The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home
Week 38 Situation & Pipeline Report

March 27, 2007

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EXECUTIVE SUMMARY

Homeowner Assistance Program

The Homeowner Assistance Program continued to make progress in the number of applicants seen for the reporting period. During the period, Homeowner Program Advisors completed appointments with 2,435 applicants. The number of benefits calculated increased to 58,658. A total of 3,542 closings were held as of March 22nd. Homeowners returned 816 options letters increasing the number of benefits options selected to a total of 25,047. Over 1,600 additional files were transferred for closing.

Table 1 summarizes the weekly and cumulative activity for the Homeowner Program.

Table 1: Homeowner Program Snapshot

Activity	As of COB March 15	Weekly Activity	As of COB March 22
Number of Applications Recorded	116,502	1,772	118,274
Number of Appointment Letters Mailed	106,842	1,938	108,780
Number of 1st Appointments Scheduled	80,890	1,973	82,863
Number of 1st Appointments Held	88,078	2,200	90,278
Number of 1st Appointments Completed	86,056	2,435	88,491
Number of Home Evaluations Completed	81,528	2,592	84,120
Number of Benefits Calculated	53,733	4,925	58,658
Number of Benefits Options Letters Sent	40,786	-	40,786
Benefit Options Selected:			
➢ *Number of Option One*	20,544	667	21,211
➢ *Number of Option Two*	3,014	98	3,112
➢ *Number of Option Three*	673	51	724
Total Benefits Options Selected	24,231	816	25,047[1]
Files Transferred for Closing	15,568	1,687	17,255
Closings Scheduled to Occur*		n/a	2,150
Closings Held	2,956	586	3,542

** The number of closings scheduled to occur has been adjusted to reflect the actual number of closings scheduled, but not yet held.*

[1] Incorrectly reported in March 23, 2007 Governor's Report as 25,049, actual number of Benefits Options Selected was 25, 047

Small Rental Property Program

The Small Property Rental Program closed the General Pool Round 1 on March 15th and the Non-profit Round 1 on March 22nd. Review of applications for completeness continues, as well as, phone follow-up with applicants to gather required information for eligibility and ranking. Program process, procedures and software continue to be developed and finalized. Preliminary planning for Round 2 of the program has begun.

Hazard Mitigation Grant Program
The Hazard Mitigation Grant Program continues to offer assistance via phone/email (89 cumulative), shadow appointments (188 cumulative), meetings-Individual Mitigation Measures (6,819 cumulative), and meetings-other (198 cumulative). Coordination with the Homeowner program for participation in the *Road Home* Advisory Sessions continues, as well as, meetings with Housing Assistance Center managers to more effectively target mitigation outreach and education.

State Assistance Required

Small Rental Program: Waiting for Letter of Determination from HUD on duplication of benefits, early start, and operation as an "incentive" program.

Homeowner Program: Waiting for policy decision from LRA and OCD regarding HUD recommendations for changes to current procedures for disbursing grant awards to homeowners.

Deliverables

Table 2 lists the deliverables provided during the reporting period.

Table 2: Program Deliverables

Del. ID	Deliverables	Date
00090	Updated Rental program Website	03/19/07
00091	Notice of Funds Available – Rental Program	03/19/07
00092	Procedures for Rental Rehab Teams	03/19/07
00025	Weekly Combined Report	3/20/07
00002	Cash Flow Projection Report	3/20/07
00031	Appeals Policy Update	03/22/07

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

	HOMEOWNER PROCESS	CUMULATIVE As of 3/15	CUMULATIVE As of 3/22	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	66,239	67,532	1,293
	MAIL IN SYSTEM	45,120	45,388	268
	PHONE IN SYSTEM	5,143	5,354	211
	APPS IN SYSTEM	**116,502**	**118,274**	**1,772**
APPOINTMENTS	**APPS IN SYSTEM**	**116,502**	**118,274**	**1,772**
	APPOINTMENT LETTERS SENT	106,842	108,780	1,938
	APPOINTMENTS SCHEDULED	80,890	82,863	1,973
	APPOINTMENTS COMPLETED	86,056	88,491	2,435

- **Figures are <u>cumulative</u> through the period indicated**
- **1,772 additional applicants entered the system through applicant online entry, paper transcription, and phone entry**

- **2,435 appointments 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

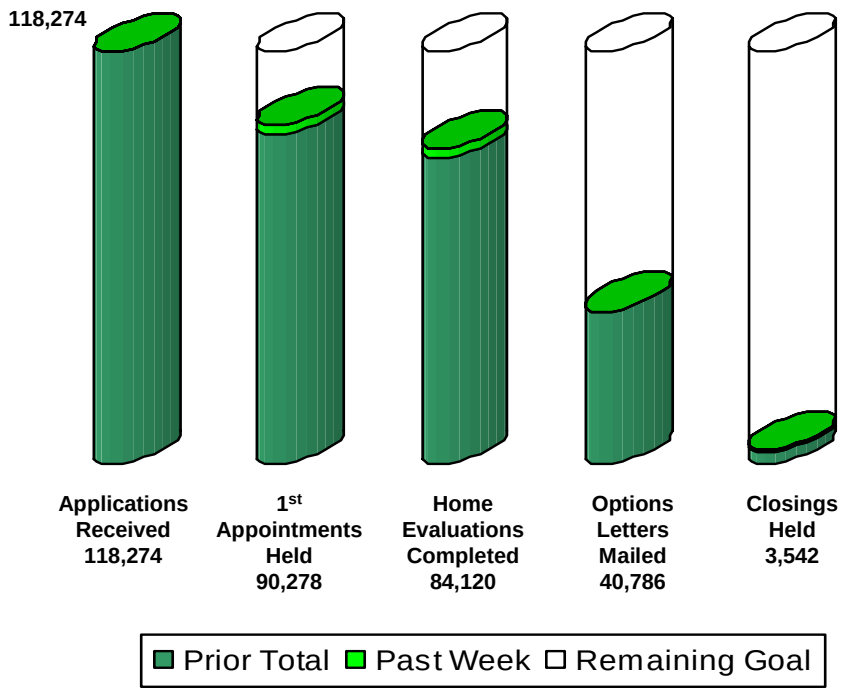
	HOMEOWNER PROCESS	CUMULATIVE As of 3/15	CUMULATIVE As of 3/22	INCREASE
CALCULATIONS	APPLICATIONS IN VERIFICATION	86,056	88,491	2,435
	BENEFITS CALCULATED	53,733	58,658	4,925
	TOTAL	$3.98 billion	$4.45 billion	$ .47 b
	AVERAGE	$75,642	$76,905	
CLOSINGS	OPTIONS LETTERS SENT	40,786	40,786	--
	OPTIONS SELECTED	24,231	25,047	816
	CLOSINGS HELD	2,956	3,542	586
	TOTAL*	$214.40 million	$256.04 million	$41.64 m
	AVERAGE*	$72,529	$72,287	

- **The $4.45B total and $76,905 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)**

- **Applicants' initial options selection are in Appendix A**
- ***Extrapolation of average award for populations where funds have been disbursed.**

See the Glossary for explanation of Figure 2 terms

Figure 3: Homeowner Program Progress



Housing Assistance Center Activity

- Appointment throughput remained strong though there was a decrease of 7% from the previous week
  - 2,200 appointments held (90,278 total to date)
  - 694 appointments were missed due to no shows, duplications, cancellations and reschedules
- Continued to finalize plans and trainings for Phase II of the *Road Home* Advisory Session (RHAS) to be implemented April 1
  - Training continued throughout the reporting week on software applications and advisory services utilized during the RHAS
- The Atlanta Mobile Center opened Monday, March 19 at the Holiday Inn Select/Atlanta Conference Center
  - To date, 224 appointments are scheduled
  - The Center will remain opened through Wednesday, March 28

Award Calculation Activity

- The *Road Home* has calculated 58,658 benefits, an increase of 4,925 for the week
  - The average total benefit calculated was $76,905
  - 827 calculations resulted in 'zero' grant amounts
  - 57,831 'non-zero' or 'positive' grant amounts were calculated

Award Selection Activity

- A total of 25,047 homeowners have now selected their preferred option (Table 1)
- Of the homeowners who have selected their options, 6,303 options selection letters have been returned from elderly applicants (Table 3)

- The vast majority of all homeowners, as well as elderly homeowners, have elected Option 1 to keep their homes
- Appendix A summarizes the option selections of applicants by the Parish of the damaged residence
- Appendix B lists the benefits calculated by the Parish of the damaged residence

Table 3: Cumulative Elderly Benefits Options Selection

Elderly Benefits Options Selected	
Number of Option One	4,840
Number of Option Two	889
Number of Option Three	574
Total Elderly Benefits Options Selected	**6,303**

Low/Moderate Income Households – Options Selected

- 15% of LMI applicants with options selected were interviewed at a Housing Assistance Center prior to October 25, 2006, meaning that revised income documentation must be received to verify low-income status.
- The income verification process for pre-Oct 25 applicants has so far resulted in a 36% net decrease in the number of applicants considered to be LMI (based on the 2,558 verifications performed to date for this population).
- A total of 2,655 applicants have gone to closing and received their *Road Home* disbursement as of March 22, 2007. Of these applicants, 841 (32 percent) were documented as LMI.
- A total of $191,921,850 in Homeowner Assistance Program awards was disbursed as of March 22, 2007. Of these disbursements, $66,558,103 (35 percent) went to applicants documented as LMI. Extrapolating to the 3,542 awards that have closed for a total of $255 million, approximately $89.25 million will be documented as LMI.

Table 4: Options Selected Activity

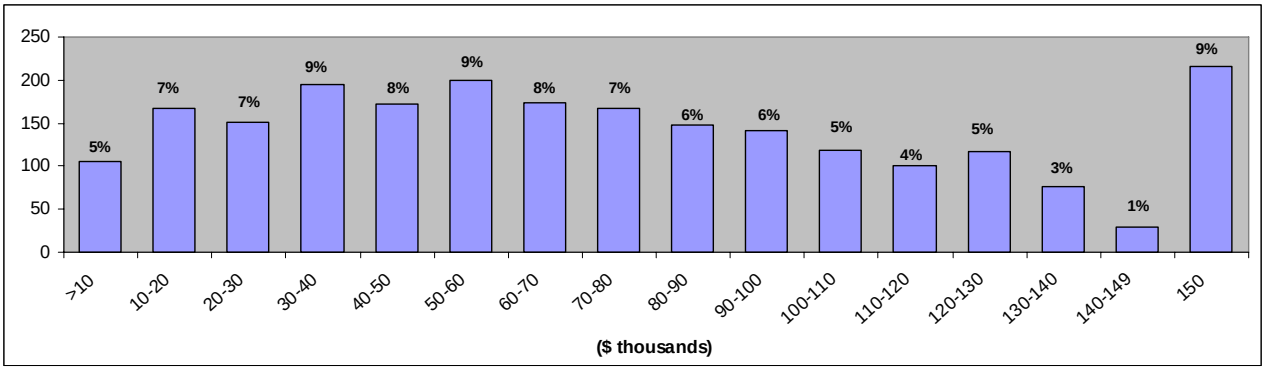
Total Household and Low/Moderate Income (LMI) Detail

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	21,211	3,112	724	25,047
Total $ in Options Selected	$1,636,094,277	$255,789,347	$ 46,992,240	$ 1,938,875,864
Comp Grant $ in Options Selected	$1,124,732,525	$183,453,263	$ 46,992,240	$ 1,355,178,028
Elev Grant $ in Options Selected	$ 157,939,700	$0	NA	$157,939,700
ACL $ in Options Selected	$ 353,422,051	$72,336,084	NA	$425,758,135
Number of Options Selected by LMI	10,238	1,605	359	12,202
Total $ to LMI	$ 931,604,901	$155,556,799	$ 23,186,975	$ 1,110,348,675
Comp Grant $ to LMI	$ 500,500,947	$83,220,714	$ 23,186,975	$606,908,636
Elev Grant $ to LMI	$ 77,681,902	$0	NA	$77,681,902
ACL $ to LMI	$ 353,422,051	$72,336,084	NA	$425,758,135
% of Total Options Selected that are LMI	48%	52%	50%	49%
% of Total $ to LMI	57%	61%	49%	57%
% of Comp Grant $ to LMI	44%	45%	49%	45%
% of Elev Grant $ to LMI	49%	0	NA	49%
% of ACL $ to LMI	100%	100%	NA	100%

Closing Activity

- As of March 22, a total of 17,255 files were transferred to First American for Closing
- During the past week alone, over 1,600 files were transferred to First American
- The closing team assisted First American with the completion of 586 closings
- Of the total 3,542 cumulative closings
  - 1,304 also received affordable compensation loans
  - Of those reporting racial and ethnic information, the number of white and black applicants was approximately equal (see Table 7 – Closings by Race and Ethnicity
  - The average award is $72,287 (see Figure 4: Award Size)
- Closed 322 Elderly applicants to date for a total of $24,634,471
- Appendix C reports Closings by Parish and Zip Code

Figure 4: Award Size*



* Based on Funds Disbursed population of 2,277, information not available on all closings held.

Table 5: Pre-Closing Tracking Report

ACTIVITY	Fri 3/16	Mon 3/19	Tues 3/20	Wed 3/21	Thurs 3/22	Weekly Total
Files Transferred to First American for Closing	417	113	386	371	400	**1,687**

Table 6: Closing Milestones

MILESTONE	Previous Total	2/16-2/22	2/23-3/1	3/2-3/8	3/9-3/15	3/16-3/22	Cumulative Total	Five Week Average
File Opened with First American	47,791	3,010	6,040	3,339	3,326	1,162	**64,668**	**3,375**
Title Search Completed	23,500	2,181	3,240	3,602	3,489	3,952	**39,964**	**3,393**
Title Examination Completed	16,374	1,662	2,467	2,856	4,808	3,776	**31,943**	**3,114**
Lender/Lienholder Document Requests Started	1,899	923	665	503	817	1,081	**5,888**	**798**
File Ready to Schedule for Closing	1,048	956	1,143	61	774	1,059	**5,041**	**799**

Table 7: Closings By Race/Ethnicity

Race	# of Closings
Race Not Provided	370
American Indian/Alaska Native	4
American Indian/Alaska Native and White	4
American Indian/Alaskan Native/Black-African American	11
Asian	55
Asian and White	7
Black/African American	1,546
Black/African American and White	30
Native Hawaiian/Other Pacific Islander	5
Other Multi-Racial	76
White	1,439
Total	**3,547***

*Detailed closing data is based on population of 3,547, rather than 3,542 reported in Daily Governor's Report as of March 22, 2007 due to a variance in data feeds.

Manufactured Home Project

Following the approval of the policies for manufactured home evaluations and Pre-Storm Values for manufactured homes without land, a special manufactured home project was begun utilizing staff from the Calcasieu Housing Assistance Center. Initial efforts focused on identifying manufactured home applicants, which required queries of application data, reviews of home evaluation records, and phone calls to applicants. To date the project has yielded the following accomplishments with progress summarized in Table 8:

- Identified 6,423 manufactured home applicants to date
- Updated/verified home evaluations in the data warehouse
- Continued developing and implementing the PSV process
- Used application data or called homeowner (~500 calls) for verification of whether or not land is owned. Approx. 70% of calls have been completed.
- Determined whether or not existing BPO based on manufactured home comparables; if not ordered new BPO
- Received special set of NADA data for values as of August 2005 on 3/9/07
- Confirmed 1,011 uploaded PSVs (BPOs & N.A.D.A.) meet MH policy
- Letter generation beginning

Table 8: Manufactured Home Pipeline Progress

Activity	Total
Total number of Manufactured Home Applications	6,423
Total Manufactured Home Evaluations verified	4,867
Total BPO Pre-Storm values verified	938
Total N.A.D.A Pre-Storm values established	73
Total Applications released into letter generation process	865

Total number of Manufactured Home Applications:
Represents the cumulative number of applications received to date by the Program that are identified as Manufactured Home structure types.

Total Manufactured Home Evaluations verified
Represents the cumulative number of applications that have been verified as based upon Manufactured Home Policy approved 1/31/07.

Total BPO Pre-Storm Values verified
Represents the cumulative number of applications that have been verified as based upon Manufactured Home structure types and, if not on owned land, Policy approved 2/13/07.

Total N.A.D.A Pre-Storm values established
Represents the cumulative number of applicants contacted to confirm that did not own the land and were able to provide adequate data for N.A.D.A. valuations based upon Policy approved 2/13/07

Total Applications released into letter generation process
Represents the cumulative number of applications that have been identified to the letter generation process as having both Evaluations and Pre-Storm Values based upon Manufactured Home approved Policy.

The following barriers and strategies for overcoming them have been identified:

- **Obstacle:** To use NADA data, year, make, and model is required. 54% of the contacted applicants needing to use NADA could not provide the model of their manufactured home. There are currently a total of 450 applicants where the NADA will need to be used.
    - **Strategy:** Development of a quick policy to get a range of model types, select a reasonable representative model, and base unknowns on that model. Alternatively, obtain model information from the State of Louisiana's Office of Motor Vehicle Registration records for manufactured homes.
- Irrespective of land ownership in Louisiana Manufactured homes are registered with the Office of Motor Vehicles. First American has recommended that all Manufactured home closings should have "title clearance" beyond that of the land title which would involve a research of OMV records to confirm ownership both at the time of the storm and at the time of the closing.
    - **Strategy:** The above-mentioned access to the State of Louisiana's Office of Motor Vehicle Registration records will also facilitate the "title clearance". Contact has been made within the State of Louisiana's Office of Motor Vehicle Registration, no progress has been made in gaining access to information.

Home Evaluations (Home Inspection) Activity

Table 9: Home Evaluation Team Metrics

ACTIVITY	Prior Total	2/16-2/22	2/23-3/1	3/2-3/8	3/9-3/15	3/16-3/22	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	76,855	1,466	3,167	2,549	2,254	2,230	88,521	**2,333**
Work Orders Dispatched	75,258	2,036	2,946	2,708	2,284	2,168	87,400	**2,428**
Evaluations Completed in the Field	71,970	2,251	2,564	2,575	2,168	2,592	84,120	**2,430**

[1] – Difference 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 were received on 03/22 but are not yet processed.

- Worked on the development of protocols and pricing for condominium evaluations
- Dispatched re-evaluations for 70 Pilot Program applicants
- Addressed over 160 issues in JIRA Issues Tracker
- Working to resolve manufactored home issues
- Continued the process of repairing legacy data with data issues within Worltrac
- For evaluation-specific fraud investigations (spec 142), initiated 8, referred 0 to KPMG, and closed 0 (cumulatively 217, 38, and 102, respectively, with 115 still under review). "Closed" includes evaluations sent to the data warehouse either adjusted or as is, but with spec 142 intact and a JIRA issue entered.
- For policy and procedure issues (Spec 143), we processed approximately 88 CADs this week for a total of approximately 9100 processed to date
- 3,284 CADs approved and sent to data warehouse
- Worked with KPMG to understand outlier analysis and make necessary data adjustments
- Enhanced updating of records via a direct feed of evaluation data from Worltrac into Data Warehouse
- Worked to update duplex records with correct ownership

Call Center Activity

Table 10: Call Center Metrics

ACTIVITY	Prior Total	2/16-2/22	2/23-3/1	3/2-3/8	3/9-3/15	3/16-3/22	Current Total	Five Week Average
Calls	475,307	19,592	29,527	18,111	30,952	27,777	**601,266**	**25,192**
Calls Abandoned	N/A	1,304	6,997	2,324	3,193	900	**N/A**	
Average Speed of Answer (minutes)*	-	0.81	3.89	1.97	2.22	.83	**-**	**-**
Applications Requested	35,900	650	839	641	744	456	**39,230**	**666**
Online Application Assists	4,620	141	191	150	246	190	**5,538**	**184**
Hardcopy Application Assists	1,772	50	60	60	87	46	**2,075**	**61**
Phone Applications	4,328	116	220	168	258	211	**5,301**	**195**
Spanish Calls	1,398	92	183	95	185	175	**2,128**	**146**
Vietnamese Calls	584	92	156	81	128	150	**1,191**	**121**
Appointments Scheduled by Phone	74,367	1,281	1,578	1,266	1,809	1,950	**82,251**	**1,577**

* Data not collected before 1/19

Call Center activity decreased slightly for the reporting week. The percentage (3%) of abandoned calls dropped from 9% in the prior reporting week. The Call Center has proactively added extra hours throughout the next week to handle the expected call volume. All agents have been trained to handle benefits options calls so that they can assist in handling temporary surges in call volume.

Call Center Benefits Option Assistance

The Call Center completed 143 Benefits Options Assisted calls (Tier 1) during the reporting period and transferred 4,882 Benefits Options calls to Tier 2.

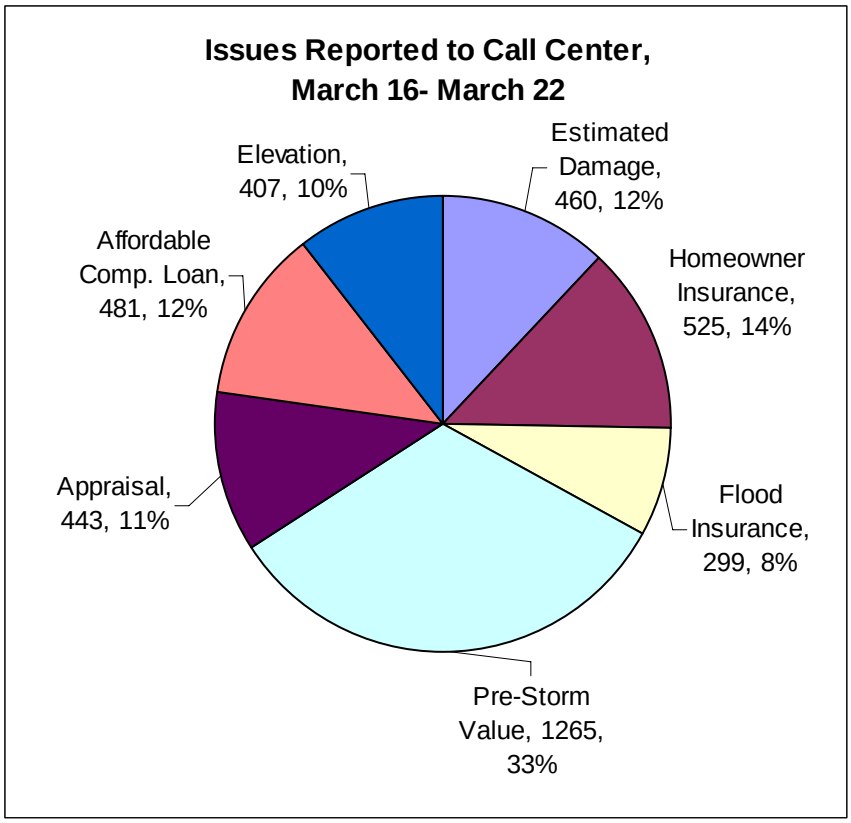
Table 11: Benefits Options Metrics

ACTIVITY	Prior Total	2/16-2/22	2/23-3/1	3/2-3/8	3/9-3/15	3/16-3/22	Current Total	Five Week Average
Benefits Options Assistance	33,362	342	440	263	251	143	**34,801**	**288**
Benefits Options* Transfer	20,865	3,308	5,234	3,956	4,979	4,882	**43,224**	**4,472**

* Data not collected before 1/12

Seventy-seven percent of the issues were resolved during the call; the remaining 23% were entered into the JIRA Issue Tracking Software and referred to Resolution (not all are new resolution cases). Figure 5 provides further information on the type of issues being reported. Pre-Storm Value continues to be the most reported issue comprising 33% of all issues reported.

Figure 5: Issues Reported



Resolution Team

As of March 22, 2007, 461 of the 1,862 cases in resolution have been moved further down the pipeline to closing through actions (e.g., ordering a new appraisal, referring case to home evaluation for further review). In addition, the Resolution team has resolved and referred 447 cases to pre-closing. The team has eliminated all backlog and is working on current issues.

Mailroom/Data Entry Activity

Table 12: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	2/16-2/22	2/23-3/1	3/2-3/8	3/9-3/15	3/16-3/22	Total	Five Week Average
New paper applications received through mailroom	49,943	452	550	698	612	537	**52,792**	**570**
New paper applications entered into batch files for entry into eGrantsPlus	49,702	290	459	620	418	450	**51,939**	**447**
New paper applications remaining to be entered into eGrantsPlus	4,154	403	494	142	336	259	**259**	**N/A**

- The Mail Room processed 537 pieces of mail this period, a slight decline in volume received over the previous week
- The total mail processed for entry into eGrantsPlus is 51,939
- Mail continues to be processed within a day or two of receipt

Housing Assistance Center Appointment Activity

There were 2,200 appointments held for the week, a 7% decrease from the prior reporting period. This represents an expected declining demand for first appointments as the program matures. The Centers continued to see applicants on weekends though the number of customers seen on Sundays remains relatively low. (Figure 6).

Figure 6: Housing Assistance Center Appointments by Day

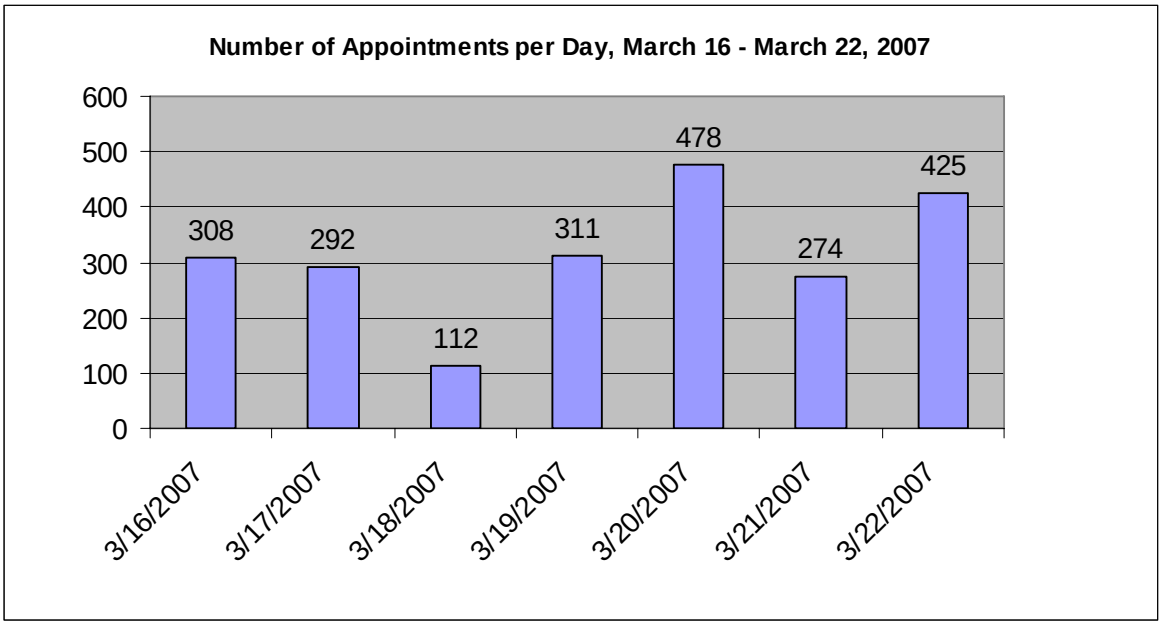
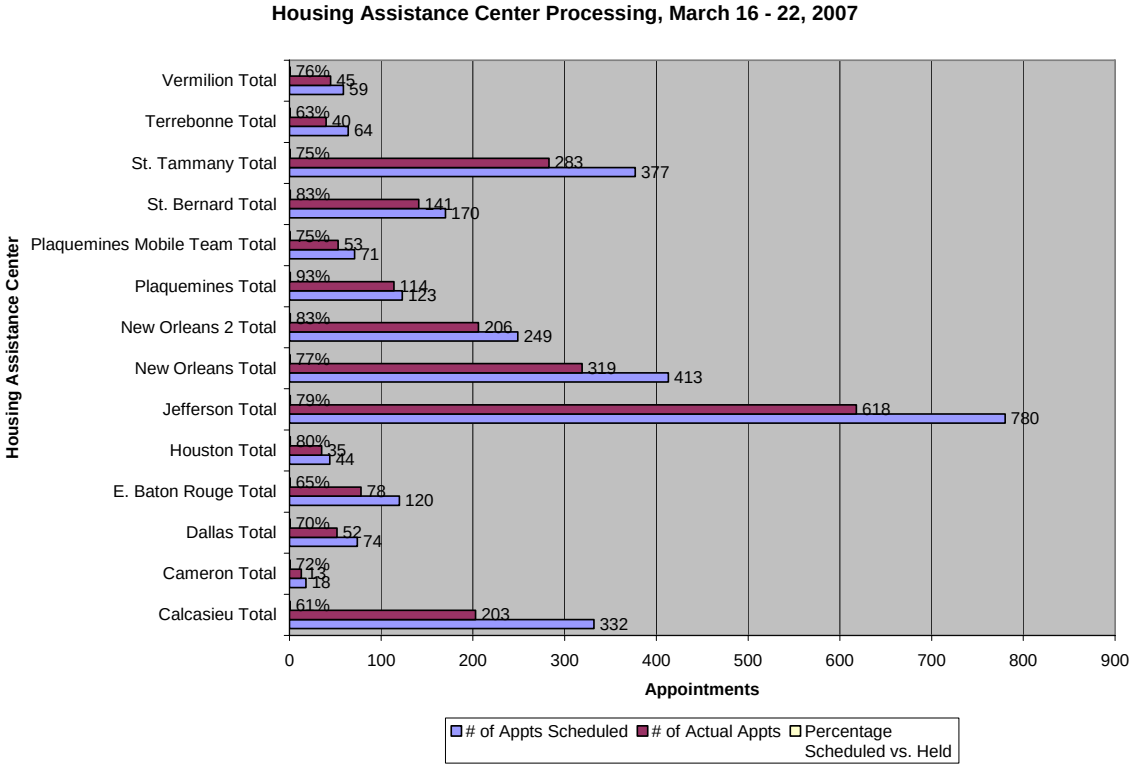


Table 13: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	2/16-2/22	2/23-3/1	3/2-3/8	3/9-3/15	3/16-3/22	Current Total	Five Week Average
Appointments Held	78,632	1,951	2,757	2,381	2,357	2,200	**90,278**	**2,329**
Average Daily Appointments Held		279	393	340	336	314		

Figure 7 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. There were 694 appointments (24% of appointments scheduled for the reporting period) missed by applicants for the reporting week.

Figure 7: Appointments Scheduled and Held by Center



Figures 8 and 9 show trends of scheduled versus held appointments and the average number of appointments per day over the current and previous periods. Figure 8 also includes the number of appointments missed.

Figure 8: Weekly Scheduled and Held Appointments

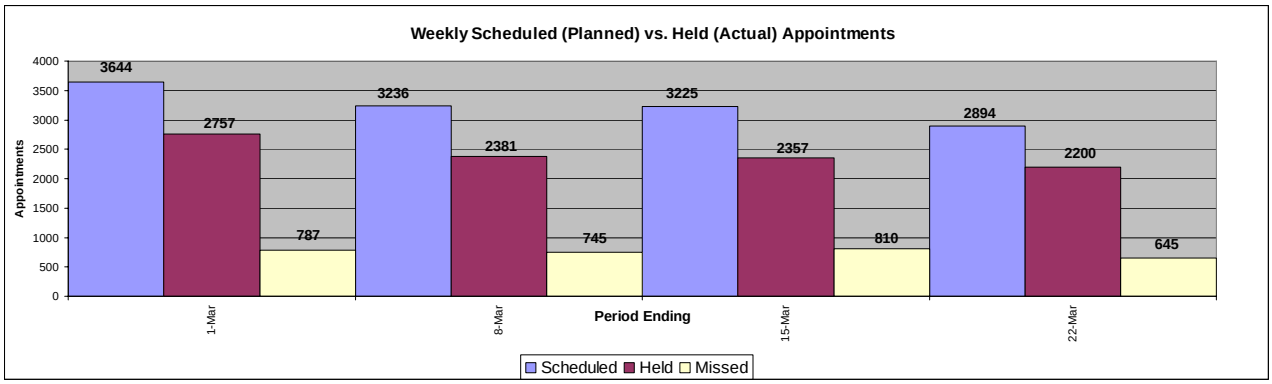


Figure 9: Average Daily Appointments by Period

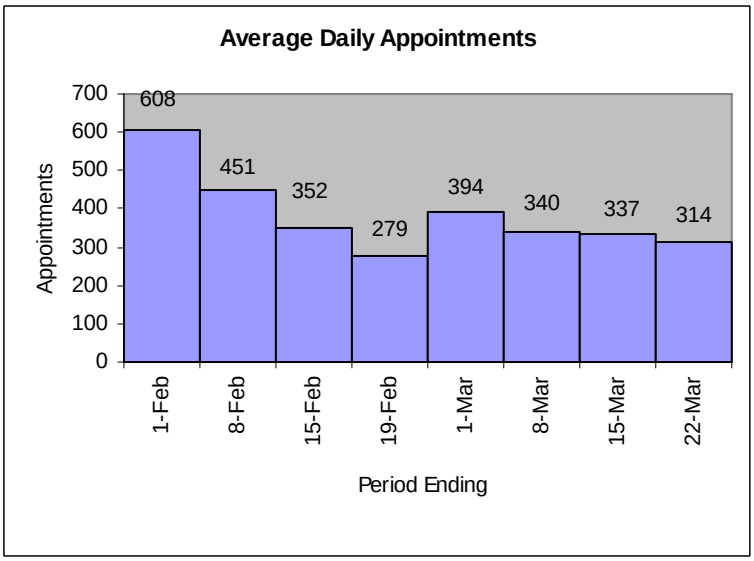


Table 14 shows the next available appointment date by Center, and indicates immediate availability in most centers with New Orleans East (8), Jefferson (18 days) and Terrebonne (13 days) showing the only averages above 7 days.

Table 14: Center Appointment Availability

#	Center Name	Next Available Appointment	Average # of Days Wait until Appointment[1]
1	East Baton Rouge	March 26, 2007	4
2	New Orleans	March 26, 2007	4
3	Calcasieu	March 26, 2007	4
4	Jefferson	April 10, 2007	18
5	St. Bernard	March 25, 2007	3
6	St. Tammany	March 26, 2007	4
7	Cameron	March 27, 2007	5
8	Plaquemines	March 26, 2007	4
9	Terrebonne	April 5, 2007	13
10	Vermilion	March 24, 2007	2
11	Houston	March 27, 2007	5
12	New Orleans East	March 30, 2007	8

[1]The average number of days wait until appointment is the number of days between the last day of the reporting period (March 22, 2007) and the next available appointment.

Supporting Function Activity

General: Applicants are requested, but not required to provide demographic, income, and household data when they complete their application. Table 15 shows the breakdown of applicants by race as reported by the applicant. Thirty-three percent designated race as Black, 34% as White. Twenty-eight percent of the applicants declined to provide information about race and ethnicity.

Table 15: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	425
American Indian/Alaska Native and White	312
American Indian/Alaskan Native/Black-African American	254
Asian	1,610
Asian and White	192
Black/African American	39,428
Black/African American and White	750
Native Hawaiian/Other Pacific Islander	114
Other Multi-Racial	1,846
White	40,453
Race Not Provided	32,890
Total	**118,274**

RENTAL PROPERTY PROGRAM

- 1,067 Rental Program inquiries were received by the Call Center
- 36 email inquiries were received during the reporting period originating from the "Contact Us" email on the Small Rental page of the website
    - Responded to 28 of these emails, 8 are pending clarifications from rental staff
    - Resolved all pending calls from the previous week
- 3,685 applications have been entered into Blue Streak
    - 52 are in the First Eligibility Exception Stage
    - 341 are in the Round Eligibility Exception Stage
    - 1,924 still have to be reviewed in the Application Review Stage
    - 1,709 have been reviewed
- Approximately 793 applications remain incomplete, staff continued to contact applicants in an effort to complete applications
- Conducted URA Training for staff
- Brought in temporary staff for application review process
- Established goals and timeline for April letter generation
- Gained commitment of nine banking institutions to participate with the program
- Held field training for Physical Standards Team through site visits to flood damaged 4-plexs; practiced work write-ups and inputting into tablets and reviewing and comparing cost estimates
- Continued planning for training needs of Lenders/Banks
- Continued work on Round 2 policies, documentation, schedules and processes
- Conducted conference call with HUD on new Income Limits
- Non-Profit Team met with 30 potential Non-Profit applicants

Table 16: Program Timeline for Round 1

Program Timeline for Round 1	
January 29th	Program Launched Round 1, Monday, January 29th
January 29th	Application and handbooks are available on www.road2LA.com/rental for download, Call center accepting requests to direct-mail hardcopy application and handbook.
January 30th	Hardcopy applications available in Housing Assistance Centers
January 29-30th	Program Launch of round 1, Monday, January 29th in Lake Charles and Tuesday, January 30th in New Orleans
Week of January 29th	Public launch press and media events (tentatively Jan. 29th and 30th) and program overview presentations to parish and municipal governments of eligible parishes (tentatively Jan. 31st – Feb 2nd)
February	Workshops conducted at several locations providing application assistance and submittal with trained Advisors, Housing Counselors, Nonprofits, Lenders and other Real Estate Professionals
February 12th	Non-profit Round 1 launched
Week of February 12th	Nonprofit set aside application available for 20-year affordability
March 15th	Round 1 ended at 5:00pm
March 22nd	Non-Profit Round 1 ended at 5:00pm
Mid April	Begin mailing Conditional Award letters to Property Owners as they meet eligibility and scoring thresholds.
Late April	Initiate Federal Environmental Review Requirements with Property Owners that receive Conditional Award letters

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Held coordination meetings with Homeowner program to revise field operations for Mitigation Counselors to integrate with the new Road Home Advisory Service (RHAS) concept in the Housing Advisory Centers
- Continued to reorganize the Mitigation Home Page to make it more useful, targeted to discrete users, and current
- Appendix E provides detail of assistance at each center and a glossary of types of Assistance for Table 17

Table 17: Mitigation Assistance Provided (Cumulative ending 3/16/07)

Type of Assistance	
Phone Email	89
Meetings –Shadow Appt	188
Meetings IMM	6,819
Meetings Other	198
Training	117
Other Tasks	188

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Concluded Dallas Mobile Engagement; all equipment and personnel safely redeployed to Louisiana
- Initiated Atlanta Mobile Engagement; facility was set-up without problem; all Advisors and Support Team deployed to Atlanta without problem
- Contracted for Alexandria, Shreveport, and Memphis Mobile Engagement facility and hotel sites
- Initiated facility site search for a new facility on the West Bank of New Orleans

HUMAN RESOURCES

- Continued recruiting and hiring in support of Homeowner and Rental programs including:
  - Extended offers to 18 Call Center Line Agents candidates with an expected start date of 3/26/07, and 5 with an expected start date of 04/02/07
- Continued coordination efforts to support HUD Section 3 requirements through outreach including:
  - **27 March,** LA Works/West St. Tammany Parish, Covington, "Seminar for Bilingual Resolution Advisors"
  - **29 March,** LA Works/Job 1 – Algiers, "Resume Workshop for Housing Residents"
  - **3 April,** LA Works / Baton Rouge, "Orientation for New Center Manager"
  - **4 April,** LA Works / Gonzales, "Orientation for New Center Manager"
  - **10 April,** Housing Authority of New Orleans, Inc., Reschedule Organizational Review for Resident Resume Workshops"

POLICY & PLANS

- Began work to implement policy change to provide lump sum disbursements to homeowners without mortgages
- Conferred with OCD on implications of HUD directives regarding changes in Homeowner program
- Supported OCD to explore possible policy changes for homeowners with mortgages in light of recent HUD decision regarding disbursement of funds
- Updated Record Management policy and developed draft requirements for process to be implemented by Data Entry Team, Resolution Team, Closing Team, Appeals Team, and Housing Assistance Centers; plan to present updated policy to the State next week
- Wrote report detailing manufactured housing special activities
- Continued to provide on-site policy support to Resolution team
- Finalized and distributed Homeowner Assistance program Advocacy Group Release Form policies and procedures for use by 501 (c) (3) organizations
- Delivered updated Appeals policies to State to reflect comments and edits received by State based on Appeals policies delivered on March 9, 2007
- Coordinated internal operations to implement CCB policy upon receipt from State, awaiting State signature on condominium policy CCB.
- Began collecting additional necessary information from identified condominium owners to initiate processing as soon as possible
- Launched WIMBY mapping tool, augments WIMBY reports being provided to applicants
- Coordinating roll-out of income limit updates.
- Supported Small Rental program in pursuing HUD waivers and implementation systems.

TRAINING

- Coordinated with Resolution Team and Pre-Closing Team Management on the content and plan to roll out training in preparation for the remerging of the Resolution and Pre-Closing teams

Table 18: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
External	Homeowner Construction Representative Online Training Course	HCRs	Online	As of March 22, 2007	108
Internal	RH Online Core Staff Training	Homeowner Program Staff	Online	As of March 22, 2007	222
Internal	RH Online Advanced Homeowner Assistance Program Training	Homeowner Program Staff	Online	As of March 22, 2007	202
Internal	RH Information Security and Management online	All Road Home Staff	Online	As of March 22, 2007	661

Training Type	Training Name	Target Audience	Location	Date	Attendees
	training				
Internal	eGrantsPlus 5.0	Resolution Team	Customer Assistance Center Baton Rouge, LA	March 16, 2007	23
Internal	eGrantsPlus 5.0	Resolution Team/Call Center Agents	Customer Assistance Center Baton Rouge, LA	March 16, 2007	18
Internal	Freezing Values in eGrantsPlus 5.0	Post-Closing Team	Goodwood Office Baton Rouge, LA	March 16, 2007	24
Internal	Freezing Values in eGrantsPlus 5.0	Post-Closing Team	Goodwood Office Baton Rouge, LA	March 16, 2007	25
Internal	Freezing Values in eGrantsPlus 5.0	Post-Closing Team	Goodwood Office Baton Rouge, LA	March 16, 2007	19
Internal	eGrantsPlus 5.0 Compliance Training	OCD Staff	Road Home Headquarters Baton Rouge, LA	March 16, 2007	3
Internal	Blue Streak Data Entry Training	Small Rental Program Staff	Goodwood Office Baton Rouge, LA	March 16, 2007	14
Internal	RH Small Rental Property Repair Program Orientation	Road Home Employees (Rental Program)	Customer Assistance Center Baton Rouge, LA	March 19, 2007	5
Internal	Blue Streak Data Entry and Application Review Training	Small Rental Program Staff	Goodwood Office Baton Rouge, LA	March 20, 2007	18
Internal	Road Home Advisory Services Training	East Baton Rouge Housing Advisors	Customer Assistance Center Baton Rouge, LA	March 21, 2007	11
Internal	Uniform Relocation Act and Rental Program Training	Small Rental Program Staff and OCD	Goodwood Office Baton Rouge, LA	March 21, 2007	30
Internal	Uniform Relocation Act and Rental	Small Rental Program Staff	Orleans (Poydras)	March 21, 2007	51

Training Type	Training Name	Target Audience	Location	Date	Attendees
	Program Training		Housing Assistance Center New Orleans, LA		
Internal	Blue Streak Data Entry and Application Review Training	Small Rental Program Staff	Orleans (Poydras) Housing Assistance Center New Orleans, LA	March 22, 2007	40
Internal	RH Small Rental Property Repair Program Orientation	Road Home Employees (Rental Program)	Orleans (Poydras) Housing Assistance Center New Orleans, LA	March 22, 2007	4

* Prior reports listed the total number of students registered for the RH Online training to date. This report lists the number of students who have actually passed all of the module exams for each course

EXTERNAL AFFAIRS

Outreach

- Met with several federal, State and local government organizations during the period to disseminate *Road Home* information and provide assistance to various constituencies, including the Governor's Office of Elderly Affairs, United Way of Georgia, Andrew Young/Hope Foundation, Citizens Road Home Action Team, Woodland Oaks Civic Association, Neighborworks & ACORN/CAPC, Mayor's Office of Atlanta, City of New Orleans Housing & Human Needs Committee, New Orleans Mayor's Office Advisory Council for Citizens with Disabilities, Jefferson Parish Council, Harvey, LA
- Met with the several faith-based organizations to assist with the application process and provide needed information about the Program, including the St. Stephen's Full Gospel Church in Atlanta, GA, Mayoral Interfaith Pastoral Council in New Orleans, LA
- Planned for Shreveport, Alexandria and Memphis Mobile Unit deployments
- Manned table at Housing Celebration Fair & Shiloh Baptist Church Recovery Fair, Baton Rouge, LA
- Manned table at New Orleans Welcome Home Center. Served as a source of information for returning families. Numerous other providers include, but are not limited to: FEMA, SBA, City of New Orleans, Louisiana Spirit, etc. The Outreach team has made a commitment to staff this table weekly going forward
- Assisted with the planning, coordination, implementation of the Atlanta Housing Assistance Center open house and press conference

- Attended City Council meeting in Algiers, LA
- Researched and participated in the Senate Committee on Local and Municipal Affairs & Legislative Joint Budget Committee
- Enhanced outreach efforts via media interviews in the following venues:
  - Interview with WDSU-TV, New Orleans, LA
  - Andre Trevigne talk show, New Orleans, LA (every week, Tuesdays 12:00-1:00 PM-Perry Franklin)
- Researched venues for Round 2 Rental Informational Sessions

Table 19: Community Outreach Metrics

Meeting Type	Events Week 3/16-3/22	People Reached Week 3/16-3/22	Events To Date	People Reached To Date
Community	11	250	252	21,235
Faith Based	2	2,060	61	9,636
Business	-	-	9	299
Governmental	9	116	113	3,758
Case Managers	3	8	72	1,566
Rental	0	0	39	1,474
TOTALS	25	2,434	546	37,968

Communications

In support of Homeowner program:

- Developed message points regarding impending program policy and distributed to External Affairs Team
- Held news conference to announce the opening of the Atlanta mobile center – distributed accompanying press release to Louisiana and Atlanta area media
- Distributed media advisory announcing Atlanta mobile deployment Open House and news conference and posted to website.
- Completed second round of automated calls to homeowners living in Texas and Georgia to encourage application to the program and appointment scheduling at the mobile centers.
- Revised draft of mobile home status letter for distribution to applicants
- Produced fact sheets on *Road Home* Advisory Services and distributed to all Housing Assistance Centers

In support of Rental program:

- Developed draft of Round 1 Closing news release and forwarded to Rental team for approval
- Ordered second printing of Rental postcards to acknowledge receipt of rental applications
- Conducted inventory of all printed materials needed for applicant notifications and initiated procurement process of materials
- Developed fact sheets on choosing awards, financing repairs and utility allowance guidance and forwarded to Rental team for approval
- Initiated planning for all printed materials needed for Round 2

- Developing event/workshop calendar in conjunction with Community Outreach for Round 2

Public Information

- Conducted Outreach to potential Vietnamese applicants including:
  - Coordinated with Boat People SOS Houston office to schedule training for their case managers and to do an interview with their TV show; prepared handouts for the orientation at BP SOS; provided training on Homeowner/Small Rental programs to Boat People SOS case managers at their Houston office
  - Conducted 30-minute talk show with TNT radio.
  - Translated updated Homeowner Powerpoint presentation.
- Conducted Outreach to potential Hispanic applicants including:
  - Participated in planning for outreach event in Kenner, LA on 3/31/07; continue to remain in contact with the Hispanic archdioceses regarding this event
  - Conducted phone interview with Hispanic radio station in Atlanta, WAZX-AM, "Radio Que Buena," regarding mobile deployment and assistance process.
  - Proofread and revised ad to be placed in New Orleans's El Tiempo newspaper
  - Translated Hazard Mitigation Fact Sheet to Spanish; pending graphic work. Continue to handle translations as requested
- Contacted print and broadcast outlets in the DFW area. Dallas mobile unit information was published in the weekly outlets.
- Continue callouts to DFW area media and the media in other North Texas cities.
- Conducted and planned media interviews regarding Atlanta mobile dispatch
- Supported mobile team in Atlanta by answering homeowners' questions
- Began making outreach/media contacts in preparation for Memphis dispatch
- Fielded media calls on HUD decision for lump-sum payments

MIS

- Tested Blue Streak data entry module for Small Rental Program
- Installed and Tested 3/16 release of HDS data entry module for Small Rental Program
- Updated income determination spreadsheets for Housing Assistance Centers
- Tested eGrants release 5c
- Outlined requirements to automate the Home Owner letter generation process.
- Anticipated the installation of the Conexus QA system in the CAC to be the week of 23 April.
- Expected to finish PointSec laptop encryption for all Thinkpads by end of March.
- Outlined requirements to develop a tool to assist the tracking and action taken on exceptions to Thumbprint matches.
- Implemented eGrants release 5.b in production
- Rolled out the Communications Tool Version 2 to all Road Home domain computers
- Established additional network monitors to watch the eGrants Plus servers; These monitors will watch CPU, storage and memory components; Alerting the

administrators when threshold is exceeded and recoding this information for trending purposes.
- Built an additional network segment to accommodate the additional staff moving to the Goodwood office
- Assigned responsibilities to Special Projects and commenced researching solutions

FRAUD PREVENTION

- Progressed with File Review Plan phases 1 and 3, and additional file review work as indicated by outlier analysis. File Review program will be continually revised based on most relevant current information and issues
- Progressed with File Review of identified Applicant outliers
- Met with Home Evaluations team regarding referrals and file review results
- Discussed process for evaluator interviews by evaluator team pertaining to 142 evaluations
- Performed data analytics on evaluator and applicant data
- Attended Home Owner and Small Rental Operations meetings
- Attended record retention revision meeting
- Attended Small Rental meeting with State
- Attended meeting regarding developing set of alternatives in response to HUD's objections to the Homeowner program
- Attended QA/QC meeting with State
- Performed additional investigative procedures for matters referred to Antifraud, Waste, and Abuse
- Attended meeting with Bankruptcy Judge and U.S. Trustee to discuss the implications of bankruptcy proceedings on closings
- IT Advisory:
  - Obtained additional understanding of interfaces and process changes
  - Completed control testing of the application process
  - Completed control testing of the Home Evaluation process (non third-party)
  - Completed control testing of the QAQC process controls
  - Completed 40% of eGrants Role Review
  - Completed 90% of Database Review
  - Outlined the segregation of duties conflicts

Table 20: Fraud Prevention Metrics

ACTIVITY	Prior Totals	2/16-2/22	2/23-3/1	3/2-3/8	3/9-3/15	3/16-3/22	Current Total
Applicant Issues Reported to Anti-Fraud	47	2	1	8	3	3	**64**
Evaluator Issues Reported to Anti-Fraud	4	-	-	-	-	-	**4**
Third-Party Issues Reported to Anti-Fraud	13	1	-	-	-	-	**14**

QUALITY ASSURANCE AND CONTROL

- Reviewed closing files and made recommendations regarding file handling
- Completed and began testing of QA/QC support tools for SRP scoring and ranking process
- Prepared and delivered a presentation of The Road Home QA/QC Program to the OCD
- Began working with SRP regarding development of process QA/QC templates
- Continued review of Quality Assurance Templates from process owners and analysis for quality assurance monitoring
- Completed two batches of Option letter reviews in support of the homeowner program. Reviewed in excess of 1,000 letters to support these activities
- Began testing of the QA/QC support tool for review of the SRP Ranking activity
- Began converting QA/QC SRP testing modules to a format suitable for use on the Portal

COMPLIANCE

- Conducted several interviews to determine why two applications with same property address exist.
- Attended Federal Fraud Task Force Meeting.
- Attended Meeting with Bankruptcy Trustee and Judge to discuss implication to program.
- Attended QAQC Friday meeting with OCD.
- Continued working with KMPG to develop Anti-Fraud and internal controls to prevent and detect Fraud, Waste, and Abuse within the program.
- Continued to develop lines of positive communication with Federal, state, and local law enforcement and administrative officials.
- Continued to develop the knowledge and contacts to form a strong, positive Compliance Division within the program.

SPECIAL NEEDS ADVISORY TEAM (SNAT)

- Continued work on completing the procedures to take homebound applications both in LA and outside of the state
- LA Spirit began working and doing assessments in all Centers (except Calcasieu – which will begin next week) Next week LA Spirit will begin presence in the Call Center and HQ. Assessments are being conducted to determine specific scheduling and services needed.
- Began reviewing and compiling all LA Spirit assessments of Housing Assistance Centers
- Begin writing curriculum for RHAS trainings beginning next week
- Completed final Applicant External Referral Policy
- Developed and submitted Draft guide “Creating a Welcoming Environment” that encourages and provides practical guidance regarding accessible re-building for participants in both the Homeowner and Small Rental Program

- Worked to finalize the assignment of a Special Needs Coordinator with UMCOR in Slidell
- Continued monitoring of ADA compliance at HAC facilities
- Provided input regarding Release of information form and process for applicant advocate
- Researched resources for applicants in Atlanta and Memphis for mobile team deployments
- Assisted Communications Dept with information about closed captioning for Public Service Announcements
- Submitted information to Community Outreach regarding the Special Needs Advisory Team for weekly E-newsletter
- Attended meetings to discuss enhancements to training curriculum for *Road Home* staff in HACs
- Distributed weekly email to Special Needs Liaisons. Corresponded with Liaisons during the week to address issues arising in the Centers such as referrals and interpreters.

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 is confirmed during the verification process*

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
ACADIA	13	3	-	**16**
ALLEN	12	4	-	**16**
ASCENSION	11	1	-	**12**
ASSUMPTION	4	1	-	**5**
BEAUREGARD	49	9	-	**58**
CALCASIEU	913	93	2	**1,008**
CAMERON	230	69	2	**301**
EAST BATON ROUGE	52	3	-	**55**
EAST FELICIANA	4	3	-	**7**
IBERIA	130	11	1	**142**
IBERVILLE	7	2	-	**9**
JEFFERSON	3,815	67	16	**3,898**
JEFFERSON DAVIS	52	4	-	**56**
LAFAYETTE	7	3	-	**10**
LAFOURCHE	25	1	1	**27**
LIVINGSTON	20	3	1	**24**
ORLEANS	10,640	1,206	446	**12,292**
OTHER	4	-	-	**4**

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
POINTE COUPEE	1			**1**
SAINT BERNARD	1,764	1,299	218	**3,281**
SAINT CHARLES	45	1		**46**
SAINT HELENA	7			**7**
SAINT JAMES	6			**6**
SAINT LANDRY	9	3		**12**
SAINT MARTIN	10	2		**12**
SAINT MARY	28	5		**33**
SAINT TAMMANY	2,368	81	20	**2469**
ST JOHN THE BAPTIST	63			**63**
TANGIPAHOA	46	9		**55**
TERREBONNE	217	28	1	**246**
VERMILION	289	39	2	**330**
VERNON	2			**2**
WASHINGTON	53	7	1	**61**
WEST BATON ROUGE	1			**1**
Totals by Option	**21,211**	**3,112**	**724**	**25,047**

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*

Parish	Number of Calculations
Acadia	37
Allen	41
Ascension	20
Assumption	17
Beauregard	117
Calcasieu	2,552
Cameron	1,197
Catahoula	1
De Soto	1
East Baton Rouge	84
East Feliciana	9
Franklin	1
Iberia	342
Iberville	18
Jackson	1
Jefferson	7,335
Jefferson Davis	159
La Salle	1
Lafayette	17
Lafourche	82
Livingston	52
Natchitoches	1
Orleans	29,374
Other	3
Ouachita	2
Plaquemines	1,344
Pointe Coupee	3
Rapides	1
Sabine	2
Saint Bernard	8,957
Saint Charles	108
Saint Helena	21
Saint James	13
Saint Landry	24
Saint Martin	20
Saint Mary	55
Saint Tammany	5,039
St John the Baptist	108
Tangipahoa	124
Terrebonne	536
Vermilion	671
Vernon	4
Washington	160
West Baton Rouge	4
Total	**58,658**

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*

Parish	Number of Closings
Allen	2
Ascension	2
Beauregard	3
Calcasieu	197
Cameron	16
East Baton Rouge	6
East Feliciana	1
Iberia	30
Iberville	1
Jefferson	994
Jefferson Davis	6
Lafayette	5
Livingston	2
Orleans	1,360
Plaquemines	16

Parish	Number of Closings
Saint Bernard	271
Saint Charles	9
Saint Mary	2
Saint Tammany	516
St John the Baptist	14
Tangipahoa	1
Terrebonne	27
Vermilion	53
Washington	12
West Baton Rouge	1
Total	**3,547***

*Detailed closing data is based on population of 3,547, rather than 3,542 reported in Daily Governor's Report as of March 22, 2007due to a variance in data feeds.

Closings by Zip Code

Zip Code	Number of Closings
Data Not Available	1
70001	49
70002	45
70003	92
70005	44
70006	85
70017	1
70032	43
70036	4
70037	6
70040	1
70041	3
70043	60
70047	2
70053	23
70056	83
70057	2
70058	124
70059	2
70062	16
70065	198
70067	12
70068	13
70070	3
70072	156
70075	34

Zip Code	Number of Closings
70082	1
70083	5
70084	2
70085	38
70087	2
70091	1
70092	93
70094	46
70095	1
70112	1
70113	7
70114	21
70115	30
70116	7
70117	123
70118	66
70119	91
70121	11
70122	221
70123	12
70124	123
70125	59
70126	179
70127	169
70128	130
70129	64

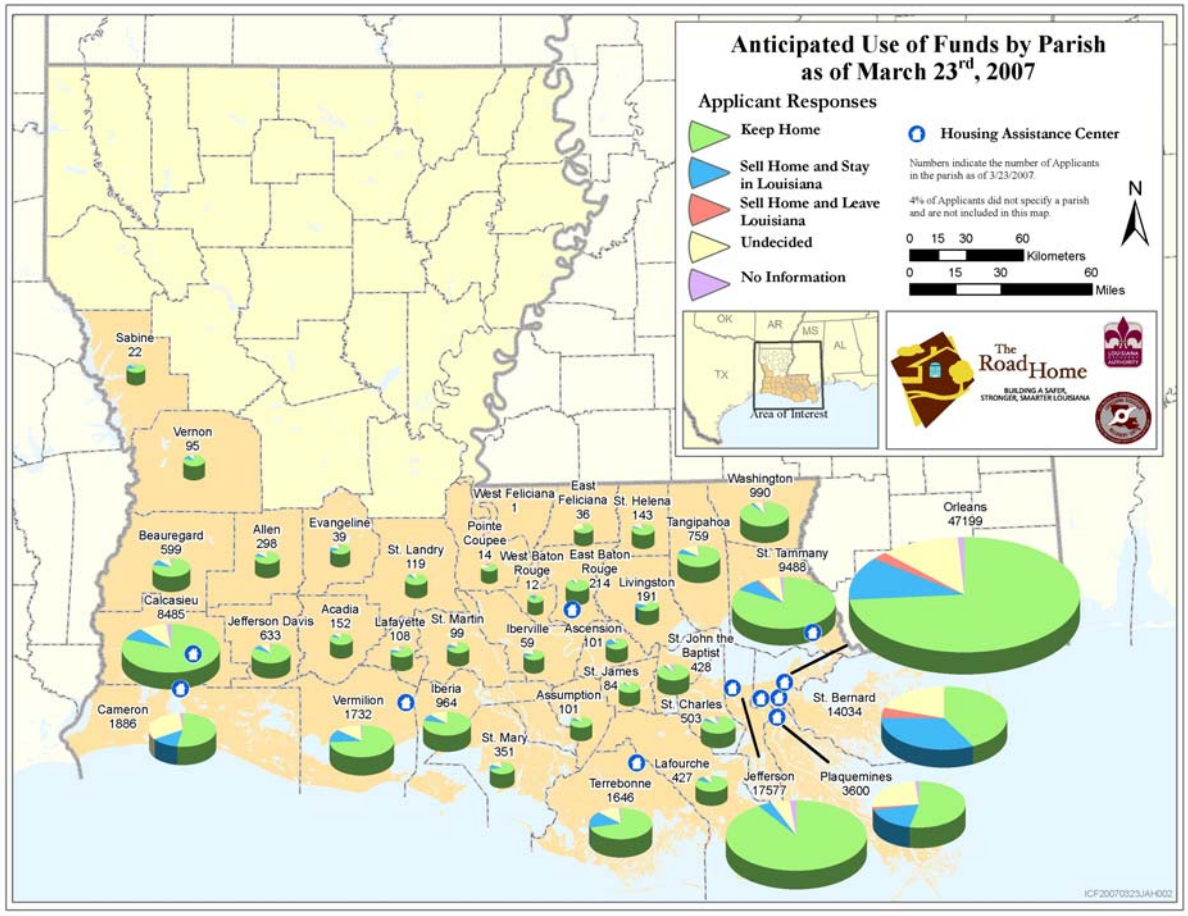
Zip Code	Number of Closings
70130	3
70131	53
70344	14
70353	1
70356	1
70363	7
70377	1
70397	3
70403	1
70426	1
70427	9
70431	1
70433	11
70435	2
70437	1
70438	2
70445	10
70447	4
70448	13
70449	1
70452	2
70458	144
70460	69
70461	253
70471	8
70501	2

Zip Code	Number of Closings
70503	1
70510	19
70524	1
70528	9
70529	1
70533	27
70538	2
70546	2
70548	2
70560	26
70578	1
70591	1
70601	66
70605	24
70607	32
70611	15
70615	14
70616	1
70630	3
70631	4
70632	1
70633	5
70643	1
70645	3
70647	7
70648	1
70652	1
70655	1
70660	2
70661	4

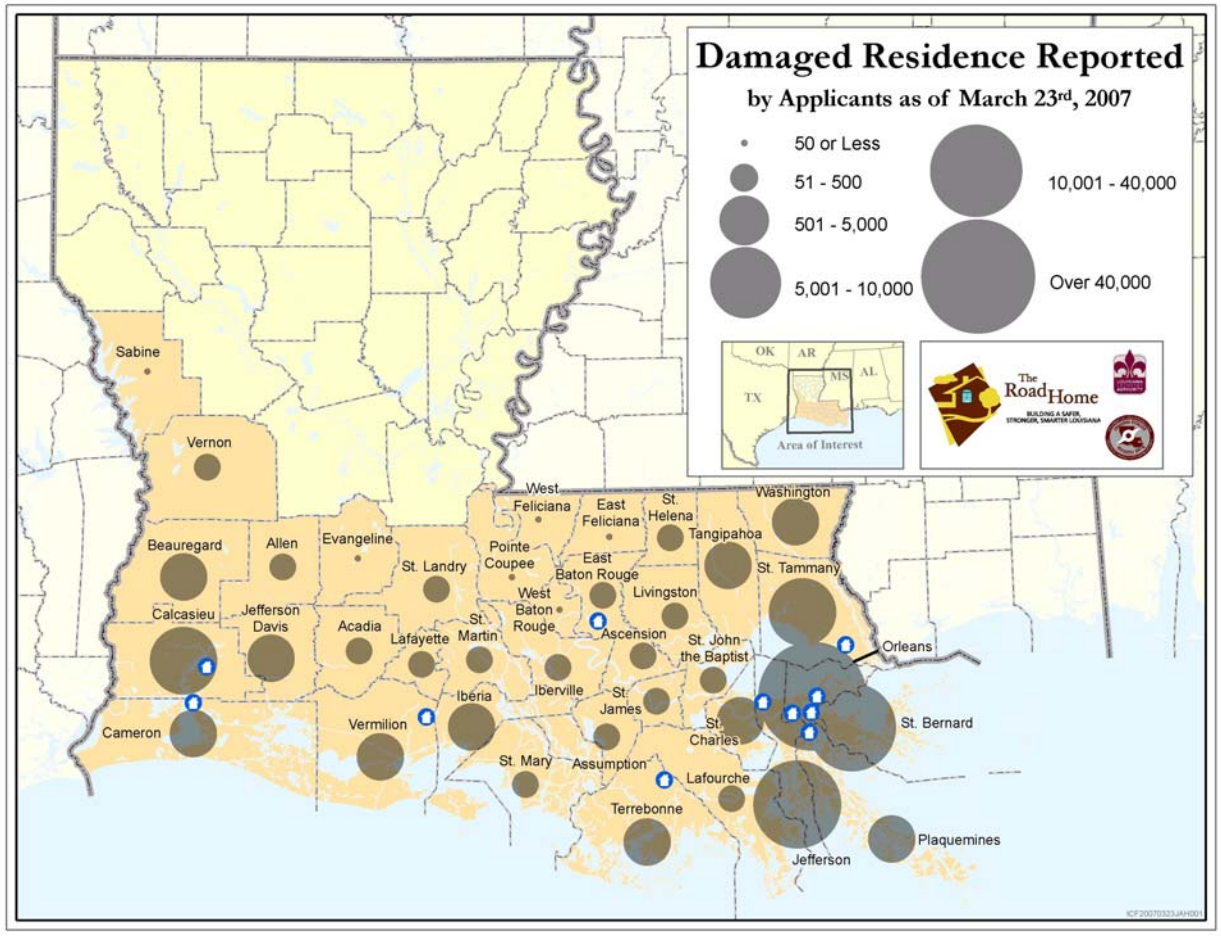
Zip Code	Number of Closings
70663	15
70665	11
70668	2
70669	7
70707	1
70717	1
70722	1
70726	1
70737	1
70767	1
70775	1
70805	1
70810	1
70812	1
70814	1
70815	1
70817	1
	3,547

*Detailed closing data is based on population of 3,547, rather than 3,542 reported in Daily Governor's Report as of March 22, 2007due to a variance in data feeds.

APPENDIX D


Anticipated Use of Funds by Parish
as of March 23rd, 2007
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 3/23/2007.
4% 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 AL TX
Area of Interest
The Road Home
BUILDING A SAFER, STRONGER, SMARTER LOUISIANA
Sabine 22
Vernon 95
Beauregard 599
Allen 298
Evangeline 39
St. Landry 119
Calcasieu 8485
Jefferson Davis 633
Acadia 152
Lafayette 108
St. Martin 99
Cameron 1886
Vermilion 1732
Iberia 964
West Feliciana 1
East Feliciana 36
St. Helena 143
Pointe Coupee 14
West Baton Rouge 12
East Baton Rouge 214
Livingston 191
Iberville 59
Ascension 101
Assumption 101
St. James 84
St. John the Baptist 428
St. Charles 503
St. Mary 351
Lafourche 427
Terrebonne 1646
Washington 990
Tangipahoa 759
St. Tammany 9488
Orleans 47199
St. Bernard 14034
Jefferson 17577
Plaquemines 3600
ICF20070323JAH002

APPENDIX E


Damaged Residence Reported
by Applicants as of March 23rd, 2007
50 or Less
51 - 500
501 - 5,000
5,001 - 10,000
10,001 - 40,000
Over 40,000
OK
AR
MS
AL
TX
Area of Interest
The Road Home
Sabine
Vernon
Beauregard
Allen
Evangeline
St. Landry
Pointe Coupee
West Feliciana
East Feliciana
St. Helena
Washington
Tangipahoa
St. Tammany
East Baton Rouge
Livingston
West Baton Rouge
Ascension
St. John the Baptist
Orleans
Calcasieu
Jefferson Davis
Acadia
Lafayette
St. Martin
Iberia
Iberville
St. James
St. Charles
St. Bernard
Cameron
Vermilion
St. Mary
Assumption
Lafourche
Terrebonne
Plaquemines
Jefferson

APPENDIX F

Mitigation Assistance by Housing Assistance Center

Housing Assistance Center	Phone/Email	Meetings-Shadow Appt.	Meetings-IMM	Meetings-Other	Training	Other Tasks
Cameron	10	17	167	22	24	37
Calcasieu	0	5	31	12	0	7
East Baton Rouge	10	100	273	33	15	82
Jefferson	17	12	2,375	27	14	13
New Orleans East	26	0	167	0	0	0
Orleans	12	10	1,371	55	50	31
Plaquemines	0	0	0	0	0	0
St. Bernard	4	2	129	19	6	6
St. Tammany	9	42	2,186	9	8	2
Vermilion	1	0	120	21	0	10
Total	**89**	**188**	**6,819**	**198**	**117**	**188**

Phone/Email *Responding to questions from applicants or advisors over the phone or email regarding mitigation.*
Meetings-Shadow Appts *Participating with Housing Advisor's Meetings with applicants.*
Meetings-IMM *Conversation applicants or housing advisors specifically related to Mitigation Measures. This includes presentations to applicants in the waiting rooms, in Mitigation offices, or other settings.*
Meetings-Other *Road Home related meetings not specifically for discussing mitigation (i.e., center staff meetings, training/orientations, and Housing Advisor Team integration of Mitigation staff into center functions).*
Training *Attending required training including Road Home training online.*
Other Tasks *Working on tasks (i.e., Power Point presentations for community outreach) or for support tasks not fitting into the other categories.*

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.