review of Centers
- Worked with Homeowners program and Call Center to identify points of service delivery where specific special needs components should be added
- Reviewed home evaluation protocols and procedures to identify areas requiring further development in regard to special needs populations
- Developing a list of local resources for interpretation services at the Centers/Evaluations
- Inserted section on people with disabilities/elderly into the Affirmative Marketing Strategy
- Conducted a conference call with Ron Blureau from the State Office of Elder Affairs
- Worked to identify Spanish and deaf interpreting services for Centers
**METRICS**

**Homeowner – Evaluations:**

Work Orders Distributed to Subs: Week: 1,166; Total 3,997  
Total Cost Estimates Received: 749  
Total Cost Estimates Approved: 669

**Quality Assurance and Control**

Number Surveyed: 707  
Percentage of homeowners stating overall experience with *The Road Home* Program is:  
Excellent 82%  
Good 13%  
Total: 95%

**MIS: Call Center**

![The Road Home Daily Call Volume Report Week Ending 9/24/06](chart.png)
### Weekly Situation Report: Week 12
September 19 – 25, 2006

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<th>Date</th>
<th>Total Calls</th>
<th>Calls Answered</th>
<th>Calls Abandoned</th>
<th>Percentage Abandoned</th>
<th>Average Length of Call (A/LC In Minutes)</th>
<th>Applications Requested</th>
<th>Online Application Assistance</th>
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### Deliverables

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