The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home
Week 24 Situation & Pipeline Report

December 19, 2006

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EXECUTIVE SUMMARY

The Homeowner Assistance Program continued to make progress in the number of applicants seen for the reporting period. During the period, Homeowner Program Advisors met with 5,003 applicants (averaging 714 per day). The number of benefits calculated increased from 10,778 to 14,303. In addition, 12 closings were completed during the period (85 total). Homeowners returned 1,669 options letters increasing the number of benefits options selected 45% for a total of 5,324. Option breakdown is below.

Table 1: Homeowner Program Snapshot

Activity	As of COB December 7	Weekly Activity	As of COB December 14
Number of Applications Recorded	86,422	1,922	88,414
Number of Appointment Letters Mailed	77,526	1,847	79,373
Number of 1st Appointments Scheduled	53,860	5,919	59,779
Number of 1st Appointments Held	40,659	5,003	45,662
Number of 1st Appointments Completed	39,339	4,645	43,984
Number of Home Evaluations Completed	27,685	8,388	36,073
Number of Benefits Calculated	10,778	3,525	14,303
Number of Benefits Options Letters Sent	10,108	-	10,108
Number of Benefits Options Selected	3,655	1,669	5,324
Number of Closings Held	73	12	85

Table 2: Options Selections and Closings by Option Type

	Option 1	Option 2	Option 3	Total
Benefits Options Selected	4,046	1,165	113	**5,324**
Closings Held	85	-	-	**85**

The Rental Repair Program continues to prepare for the initiation of the program. Progress continues on the design and implementation of the HDSoftware system and on the development of the Program Guide, Lender Handbook, Policy and Procedures, Scoring Criteria, and Communication and Outreach Plan.

After receiving approval of limited (20 week) funding, the Hazard Mitigation Grant Program continued hiring to fill 39 positions to initiate the essential elements of the mitigation program support that is required to provide all assistance and deliverables in *The Road Home* program. The agreement with Innovative Emergency Management (IEM) of Baton Rouge, Louisiana was executed, triggering the process of providing and training Mitigation Counselors to provide mitigation information to homeowners at the Housing Assistance Centers and the grant administration support for reporting and audit requirements of state and federal agencies.

State Assistance Required

- Rental: Require key decisions from the State regarding:
  - Approval of final program design, final scoring criteria and ranking, and process for managing new issues and change in policy
  - Discussion leading to policy in needed on verification of threshold requirements, applicants without clear title, and determination of duplication of benefits
  - Determination from HUD on "Early Start" activities eligibility in the Program
  - Confirmation of Environmental Review requirement work flow allocation

Deliverables

Table 3: Program Deliverables

Del. ID	Deliverables	Date
00025	Combined Weekly & Pipeline Report	12/12/06
00002	Cash Flow Projection & Financial Dashboard	12/12/06
00035	Homeowner Procedures Update (monthly)	12/15/06
00072	Open New HAC in LA	12/15/06

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 12/07	CUMULATIVE As of 12/14	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	46,191	47,532	1,341
	MAIL IN SYSTEM	38,617	38,892	275
	PHONE IN SYSTEM	1,614	1,990	376
	APPS IN SYSTEM	**86,422**	**88,414**	**1,992**
APPOINTMENTS	**APPS IN SYSTEM**	**86,422**	**88,414**	**1,992**
	APPOINTMENT LETTERS SENT	77,526	79,373	1,847
	APPOINTMENTS SCHEDULED	57,598	59,779	2,181
	APPOINTMENTS COMPLETED	39,339	43,984	4,645

- **Figures are <u>cumulative</u> through the period indicated**
- **1,992 additional applicants entered the system through applicant online entry, paper transcription, and phone entry**

- **4,645 of the 5,003 appointments held for the current period were completed, which allows the applicant to enter into the evaluation/third party verification/calculation process**

See the Glossary for explanation of Figure 1 terms

Figure 2: Homeowner Assistance Program Pipeline - Applicant Processing

	HOMEOWNER PROCESS	CUMULATIVE As of 12/07	CUMULATIVE As of 12/14	INCREASE
CALCULATIONS	APPLICATIONS IN VERIFICATION	39,339	43,984	4,645
	BENEFITS CALCULATED	10,778	14,303	3,525
	TOTAL	$821.1 million	$1.06 billion	$238.9 m
	AVERAGE	$78,714	$77,575	
CLOSINGS	OPTIONS LETTERS SENT	10,108	10,108	*
	OPTIONS SELECTED	3,655	5,324	1,669
	CLOSED	73	85	12
	TOTAL	$3.8 million	$4.4 million	$ .6 m
	AVERAGE	$52,073	$51,810	

- **The $1.06B total and $77,575 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes affordable loan calculations, compensation grants, and elevation grants, but does not include 'zero' grant awards)**

- **All closed applicants have selected Option 1**
- **Applicants' initial options selection are in Appendix A**
- ***Does not include 2,299 letters printed, but not mailed by end of reporting period**

See the Glossary for explanation of Figure 2 terms

Housing Assistance Center Activity

- Decreased throughput at the 11 Centers by 7%; 5,003 appointments held (45,662 total to date)
- Continued to finalize staffing plans and strategies for implementation of the Benefits Option appointment

Award Calculation Activity

- Calculated an additional 3,525 grant benefits for the period (14,303 total); 178 'zero' grant amounts (476 total) and 3,347 'non-zero' or 'positive' grant amounts (13,649 total) calculated for the period (averaging $77,575 per grant)

Table 4: Award Calculation Activity including LMI and Elderly Detail

	Option 1 Total	Compensation Grant Amount	Elevation Grant	Affordable Loan
Number of Total Benefits	14,303	14,303	14,303	14,303
Sum of Total Dollars	$1,058,830,320	$ 586,739,388	$ 258,121,469	$ 213,969,462
Number of LMI Benefits	6,455	6,455	6,455	6,455
Sum of Dollars to LMI	$ 594,567,600	$ 268,512,584	$ 115,000,111	$ 211,054,905
Number of LMI Benefits as a % of Total Population	45%	45%	45%	45%
Sum of Dollars to LMI as a % of Total Population	56%	46%	45%	99%
Number of Elderly Benefits	2,658	2,658	2,658	2,658
Sum of Dollars to Elderly	$ 235,350,301	$ 121,840,543	$ 50,079,859	$ 63,429,899
Number of Elderly Benefits as a % of Total Population	19%	19%	19%	19%
Sum of Dollars to Elderly as a % of Total Population	22%	21%	19%	30%

Data Verification and Closing Activity

- Assisted with the completion of 12 closings
- Continued to work with Program participants to accelerate verification processes and increase matches for greater throughput

Home Evaluations (Home Inspection) Activity

Table 5: Home Evaluation Team Metrics

ACTIVITY	Prior Total	11/13-11/17	11/18-11/25	11/26-11/30	12/1-12/7	12/8-12/14	Current Total	Five Week Average
Work Orders Submitted by Housing Advisor	22,786	4,144	3,091	5,058	4,114	4,856	**44,049**	**4,253**
Work Orders Dispatched	22,081	2,778	3,464	3,458	3,816	5,286	**40,883**[1]	**3,760**
Evaluations Completed in the Field	12,700	6,683	983	3,147	4,173	8,390	**36,076**	**4,675**

[1] – 2,135 work orders for condos and doubles not yet dispatched and 123 do not yet have a priority code (these will be dispatched). An additional 59 work orders are awaiting Housing Center resolution.

- Developed rapid response capabilities for homeowner concerns related to home evaluations; currently responding to 15-20 urgent homeowner concerns daily
- Completed planning for a focus group of homeowners
- Initiated field testing of WorlTrac software
- Revised "Protocol for Estimating Housing Replacement Costs" and submitted to Policy Team, major changes, include:
  - A protocol for conducting Type 1 evaluations on manufactured homes
  - A protocol for conducting Type 1 and 2 evaluations on single- and multi-owner duplexes
- Initiated the development of checklists for capturing damage assessments at 100% destroyed manufactured homes and partially damaged and 100% destroyed duplexes
- Worked with KPMG to resolve data errors
- Initiated review of approximately 25 new policy/procedure questions submitted by evaluators

Call Center Activity

Table 6: Call Center Metrics

ACTIVITY	Prior Total	11/10-11/16	11/17–11/23	11/24–11/30	12/1-12/7	12/8-12/14	Current Total	Five Week Average
Calls	192,919	22,008	12,128	20,767	21,353	15,918	**285,093**	**18,435**
Applications Requested	25,415	751	430	653	687	600	**28,536**	**624**
Online Application Assists	1,378	263	191	243	253	202	**2,530**	**230**
Hardcopy Application Assists	898	78	42	85	94	68	**1,265**	**73**
Phone Applications	114	405	248	475	372	320	**1,934**	**364**
Spanish Calls	405	75	35	78	90	73	**756**	**70**

ACTIVITY	Prior Total	11/10-11/16	11/17–11/23	11/24–11/30	12/1-12/7	12/8-12/14	Current Total	Five Week Average
Vietnamese Calls	120	12	19	26	22	15	**214**	**19**
Appointments Scheduled by Phone	41,784	6,853	2,760	3,286	2,936	2,181	**59,800**	**3,603**

Table 7: Resolution Team Activity-

ACTIVITY	Prior Total[1]	12/8-12/24	Current Total
Calls Referred to the Resolution Team	2,636	1,010	3,646
Calls Resolved without Opening Resolution Issue	1,138	413	1,551
Calls Opened as Resolution Issues	1,498	597	2,095
Resolution Issues Closed	53	99	152
Resolution Issues Remaining Open	1,445	597	1,890

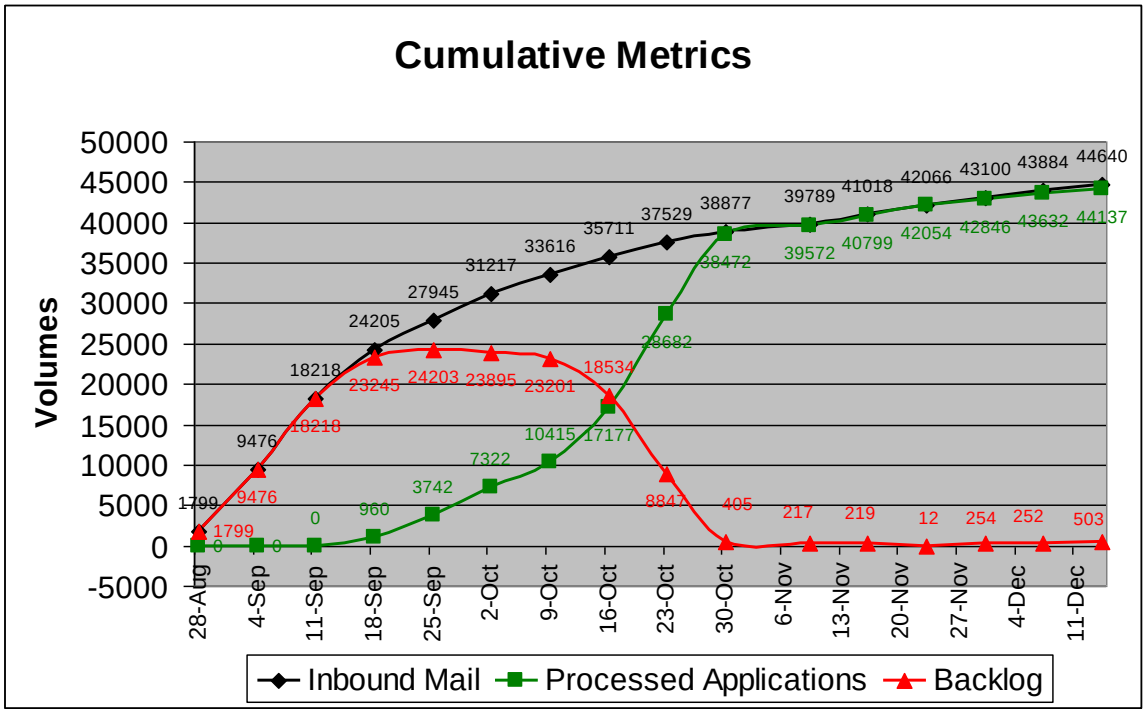
Mailroom/Data Entry Activity

Table 8: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	11/10-11/16	11/17-11/23	11/24-11/30	12/1-12/7	12/8-12/14	Total	Five Week Average
New paper applications received through mailroom	39,789	1,229	1,048	1,034	793	756	**44,649**	**972**
New paper applications entered into batch files for entry into eGrantsPlus	39,191	1,227	1,253	905	786	505	**43,867**	**935**
New paper applications remaining to be entered into eGrantsPlus	9,064	219	14	141	261	503	**503**	**N/A**

- Processed 756 pieces of mail this period (total 44,649 to date; averaging over 972 per week); total mail processed for entry into eGrantsPlus is 43,867 (38,219 entered in eGrantsPlus)
- Continued processing current week mail (within a day or two of receipt)

Figure 3: Mailroom/Data Entry Trends



Housing Assistance Center Appointment Activity

- The number of appointments decreased to 5,003 for the week, a 7% decrease from the prior reporting period. Figure 4 and Table 9 show the appointment activity for the Centers by day and by week, respectively.

Figure 4: Housing Assistance Center Appointments by Day

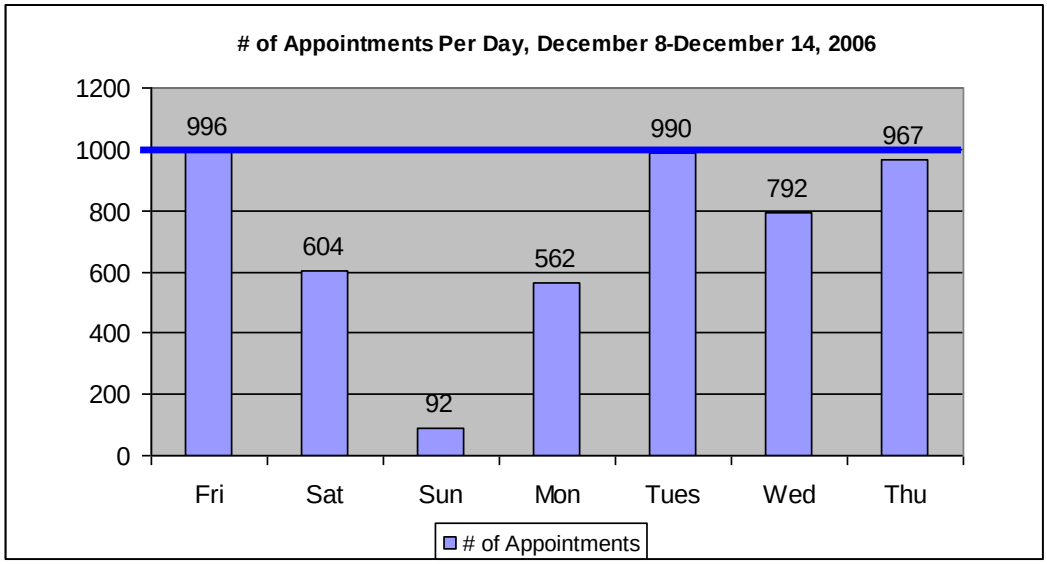
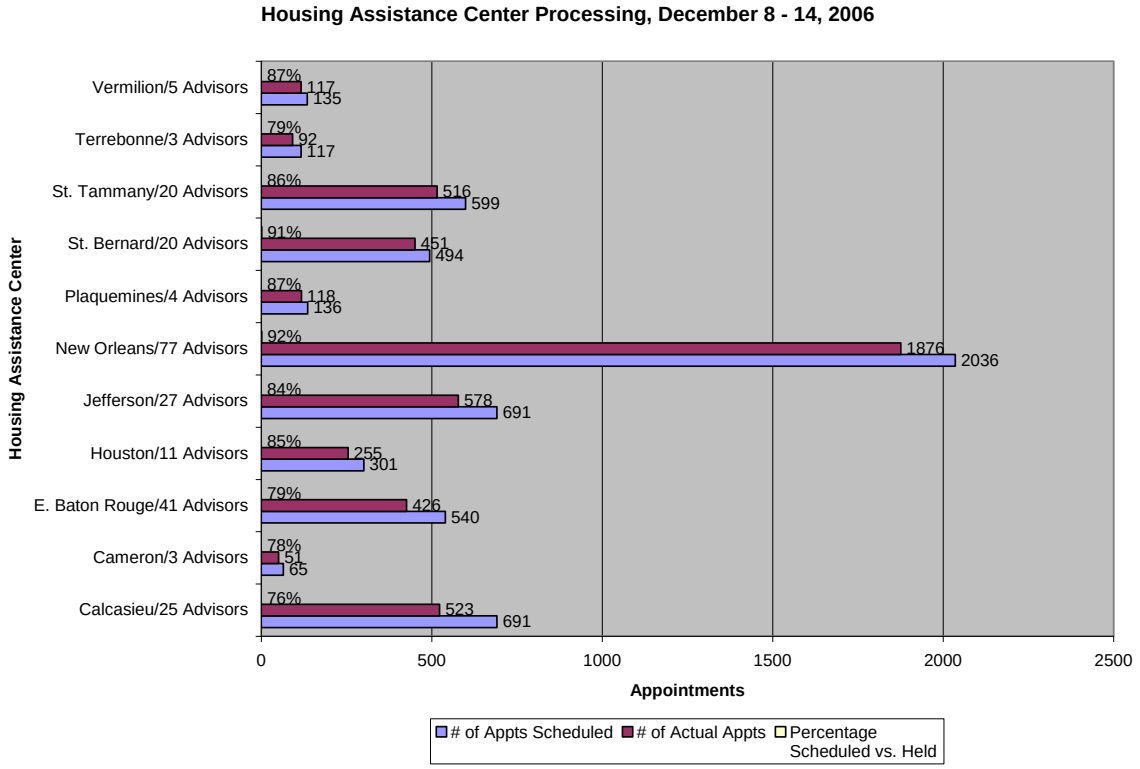


Table 9: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	11/10-11/16	11/17-11/23	11/24-11/30	12/1-12/7	12/8-12/14	Current Total	Five Week Average
Appointments Held	21,988	4,822	4,315	4,164	5,370	5,003	**45,662**	**4,735**
Average Daily Appointments Held		689	616	595	767	715		

Figure 5 shows the number of appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. The number of advisors per Center also is reported.

Figure 5: Appointments Scheduled and Held by Center



Figures 6 and 7 show trends of scheduled versus held appointments and the average number of appointments per day over the current and previous periods. Figure 6 also includes the number of appointments missed. The trend illustrated by Figure 6 continues to show substantial throughput at the Centers.

Figure 6: Weekly Scheduled and Held Appointments

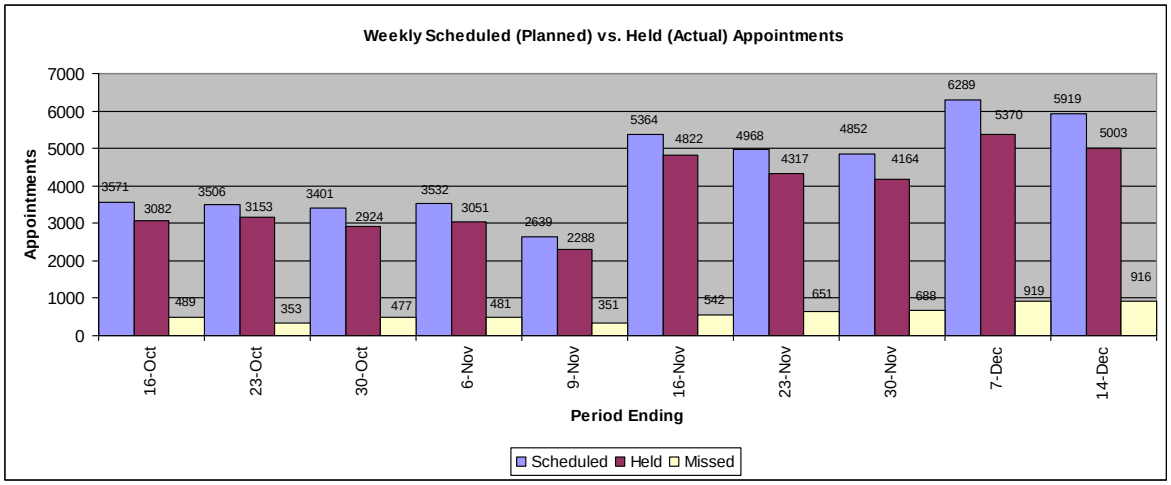


Figure 7: Average Daily Appointments by Period

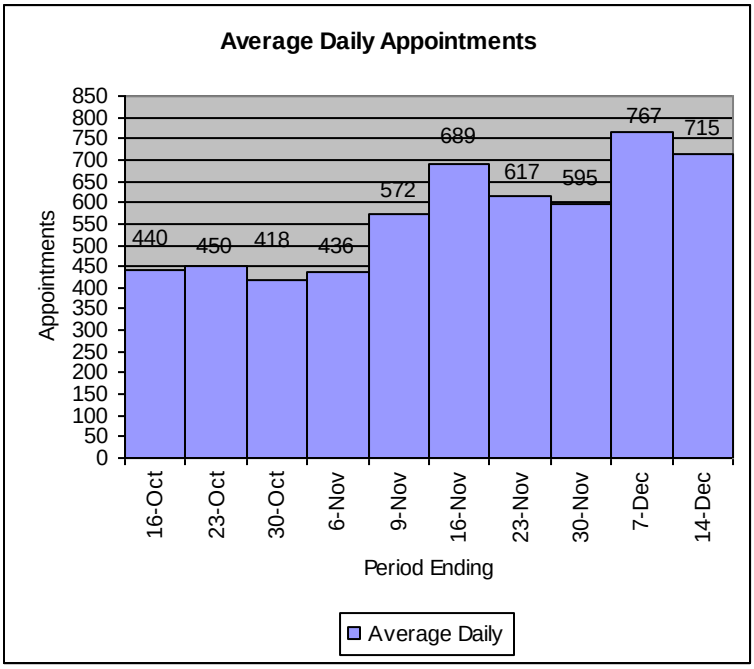


Table 10 shows the next available appointment date by Center, and indicates immediate availability in the East Baton Rouge and Calcasieu Centers.

Table 10: Center Appointment Availability

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment[1]
1	East Baton Rouge	December 18, 2006	4
2	Orleans	January 31, 2007	49
3	Calcasieu	December 18, 2006	4
4	Jefferson	February 6, 2007	55
5	St. Bernard	January 25, 2007	43
6	St. Tammany	February 1, 2007	50
7	Cameron	January 12, 2007	29
8	Plaquemines	February 14, 2007	63
9	Terrebonne	January 16, 2007	33
10	Vermilion	January 23, 2007	40
11	Houston	December 23, 2006	9

[1]The average number of days wait until appointment is the number of days between the last day of the reporting period (December 14, 2006) and the next available appointment.

Supporting Function Activity

General: In support of Program initiatives, applicants are requested to provide demographic, income, and household data voluntarily. Table 11 shows the breakdown of applicants by race as reported by the applicant. Twenty-seven percent designated race as Black, 27% as White. Forty-three percent of the applicants available to provide race data chose not to designate race, a 2% decrease from the previous reporting period.

Table 11: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	201
American Indian/Alaska Native and White	193
American Indian/Alaskan Native/Black-African American	202
Asian	872
Asian and White	111
Black/African American	23,611
Black/African American and White	493
Native Hawaiian/Other Pacific Islander	61
Other Multi-Racial	1,078
White	23,628
Race Not Provided	37,964
Total	**88,414**

RENTAL PROPERTY REPAIR PROGRAM

- Designed elements of Allocation, Program, Allotments and Initiatives in HDSoftware and continued to support the development of an online application

- Drafted detailed procedures to implement policy design changes
- Established staffing model based upon program design discussions
- Developed Program Guide as an education tool for Property Owners who wish to learn more about the CDBG requirements for participating in a Repair and Reconstruction Program
- Developed Lending and Real Estate Professionals Handbook as education tool for professional financial advisors who may assist Property Owners participating in the Program
- Developed policy and procedures for assisting Owner-occupants of 3-4 unit properties who will receive awards from both the Homeowner and Rental programs
- Developed Communication and Outreach Plan
- Made recommendations for a procedure to manage policy changes including a detailed analysis of the time costs of a change, resource management, and implications to the timeline for program delivery
- Drafted a Request of Statement of Interest and Qualifications of Lenders and sent to outside legal counsel for final review

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Executed the Basic Ordering Agreement (Base Contract) for subcontractor mitigation/HMGP technical assistance with Innovative Emergency Management (IEM) of Baton Rouge, Louisiana. IEM will provide Mitigation Counselors to provide mitigation information to homeowners at the Housing Assistance Centers and the grant administration support for reporting and audit requirements of state and federal agencies
- Issued the first task order to IEM get mitigation counselors in the Housing Assistance Centers and initiate the grant administration activity necessary to develop the automated processing and reporting of the applications
- Developed training to the new IEM subcontract mitigation counselors and grant administrators to be delivered December 18-22

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Opened second New Orleans Housing Assistance Center in New Orleans East, with wireless IT connectivity (from Verizon) to be utilized pending T-1 line (from BellSouth) to be in place during the week of December 25th

HUMAN RESOURCES

- Held hiring event for the Small Rental Repair Program at LA Works in New Orleans
- Confirmed employment offers with Call Center Staff in anticipation of bringing employees on board February 5, 2007
- Met requirement of hiring 53 Closing, Appeals, Resolutions Advisors, with a hire date of January 2, 2007 to support the Homeowner program

POLICY & PLANS

- Submitted policy recommendations to State for determining homeowner's pre-storm value
- Updated monitoring plans for all programs and re-submitted to State
- Completed Homeowner Program procedures update deliverable
- Completed research comparing differences between Louisiana and Mississippi recovery programs
- Received approval to implement assignment policies and disbursement of funds to homeowners receiving $10,000 or less
- Reviewed QA/QC process and procedures for data calculation and letter generation
- Supported MIS in release 3 and release 4 requirements for eGrantsPlus
- Initiated development of guide for the auditor's on the application files

TRAINING

- Delivered 4-hour Homeowner Construction Representative training to 52 people and 4-hour Small Rental Property Repair Program Orientation to 44 employees
- Delivered five-day training for 28 new Home Evaluators and three-day Homeowner Program Training for 51 new employees
- Continued development of the web-based training for Housing Assistance Center staff

Table 12: Training Summary

Training Type	Target Audience	Location	Date	Attendees
External	Homeowner Construction Representatives	Sheraton Hotel New Orleans, LA	December 8, 2006	52
Internal	Road Home Employees (Rental Program)	East Baton Rouge Housing Assistance Center Baton Rouge, LA	December 11, 2006	27
Internal	Road Home Employees (Rental Program)	East Baton Rouge Housing Assistance Center Baton Rouge, LA	December 12, 2006	17
Internal	Home Evaluators	W Hotel New Orleans, LA	December 11-15, 2006	28
Internal	Road Home Employees	W Hotel New Orleans, LA	December 12-14, 2006	51

EXTERNAL AFFAIRS

Community Outreach

Table 13: Community Outreach Metrics

Meeting Type	Events Week 12/8-12/14	People Reached Week 12/8-12/14	Events To Date	People Reached To Date
Community	10	441	174	15,097
Faith Based	5	334	33	3,146
Business	1	13	6	241
Governmental	3	90	52	2,278
Case Managers	3	134	38	916
TOTALS	**22**	**1,012**	**300**	**21,678**

- The Community Outreach Team met with several federal, state and local government organizations during the period to disseminate *Road Home* information and provide assistance to various constituencies, including city officials from the Mayors office, Department of Community Initiatives in San Antonio, Texas, City of New Orleans Journey Home officials, and LRA board members. Also met with members of the Red Cross, FEMA, Family Service Association, United Way, and the Bexar County Council on Aging to provide information and documentation on the Program to gain assistance where possible
- In addition, the team met with the several faith based organizations to assist with the application process and provide needed information about the Program, including the Antioch Missionary Baptist church in San Antonio, St. Joseph Catholic Church in Terrebonne Parish, Our Lady of Lourdes Catholic Church in Erath, and Abbeville Preachers' breakfast to establish an information dissemination network within the Parish faith community. Also met with Catholic Charities and Community of Churches in the Greater San Antonio area
- Provided several presentations and delivered information to several parish communities, Operation Hope, and senior residents

Communications

- Wrote and distributed press release on West Call Center acquisition and USAA insurance partnership
- Prepared LRA Board/Legislative meeting briefing presentation and packets
- Planned and coordinated productions for homeowner assistance video
- Closing Handouts - drafted two documents for Option 1 and 2.
- Continued recruitment efforts of potential homeowner testimonial candidates
- Updated written communication and began development of an HMGP press release

Public Information

- Met and contacted several media outlets in Louisiana to disseminate Program information, correct errant information, and respond to questions regarding the Program, including The Times of Acadiana, New Orleans City Business, WIST-AM, ABC News (Local). AP, New Orleans Tribune, Reuters, Gumbomedia

Network, WRNO Radio, The Courier (Houma), Bayou Buzz, Times-Picayune, The Louisiana Network, Daily Advertiser, KLFY-TV10, and WDSU-TV

- Met and contacted media outlets in the Houston, Texas area and areas outside of Louisiana to disseminate Program information, correct errant information, and respond to questions regarding the Program

MIS

- Continued TraceSecurity audit with manual verification on internal scanning. Additionally, the business process and CoBIT surveys were conducted. A status report including initial results was delivered, a status report is forthcoming. The audit project continues on schedule
- Purchased the West facility IT equipment, technology transfer calls continue
- Continued standardization of the MIS resources at HACs. A server standard has been completed, with additional work on the configuration standards
- Completed discussion of transition plan for employees to go from West to ICF with Call Center Agents and staff

FRAUD PREVENTION

Table 14: Fraud Prevention Metrics

ACTIVITY	Prior Totals	11/10-11/16	11/17-11/23	11/24-11/30	12/1-12/7	12/8-12/14	Current Totals
Applicant Issues Reported to Anti-Fraud	18	2	-	1	-	-	**21**
Evaluator Issues Reported to Anti-Fraud	-	-	-	-	-	-	**-**
Third-Party Issues Reported to Anti-Fraud	3	-	-	-	1	1	**5**

- Attended the Federal Anti-Fraud Task Force meeting and provided updates regarding data analytics and recent allegations
- Performed detailed data analytics for 7,882 records provided by Shaw, 13,803 records provided by Providence, and 22,224 application related records provided by ICF MIS department
- Reviewed and commented on draft application and reported suggestions to Rental Property Repair Program

QUALITY ASSURANCE AND CONTROL

- Reviewed 400 eGrantsPlus files for appraisal support documentation (regarding pre-storm value)
- Tabulated survey results for 118 homeowners surveyed by phone regarding Home Evaluation services. 95% of homeowners surveyed indicated the overall quality of evaluation services received were satisfactory, the remaining 5% were dissatisfied.
- Provided Communications Department with a summary of comments from customer satisfaction surveys

- Conducted in-depth discussions with Rental team to provide a process flow map for entire rental process

COMPLIANCE

- Attended Federal Task Force Meeting (Presented applicant statistics and received info on multi-agency investigations)
- Finished work on HUD Audit request on closing files and deliver it on Wednesday
- Solicited clarification of public records request from Times-Picayune for email search; searched over 14,000 emails for request criteria

SPECIAL NEEDS ADVISORY TEAM

- Held 2nd Stakeholders meeting
- Continued collaboration with Louisiana Spirit to provide crisis counselors and stress managers
- Developed draft revised script for the Call Center to address current inaccessibility of some of the Housing Centers
- Prepared draft instructions for agencies participating in the *Expedited Appointment/Exception Need* pilot program
- Developed large font application for sight impaired participants

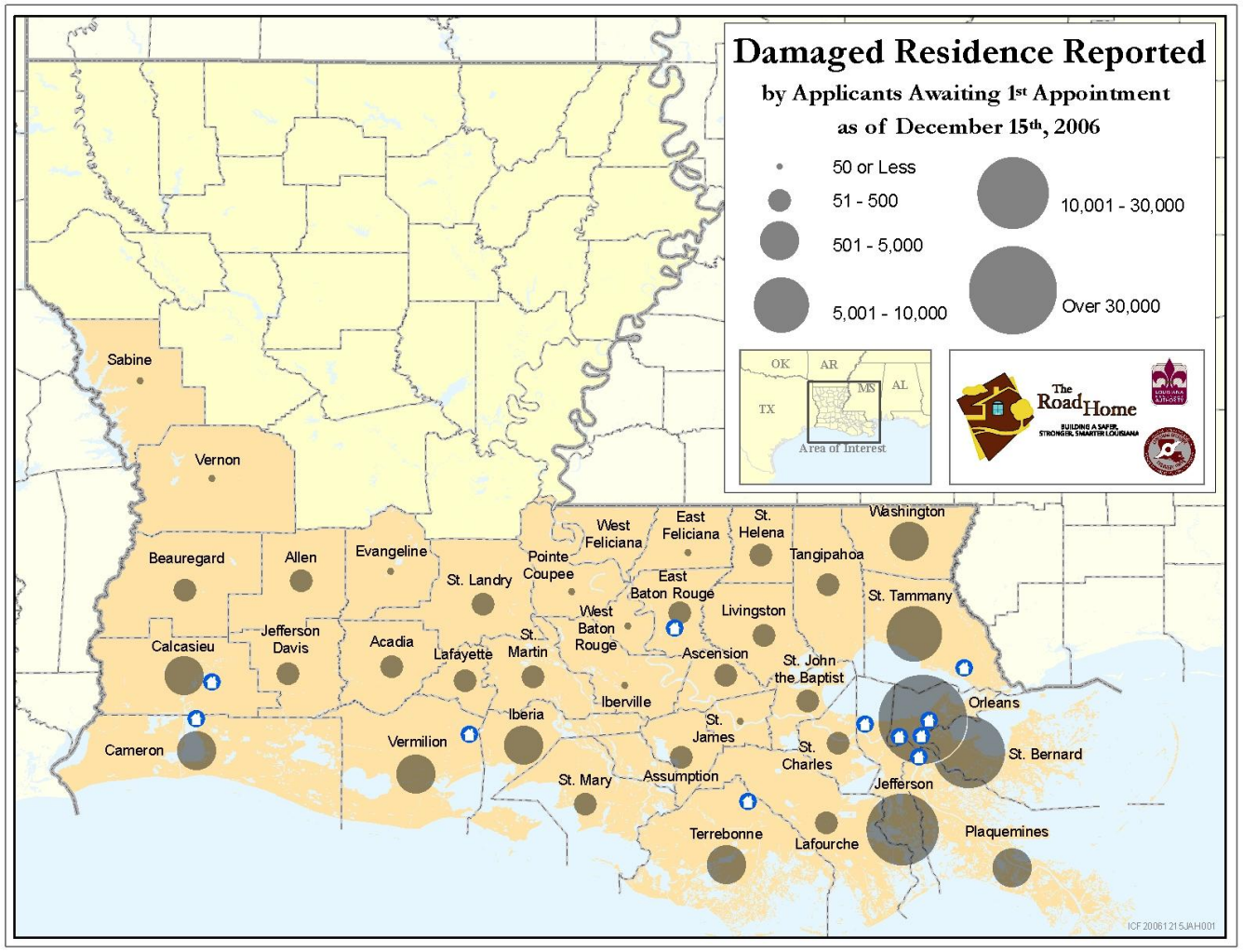
APPENDIX A

Initial Option Elections of Applicants, by Parish of Damaged Residence
Note:*Parish information and option choices are as reported on applications received from homeowners and may change once validation by The Road Home Program is completed and families consider benefit amounts for each possible option.*

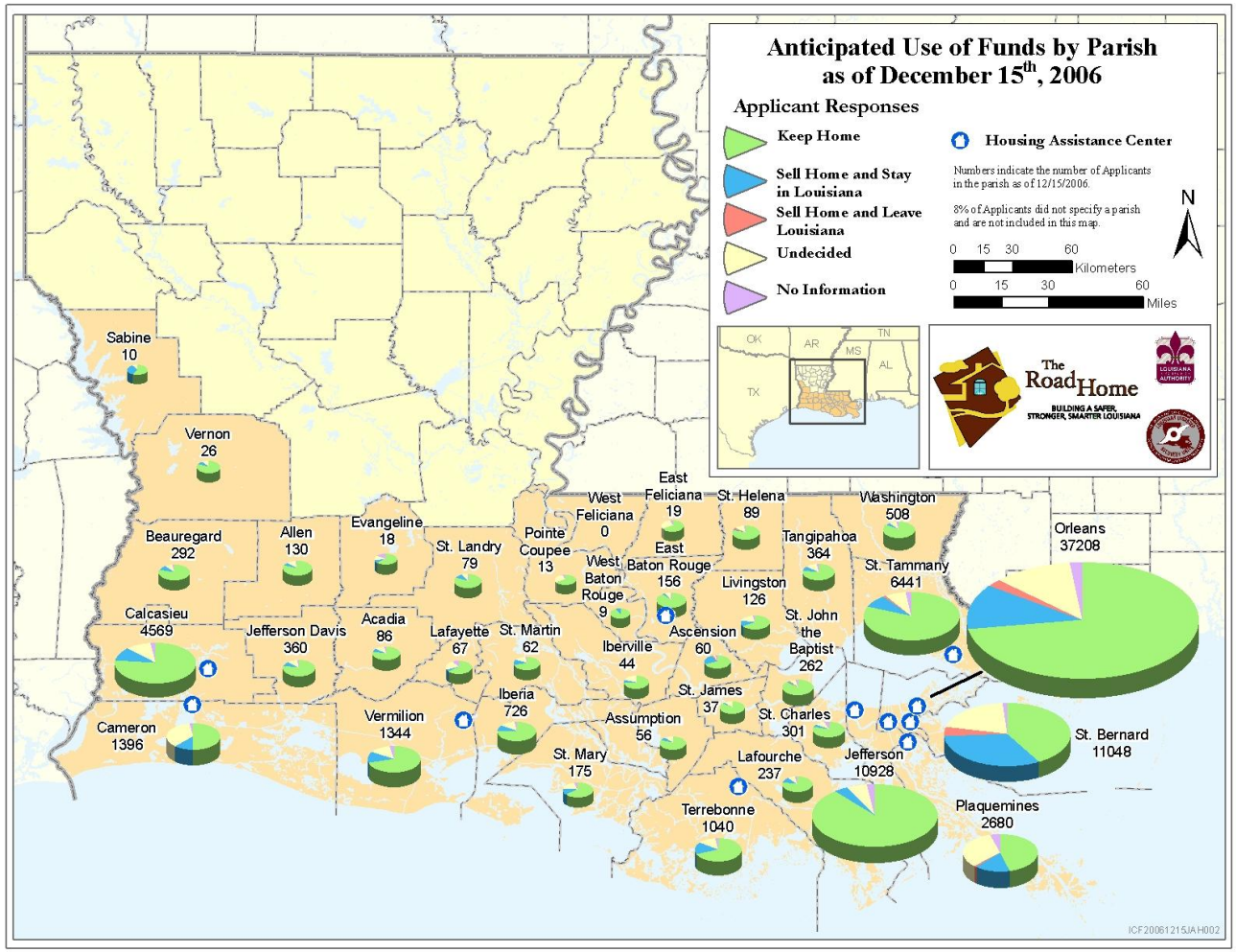
PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
ACADIA	66	5	-	12	3	**86**
ALLEN	103	7	1	16	3	**130**
ASCENSION	42	12	1	3	2	**60**
ASSUMPTION	45	4	-	7	-	**56**
BEAUREGARD	226	28	-	30	8	**292**
CALCASIEU	3,481	390	14	551	133	**4,569**
CAMERON	694	205	6	445	46	**1,396**
EAST BATON ROUGE	134	7	1	12	2	**156**
EAST FELICIANA	13	-	-	5	1	**19**
EVANGELINE	12	1	-	2	3	**18**
IBERIA	542	53	2	105	24	**726**
IBERVILLE	32	3	-	9	-	**44**
JEFFERSON	9,364	464	63	717	320	**10,928**
JEFFERSON DAVIS	279	26	-	45	10	**360**
LAFAYETTE	44	3	-	12	8	**67**
LAFOURCHE	181	22	1	24	9	**237**
LIVINGSTON	86	12	-	23	5	**126**
ORLEANS	27,235	3,498	684	4,899	892	**37,208**

PARISH	Keep Your Home	Sell, but Stay in Louisiana	Sell, and Move out of Louisiana	Undecided	Information Not Available	Total
PLAQUEMINES	1,194	511	31	781	163	**2,680**
POINTE COUPEE	9	-	-	3	1	**13**
SABINE	6	3	-	1	-	**10**
SAINT BERNARD	4,337	3,856	378	2,279	198	**11,048**
SAINT CHARLES	234	12	1	33	21	**301**
SAINT HELENA	70	2	2	12	3	**89**
SAINT JAMES	31	1	-	5	-	**37**
SAINT LANDRY	64	6	-	8	1	**79**
SAINT MARTIN	44	6	-	11	1	**62**
SAINT MARY	116	17	-	31	11	**175**
SAINT TAMMANY	5,140	487	65	578	171	**6,441**
ST JOHN THE BAPTIST	221	5	4	23	9	**262**
TANGIPAHOA	277	28	1	49	9	**364**
TERREBONNE	732	127	3	148	30	**1,040**
VERMILION	955	138	2	194	55	**1,344**
VERNON	21	2	-	3	-	**26**
WASHINGTON	419	22	-	48	19	**508**
WEST BATON ROUGE	8	1	-	-	-	**9**
No Parish Provided by Applicant	1,732	373	52	449	4,531	**7,137**
Non-Presidentially Declared Disaster Area Parishes	218	30	5	43	15	**311**
Total	**58,407**	**10,367**	**1,317**	**11,616**	**6,707**	**88,414**

APPENDIX B


Damaged Residence Reported
by Applicants Awaiting 1st Appointment
as of December 15th, 2006
50 or Less
51 - 500
501 - 5,000
5,001 - 10,000
10,001 - 30,000
Over 30,000
OK
AR
MS
AL
TX
Area of Interest
The Road Home
BUILDING A SAFER, STRONGER, SMARTER LOUISIANA
Sabine
Vernon
Beauregard
Allen
Evangeline
St. Landry
Pointe Coupee
West Feliciana
East Feliciana
St. Helena
Washington
Tangipahoa
St. Tammany
East Baton Rouge
West Baton Rouge
Livingston
Jefferson Davis
Calcasieu
Acadia
Lafayette
St. Martin
Ascension
St. John the Baptist
Orleans
Iberville
Iberia
St. James
St. Bernard
Cameron
Vermilion
St. Charles
Jefferson
St. Mary
Assumption
Terrebonne
Lafourche
Plaquemines
ICF 20061215JAH001

APPENDIX C


Anticipated Use of Funds by Parish
as of December 15th, 2006
Applicant Responses
Keep Home
Sell Home and Stay in Louisiana
Sell Home and Leave Louisiana
Undecided
No Information
Housing Assistance Center
Numbers indicate the number of Applicants in the parish as of 12/15/2006.
8% of Applicants did not specify a parish and are not included in this map.
N
0 15 30 60 Kilometers
0 15 30 60 Miles
OK
AR
MS
TN
AL
TX
The Road Home
BUILDING A SAFER, STRONGER, SMARTER LOUISIANA
Sabine 10
Vernon 26
Beauregard 292
Allen 130
Evangeline 18
St. Landry 79
Pointe Coupee 13
West Feliciana 0
East Feliciana 19
St. Helena 89
Washington 508
Orleans 37208
Tangipahoa 364
St. Tammany 6441
West Baton Rouge 9
East Baton Rouge 156
Livingston 126
Calcasieu 4569
Jefferson Davis 360
Acadia 86
Lafayette 67
St. Martin 62
Iberville 44
Ascension 60
St. John the Baptist 262
Cameron 1396
Vermilion 1344
Iberia 726
St. James 37
St. Charles 301
Assumption 56
St. Mary 175
Lafourche 237
Jefferson 10928
St. Bernard 11048
Terrebonne 1040
Plaquemines 2680
ICF20061215JAH002

GLOSSARY

Pipeline Diagram Terms (Figures 1 and 2)

APPLICATIONS
Online in System represents the cumulative number of applications in the system for applications submitted online.
Mail in System represents the cumulative number of applications in the system for hard copy applications submitted via mail.
Phone in System represents the cumulative number of applications in the system for applications taken over the phone.
Total in System represents the cumulative number of applications in the system for applications submitted online, via mail, and over the phone.

APPOINTMENTS
Appointment Letters Sent represents the cumulative number of letters sent to applicants asking them to call and schedule an appointment. Not all applicants will receive appointment letters because they may be ineligible or may have already scheduled their appointment over the phone. Appointment letters are sent in batches twice a week.
Appointments Scheduled represents the cumulative number of appointments scheduled to date.
Appointments Completed represents the cumulative number of appointments completed at Housing Assistance Centers where advisors submitted the applicants' completed applications.

CALCULATIONS
Applications in Verification represents the cumulative number of applicants whose application data is being verified to determine eligibility and basis for calculation of benefits.
Benefits Calculated represents the cumulative number of applications for which eligibility has been determined and benefits have been calculated for the various possible options.

CLOSINGS
Options Letters Sent represents the cumulative number of applicants who have been sent a benefit options letter noting their respective benefit options.
Options Selected represents the cumulative number of applicants who have replied to the options letter and selected their benefit option.
Closed represents the cumulative number of applicants who have gone through the closing process and whose funds have been disbursed.