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:

Deliverables

<table>
<thead>
<tr>
<th>Number</th>
<th>Service Area</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00021</td>
<td>Homeowner</td>
<td>Homeowner Forms</td>
<td>21 July 06</td>
</tr>
<tr>
<td>00016</td>
<td>Homeowner</td>
<td>Homeowner Website</td>
<td>21 July 06</td>
</tr>
</tbody>
</table>

Metrics for Week 3

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Metric</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeowner Program</td>
<td>Appointments Conducted</td>
<td>143</td>
</tr>
<tr>
<td></td>
<td>Appointments Made through 29 July 2006</td>
<td>371</td>
</tr>
</tbody>
</table>

HOMEOWNER PROGRAM

Accomplishments:
- Pilot Center met with 143 applicants during the week, for a total of 188 applicant interviews completed. The total number of appointments scheduled to date is 371.
- Obtained more guidance on some outstanding policy issues needed to answer HO questions.
- Met with training team to agree on modules to be developed by next week.
- Conducted four tours of Pilot Center for media and for audit staff from the Louisiana State Legislature.
- As of 7/16, we began to collect metrics on time clients spend in each phase of the appointment process. The average total appointment time was 2 hours 19 minutes, and the average time to scan documents was 20.4 minutes.
- We also began collecting data on parishes of applicants. Served so far: Orleans – 62, Jefferson – 69, Calcasieu – 1, St. Tammany – 22, Cameron – 1, St. Bernard – 1, St. James – 1, Tangipahoa 3.
- We began customer service surveys in the Pilot Center over the weekend. Four homeowners were surveyed, with 7 questions covering their satisfaction with particular steps in the process, and their overall satisfaction. All 4 applicants gave the Center staff the highest score possible (“5”) for all questions. Compliance unit has now assumed responsibility for feedback surveys.
- Obtained guidance on many outstanding policy issues needed to answer HO questions.

Outstanding Issues:
- Scheduling software continues to have design limitations and bugs.
A number of policy issues remain, including final approval of the calculator. While some improvement in bandwidth has been noted, during heavy system use periods, uploads seem as slow as ever. As of Friday, new technology problems surfaced, causing IT to revert to DSL for communication with STR.

The lack of insurance databases, and the absence of a “backend” feature in eGrantsPLUS software to facilitate verification are serious concerns. In addition, no inspection results have been turned over, or First American verification results. Assistance cannot be calculated at this time. We are in grave danger of not meeting August 4 deliverable.

**SMALL RENTAL PROGRAM**

**Accomplishments:**
- Completed design for 3 financial proposed products
- Job descriptions and organizational charts submitted for center staff
- 2 senior staff hired
- Completed 1st draft of Operations Plan
- Sites selected for 5 fixed, 1 roaming team
- Completed intensive program procedures
- Completed draft of flow chart for non-intensive system
- Completed review of homeowner application
- Review of homeowner registry
- Review of website
- Provided Antifraud comments on title

**Inspections**
- Completed the following activities:
  - Products & flow chart approved
  - Software and training set up
  - Set up data flow/needs meeting
  - Draft checklist, specs, costs loaded for pilot
- PSV deleted from SOW for inspectors

**Title**
- Completed the following activities:
  - Homeowner products defined including PSV options
  - Multifamily considerations highlighted

**Next Steps:**
- CDBG compliance review (ICF consultant)
- Environmental requirement/exemption review (ICF consultant)
- Lead compliance review (RMS)
- Draft Options paper (Scott)
- Internal agreement – TRH policy with Anita
- Client review
- Develop 2 loan products procedure flow charts
- Design, develop and conduct focus groups with lenders, landlords, real estate agents
• Draft application, pre-registry, web site content
• Draft forms
• Evaluate, revise and tune inspection process and products

Outstanding Issues:
• Are Waivers required? If yes, should they be designed?

COMMUNICATIONS

Preparation on Key Deliverables:
• Preparing for the Governor’s visit to the pilot.
• Creating 30 press kits for the Governor’s visit.
• Finalizing Media Outlet list serv.
• Editing Direct Mail Mock-ups sent by ad agency.
• Preparing for meeting with ad agency on Monday and upcoming creative work.
• Meeting with ad agency.
• Creating third in-house Direct Mail option.
• Creating ENERGY STAR “insulating your home” fact sheet.
• Organizing a list serve for community outreach.
• Strategizing community outreach methods.
• Preparing 50 press kits for Perry’s Friday meeting.
• Updating Anti-Fraud Poster.

Accomplishments:
• Finalized Home Elevation Fact Sheet.
• Created 30 press kits for the Governor’s visit.
• Completed Governor’s visit to the pilot.
• Finalized the Road Home brochure.
• Finalized the Community outreach presentation for Perry.
• Finalized recruitment radio advertisements.
• Finalized Graphic Standards piece.
• Edited and gave direction for Direct Mail Mock-ups sent by ad agency.
• Finalized Media Outlet list serv.
• Finalized printing 5,000 copies of brochure.
• Finalized elevation fact sheet.

MIS

Accomplishments:

Outstanding Issues:

POLICY & PLANNING

Accomplishments:
• Forms and legal documents delivered Calculator for determining funding assistance to homeowners was finalized
• Discussed with HUD requirements for homeowners who choose to relocate
Outstanding Issues/Action Plans:

- Need to determine the process for performing environmental assessments when the homeowner chooses to relocate or sell their home. Meetings are planned on Wednesday and Thursday to resolve these issues.
- Write relocation plan to satisfy HUD requirements
- Need finalized version of Mortgage Lender’s Best Practices document. After document is finalized need to establish MOU with mortgage lending community
- Developing training to educate homeowners about the Homeowner Assistance Program in partnership with NeighborWorks.
- Need to continue communication with OCD and LRA to discuss outstanding policy issues concerning the small rental program.

LOGISTICS

1.1 LOGISTICS & FACILITIES

Accomplishments:

- 9 of 10 sites identified for Homeowner Assistance Centers in designated parishes
- Identified potential site located in Orleans Parish adjacent to the Super Dome.
- Submitted as a deliverable to the State of Louisiana an update to the previously submitted Homeowner Assistance Centers - Opening Plan.

Outstanding Issues:

- Continue to work on negotiation for signing leases for all sites.

Table 1. Homeowner Assistance Center Status

<table>
<thead>
<tr>
<th>Location</th>
<th># Staff</th>
<th>Paid Lease or Donated Space</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calcasieu</td>
<td>30</td>
<td>Paid Lease</td>
<td>Expecting official response by 25 July</td>
</tr>
<tr>
<td>Cameron</td>
<td>4</td>
<td>Paid Lease</td>
<td>Initiating negotiations</td>
</tr>
<tr>
<td>East Baton Rouge</td>
<td>90</td>
<td>Paid Lease</td>
<td>Reviewing potential for Office Max space again</td>
</tr>
<tr>
<td>Jefferson</td>
<td>32</td>
<td>Paid Lease</td>
<td>Expecting signature by 25 July</td>
</tr>
<tr>
<td>Orleans</td>
<td>90</td>
<td>Paid Lease</td>
<td>In Negotiation</td>
</tr>
<tr>
<td>Plaquemines</td>
<td>6</td>
<td>Paid Lease</td>
<td>Final lease agreement under review</td>
</tr>
<tr>
<td>St. Bernard</td>
<td>30</td>
<td>Paid Lease</td>
<td>Final lease agreement under review</td>
</tr>
<tr>
<td>St. Tammany</td>
<td>30</td>
<td>Paid Lease</td>
<td>Negotiating Terms</td>
</tr>
<tr>
<td>Terrebonne</td>
<td>4</td>
<td>Paid Lease</td>
<td>No response thus far – seeking state planning office intervention</td>
</tr>
<tr>
<td>Vermillion</td>
<td>4</td>
<td>Paid Lease</td>
<td>Under attorney review</td>
</tr>
</tbody>
</table>
**Legal**

**Accomplishments:**
- Worked on subcontractor background check.
- Delivered State-approved revised draft of First Amendment to ICF/OCD Phase I Contract.

**Outstanding Issues:**
- Finalize First Amendment to ICF/OCD Phase I Contract.
- Negotiate ICF/OCD Phase II Contract.
- Continue work with First American Title re: issuance procedures.

**HUMAN RESOURCES**

**Accomplishments:**
- As of 9:00 a.m. July 24th - 140 offers accepted by candidates, contingent on passing drug screen and background check
- Hiring event continues through July 25 – expect to hire another 100.
- HR will report the count of which positions filled per HAC on Wednesday July 26 8:00 a.m. stand up meeting.
- Hiring event occurred in Baton Rouge (July 21/22) and New Orleans (July 24/25)
- Radio employment advertising “400 spots” on multiple stations reaching all Southern Louisiana
- Job fairs held in Gonzales July 11th; Zachery July 17th; scheduled to occur in Abbeville, Lafayette and in Calcasieu-region
- Meeting held at 2:00 p.m. today for job fairs in St. Bernard-Terrebonne – Plaquemines region area

**Outstanding Issues:**
- When will ICF/Quadel determine who manages the HACs? HR needs to know ASAP because it can affect our hiring of HAC managers.
- The electronic applicant tracking system for resume management and EEO reporting.
- Coordination of hiring dates and the training schedule being coordinated.
- Identified candidate sourcing/research companies for manager positions at HACs

**QUALITY ASSURANCE AND CONTROL**

**Accomplishments:**
- Developed and implemented applicant feedback mechanisms for Homeowner Pilot Program. Summarized and submitted feedback to affected service areas.
- Communicated with service area leaders to ensure quality controls are integrated in the construction of business processes.
- Developed and implemented process for surveying applicants for quality of home evaluations performed for the Road Home Program
- Continued developing integrated quality controls into business operations of internal and external processes
- Submitted and refined a draft copy of QA/QC policies and procedures for finalization and documented anticipated metrics for the Homeowner program

**Outstanding Issues:**
- Require additional meetings with other service areas for QA/QC measures and process integration

**COMPLIANCE**

**Accomplishments:**
- Conducted meetings with State officials to obtain relevant data regarding compliance requirements.
- Met with Forensic and Financial Analyst from the Federal Disaster Task Force Command Center and discussed the process for transmitting data to run through their database.
- Conducted meetings with various law enforcement officials to coordinate efforts to identify mechanisms to prevent and detect fraudulent activity.
- Submitted and refined a draft copy of Compliance policies and procedures.
- Reviewed HUD OIG Audit Reports on the CDBG Program for type of findings issued.
- Began reviewing Environmental and HUD regulations for applicability to the Road Home Program.

**Outstanding Issues:**
- None Identified

**TRAINING**

**Accomplishments:**
- Submitted External Training Agendas/Locations Document to client.
- Developed a training implementation strategy that identifies training instructor teams, how/when training will be delivered, and identified logistical needs for the August trainings.
- Met with ICF and subcontractor HR representatives to coordinate efforts and timing of Employee Orientation and Internal Training, as well as HAC staff hire dates; coordinated and distinguished internal core training content from internal HR orientation content.
- Established training delivery dates and location for HAC manager/supervisor training in Baton Rouge; worked with Logistics to confirm meeting space and hotel room availability.
- Established training delivery dates and locations for six concurrent sessions of HAC staff training – 3 New Orleans, 1 Baton Rouge, 1 St. Tammany, 1 Calcasieu; worked with Logistics to confirm available meeting space.
- Met with training developers to discuss status of training materials and address questions.
- Received initial drafts of presentation slides from most developers on 7/20; began to review submittals and provide feedback; followed up with developers on any delinquent submittals.
- Developed Training Policies and Procedures document and submitted to PMO.

**Outstanding Issues:**
- Continue to coordinate on training and logistical needs for “dress rehearsal” at HACs on August 17 & 18.
• Continue to line up instructors for training sessions
• Location of two remaining training sessions the week of Aug. 14 to be determined. Currently coordinating with HR to find out training needs.

**COMMUNITY OUTREACH**

**Accomplishments:**

• Meeting with State Representative Karen Carter of New Orleans
• Meeting with group of minority business owners with State Rep. Carter to discuss potential business opportunities with the Road Home Program
• Meeting with Mayor Ray Nagin and his staff to discuss the overall program and to solicit his assistance. He was most gracious and is willing to support and assist however possible
• Observed Mike Byrne in New Orleans as he participated in a live, one-hour television broadcast at WWL on The Road Home program
• Made a presentation before the Jefferson Parish Council on the Road Home Program
• Made a presentation before a group of St Bernard Parish officials on the Road Home Program
• Participated in a meeting with the CEO and other staff members of Policy Link to discuss the role of non-profit organizations in the service delivery model of the program
• Met with Jan Shoemaker and a professor from LSU to discuss ways in which the University’s Service Learning program can assist with the implementation of the Road Home Program.
• Began planning the non-profit stakeholders meeting which will be held in Baton Rouge on Friday, August 28th. This meeting will begin at 9:00am and end at 3:00pm to create the blueprint of building a collaborative effort to assist all Louisiana families to return home.