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, 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.

The Homeowner Program completed an outstanding week by conducting 2,275 applicant appointments – getting them into the pipeline. The call center continued to experience strong demand for appointments, such that we expect the housing center advisors to remain busy. The design of the Small Rental Assistance Program remained behind schedule. The Small Rental Program (SRP) team continued to work closely with all interested organizations to seek timely resolution to policy issues, so the first round of applications can begin as soon as practical. The HMGP Acquisition and Individual Mitigation Measures (IMM) applications are submitted to GOHSEP and we are awaiting reply before final submission to FEMA.

The support functions also made progress this week to determine locations for the Houston Housing Assistance Center and we initiated our recruiting strategy to hire sufficient staff for the Houston Assistance Center. Policy and Planning continued to work through award business rule issues which impact award calculations. The call center productivity remained very high; answering inbound calls, scheduling appointments, mailing applications and other materials requested by the homeowners.

Compliance coordinated and participated in numerous HUD OIG, HUD Program Monitor, and State Legislative Audits, and House Committee on Appropriations audits of The Road Home Program.

State Assistance Required

- SRP: Need final decision on program design.
- Policy & Plans: Need to get sign off from OCD on legal FAQs.

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</td>
<td>10/2/2006</td>
</tr>
</tbody>
</table>
THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

- For the week, ten housing assistance centers report the following information:
  - 2,453 appointments scheduled
  - 2,275* appointments held
  - 540 walk-ins
  - 7,487 appointments to-date

  *These figures reflect a 98% increase in the actual number of appointments from the previous week, where 1,147 appointments were held.

- Recent policy changes require revisions to the calculator. We are in the process of updating our policies and procedures and testing changes to the calculator before we begin making additional benefit calculations.
- The call center scheduled a total of 6,850 appointments for future appointments.

Verifications

- Received flood data tables from ICF and began software development for this portion of automated verifications.

Evaluations

- Worked to solidify evaluation procedures by discussing fraud prevention measures integration and data collection procedures.
- Screened 25 home evaluation proposals; expect awards this week.
- Developed replacement costs for manufactured housing.

SMALL RENTAL PROGRAM

- Continued to develop functional requirements and specifications for Small Rental Property Repair MIS system.
- Continued work on issues associated with the form of agreement with lenders participating in the program.

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Acquisition and IMM HMGP applications are both in review by GOHSEP. OCD requested a rapid reply for additional comments or requirements from GOHSEP prior to submission to FEMA.
- FEMA HQ has promised the Programmatic Agreement for coordination, in addition to the Statement of Principles on Benefit Cost Analysis and Final Compliance Inspection Verification - all are critical to the process projected in the final HMGP Acquisition and IMM Application submissions.
Weekly Situation Report: Week 14
October 3, 2006 – October 9, 2006

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Initiated site survey for Houston Assistance Center.
- Continued planning for mobile engagements.

Mailroom

<table>
<thead>
<tr>
<th>Description</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inbound Mail Count</strong></td>
<td>33,225</td>
</tr>
<tr>
<td>Total number of new applications received through mailroom - PO Box 91182.</td>
<td>31,987</td>
</tr>
<tr>
<td>100.00%</td>
<td>96.3%</td>
</tr>
<tr>
<td># duplicate applicants / applications received through mailroom - PO Box 91182.</td>
<td>798</td>
</tr>
<tr>
<td>2.4%</td>
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<td>Total number of applicant to multiple applications received through mailroom - PO Box 91182.</td>
<td>3</td>
</tr>
<tr>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Total number of correspondence received through mailroom - PO Box 4669 for scanning and attaching to existing records.</td>
<td>432</td>
</tr>
<tr>
<td>1.3%</td>
<td></td>
</tr>
<tr>
<td>Total number of correspondence received through mailroom - PO Box 4669 for scanning and attaching to existing records - without an application in eGrants (i.e., orphans).</td>
<td>5</td>
</tr>
<tr>
<td>0.0%</td>
<td></td>
</tr>
</tbody>
</table>

HUMAN RESOURCES

- Current Centers require 82 additional hires to reach 100% staffing levels. The hiring event at LA Works on October 6th-7th yielded 54 offers of employment, with 28 positions remaining. On schedule to hire, train and start staff in Housing Centers on November 3rd.
- Expect to hire 30+/ positions for the Houston Center. On schedule to hire, train and start staff in Houston Housing Center on November 17th.
- HR plans to have Mobile Housing Center Units staff start on November 27th, receive three days of training, and available by December 1st.

POLICY & PLANNING

- Obtained OCD and LRA concurrence on the calculator and the business rules. Communicated new changes to MIS, Homeowner Program, and Communications.
- Working with OCD to finalize income verification methodology.
- Defined process to implement the Individual Mitigation Measures.
- Developing policies for applicants living in duplexes where each side is under separate ownership.
- Developing legal documents for homeowners without mortgage lenders and revise covenant document.
Weekly Situation Report: Week 14
October 3, 2006 – October 9, 2006

TRAINING

- Conducted training for Administrators of Appointment Scheduler software.
- Conducted external training for Design and Building Professionals in New Orleans on October 6; had 48 attendees.

EXTERNAL AFFAIRS

Outreach

- Provided ten community presentations reaching seven Parishes, FEMA, and the City of Houston.
- Presented The Road Home Program to the Houston Area case managers and Mayor White’s Hurricane Recovery Task Force.

Communications

- Developed messaging for special needs outreach.
- Developing RFP for a minority outreach firm.
- Scheduled press outreach meetings in key cities.
- Completed legislative packets complete and distributing this week.
- Program update template final and weekly distribution (including website) began October 3rd. Updates posted weekly.
- Presented The Road Home briefing and training to Governor’s office constituent communications staff.

Public Information

- Coordinated data, meeting details and appointments with housing officials for the Houston meeting on October 9th.
- Responded to numerous inquires regarding mortgage assistance.
- Provided latest statistics and confirmed other details to Black Enterprise Magazine editorial writers.

MIS

- Released a new version of eGrantsPLUS after testing.
- Revised calculator based on policy changes and testing implementation in eGrantsPlus.
- Received initial insurance data from Allstate.
- Completed outbound mailing of eligibility letters and postcards.
- Established LAN to LAN VPN for linking with OCD staff.
Weekly Situation Report: Week 14
October 3, 2006 – October 9, 2006

Call Center

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Calls</th>
<th>Calls Answered</th>
<th>Abandoned (#)</th>
<th>Abandoned (%)</th>
<th>Average Length of Call (ALC - In Minutes)</th>
<th>Agent Wait Between Calls (WBC - In Minutes)</th>
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<tbody>
<tr>
<td>10/2</td>
<td>2,457</td>
<td>2,266</td>
<td>191</td>
<td>7.80</td>
<td>4.35</td>
<td>3.19</td>
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<tr>
<td>10/3</td>
<td>2,019</td>
<td>2,007</td>
<td>12</td>
<td>0.60</td>
<td>4.19</td>
<td>4.05</td>
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<tr>
<td>10/4</td>
<td>3,368</td>
<td>3,213</td>
<td>155</td>
<td>4.60</td>
<td>4.19</td>
<td>1.44</td>
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<tr>
<td>10/5</td>
<td>3,261</td>
<td>3,150</td>
<td>111</td>
<td>3.40</td>
<td>4.46</td>
<td>2.39</td>
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<tr>
<td>10/6</td>
<td>3,522</td>
<td>3,214</td>
<td>308</td>
<td>8.70</td>
<td>4.91</td>
<td>1.50</td>
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<tr>
<td>10/7</td>
<td>1,213</td>
<td>1,208</td>
<td>5</td>
<td>0.40</td>
<td>5</td>
<td>10.80</td>
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<tr>
<td>10/8</td>
<td>528</td>
<td>527</td>
<td>1</td>
<td>0.20</td>
<td>4</td>
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<td>Totals to Date</td>
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<td>15,585</td>
<td>783</td>
<td>3.67</td>
<td>4.46</td>
<td>6.89</td>
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<table>
<thead>
<tr>
<th>Date</th>
<th>Applications Requested</th>
<th>Online Application Assistance</th>
<th>Hard Copy Application Assistance</th>
<th>Spanish Calls</th>
<th>Vietnamese Calls</th>
<th>Appointments Scheduled</th>
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<tbody>
<tr>
<td>10/2</td>
<td>186</td>
<td>43</td>
<td>40</td>
<td>10</td>
<td>2</td>
<td>818</td>
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<tr>
<td>10/3</td>
<td>169</td>
<td>58</td>
<td>18</td>
<td>11</td>
<td>2</td>
<td>458</td>
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<tr>
<td>10/4</td>
<td>210</td>
<td>49</td>
<td>35</td>
<td>7</td>
<td>2</td>
<td>1,139</td>
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<tr>
<td>10/5</td>
<td>154</td>
<td>42</td>
<td>33</td>
<td>9</td>
<td>1</td>
<td>1,479</td>
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<tr>
<td>10/6</td>
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<td>20</td>
<td>15</td>
<td>15</td>
<td>1</td>
<td>1,979</td>
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<tr>
<td>10/7</td>
<td>56</td>
<td>22</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>733</td>
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<tr>
<td>10/8</td>
<td>28</td>
<td>8</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>244</td>
</tr>
<tr>
<td>Totals to Date</td>
<td>904</td>
<td>242</td>
<td>157</td>
<td>52</td>
<td>8</td>
<td>6,850</td>
</tr>
</tbody>
</table>

FRAUD PREVENTION
- Worked on methodology for reporting incidents during evaluations.
- Accumulating sufficient data to perform analysis of evaluator data.
- Worked with MIS on database structure and access to data for analysis.

QUALITY ASSURANCE AND CONTROL
- Revised the Pipeline Report to make more robust as well as provide weekly and cumulative data.
- Met with Special Needs team regarding their activities to capture metrics and develop procedures to perform quality control monitoring of the function.
- Met with OCD to refine metrics information for Homeowner and Small Rental programs.
- Performed Quality Control review of information to be distributed to House Appropriations Committee investigators.
• Provided detailed information to HUD monitors including calculator and verification spreadsheets and hard copies of applicant information.

**COMPLIANCE**

• Worked on HUD OIG Audit requests and provided additional information, as requested.
• Prepared information and arranging interviews and schedule for House Committee on Appropriations Investigators.
• Attended interview conducted by State Legislative Auditors.
• Met with first Assistant Attorney General to set up schedule for Thursday’s task force meeting and to discuss current cases on contractors.