Executive Summary

The Road Home Program continues to make progress with the start of the Pilot program and the continued success in developing a strong infrastructure to support the Homeowner Advisory Centers (HACs). The Road Home Team:

- Worked with key players to redesign the documentation process to reduce the number of scanned documents from 75 to 20.
- Successfully interviewed 45 of 47 scheduled applicants
- Interviews generated 45 inspection work order requests
- Integrated KMPG into Attorney General Fraud Investigation Task Force
- Participated in job fairs to enhance program visibility and seek qualified applicants

Deliverables

<table>
<thead>
<tr>
<th>Number</th>
<th>Service Area</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00001</td>
<td>Administration/PMO</td>
<td>Operations Plan</td>
<td>14 July 2006</td>
</tr>
<tr>
<td>00003</td>
<td>Homeowner</td>
<td>HAC Plan and Staffing Requirements</td>
<td>12 July 2006</td>
</tr>
<tr>
<td>00004</td>
<td>Subcontractor</td>
<td>Subcontractor Agreements</td>
<td>12 July 2006</td>
</tr>
<tr>
<td>00006</td>
<td>MIS</td>
<td>MIS Requirements</td>
<td>14 July 2006</td>
</tr>
<tr>
<td>00008</td>
<td>Training</td>
<td>Agenda &amp; locations for Home Inspector/Financial Institutions</td>
<td>15 July 2006</td>
</tr>
<tr>
<td>00011</td>
<td>Training</td>
<td>Agenda &amp; locations for Building Professional</td>
<td>15 July 2006</td>
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</tbody>
</table>

Metrics for Week 2

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Metric</th>
<th>Quantity</th>
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</thead>
<tbody>
<tr>
<td>Homeowner Program</td>
<td>Appointments Conducted</td>
<td>45</td>
</tr>
<tr>
<td></td>
<td>Appointments Made through 29 July 2006</td>
<td>178</td>
</tr>
<tr>
<td></td>
<td>Inspection Work Orders Issued</td>
<td>45</td>
</tr>
</tbody>
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HOMEOWNER PROGRAM

Accomplishments:
Substantial progress made in launching the Pilot Program.

- Conducted training on Human Resources, Road Home Program Overview, Pilot Workflow, and Louisiana Geography for the Pilot Housing Advisors on 7/10-12
- Completed and produced training materials for Pilot Housing Advisors for training scheduled on 7/10-12
Completed Pilot HAC readiness and pilot center opened!
Scheduled 178 appointments through 7/29/06.
Purchased and set-up scanning, photo and thumb print capability
Completed consent forms
Completed scripts, and conducted mock process with staff
Obtained guidance on many outstanding policy issues needed to answer HO questions
Sent confirmation letters to applicants with appointments scheduled for 7/12-7/14
Brought in additional resources to staff pilot, for a total of 23
Conducted two hour tour of devastated areas of New Orleans for arriving staff
Made contact with resource for Vietnamese language translation services
Prepared communication pieces on the opening
Obtained more guidance on many outstanding policy issues needed to answer Homeowner questions, including final guidance on assistance calculations.
Met with key players to discuss ways to reduce the number of documents scanned. The team has recommended a list of 20 documents, down from about 75
Conducted four tours of Pilot Center for media and State representatives

**Outstanding Issues:**
- 12% of applicants contacted claim they are unable to make an appointment in Baton Rouge due to transportation constraints – Working to identify a mass transit (bus or vans) furnished by a local non-profit to transport applicants for sessions with advisors

**SMALL RENTAL PROGRAM**

**Accomplishments:**
- Hired a single staff member to help in the creation of the Rental Program
- Identified and scheduled training for software use by the rental program
- Established program materials (brochures) for the Rental Program
- Continuing to create and establish important policies and procedures for the Rental Program
- Conducted several meetings to determine approach for Title and Inspection operations

**COMMUNICATIONS**

**Accomplishments:**
- Standing up internal operations with the creation of Communications infrastructure, business practices, and development of advertising materials for approval by the State.
- Met with the State to discuss the communications plan and other outreach and communications materials.
- *The Road Home* Brochure was revised based on comments from the State.
- Met with KPMG to discuss revisions to the language in the LRA anti-fraud brochure and then sent to designer to begin layout.
- Drafted text for anti-fraud message to be available at the pilot center.
• Email addresses ([name@road2LA.org](mailto:name@road2LA.org)) were setup and distributed email with instructions on how to access the account.
• Drafted a press release to highlight our Recruitment efforts.
• Worked with Pete Mills, lender from Countrywide to discuss press rollout for lender involvement.
• Finalized text and began design of the requirement on how homeowners should elevate their homes when they rebuild.
• Standing up internal operations with the creation of Communications infrastructure, business practices, and development of advertising materials for approval by the State.
• Revised and redesigned *The Road Home* general brochure and will submit at a meeting with the state.
• Printed all outreach and communications materials (brochure, program overview flyer, poster and banner designs, and the communications plan).

**MIS**

**Accomplishments:**

- Specs – Delivered MIS specifications (July 14th)
- Data – Received City of New Orleans Inspection Data from LRA
- Data – Received Listing of Insurance Providers
- Call Center – Prepared updated IVR and FAQ guidance for ACS
- Call Center – Received 3 bids, making final selection
- Apps – Deployed “alpha release” of homeowners grant MIS system to support pilot
- Contract – Finalized subcontracts with STR (eGrantsPlus) and NTG (Data Center)
- Facility – Finalized HQ & HAC IT deployment specifications

**Outstanding Issues:**

- Data – Need contact info for insurance underwriters and letter from the State (Neal Underwood is working this).
- Data – Need an approach to validate that a homeowner does not have insurance; looking into national services and associations.
- Data – SBA is concerned about providing data within our schedule; drafting a plan (Dave Cogar is working this).
- Data – Still waiting response from FEMA to gain access to NEMIS and FLIP data (David Bowman is working this).
- Forecast – Insufficient data available to reforecast Road Home financial forecast (SBA would help).
- Call Center – Need to accelerate the vendor selection and transition plan (ICF).
- Apps – Need to finalize homeowner’s policies/procedures to incorporate into MIS (ICF).
- Facility – Need to finalize HAC location and layout to deploy IT in time (ICF).
**HUMAN RESOURCES**

Accomplishments:
- Participated in State Department of Labor’s Job Fair at the Gonzalez Civic Center (July 11) and received many viable candidates for review (of 180 entrants, 110 visited Road Home booth) and will conduct additional job fairs in or in close proximity to affected parishes.
- Began actively recruiting for Program Staff for administrative and HAC location positions
  - Received nearly 3000 resumes
- Created Program material for recruiting and placed hiring adds in four local (Louisiana) newspapers and five newspaper outside of Louisiana
- Coordinating activities throughout the Program for placement of candidates in the respective service areas.
- Establishing process for hiring qualified candidates, including competency testing and drug screening

**COMPLIANCE**

Accomplishments:
- Developed contacts to have Road Home applicants information processed through Federal Task Force Command Center to determine if any applicants have defrauded FEMA, SBA, or any other agency pertaining to the Katrina Disaster.
- Successfully integrated KMPG officials and other agencies into a productive Attorney General Fraud Investigation Task Force to discuss and develop methods to prevent fraud in the Road Home and other Katrina Disaster related programs.
- Received documents from HUD pertaining to Hotline Complaints on applicants, contractors, and subcontractors.

Outstanding Issues:
- To develop a training module for instructing intake screeners to be aware of indicators pertaining to Identity Fraud, False Applications, False Titles, Duplicate applications for the same property and other indicators of fraud.
- To continue developing lines of positive communication with Federal, state, and local law enforcement and administrative officials.

**TRAINING**

Accomplishments:
- Delivered training agenda and locations for Financial Institutions, Professional Builders, and Inspectors to the State as deliverables 00008 and 00011.
- Developing design for “Stand-up Center Morning Workshops,” orientation training, and devising training schedules
- Began development of overall Training Plan for coordination throughout the program with establishing training needs, curriculum, and technology use with determination of participation from affected parties (subcontractors) – delineation of responsibilities.
- Began staffing training administration
- Designed the curriculum for the internal (e.g., homeowner assistance centers personnel) orientation and managerial training and external (e.g., design and building professionals) training
- Assigned all training curriculum modules to developers
- Developed training development schedules and guidance
- Discussed training development and delivery logistics and resource requirements with RH leads
- Revised Call Center scripts