The Road Home
Week 146 Situation & Pipeline Report

April 20, 2009
Weekly Situation & Pipeline Report
Week 146
April 10, 2009 – April 16, 2009

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EXECUTIVE SUMMARY

Homeowner Assistance Program

A total of 15 appointments were held with applicants at the Homeowner Assistance Office in Baton Rouge. The number of benefits calculated remained at 162,683 and the total number of closings held as of April 16 remained at 124,119. Cumulatively, homeowners returned 144,465 benefit options selection letters.

Table 1: Homeowner Program Snapshot

<table>
<thead>
<tr>
<th>Activity</th>
<th>As of COB April 9</th>
<th>Weekly Activity</th>
<th>As of COB April 16</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>229,416</td>
<td>-</td>
<td>229,416</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>185,113</td>
<td>-</td>
<td>185,113</td>
<td></td>
</tr>
<tr>
<td>Pre-Appointment Inactives</td>
<td></td>
<td></td>
<td>19,151</td>
<td></td>
</tr>
<tr>
<td>Total Appointments Held</td>
<td>229,941</td>
<td>-</td>
<td>229,941</td>
<td></td>
</tr>
<tr>
<td>Initial Appointments Held</td>
<td>166,094</td>
<td>-</td>
<td>166,094</td>
<td></td>
</tr>
<tr>
<td>RHAS Appointments Held</td>
<td>63,874</td>
<td>15</td>
<td>63,889</td>
<td></td>
</tr>
<tr>
<td>Benefits Calculated</td>
<td>162,683</td>
<td>-</td>
<td>162,683</td>
<td></td>
</tr>
<tr>
<td>Benefit Options Letters Sent</td>
<td>153,255</td>
<td>-</td>
<td>153,255</td>
<td></td>
</tr>
<tr>
<td>Total Benefit Options Letters Returned</td>
<td></td>
<td></td>
<td>144,465</td>
<td></td>
</tr>
<tr>
<td>Number of Option One Selections</td>
<td>126,826</td>
<td>(1)</td>
<td>126,825</td>
<td></td>
</tr>
<tr>
<td>Number of Option Two Selections</td>
<td>10,085</td>
<td>-</td>
<td>10,085</td>
<td></td>
</tr>
<tr>
<td>Number of Option Three Selections</td>
<td>2,892</td>
<td>-</td>
<td>2,892</td>
<td></td>
</tr>
<tr>
<td>Decline Benefits</td>
<td>2,701</td>
<td>1</td>
<td>2,702</td>
<td></td>
</tr>
<tr>
<td>Delay Benefits</td>
<td>1,854</td>
<td>-</td>
<td>1,854</td>
<td></td>
</tr>
<tr>
<td>Incomplete Benefit Selection Form</td>
<td></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Benefit Options Letters Available for Transfer to Closing</td>
<td></td>
<td></td>
<td></td>
<td>136,691</td>
</tr>
<tr>
<td>Files Transferred for Closing</td>
<td>128,513</td>
<td>-</td>
<td>128,513</td>
<td></td>
</tr>
<tr>
<td>Total Inactives and Ineligibles</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Closings Scheduled</td>
<td></td>
<td></td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>Closings Held</td>
<td>124,119</td>
<td>-</td>
<td>124,119</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>REENTAL 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 Approved</td>
<td>0</td>
<td>6</td>
<td>278</td>
<td>284</td>
</tr>
<tr>
<td>Conditional Awards Cancelled</td>
<td>2,041</td>
<td>1,578</td>
<td>651</td>
<td>4,270</td>
</tr>
<tr>
<td>Conditional Awards Reinstated</td>
<td>51</td>
<td>59</td>
<td>4</td>
<td>114</td>
</tr>
<tr>
<td>Total Active Awards</td>
<td>712</td>
<td>3,519</td>
<td>1,627</td>
<td>5,858</td>
</tr>
<tr>
<td>Commitment Letters Mailed</td>
<td>668</td>
<td>3,108</td>
<td>1,163</td>
<td>4,939</td>
</tr>
<tr>
<td>OWNER OCCUPIED UNIT AWARDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Award Eligible Owner Occupants</td>
<td>123</td>
<td>100</td>
<td>35</td>
<td>258</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>00025 The Road Home Weekly Combined Report</td>
<td>4/15/2009</td>
</tr>
<tr>
<td>00035-04132009 Homeowner Program Policy April 2009</td>
<td>4/14/2009</td>
</tr>
<tr>
<td>00081-04152009 Property Report 1st Quarter 2009</td>
<td>4/14/2009</td>
</tr>
<tr>
<td>00060-04302009 Outreach Activities Conducted by Non-Profit or Faith-Based Organizations</td>
<td>4/15/2009</td>
</tr>
<tr>
<td>00080 Controls Assessment Interim Report</td>
<td>4/15/2009</td>
</tr>
</tbody>
</table>
## HOMEOWNER PROGRAM

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

<table>
<thead>
<tr>
<th>HOMEOWNER PROCESS</th>
<th>CUMULATIVE As of 4/9</th>
<th>CUMULATIVE As of 4/16</th>
<th>INCREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPS RECEIVED</td>
<td>229,416</td>
<td>229,416</td>
<td>-</td>
</tr>
<tr>
<td>APPS RECORDED</td>
<td>185,113</td>
<td>185,113</td>
<td>-</td>
</tr>
<tr>
<td>PRE-APPT INACTIVE APPS</td>
<td>19,151</td>
<td>19,151</td>
<td>-</td>
</tr>
<tr>
<td>INITIAL APPTS HELD</td>
<td>166,094</td>
<td>166,094</td>
<td>-</td>
</tr>
<tr>
<td>RHAS APPTS HELD</td>
<td>63,874</td>
<td>63,889</td>
<td>15</td>
</tr>
</tbody>
</table>

**APPLICATIONS & APPOINTMENTS**

- 166,094 applicants have completed initial appointments

**CALCULATIONS**

- The $9.75 billion total and $62,730 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes additional compensation, compensation grants, and elevation grants, but does not include ‘zero’ grant awards)

<table>
<thead>
<tr>
<th>CALCULATIONS</th>
<th>TOTAL</th>
<th>AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$9.75 billion</td>
<td>$9.75 billion</td>
</tr>
<tr>
<td></td>
<td>$62,715</td>
<td>$62,730</td>
</tr>
</tbody>
</table>
**Figure 2: Homeowner Assistance Program Pipeline – Option Selection and Closing Processing**

<table>
<thead>
<tr>
<th>HOMEOWNER PROCESS</th>
<th>CUMULATIVE As of 4/9</th>
<th>CUMULATIVE As of 4/16</th>
<th>INCREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPTIONS LETTERS SENT</td>
<td>153,255</td>
<td>153,255</td>
<td>-</td>
</tr>
<tr>
<td>OPTIONS LETTERS RETURNED</td>
<td>144,465</td>
<td>144,465</td>
<td>-</td>
</tr>
<tr>
<td>BSF AVAIL FOR TRANSFER TO CLOSING</td>
<td>136,683</td>
<td>136,691</td>
<td>8</td>
</tr>
<tr>
<td>TRANSFERRED TO CLOSING</td>
<td>128,513</td>
<td>128,513</td>
<td>-</td>
</tr>
<tr>
<td>INACTIVE CLOSING FILES</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>CLOSINGS HELD</td>
<td>124,119</td>
<td>124,119</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$7.94 billion</strong></td>
<td><strong>$7.94 billion</strong></td>
<td><strong>$.0 b</strong></td>
</tr>
<tr>
<td><strong>AVERAGE</strong>*</td>
<td><strong>$64,008</strong></td>
<td><strong>$64,008</strong></td>
<td></td>
</tr>
</tbody>
</table>

- Applicants have returned 144,465 Benefits Selection Forms. After processing and review, 136,691 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.
Weekly Situation & Pipeline Report
Week 146
April 10, 2009 – April 16, 2009

Housing Assistance Center Activity
- A total of 15 appointments were held at the Baton Rouge Housing Assistance Office for the reporting week.

Award Calculation Activity
- The Road Home has calculated 162,683 benefits
  - The average total benefit calculated was $62,730 (excluding ‘zero’ awards)
  - 7,212 calculations resulted in ‘zero’ grant amounts
  - 155,471 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity
- A total of 144,465 homeowners have returned a benefits options letter
- Of the homeowners who have selected their options:
  - 32,139 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
  - 136,691 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>26,785</td>
</tr>
<tr>
<td>Number of Option Two</td>
<td>3,144</td>
</tr>
<tr>
<td>Number of Option Three</td>
<td>2,210</td>
</tr>
<tr>
<td>Total Elderly Benefits Options Selected</td>
<td>32,139</td>
</tr>
</tbody>
</table>

Low/Moderate Income Households
- A total of 124,114 applicants had gone to closing and received their Road Home disbursement as of April 16, 2009. Of these applicants, 53,933 (43 percent) were documented as LMI.
- A total of $7,944,254,349 in Homeowner Assistance Program awards were disbursed as of April 16, 2009. Of these disbursements, $4,171,911,007 (53 percent) went to applicants 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>126,822</td>
<td>10,085</td>
<td>2,892</td>
<td>139,799</td>
</tr>
<tr>
<td>Total $ in Options Selected</td>
<td>$7,265,528,403.71</td>
<td>$804,080,345.38</td>
<td>$191,209,433.83</td>
<td>$8,260,818,182.92</td>
</tr>
<tr>
<td>Comp Grant $ in Options Selected</td>
<td>$4,908,776,533.78</td>
<td>$596,647,924.79</td>
<td>$191,209,433.83</td>
<td>$5,696,633,892.40</td>
</tr>
<tr>
<td>Elev Grant $ in Options Selected</td>
<td>$960,990,509.71</td>
<td>N/A</td>
<td>N/A</td>
<td>$960,990,509.71</td>
</tr>
<tr>
<td>ACG $ in Options Selected</td>
<td>$1,396,819,817.60</td>
<td>$207,432,420.59</td>
<td>N/A</td>
<td>$1,604,252,238.19</td>
</tr>
<tr>
<td>Number of Options Selected by LMI</td>
<td>54,381</td>
<td>4,662</td>
<td>1,173</td>
<td>60,216</td>
</tr>
<tr>
<td>Total $ to LMI</td>
<td>$3,893,224,018.02</td>
<td>$452,135,047.48</td>
<td>$77,873,858.33</td>
<td>$4,423,232,923.83</td>
</tr>
<tr>
<td>Comp Grant $ to LMI</td>
<td>$2,026,034,511.78</td>
<td>$244,702,626.89</td>
<td>$77,873,858.33</td>
<td>$2,348,610,997.00</td>
</tr>
<tr>
<td>Elev Grant $ to LMI</td>
<td>$471,428,146.02</td>
<td>N/A</td>
<td>N/A</td>
<td>$471,428,146.02</td>
</tr>
<tr>
<td>ACG $ to LMI</td>
<td>$1,396,819,817.60</td>
<td>$207,432,420.59</td>
<td>N/A</td>
<td>$1,604,252,238.19</td>
</tr>
</tbody>
</table>

### Percentage Details

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of Total Options Selected that are LMI</td>
<td>43 %</td>
<td>46 %</td>
<td>41 %</td>
<td>43 %</td>
</tr>
<tr>
<td>% of Total $ to LMI</td>
<td>54 %</td>
<td>56 %</td>
<td>41 %</td>
<td>54 %</td>
</tr>
<tr>
<td>% of Comp Grant $ to LMI</td>
<td>41 %</td>
<td>41 %</td>
<td>41 %</td>
<td>41 %</td>
</tr>
<tr>
<td>% of Elev Grant $ to LMI</td>
<td>49 %</td>
<td>N/A</td>
<td>N/A</td>
<td>49 %</td>
</tr>
<tr>
<td>% of ACG $ to LMI</td>
<td>100 %</td>
<td>100 %</td>
<td>N/A</td>
<td>100 %</td>
</tr>
</tbody>
</table>
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>114,282</td>
<td>7,733</td>
<td>2,099</td>
<td>124,114</td>
</tr>
<tr>
<td>Total $ in Closings Held</td>
<td>$7,101,443,235.78</td>
<td>$682,905,904.70</td>
<td>$159,905,208.86</td>
<td>$7,944,254,349.34</td>
</tr>
<tr>
<td>Comp Grant $ in Closings Held</td>
<td>$4,873,371,038.14</td>
<td>$507,600,947.38</td>
<td>$159,905,208.86</td>
<td>$5,540,877,194.38</td>
</tr>
<tr>
<td>Elev Grant $ in Closings Held</td>
<td>$830,083,963.13</td>
<td>$49,755.00</td>
<td>N/A</td>
<td>$830,133,718.13</td>
</tr>
<tr>
<td>ACG $ in Closings Held</td>
<td>$1,397,988,234.51</td>
<td>$175,255,202.32</td>
<td>N/A</td>
<td>$1,573,243,436.83</td>
</tr>
</tbody>
</table>

| Number of Closings Held by LMI     | 49,302               | 3,759                | 872                  | 53,933            |
| Total $ to LMI                     | $3,727,323,430.66    | $378,416,861.45      | $66,170,714.97       | $4,171,911,007.08 |
| Comp Grant $ to LMI                | $1,987,576,654.48    | $210,065,600.02      | $66,170,714.97       | $2,263,812,969.47 |
| Elev Grant $ to LMI                | $408,020,943.12      | $20,460.00           | N/A                  | $408,041,403.12   |
| ACG $ in Research for Categorization** | $66,262,401.45     | $6,924,400.89        | N/A                  | $73,186,802.34    |
| ACG $ to LMI                       | $1,331,725,833.06    | $168,330,801.43      | N/A                  | $1,500,056,634.49 |
| Total ACG $                        | $1,397,988,234.51    | $175,255,202.32      | N/A                  | $1,573,243,436.83 |

| % of Total Closings Held that are LMI | 43 %                  | 49 %                  | 42 %                  | 43 %              |
| % of Total $ to LMI                | 52 %                  | 55 %                  | 41 %                  | 53 %              |
| % of Comp Grant $ to LMI           | 41 %                  | 41 %                  | 41 %                  | 41 %              |
| % of Elev Grant $ to LMI           | 49 %                  | 41 %                  | N/A                   | 49 %              |
| % of ACG $ to LMI                  | 95 %                  | 96 %                  | N/A                   | 95 %              |

*Detailed closing data is based on a population of 124,114 rather than the 124,119 reported in the Daily Governor’s Report as of April 16, 2009, due to a variance in data feeds.

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

As of April 16, 2009, 115,499 elevation letters have been sent to applicants.

- 34,265 (30%) applicants have returned letters expressing their interest in participating in the elevation program. See Figure 3 for a summary of Elevation Letter Response Activity.
- 28,402 applicants have received elevation disbursements totaling $822,425,059 (average elevation award of $28,957) including:
  - 4,133 initial and 22,365 additional disbursements of elevation funds from March 2008 through the present for a total of $771,418,308.
  - 1,906 initial and 620 additional disbursements previously distributed for a total of $51,006,751.
- There are currently 0 elevation requests at the closing companies for processing. See Table 7 and Figure 4 for a summary of Elevation Disbursement Activity.

![Figure 3: 2008 Elevation Letter Response Activity](image)

![Table 7: Elevation Disbursement Activity]

<table>
<thead>
<tr>
<th></th>
<th># of Initial Disbursements</th>
<th># of Additional Disbursements</th>
<th>Total $ Disbursed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevation Disbursements through Feb 08</td>
<td>1,906</td>
<td>620</td>
<td>$51,006,751</td>
</tr>
<tr>
<td>Elevation Disbursements from Mar 08</td>
<td>4,133</td>
<td>22,365</td>
<td>$771,418,308</td>
</tr>
<tr>
<td>Total Elevation Disbursements</td>
<td>6,039</td>
<td>22,985</td>
<td>$822,425,059</td>
</tr>
</tbody>
</table>

Applications at Title Companies

<table>
<thead>
<tr>
<th>Applications at Title Companies</th>
<th></th>
<th></th>
<th>Total Pending Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>First American Pending Transactions</td>
<td>0</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>HGI Pending Transactions</td>
<td>0</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Pending Transactions</td>
<td>0</td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>
Closing Activity

- As of April 16, 2009, a total of 128,513 files have been transferred to closing agents, none of which are in an inactive status.
- The closing team has assisted closing agents complete 124,119 closings, of which:
  - The average award is $64,008.
  - 53,933 also received additional compensation grants. The average additional compensation grant award is $27,813.
  - Closed 28,359 elderly applicants for a total of $2,104,422,951.
  - Appendix C reports Closings by Parish and Zip Code.
- To date, the closing agents have completed 35,370 additional disbursements for a total of $887,240,643. The average additional disbursement is $25,085.
### Table 8: Eligible Application Summary

<table>
<thead>
<tr>
<th>Completed Applications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed</td>
<td>124,072</td>
</tr>
<tr>
<td>Closing Files Funding Canceled/Returned</td>
<td>104</td>
</tr>
<tr>
<td>Zero Awards</td>
<td>14,226</td>
</tr>
<tr>
<td>Zero Awards Sold Home</td>
<td>1,394</td>
</tr>
<tr>
<td>Communiques’ Exhausted</td>
<td>761</td>
</tr>
<tr>
<td>Program Policy Actions Completed</td>
<td>3,901</td>
</tr>
<tr>
<td>Transition Initial Disbursement</td>
<td>3,693</td>
</tr>
<tr>
<td>Declined/Withdrawn Awards</td>
<td>3,528</td>
</tr>
<tr>
<td>Compliance Applications</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total Completed Applications</strong></td>
<td><strong>151,713</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applications that Cannot Close</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No Option Selected by Homeowner</td>
<td>0</td>
</tr>
<tr>
<td>Occupancy Proof Required</td>
<td>0</td>
</tr>
<tr>
<td>Refuse to Close</td>
<td>0</td>
</tr>
<tr>
<td>Title, Succession, Legal, Mortgage Issues</td>
<td>0</td>
</tr>
<tr>
<td>Ownership Proof Required</td>
<td>0</td>
</tr>
<tr>
<td>Homeowner Unreachable</td>
<td>0</td>
</tr>
<tr>
<td>POA/ADDDH Issues</td>
<td>0</td>
</tr>
<tr>
<td>FA/HGI Undecided</td>
<td>0</td>
</tr>
<tr>
<td>Compliance Reviews</td>
<td>0</td>
</tr>
<tr>
<td>Homeowner Planning to Appeal</td>
<td>0</td>
</tr>
<tr>
<td>CREDCO Fail</td>
<td>0</td>
</tr>
<tr>
<td>Homeowner Needs to Provide HUD 1/Act of Sale</td>
<td>0</td>
</tr>
<tr>
<td>FEMA Eligibility Issue</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Applications that Cannot Close</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Active Applications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>In Progress – Pre-Closings (non-sold homes)</td>
<td>(21)</td>
</tr>
<tr>
<td>In Progress – Sold Homes &quot;Interested&quot; and Valid</td>
<td>0</td>
</tr>
<tr>
<td>IN Progress – Title Company</td>
<td>0</td>
</tr>
<tr>
<td>Awaiting Approval by OCD</td>
<td>0</td>
</tr>
<tr>
<td>Filed Pre-Closing Appeal</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Active Applications</strong></td>
<td><strong>(21)</strong></td>
</tr>
</tbody>
</table>

**TOTAL ELIGIBLE APPLICATIONS** **151,692**

*Detailed closing data is based on population of 124,072 rather than 124,119 reported in the Daily Governor’s Report as of April 16, 2009, due to a variance in data feeds.*
Table 9: Pre-Closing Tracking Report

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Files Transferred for Closing</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0</td>
</tr>
</tbody>
</table>

Figure 5: Award Size

Table 10: Applicants and Closings Held By Race/Ethnicity

<table>
<thead>
<tr>
<th>Race</th>
<th>Applicants</th>
<th>Closings Held</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian/Alaska Native</td>
<td>666</td>
<td>498</td>
</tr>
<tr>
<td>American Indian/Alaska Native and White</td>
<td>530</td>
<td>369</td>
</tr>
<tr>
<td>American Indian/Alaskan Native/Black-African American</td>
<td>379</td>
<td>288</td>
</tr>
<tr>
<td>Asian</td>
<td>2,925</td>
<td>2,090</td>
</tr>
<tr>
<td>Asian and White</td>
<td>300</td>
<td>203</td>
</tr>
<tr>
<td>Black/African American</td>
<td>65,833</td>
<td>51,413</td>
</tr>
<tr>
<td>Black/African American and White</td>
<td>1,153</td>
<td>883</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>183</td>
<td>131</td>
</tr>
<tr>
<td>Other Multi-Racial</td>
<td>3,419</td>
<td>2,479</td>
</tr>
<tr>
<td>White</td>
<td>72,052</td>
<td>48,957</td>
</tr>
<tr>
<td>A race was not provided</td>
<td>37,673</td>
<td>16,803</td>
</tr>
</tbody>
</table>

*Detailed closing data is based on a population of 124,114 rather than the 124,119 reported in the Daily Governor’s Report as of April 16, 2009, 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 11.
Table 11: Condominium Pipeline Progress

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of Condo Applications</td>
<td>1,024</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Option Letters Created Status</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Option Selected Status</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Condos in Progress</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Transmitted for Closing</td>
<td>70</td>
<td>58</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Closings Held</td>
<td>363</td>
<td>376</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Total Zero Award</td>
<td>312</td>
<td>309</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Total Inactive Applications</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Total Ineligible Applications</td>
<td>245</td>
<td>249</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>Total Transition Initial Disbursement</td>
<td>13</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
</tbody>
</table>

Manufactured Home Project

The special manufactured home project has yielded the following progress (See Summary Table 12):

- Identified 16,362 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, we have determined whether or not the existing BPO is based on manufactured home comparables; if not ordered new BPO
  - Confirmed 14,692 loaded PSVs (BPOs, N.A.D.A, Road Home Appraisals, and Applicant-Provided Appraisals) meet MH policy

Table 12: Manufactured Home Pipeline Progress

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Manufactured Home Applications</td>
<td>16,347</td>
<td>10</td>
<td>5</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>16,362</td>
</tr>
<tr>
<td>Total Manufactured Home Evaluations verified</td>
<td>16,011</td>
<td>10</td>
<td>6</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>16,081</td>
</tr>
<tr>
<td>Total Pre-Storm Values verified</td>
<td>14,679</td>
<td>9</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>14,692</td>
</tr>
<tr>
<td>Total Applications released into letter generation process</td>
<td>14,679</td>
<td>9</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>14,692</td>
</tr>
</tbody>
</table>
Home Evaluations (Home Inspection) Activity

- Addressed 1 Grant Review issue
- Addressed 2 CAD disputes
- Addressed 12 State Appeals
- Addressed 1 Critical Issues
- Addressed 1 FEMA Eligibility Appeals
- Addressed 6 Elevation Appeals
- Reviewed 5 Post-Accepted Edit Cases

Table 13: Home Evaluation Team Metrics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Orders Submitted by Housing Advisors</td>
<td>165,134</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>165,137(^a)</td>
<td>1</td>
</tr>
<tr>
<td>Work Orders Dispatched</td>
<td>162,984</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>162,987</td>
<td>1</td>
</tr>
<tr>
<td>Evaluations Completed in the Field</td>
<td>161,142</td>
<td>1</td>
<td>24</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>161,169(^b)</td>
<td>5</td>
</tr>
</tbody>
</table>

\(^{a}\) 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 received but are not yet processed.

\(^{b}\) Totals include original and re-evaluations.

Appeals

As of April 16, 2009, 15,662 cases have been processed through the Appeals department, 15,399 have been resolved, and 263 are active. Table 14 shows the status of these cases.

Table 14: Status of Appeals

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>As of COB 3/19</th>
<th>As of COB 3/26</th>
<th>As of COB 4/2</th>
<th>As of COB 4/9</th>
<th>As of COB 4/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases Processed</td>
<td>15,510</td>
<td>15,564</td>
<td>15,610</td>
<td>15,645</td>
<td>15,662</td>
</tr>
<tr>
<td>Appeal Cases Pending Decision/Research</td>
<td>197</td>
<td>183</td>
<td>203</td>
<td>232</td>
<td>247</td>
</tr>
<tr>
<td>Ineligible Status Appeal</td>
<td>14</td>
<td>10</td>
<td>16</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>Total Active Cases</td>
<td>211</td>
<td>193</td>
<td>219</td>
<td>247</td>
<td>263</td>
</tr>
<tr>
<td>Total Cases Resolved</td>
<td>15,299</td>
<td>15,371</td>
<td>15,391</td>
<td>15,398</td>
<td>15,399</td>
</tr>
</tbody>
</table>
Further analysis of the resolved appeals cases (15,399) shows that:

- 5,426 (35%) have resulted in additional funds being awarded to applicants for a total of $145,511,176. The average additional disbursement is $26,817.
- 727 (5%) resulted in a reduction of award for a total of $12,760,786. The average reduction is $17,553.
- 4,803 (31%) resulted in no change to the award amount.
- 4,443 (29%) were reviewed for an eligibility determination, 1,598 were approved and 2,845 were denied.

Table 15: Status of State Panel Review Appeals

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>As of COB 3/26</th>
<th>As of COB 4/2</th>
<th>As of COB 4/9</th>
<th>As of COB 4/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases Requested for State Panel Review</td>
<td>3,284</td>
<td>3,314</td>
<td>3,325</td>
<td>3,338</td>
</tr>
<tr>
<td>State Appeal Cases in Progress</td>
<td>483</td>
<td>412</td>
<td>368</td>
<td>327</td>
</tr>
<tr>
<td>State Appeal Cases Resolved</td>
<td>2,801</td>
<td>2,902</td>
<td>2,957</td>
<td>3,011</td>
</tr>
</tbody>
</table>

Personal Application Liaisons (PAL)

No contacts were made through the PAL initiative for this reporting period. Table 14 and Figure 6 detail PALs contacts by type and day.

Table 16: PAL Metrics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Received</td>
<td>3,764</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3,765</td>
</tr>
<tr>
<td>Inbound Calls</td>
<td>17,834</td>
<td>7</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>17,844</td>
</tr>
<tr>
<td>Outbound Calls</td>
<td>62,573</td>
<td>35</td>
<td>35</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>62,647</td>
</tr>
<tr>
<td>Total Contacts</td>
<td>84,171</td>
<td>42</td>
<td>38</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>84,256</td>
</tr>
</tbody>
</table>
As of April 5, a total of 38,916 applicant files have moved forward through the PAL initiative. Figure 7 shows the PAL application breakdown.

- A total of 38,916 applicant files have progressed to the closing process as the result of PAL efforts
  - 1,599 have closed and are at a status of Funds Requisitioned
  - 37,317 have closed and are at a status of other than Funds Requisitioned

**Figure 6: PAL Application Breakdown**
RENTAL PROPERTY PROGRAM

Underwriting

- Continued to process all active awardees

Table 17: 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>Conditional Awardees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manual Conditional Awards Issued/Appeal Approved</td>
<td>2,702</td>
<td>5,032</td>
<td>1,996</td>
</tr>
<tr>
<td>VERIFICATION STAGE</td>
<td>0</td>
<td>6</td>
<td>278</td>
</tr>
<tr>
<td>Active Awards</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMMITMENT LETTER STAGE</td>
<td>712</td>
<td>3,519</td>
<td>1,627</td>
</tr>
<tr>
<td>Commitment Letters Mailed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commitment Letters Returned by Applicant</td>
<td>668</td>
<td>3,108</td>
<td>1,163</td>
</tr>
<tr>
<td>POST COMMITMENT STAGE</td>
<td>575</td>
<td>2,565</td>
<td>933</td>
</tr>
<tr>
<td>0 - 24% Construction Complete</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 - 49% Construction Complete</td>
<td>141</td>
<td>849</td>
<td>200</td>
</tr>
<tr>
<td>50 - 74% Construction Complete</td>
<td>68</td>
<td>235</td>
<td>135</td>
</tr>
<tr>
<td>75 - 100% Construction Complete</td>
<td>49</td>
<td>183</td>
<td>57</td>
</tr>
<tr>
<td>Total</td>
<td>317</td>
<td>1,298</td>
<td>541</td>
</tr>
<tr>
<td>Conditional Awardees</td>
<td>575</td>
<td>2,565</td>
<td>933</td>
</tr>
</tbody>
</table>

Appeals

- Received 1 new appeal
- Completed 3 Appeal Review Determinations

Table 18: 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>364</td>
<td>648</td>
<td>682</td>
<td>1,694</td>
</tr>
<tr>
<td>Level II Issue Determinations Made</td>
<td>357</td>
<td>638</td>
<td>662</td>
<td>1,657</td>
</tr>
<tr>
<td>Level II Issues Remaining to be Resolved</td>
<td>7</td>
<td>10</td>
<td>20</td>
<td>37</td>
</tr>
</tbody>
</table>
Table 19: 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>317</td>
</tr>
<tr>
<td>Denied</td>
<td>1,213</td>
</tr>
<tr>
<td>Dismissed</td>
<td>116</td>
</tr>
<tr>
<td>Withdrawn</td>
<td>11</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 20: 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>144</td>
<td>133</td>
<td>37</td>
<td>314</td>
</tr>
<tr>
<td>Zero Award</td>
<td>19</td>
<td>22</td>
<td>2</td>
<td>43</td>
</tr>
<tr>
<td>OO Award Received Via HAP</td>
<td>2</td>
<td>11</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>Award Eligible Owner Occupants</td>
<td>123</td>
<td>100</td>
<td>35</td>
<td>258</td>
</tr>
<tr>
<td>Total Letters Not Yet Received</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Total Title Issues</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Total In Process</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>Total Closings Pending</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>11</td>
</tr>
<tr>
<td>OO Unit Award Closings Held</td>
<td>112</td>
<td>86</td>
<td>25</td>
<td>223</td>
</tr>
</tbody>
</table>

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

Table 21: Relocation Activity

<table>
<thead>
<tr>
<th>Occupied Properties</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>Total Properties</td>
<td>162</td>
<td>664</td>
<td>194</td>
<td>1,020</td>
</tr>
<tr>
<td>Total Units</td>
<td>451</td>
<td>1,552</td>
<td>393</td>
<td>2,396</td>
</tr>
<tr>
<td>Total Occupied Units</td>
<td>273</td>
<td>604</td>
<td>250</td>
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Tier 2 Call Center

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

<table>
<thead>
<tr>
<th>Table 22: Tier 2 Call Center Metrics</th>
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<tbody>
<tr>
<td><strong>Inbound Calls</strong></td>
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<tr>
<td>Round 1</td>
</tr>
<tr>
<td>Round 2</td>
</tr>
<tr>
<td>Round 2 Waitlist (Round 2.1)</td>
</tr>
<tr>
<td>Appeals</td>
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<tr>
<td>New Program Options</td>
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<tr>
<td>Other</td>
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<td><strong>Total Inbound Calls</strong></td>
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</table>

Financial Advisors

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

<table>
<thead>
<tr>
<th>Table 23: Financial Advisor Appointment Activity</th>
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<tbody>
<tr>
<td><strong>Financial Advisor Appointments</strong></td>
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<tr>
<td><strong>Cumulative Total</strong></td>
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<tr>
<td>Contacts Made *</td>
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<tr>
<td>Appointments Not Required</td>
</tr>
<tr>
<td>Appointments Required</td>
</tr>
<tr>
<td>Appointments Completed</td>
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<tr>
<td>Appointments to be Completed</td>
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</table>

*Includes applicants contacted multiple times
PROGRAM SUPPORT STATUS

INFORMATION TECHNOLOGY

- Generated detailed documentation of LMI data for transition.
- Provided support to eGrants end users and Operations Management through issue resolution/task completion via the ithomeownersupport inbox.
- Trained on Data Warehouse and knowledge transfer.

TRAINING

- Coordinated logistics and reproduction of materials for transition training
- Reviewed training materials for delivery
- Organized training materials

Table 24: Training Summary

<table>
<thead>
<tr>
<th>Training Type</th>
<th>Training Name</th>
<th>Target Audience</th>
<th>Location</th>
<th>Date</th>
<th>Attendees</th>
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<tr>
<td>Internal</td>
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<td>Homeowner Program Staff</td>
<td>Online</td>
<td>As of April 16, 2009</td>
<td>300</td>
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<tr>
<td>Internal</td>
<td>Updated Standards of Ethical Behavior</td>
<td>All Road Home Staff</td>
<td>Online</td>
<td>As of April 16, 2009</td>
<td>1,474</td>
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<td>Internal</td>
<td>RH Information Security and Management Online Training</td>
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<td>Online</td>
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<td>Internal</td>
<td>Road Home 101 (Systems Overview)</td>
<td>CGI</td>
<td>Customer Assistance Center</td>
<td>April 13, 2009</td>
<td>7</td>
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<td></td>
<td></td>
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<td>Baton Rouge, LA</td>
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</tr>
<tr>
<td>Internal</td>
<td>Pre-Closing and Initial Disbursements Training</td>
<td>HGI</td>
<td>Customer Assistance Center</td>
<td>April 14, 2009</td>
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<td>Baton Rouge, LA</td>
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</tr>
<tr>
<td>Internal</td>
<td>Additional Disbursements Training</td>
<td>HGI</td>
<td>Customer Assistance Center</td>
<td>April 15, 2009</td>
<td>7</td>
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<td></td>
<td></td>
<td></td>
<td>Baton Rouge, LA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal</td>
<td>Elevation Training</td>
<td>HGI</td>
<td>Customer Assistance Center</td>
<td>April 15, 2009</td>
<td>7</td>
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<td></td>
<td></td>
<td></td>
<td>Baton Rouge, LA</td>
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<td></td>
</tr>
<tr>
<td>Internal</td>
<td>Grant Review Training</td>
<td>HGI</td>
<td>Customer Assistance Center</td>
<td>April 15, 2009</td>
<td>7</td>
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<td></td>
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<td>Baton Rouge, LA</td>
<td></td>
<td></td>
</tr>
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</table>
EXTERNAL AFFAIRS

COMMUNICATIONS/MEDIA RELATIONS

In support of Homeowner program:

- Weekly metrics report distributed to media and posted to Web site.
- Assisted with layout and format of the Turnover Project.
- Updated Web site for transition.

In support of Rental program:

- Finalized inventory of Rental Program print material report.
- Finalized Rental communications portal based on new template design.
- Coordinating the on-going update, review and approval of Rental program guides, brochures and information sheets, Web content and Outreach support.

OUTREACH

- Provided individualized Road Home updates via a presence at the St. Bernard Community Center in St. Bernard Parish, the Lower 9th Ward (NENA) in Orleans Parish, LSU Ag Rebuilding Center in Orleans Parish, and the Erath Library in conjunction with Rep. Simone Champagne’s office in Vermilion Parish.
- Continued to review prior unable-to-contact documentation to assure appropriate file statuses and subsequent uploads as needed.
- Monitored LRA Board of Directors Meeting for relevant programmatic issues.
- Worked with elected officials and staff regarding constituent issues including:
  - Rep. Simone Champagne
  - Rep. Jerry Gisclair
  - Erath City Councilman John LeBlanc
  - Plaquemines Parish President Billy Nungesser

<table>
<thead>
<tr>
<th>Table 25: Community Outreach Metrics</th>
</tr>
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<tbody>
<tr>
<td><strong>Meeting Type</strong></td>
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<tr>
<td>------------------</td>
</tr>
<tr>
<td>Community</td>
</tr>
<tr>
<td>Faith-Based</td>
</tr>
<tr>
<td>Business</td>
</tr>
<tr>
<td>Governmental</td>
</tr>
<tr>
<td>Case Managers</td>
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<tr>
<td>Rental</td>
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<td><strong>TOTALS</strong></td>
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</table>

*Does not include repeat contacts with legislative officials nor duplicate attendance from prior events.

FRAUD PREVENTION AND COMPLIANCE

- Researched and responded to subpoenas, advocacy group requests, and applicant requests served on the Program.
- Investigated both internal and external matters reported via several sources, to include the Ethics and Anti-Fraud Help Lines.
Table 26: Fraud Prevention Metrics

<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
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<tr>
<td>Applicant Issues Reported to Anti-Fraud</td>
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<td>44</td>
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<td>5</td>
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<td>3</td>
<td>2,109</td>
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<tr>
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<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>5</td>
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<tr>
<td>Third-Party Issues Reported to Anti-Fraud</td>
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<td>-</td>
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<td>-</td>
<td>30</td>
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</table>
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>
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<td>4</td>
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<td>551</td>
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<td>165</td>
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<td>1</td>
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<td>10</td>
<td>4</td>
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<td>1,058</td>
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<td>14</td>
<td>227</td>
<td>77</td>
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<td>14,170</td>
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<td>Cameron</td>
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<td>2</td>
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<tr>
<td>Jefferson</td>
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<td>515</td>
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<td>7</td>
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<td>4</td>
<td>990</td>
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<tr>
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<td>10</td>
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<td>1</td>
<td>876</td>
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<td>1</td>
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# Weekly Situation & Pipeline Report
## Week 146
### April 10, 2009 – April 16, 2009

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<td>1,889</td>
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<td>746</td>
<td>33</td>
<td>51,721</td>
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<tr>
<td>Plaquemines</td>
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<td>345</td>
<td>42</td>
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<td>72</td>
<td>5</td>
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<td>Pointe Coupee</td>
<td>15</td>
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<td>15</td>
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<tr>
<td>Sabine</td>
<td>33</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>33</td>
</tr>
<tr>
<td>Saint Bernard</td>
<td>8,005</td>
<td>4,230</td>
<td>811</td>
<td>478</td>
<td>244</td>
<td>17</td>
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<td>10</td>
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<td>289</td>
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<td>Saint James</td>
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<td>175</td>
<td>177</td>
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<td>12,146</td>
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<td></td>
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<td></td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>10,085</strong></td>
<td><strong>2,892</strong></td>
<td><strong>2,702</strong></td>
<td><strong>1,854</strong></td>
<td><strong>107</strong></td>
<td><strong>144,462</strong></td>
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</tbody>
</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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<tbody>
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<td>Acadia</td>
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<tr>
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<td>663</td>
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<tr>
<td>Ascension</td>
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<tr>
<td>Assumption</td>
<td>282</td>
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<tr>
<td>Beauregard</td>
<td>1,185</td>
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<tr>
<td>Calcasieu</td>
<td>15,556</td>
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<tr>
<td>Cameron</td>
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<tr>
<td>East Baton Rouge</td>
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<td>East Feliciana</td>
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<tr>
<td>Evangeline</td>
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<td>Iberville</td>
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<td>Jefferson</td>
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<td>Lafourche</td>
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<td>Livingston</td>
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<td>Plaquemines</td>
<td>4,150</td>
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<td>Pointe Coupee</td>
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<table>
<thead>
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<th>Number of Calculations</th>
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<td>Saint Bernard</td>
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<td>Saint James</td>
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<td>Saint Landry</td>
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<td>Saint Martin</td>
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<td>Saint Mary</td>
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<td>Saint Tammany</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>162,680</strong></td>
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</tbody>
</table>
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 a population of 124,114 rather than the 124,119 reported in Daily Governor's Report as of April 16, 2009, due to a variance in data feeds.

<table>
<thead>
<tr>
<th>PARISH</th>
<th>Option 1. Keep Your Home</th>
<th>Option 2. Sell, but Stay in Louisiana</th>
<th>Option 3. Sell, and Move out of Louisiana</th>
<th>Total</th>
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<td>285</td>
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<tr>
<td>Allen</td>
<td>478</td>
<td>10</td>
<td>1</td>
<td>489</td>
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<td>Assumption</td>
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</tr>
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#### Week 146
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**Week 146**  
**April 10, 2009 – April 16, 2009**

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31
### Weekly Situation & Pipeline Report
#### Week 146
April 10, 2009 – April 16, 2009

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**Total Closings:** 124,114
APPENDIX D
APPENDIX E
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.

**Total Inactives and Ineligible** 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

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).