EXECUTIVE SUMMARY

The Road Home Program continues to make progress toward serving the residents of Louisiana.

This week the Homeowner program saw 3,085 families at 10 Housing Assistance Centers, which is a 36% increase over the previous week. Also, the calculation of awards resumed with the calculation of 17 additional grantees. Three homeowner closings are scheduled this week. The verifications and home evaluations teams performed supporting roles in calculation of awards.

The Rental Program is working toward design of Program architecture and development of Program policies as a result of decisions made by the State regarding Program structure. The Rental Program pressed forward with the identification of 21 operational teams and developing a staffing plan for 250 people needed to support the Program in various capacities.

The Hazard Mitigation Grant Program has submitted the Acquisition and Individual Mitigation Measures applications to the Governor’s Office of Homeland Security and Emergency Preparedness for final review prior to submission to FEMA. The HMGP has worked closely with Road Home Management, GOHSEP, and OCD to establish the design and implementation of the Program with expected input from FEMA.

Logistics/Facilities completed the Houston Center site survey and are in negotiation to secure a facility. The Management Information Systems (MIS) group is prepared to deploy a new version of eGrantsPlus with the award calculator incorporated into the software. In addition, the MIS group deployed the Professional Builders Registry to enroll building professionals.

State Assistance Required

- Rental Program: Require feedback on draft of the minimum physical standards for small rental properties participating in the Program
- Rental Program: Request a meeting with representatives from OCD and LRA to discuss the remaining program design decisions (Memorandum submitted)

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>10/12/2006</td>
</tr>
<tr>
<td>-</td>
<td>Weekly Report</td>
<td>10/10/2006</td>
</tr>
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</table>
THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

- Increased activity at the 10 Housing Assistance Centers by 36% over the previous week
  - Held 3,085 appointments; 348 walk-ins
  - Held to-date total of 10,572 homeowner appointments
- Scheduled two refresher training classes for eGrantsPlus and Advisory Meeting updates at each of the Housing Assistance Centers
- Resumed calculating awards
  - The number of calculated cases increased by 17 applicants, with:
    - 173 ready for options letters to be sent
    - 74 have received options letters
    - Balance are “zero grant” households or families eligible for affordable loans
- Three closings are scheduled this week

Verifications

- Identified access rights/privileges for flood data in the automated verification process (additional electronic access to other verification data and subsequent automation to follow)

Evaluations

- Competitively selected two subcontractors to assist with home evaluations (pending State approval):
  - Dewberry & Davis LLC will fill the role of assisting our current subcontractors, Providence and Shaw, in performing initial evaluations
  - Hammerman & Gainer, Inc. (HGI) will perform quality control of evaluations and assist with overflow
- Began planning for additional home evaluation training
  - Worked to finalize Individual Mitigation Measures (IMM) & State Historic Preservation Office (SHPO) guidance to incorporate into home evaluation guidance
- Finalized home evaluation software enhancement requirements, which is expected for testing on Monday, October 23rd

SMALL RENTAL PROGRAM

- Developed Request for Proposals (RFP) for Tenant Income Monitoring, Lead Risk Assessment, and Short Form Environmental; added Cost Reasonableness and Final Inspection components to negotiations for home evaluations
- Identified 21 operational teams for Rental Repair program delivery, comprised of approximately 250 individuals of varying levels of technical expertise
- Began finalizing policies and program design features that drive Program development of procedures, forms and software systems
• Finalized draft of minimum physical standards for small rental properties participating in the Program

HAZARD MITIGATION GRANT PROGRAM (HMGP)
• Finalized requirements for incorporation of Individual Mitigation Measures into the award calculation process (expected next week)
• Made progress on the programmatic agreement with FEMA for expediting the environmental and historic preservation review process
• Included IMM feasibility determination in home evaluation software and evaluator training modules used by home evaluators
• Delivered an RFP to nine potential sub-contractors for HMGP Program technical support (proposals due October 27th)
• Awaiting feedback from GOHSEP on Individual Mitigation Measures and Acquisition application submissions (and subsequent delivery to FEMA)
• Awaiting receipt of the FEMA HQ Statement of Principles on transfer of title to the Road Home Corporation, Benefit Cost Analysis waiver, and Final Compliance Inspection Verification, which are critical processes contained in the Acquisition & IMM applications
**PROGRAM SUPPORT STATUS**

**LOGISTICS, FACILITIES, & SECURITY**
- Made progress towards opening a Homeowner Assistance Center in Houston
  - Conducted and completed commercial real estate site surveys for a Center and initiated lease negotiations
  - Conducted search for office equipment vendor for the Houston Center
- Prepared spreadsheet for OCD on use of subcontractors and vendors, indicating number of employees, location, status as a small business or minority-owned business, and other information

**HUMAN RESOURCES**
- Finalized date for interviewing Houston Center candidates in Houston on October 26/27 and for Mobile Units on November 2/3; all mobile and Houston Center employees expected to begin work on or about November 27th
- Finalized start date for remaining positions at 10 existing Louisiana Centers (Monday, October 30th)
- Worked closely with Rental and Hazard Mitigation Programs to assess Human Resource needs
- Processed through 90-day evaluations for existing new hires

**POLICY & PLANNING**
- Resolved impasse related to process for estimating costs to repair homes
- Finalized changes to the benefits calculator to incorporate changes agreed to by LRA and OCD; including benefits related to elderly households and compensation to owners who sell based on pre-storm value of their home
- Worked with Program participants and the OCD to finalize basic legal documents and prepare draft documents for homeowners without mortgages
- Finalized benefits option letter to be provided to homeowners so they can select options for assistance with Center managers
- Assembled documents for and briefed investigators from House Appropriations Committee

**TRAINING**
- Prepared and conducted five external training sessions:

<table>
<thead>
<tr>
<th>Course</th>
<th>Location</th>
<th>Date</th>
<th>Attendees</th>
</tr>
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<tbody>
<tr>
<td><em>The Road Home</em> Program for Inspectors (Homeowner's Construction Representative)</td>
<td>Baton Rouge, LA</td>
<td>October 9, 2006</td>
<td>15</td>
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<td><em>The Road Home</em> Program for Inspectors (Homeowner's Construction Representative)</td>
<td>New Orleans, LA</td>
<td>October 10, 2006</td>
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**Weekly Situation Report: Week 15**  
**October 10 – October 16, 2006**

<table>
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<tr>
<th>Course</th>
<th>Location</th>
<th>Date</th>
<th>Attendees</th>
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<tr>
<td><em>The Road Home</em> Program for Building Professionals</td>
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<td>October 11, 2006</td>
<td>11</td>
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<td><em>The Road Home</em> Program for Building Professionals</td>
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<td>October 12, 2006</td>
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<td><em>The Road Home</em> Program for Inspectors (Homeowner’s Construction Representative)</td>
<td>New Orleans, LA</td>
<td>October 13, 2006</td>
<td>27</td>
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**Total Trained** 142

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**EXTERNAL AFFAIRS**

**Outreach**
- Assisted with the creation and distribution of Legislative *Road Home* information packets
- Presented *The Road Home* information and distributed material at the Monthly Mayor’s meeting at the New Orleans Interfaith Council and met with Houston-based Community of Faith Bishop James Dixon to brief activities in attempt to bridge Houston/New Orleans faith based communities
- Executed hands-on workshop attended by 45 case managers representing 15 organizations in Houston
- Attended FEMA recertification meetings on October 12/13 and distributed 150 applications (assisted 90 applicants with filling out the application)
- Met with the Harris County housing officials to coordinate outreach activities in heavily populated evacuee housing and apartment complexes

**Communications**
- Began work on the creation of a press release for Hazard Mitigation Grant Program policies for Thursday, October 19th
- Began creating packets to mail to ecclesiastic leaders statewide about Program specifics
- Distributed informational packets to all Louisiana Federal and State Legislators
- Issued weekly metrics report and distributed metrics to media and posted to website
- Distributed talking points on award calculations to all partner organizations
- Conducted press release on 65+ policy changes and conducted a tour of the Call Center for LRA staff

**Public Information**
- Met with several media outlets and newspaper organizations to dispel rumors and provide factual information regarding the Program, including information provided to the Times-Picayune, LA Networks, New York Times, WDSU_TV-6, WWL-TV, and WTUL Community Gumbo Show
- Distributed *The Road Home* Frequently Asked Questions (FAQs) to 25 reporters from various outlets
Weekly Situation Report: Week 15  
October 10 – October 16, 2006

- Attended several ecclesiastical meetings in Houston to discuss the Program with religious leaders

MIS

- Initiated quality assurance testing of the first release of eGrantsPlus to contain the online grants calculator
- Established interim capabilities to receive insurance data from State Farm and Travelers Insurance
- Deployed the Professional Rebuilder Registry website providing the contractor enrollment capability
- Initiated testing of Release 2 for the Homeowners grant system (eGrantsPlus) – calculator and verification
- Established data center support for Home Evaluations dispatch and quality assurance capabilities
- Continued purchase order negotiations with software vendor HDS in support of the Small Rental program

Call Center

<table>
<thead>
<tr>
<th>Date</th>
<th>Calls</th>
<th>Answered</th>
<th>Abandoned</th>
<th>Abandoned (%)</th>
<th>Average Length of Call (Min)</th>
<th>Wait Between Calls (Min)</th>
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<tr>
<td>10/9</td>
<td>4,129</td>
<td>2,885</td>
<td>1,244</td>
<td>30.0%</td>
<td>5</td>
<td>2</td>
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<tr>
<td>10/10</td>
<td>2,988</td>
<td>2,940</td>
<td>48</td>
<td>1.6%</td>
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<td>5</td>
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<td>10/11</td>
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<td>2,563</td>
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<td>10/12</td>
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<td>3,358</td>
<td>5</td>
<td>0.1%</td>
<td>4</td>
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<td>10/13</td>
<td>3,063</td>
<td>3,039</td>
<td>24</td>
<td>0.9%</td>
<td>5</td>
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<tr>
<td>10/14</td>
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<td>825</td>
<td>1</td>
<td>0.0%</td>
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<tr>
<td>10/15</td>
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<td>417</td>
<td>6</td>
<td>1.0%</td>
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<tr>
<td>Total</td>
<td>17,359</td>
<td>16,027</td>
<td>1,332</td>
<td>4.9%</td>
<td>4</td>
<td>9</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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<tr>
<td>10/9</td>
<td>114</td>
<td>38</td>
<td>32</td>
<td>16</td>
<td>5</td>
<td>1,642</td>
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<tr>
<td>10/10</td>
<td>137</td>
<td>43</td>
<td>35</td>
<td>6</td>
<td>2</td>
<td>1,251</td>
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<td>10/11</td>
<td>129</td>
<td>40</td>
<td>16</td>
<td>18</td>
<td>6</td>
<td>1,136</td>
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<td>37</td>
<td>32</td>
<td>17</td>
<td>3</td>
<td>1,243</td>
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<td>10/15</td>
<td>31</td>
<td>16</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>149</td>
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<tr>
<td>Total Calls</td>
<td>812</td>
<td>224</td>
<td>142</td>
<td>58</td>
<td>17</td>
<td>7,533</td>
</tr>
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</table>
**FRAUD PREVENTION**

- Received data from home evaluation participants and performed analysis for distribution
- Documented fraud risk matrix, risk assessments, and built fraud risk inventory
- Prepared document listing of *The Road Home* Program Fraud Prevention elements that were built into the Program in response to the “King Report” - concerning 9/11 relief efforts issued by a U.S. House of Representatives Homeland Security subcommittee; submitted to ICF senior management, OCD, and the three U.S. Attorneys in the State of Louisiana
- Worked with Program participants to develop incident reporting structure to accumulate all reported incidents from a fraud, operations, and HR perspective
- Identified approximately 140 evaluation related anomalies for follow-up and resolution, including missing data, data with errors (e.g. 6 digit zip codes, etc.), and other data mismatches
- Participated in audit committee meeting of the LRA on October 11th

**QUALITY ASSURANCE AND CONTROL**

- Assisted *The Road Home* Program by supporting The Homeowner Program
- Performed a review of Data Entry/Mailroom function and provided Process Improvement Recommendations.
- Performed Quality Control review of Professional Builders Registry and provided comments
- Provided recommendations for *The Road Home* home evaluation process
- Provided input for award calculator testing
- Revised Information Request procedure
- Collected and began summarizing Customer Satisfaction Surveys.
  - Compiled 631 voluntary questionnaires from the New Orleans Housing Assistance Center:
    - Rated experience as “Good” or Excellent” 94%
    - Rated experience as “Satisfactory” 4%
    - Rated experience as “Poor or Very Poor” 2%

**COMPLIANCE**

- Acted as primary contact for investigators from the House Appropriations Committee and attended briefing with OCD and ICF
- Chaired Attorney Anti-Fraud Task Force Meeting with First Assistant Attorney General Nick Gotchaussin
- Conducted research on fraud prevention matters raised by Senator Dupelisis

**SPECIAL NEEDS TEAM**

- Provided potential special needs training dates to Program participants
- Worked with charities, ecclesiastical organizations, and Program management to discuss and implement special needs considerations
- Provided final version of ADA site surveys to Program leaders and provided recommendations for Center implementation of findings