The Homeowner Assistance Program
Week 392 Situation & Pipeline Report

January 7, 2014
Table of Content

EXECUTIVE SUMMARY ................................................................. 1
Closing Activity .............................................................................. 3
Low/Moderate Income Households .................................................. 4
Elevation Program Activity ............................................................. 5
IMM Funding ................................................................................. 6
Individual Mitigation Measure (IMM) Certification ............................ 7
Compliance and Monitoring ........................................................... 8
Road Home Elevation Incentive (RHEI) Compliance Statistics with HMGP Payment
Information .................................................................................. 10
Appeals ......................................................................................... 11
Incoming and Outgoing Calls ........................................................... 12
Compliance and Monitoring (C&M) Deadline Outreach ..................... 13
Letters Mailed ................................................................................ 14
ANTIFRAUD, WASTE & ABUSE/ RECORDS REQUESTS ............... 15
APPENDIX A ................................................................................. 16
APPENDIX B ................................................................................ 24
APPENDIX C ................................................................................ 25
APPENDIX D ................................................................................ 26
APPENDIX E ................................................................................ 28
GLOSSARY ..................................................................................... 31

List of Tables
Table 1: Homeowner Program Snapshot ............................................ 2
Table 2: Applicants and Closings Held By Race/Ethnicity .................... 3
Table 3: Closings by Elderly Applicants ............................................ 3
Table 4: Closings by Disabled (Self Reporting) Applicants .................. 3
Table 5: Closings Held Activity including LMI Detail ........................... 4
Table 6: Additional ACG Dollars ...................................................... 4
Table 7: Elevation Disbursement Activity ........................................ 5
Table 8: IMM Certification Status .................................................... 7
Table 9: Total Certification Population ............................................. 7
Table 10: Option 1 Evidence of Occupancy ....................................... 9
Table 11: Total RHEI C&M + RHEI with HMGP Payments ............... 10
Table 12: Status of Appeals ............................................................ 11
Table 13: Status of State Panel Review Appeals ................................. 11
Table 14: Incoming and Outgoing Calls .......................................... 12
Table 15: C&M Deadline Outreach ................................................ 13
Table 16: Weekly Letters Mailed ....................................................... 14
Table 17: Antifraud, Waste & Abuse ............................................... 15
Table 18: Record Requests ............................................................. 15
Table 19: Compliant by Parish ....................................................... 28

List of Figures
Figure 1: IMM Certification Status ................................................... 7
Figure 2: Compliance by Parish ................................................................. 8
Figure 3: Option 1 Evidence of Occupancy ........................................... 9
Figure 4: RHEI C&M + RHEI with HMGP Payments ............................. 10
Figure 5: Status of Appeals ...................................................................... 11
Figure 6: Housing Assistance Center Appointments by Week ................ 13
Figure 7: Project Letters Mailed by Type ................................................. 14
EXECUTIVE SUMMARY

- 130,056 homeowners had their benefits calculated, 130,032 (99.98%) have closed on their Road Home grant with disbursements totaling $8,996,159,339. The average award is $69,184;
- 119,312 (92%) of these homeowners have decided to stay and rebuild in Louisiana. Rebuilding resources provided to Option 1 homeowners total $8,080,027,952. The average award is $67,722;
- 66,973 additional disbursements have been closed for a total of $1,272,136,142. The average additional disbursement is $18,995;
- 56,005 (54%) of all Road Home dollars ($4,862,815,232) has been provided to low to moderate income households. The average award is $86,828;
- 46,129 homeowners have received $2,122,903,957 in Additional Compensation Grant (ACG) to supplement their recovery needs;
- 32,433 applicants have received elevation disbursements totaling $944,117,233;
- 30,027 elderly applicants have closed for a total of $2,402,796,022. The average award is $80,021;
- 17,588 disabled (self reporting) applicants have closed for a total of $1,305,738,060. The average award is $74,240;
- BRGA funding has been provided to 484 homeowners receiving $15,945,569;
- IMM funding has been provided to 25,715 homeowners receiving $192,627,448;
- 52% of the 114,723 applicants monitored through this period has been dispositioned Compliant. 31 of the 37 work-in-progress Parishes have greater than 40% compliancy;
- Of the 32,433 applicants receiving elevation disbursements, 8,489 have been dispositioned compliant. 6,247 received supplemental HMGP payments totaling $449,225,830. Moreover, 4,558 of the 6,247 have received their final HMGP payment resulting in completion of their elevation project.
### Table 1: Homeowner Program Snapshot

<table>
<thead>
<tr>
<th>Activity</th>
<th>As of COB 12/27/13</th>
<th>Weekly Activity</th>
<th>As of COB 1/2/14</th>
<th>Total Dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Applications Received</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total Applications Received</td>
<td>229,432</td>
<td>0</td>
<td>229,432</td>
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<tr>
<td><strong>Ineligible Applications</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Ineligible</td>
<td>80,942</td>
<td>0</td>
<td>80,942</td>
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<tr>
<td>Duplicate Application</td>
<td>39,669</td>
<td>0</td>
<td>39,669</td>
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<tr>
<td>No First Appointment</td>
<td>24,628</td>
<td>0</td>
<td>24,628</td>
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<tr>
<td>Ineligible-FEMA Assessment</td>
<td>7,512</td>
<td>0</td>
<td>7,512</td>
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</tr>
<tr>
<td>Sold Home Ineligible / Not Interested</td>
<td>2,688</td>
<td>0</td>
<td>2,688</td>
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<tr>
<td>Ownership</td>
<td>2,678</td>
<td>0</td>
<td>2,678</td>
<td></td>
</tr>
<tr>
<td>Occupancy</td>
<td>1,779</td>
<td>0</td>
<td>1,779</td>
<td></td>
</tr>
<tr>
<td>Title/Heirship Issues</td>
<td>610</td>
<td>0</td>
<td>610</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>1,978</td>
<td>0</td>
<td>1,978</td>
<td></td>
</tr>
<tr>
<td><strong>Eligible Applications</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total Eligible Population</td>
<td>148,490</td>
<td>0</td>
<td>148,490</td>
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<tr>
<td>Applications Withdrawn</td>
<td>3,924</td>
<td>0</td>
<td>3,924</td>
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<tr>
<td>Zero Awards</td>
<td>14,508</td>
<td>0</td>
<td>14,508</td>
<td></td>
</tr>
<tr>
<td>Adminhold</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Eligible for Benefits Calculation</td>
<td>130,056</td>
<td>0</td>
<td>130,056</td>
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<tr>
<td><strong>Funding Disbursed</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total Funding Disbursed</td>
<td>130,032</td>
<td>0</td>
<td>130,032</td>
<td>$8,996,159,339</td>
</tr>
<tr>
<td>Option One Closings</td>
<td>119,312</td>
<td>0</td>
<td>119,312</td>
<td>$8,080,027,952</td>
</tr>
<tr>
<td>Option Two Closings</td>
<td>8,346</td>
<td>0</td>
<td>8,346</td>
<td>$735,842,102</td>
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<tr>
<td>Option Three Closings</td>
<td>2,374</td>
<td>0</td>
<td>2,374</td>
<td>$180,289,285</td>
</tr>
<tr>
<td>Sold Homes Closings</td>
<td>1,229</td>
<td>0</td>
<td>1,229</td>
<td>$53,796,802</td>
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<tr>
<td>Elevation Only Closings</td>
<td>1,601</td>
<td>0</td>
<td>1,601</td>
<td>$47,460,242</td>
</tr>
<tr>
<td>Total Closings with Elevation Dollars</td>
<td>32,433</td>
<td>0</td>
<td>32,433</td>
<td>$944,117,233</td>
</tr>
<tr>
<td>Affordable Compensation Grants Disbursed</td>
<td>46,129</td>
<td>0</td>
<td>46,129</td>
<td>$2,122,903,957</td>
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<tr>
<td>Individual Mitigation Measures (IMM)</td>
<td>25,711</td>
<td>4</td>
<td>25,715</td>
<td>$192,627,448</td>
</tr>
<tr>
<td><strong>Benefits Calculated Without Funds Disbursed</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility Calculated Without Funds Disbursed</td>
<td>24</td>
<td>0</td>
<td>24</td>
<td>$1,927,709</td>
</tr>
<tr>
<td>Active Applications</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>IMM Only</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Currently Transferred to Title Company</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial Closing Transfer</td>
<td>24</td>
<td>0</td>
<td>24</td>
<td>$1,927,709</td>
</tr>
<tr>
<td>Additional Disbursement Transfer</td>
<td>72</td>
<td>-16</td>
<td>56</td>
<td>$311,510</td>
</tr>
<tr>
<td><strong>Award Statistics</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Award</td>
<td></td>
<td></td>
<td></td>
<td>$69,184</td>
</tr>
<tr>
<td>Blighted Reduction Grant Adjustment (BRGA)</td>
<td>484</td>
<td>0</td>
<td>484</td>
<td>$15,945,569</td>
</tr>
</tbody>
</table>
Closing Activity

As of January 2, 2014, a total of 45,882 files have been transferred to closing agents by HGI. The closing team has assisted closing agents in completion of 130,032 closings, of which:

- The average award is $69,184;
- 30,027 Elderly Applicant closings were held for a total of $2,402,796,022 and average award of $80,021;
- 17,588 Disabled (Self Reporting) Applicant closings were held for a total of $1,305,738,060 and average award of $74,240.

### Table 2: Applicants and Closings Held By Race/Ethnicity

<table>
<thead>
<tr>
<th>Race</th>
<th>Applicants</th>
<th>Closings Held</th>
<th>Average Award Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>%</td>
<td>#</td>
<td>%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>666</td>
<td>522</td>
<td>0.40%</td>
</tr>
<tr>
<td>American Indian/Alaska Native and White</td>
<td>530</td>
<td>385</td>
<td>0.30%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native/Black-African American</td>
<td>379</td>
<td>298</td>
<td>0.23%</td>
</tr>
<tr>
<td>Asian</td>
<td>2,925</td>
<td>2159</td>
<td>1.66%</td>
</tr>
<tr>
<td>Asian and White</td>
<td>300</td>
<td>215</td>
<td>0.17%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>65,833</td>
<td>53,470</td>
<td>41.12%</td>
</tr>
<tr>
<td>Black/African American and White</td>
<td>1,153</td>
<td>919</td>
<td>0.71%</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>183</td>
<td>134</td>
<td>0.10%</td>
</tr>
<tr>
<td>Other Multi-Racial</td>
<td>3,419</td>
<td>2,588</td>
<td>1.99%</td>
</tr>
<tr>
<td>White</td>
<td>72,052</td>
<td>51,510</td>
<td>39.61%</td>
</tr>
<tr>
<td>A race was not provided</td>
<td>37,673</td>
<td>17,722</td>
<td>13.63%</td>
</tr>
<tr>
<td>Total</td>
<td>185,113</td>
<td>130,032</td>
<td>$69,184.20</td>
</tr>
</tbody>
</table>

### Table 3: Closings by Elderly Applicants

<table>
<thead>
<tr>
<th>Closing Options</th>
<th>Elderly Count</th>
<th>Closing Amount</th>
<th>%</th>
<th>Average Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>25,267</td>
<td>$1,973,357,499.09</td>
<td>84.15%</td>
<td>$78,100.19</td>
</tr>
<tr>
<td>2</td>
<td>2,733</td>
<td>$268,230,912.77</td>
<td>9.10%</td>
<td>$98,145.23</td>
</tr>
<tr>
<td>3</td>
<td>2,027</td>
<td>$161,207,609.78</td>
<td>6.75%</td>
<td>$79,530.15</td>
</tr>
<tr>
<td>Total</td>
<td>30,027</td>
<td>$2,402,796,021.64</td>
<td></td>
<td>$80,021.18</td>
</tr>
</tbody>
</table>

### Table 4: Closings by Disabled (Self Reporting) Applicants

<table>
<thead>
<tr>
<th>Closing Options</th>
<th>Disabled Count</th>
<th>Closing Amount</th>
<th>%</th>
<th>Average Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>15,986</td>
<td>$1,161,632,614.85</td>
<td>90.89%</td>
<td>$72,665.62</td>
</tr>
<tr>
<td>2</td>
<td>1,147</td>
<td>$108,311,665.87</td>
<td>6.52%</td>
<td>$94,430.40</td>
</tr>
<tr>
<td>3</td>
<td>455</td>
<td>$35,793,779.43</td>
<td>2.59%</td>
<td>$78,667.65</td>
</tr>
<tr>
<td>Total</td>
<td>17,588</td>
<td>$1,305,738,060.15</td>
<td></td>
<td>$74,240.28</td>
</tr>
</tbody>
</table>
Low/Moderate Income Households

- A total of 130,032 applicants had gone to closing and received their Road Home disbursement as of January 2, 2014. Of these applicants, 56,005 (43 percent) were documented as LMI.
- A total of $8,996,159,339.07 in Homeowner Assistance Program awards were disbursed as of January 2, 2014. Of these disbursements, (54 percent) went to applicants documented as LMI.

Table 5: Closings Held Activity including LMI Detail

<table>
<thead>
<tr>
<th>Closings Held</th>
<th>Total Household and Low/Moderate Income (LMI) Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total Household</td>
</tr>
<tr>
<td>Number of Closed Options</td>
<td>119,312</td>
</tr>
<tr>
<td>Total $ in Closed Options</td>
<td>$8,080,027,951.95</td>
</tr>
<tr>
<td>Comp Grant $ in Closed Options</td>
<td>$5,013,170,812.60</td>
</tr>
<tr>
<td>Elev Grant $ in Closed Options</td>
<td>$943,960,252.22</td>
</tr>
<tr>
<td>ACG $ in Closed Options</td>
<td>$1,930,269,439.00</td>
</tr>
<tr>
<td>IMM $ in Closed Options</td>
<td>$192,627,448.13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LMI Closed Options</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Closings Held by LMI</td>
<td>50,940</td>
<td>4,078</td>
<td>987</td>
<td>56,005</td>
</tr>
<tr>
<td>Total $ to LMI</td>
<td>$4,379,093,950.81</td>
<td>$409,310,869.46</td>
<td>$74,410,411.92</td>
<td>$4,862,815,232.19</td>
</tr>
<tr>
<td>Comp Grant $ to LMI</td>
<td>$2,016,942,788.60</td>
<td>$226,131,734.56</td>
<td>$74,249,561.92</td>
<td>$2,317,324,085.08</td>
</tr>
<tr>
<td>Elev Grant $ to LMI</td>
<td>$455,546,769.84</td>
<td>$80,460.00</td>
<td>N/A</td>
<td>$455,657,229.84</td>
</tr>
<tr>
<td>ACG $ to LMI</td>
<td>$1,843,725,778.52</td>
<td>$183,098,674.90</td>
<td>N/A</td>
<td>$2,026,495,303.42</td>
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<tr>
<td>Total IMM $</td>
<td>$63,338,613.85</td>
<td>$0.00</td>
<td>N/A</td>
<td>$63,338,613.85</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>LMI Closed Option Percentages</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of Total Closings Held that are LMI</td>
<td>43%</td>
<td>49%</td>
<td>42%</td>
<td>43%</td>
</tr>
<tr>
<td>% of Total $ to LMI</td>
<td>54%</td>
<td>56%</td>
<td>41%</td>
<td>54%</td>
</tr>
<tr>
<td>% of Comp Grant $ to LMI</td>
<td>40%</td>
<td>42%</td>
<td>41%</td>
<td>40%</td>
</tr>
<tr>
<td>% of Elev Grant $ to LMI</td>
<td>48%</td>
<td>63%</td>
<td>N/A</td>
<td>48%</td>
</tr>
<tr>
<td>% to IMM</td>
<td>33%</td>
<td>N/A</td>
<td>N/A</td>
<td>33%</td>
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</tbody>
</table>

Table 6: Additional ACG Dollars

<table>
<thead>
<tr>
<th>ACG &gt; $50,000</th>
<th>Count</th>
<th>Additional ACG Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>13,892</td>
<td>$487,418,311</td>
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</table>
Elevation Program Activity

As of January 2, 2014, a total of 115,540 elevation letters have been sent to applicants.

- 34,490 (30%) applicants have returned letters expressing their interest in participating in the elevation program;
- 32,497 applicants are eligible and interested in receiving elevation awards;
- 32,433 applicants have received elevation disbursements totaling $944,117,233 (average elevation award of $29,110);
- 8,489 applicants have been dispositioned compliant;
- 5,093 initial and 25,434 additional disbursements of elevation funds from March 2008 through the present for a total of $891,649,104;
- 1,906 initial and 765 additional disbursements previously from program inception through current total of $52,468,129;
- 6 elevation requests for a total of $180,000 are currently at the closing companies for processing. See Table 7 for a summary of Elevation Disbursement Activity.

<table>
<thead>
<tr>
<th>Table 7: Elevation Disbursement Activity</th>
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<tbody>
<tr>
<td># of Initial Disbursements</td>
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<tr>
<td>---------------------------</td>
</tr>
<tr>
<td>Elevation Disbursements through Feb 08</td>
</tr>
<tr>
<td>Elevation Disbursements from Mar 08</td>
</tr>
<tr>
<td>Total Elevation Disbursements</td>
</tr>
<tr>
<td>Applications at Title Company</td>
</tr>
<tr>
<td>Total Pending Transactions</td>
</tr>
</tbody>
</table>
IMM Funding

As of January 2, 2014, IMM funding has been provided to 25,715 homeowners receiving $192,627,448:

- 39,018 letters have been mailed to date;
- 37,638 letters (96%) have been returned to the program.

25,715 (68%) have received disbursements totaling $192,627,448 with another 23 ($0.2 million) in the payment queue:

- 11,923 (31.68%) of the homeowners who responded have not been funded:
  - 11,900 (99.81%) of these homeowners have been determined to be ineligible or have declined funding;
  - 0 (0.0%) are currently being worked by the program;
  - 0 (0.0%) are missing documentation;
  - 23 (0.19%) are at the title company.
Individual Mitigation Measure (IMM) Certification

25,699 Certification letters were sent to Individual Mitigation Measure (IMM) applicants, who received disbursements through October, 2013. Of the 17,492 letters returned through January 2, 2014, a total of 16,228 have certified compliant and 1,264 are under review.

<table>
<thead>
<tr>
<th>Certification Status</th>
<th>Applicants</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified</td>
<td>16,228</td>
<td>63%</td>
</tr>
<tr>
<td>Under Review</td>
<td>1,264</td>
<td>5%</td>
</tr>
<tr>
<td>Total No Responders</td>
<td>8,207</td>
<td>32%</td>
</tr>
<tr>
<td>Total Letters Sent</td>
<td>25,699</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 8: IMM Certification Status

Figure 1: IMM Certification Status

<table>
<thead>
<tr>
<th>Total Certified Population</th>
<th>Applicants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Files</td>
<td>16,228</td>
</tr>
<tr>
<td>Utilized IMM</td>
<td>16,228</td>
</tr>
<tr>
<td>Window Protection</td>
<td>12,109</td>
</tr>
<tr>
<td>Other Mitigation Activity</td>
<td>11,445</td>
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<tr>
<td>Provided Contractor Name</td>
<td>12,096</td>
</tr>
<tr>
<td>Provided Completion Date</td>
<td>8,683</td>
</tr>
</tbody>
</table>

Table 9: Total Certification Population
Compliance and Monitoring

A total of 52% of the 114,723 applicants monitored through this period have been dispositioned Compliant. 31 of the 37 work-in-progress Parishes have greater than 40% compliancy.

Please see Appendix E, Compliance by Parish for additional details.

Figure 2: Compliance by Parish
A total of 92.9%\(^1\) of the 107,501 Option 1 applicants have been monitored to date.

Table 10: Option 1 Evidence of Occupancy

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Total Compliant &amp; or Occupied</th>
<th>Total Compliant &amp; or Occupied %</th>
<th>Evidence of Occupancy</th>
<th>No Evidence of Occupancy</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orleans</td>
<td>40,251</td>
<td>37,740</td>
<td>93.8%</td>
<td>19,613</td>
<td>2,136</td>
<td>375</td>
</tr>
<tr>
<td>Jefferson</td>
<td>23,984</td>
<td>22,499</td>
<td>93.8%</td>
<td>8,714</td>
<td>832</td>
<td>653</td>
</tr>
<tr>
<td>Calcasieu</td>
<td>11,075</td>
<td>10,697</td>
<td>96.6%</td>
<td>3,668</td>
<td>372</td>
<td>6</td>
</tr>
<tr>
<td>Saint Tammany</td>
<td>10,204</td>
<td>9,668</td>
<td>94.7%</td>
<td>3,527</td>
<td>371</td>
<td>165</td>
</tr>
<tr>
<td>Saint Bernard</td>
<td>6,811</td>
<td>6,195</td>
<td>91.0%</td>
<td>2,706</td>
<td>507</td>
<td>109</td>
</tr>
<tr>
<td>Other</td>
<td>15,176</td>
<td>13,065</td>
<td>86.1%</td>
<td>5,690</td>
<td>1,038</td>
<td>1,073</td>
</tr>
<tr>
<td></td>
<td>107,501</td>
<td>99,864</td>
<td>92.9%</td>
<td>43,918</td>
<td>5,256</td>
<td>2,381</td>
</tr>
</tbody>
</table>

Figure 3: Option 1 Evidence of Occupancy

\(^1\) Note: Represents the summation of compliant applicants and those Option 1 applicants with evidence of occupancy.
Road Home Elevation Incentive (RHEI) Compliance Statistics with HMGP Payment Information

As of January 2, 2014 a total of 32,433 HMGP applicants received elevation disbursements:

- Of the 30,830 C&M (Elevation Applicants Only) 5,992 received HMGP disbursements totaling $429,285,065;
- Of the 1,603 RHEI Applicants not within their Compliance Period with HMGP payments, 255 received HMGP disbursements totaling $19,940,765;
- Of the 32,433 RHEI Applicants, 8,489 have been dispositioned compliant.

Table 11: Total RHEI C&M + RHEI with HMGP Payments

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Receiving HMGP Payment</th>
<th>Total HMGP $</th>
<th>HMGP Final Payment</th>
<th>Total $ Final Payment</th>
<th>HMGP Initial Payment</th>
<th>Total $ Initial Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total RHEI Payments</td>
<td>32,433</td>
<td>6,247</td>
<td>$449,225,830</td>
<td>4,558</td>
<td>$127,768,357</td>
<td>1,689</td>
<td>$321,457,473</td>
</tr>
<tr>
<td>RHEI not within Compliance Period</td>
<td>1,603</td>
<td>255</td>
<td>$19,940,765</td>
<td>153</td>
<td>$3,785,125</td>
<td>102</td>
<td>$16,155,641</td>
</tr>
<tr>
<td>Total C&amp;M (Elevation Applicants Only)</td>
<td>30,830</td>
<td>5,992</td>
<td>$429,285,065</td>
<td>4,405</td>
<td>$123,983,232</td>
<td>1,587</td>
<td>$305,301,833</td>
</tr>
<tr>
<td>No Response</td>
<td>1,935</td>
<td>85</td>
<td>$4,727,625</td>
<td>26</td>
<td>$600,222</td>
<td>59</td>
<td>$4,127,403</td>
</tr>
<tr>
<td>Response Received</td>
<td>28,895</td>
<td>5,907</td>
<td>$424,557,440</td>
<td>4,379</td>
<td>$123,383,010</td>
<td>1,528</td>
<td>$301,174,430</td>
</tr>
<tr>
<td>Removed or Returned</td>
<td>6</td>
<td>0</td>
<td>$0</td>
<td>0</td>
<td>$0</td>
<td>0</td>
<td>$0</td>
</tr>
<tr>
<td>Compliant With Elevation</td>
<td>8,489</td>
<td>4,092</td>
<td>$311,313,358</td>
<td>3,685</td>
<td>$105,943,447</td>
<td>407</td>
<td>$205,369,912</td>
</tr>
<tr>
<td>Non-Compliant With Elevation</td>
<td>15,716</td>
<td>1,417</td>
<td>$90,023,954</td>
<td>586</td>
<td>$14,727,349</td>
<td>831</td>
<td>$75,296,605</td>
</tr>
<tr>
<td>Missing Documents</td>
<td>89</td>
<td>4</td>
<td>$209,104</td>
<td>2</td>
<td>$47,144</td>
<td>2</td>
<td>$161,959</td>
</tr>
<tr>
<td>Workable Inventory</td>
<td>4,595</td>
<td>394</td>
<td>$23,011,024</td>
<td>106</td>
<td>$2,665,070</td>
<td>288</td>
<td>$20,345,954</td>
</tr>
</tbody>
</table>

Figure 4: RHEI C&M + RHEI with HMGP Payments
Appeals
As of January 2, 2014, 17,922 cases have been processed through the Appeals department, 17,922 have been resolved, and 0 are active. Table 12: Status of Appeals shows the status of these cases.

### Table 12: Status of Appeals

<table>
<thead>
<tr>
<th>Resolved Cases</th>
<th>Applicants</th>
<th>%</th>
<th>Awards</th>
<th>Average Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Funds Awarded</td>
<td>6,751</td>
<td>38%</td>
<td>$189,309,067</td>
<td>$28,042</td>
</tr>
<tr>
<td>Reduction of Award</td>
<td>919</td>
<td>5%</td>
<td>($17,455,665)</td>
<td>($19,056)</td>
</tr>
<tr>
<td>No Change</td>
<td>5,629</td>
<td>31%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility Approved</td>
<td>1,575</td>
<td>9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligibility Denied</td>
<td>3,048</td>
<td>17%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>17,922</strong></td>
<td><strong>100%</strong></td>
<td><strong>$189,309,067</strong></td>
<td><strong>$28,042</strong></td>
</tr>
</tbody>
</table>

### Figure 5: Status of Appeals

- Eligibility Approved: 9%
- Additional Funds Awarded: 38%
- Reduction of Award: 5%
- No Change: 31%
- Eligibility Denied: 17%

### Table 13: Status of State Panel Review Appeals

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>PRIOR 2010</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases Resolved</td>
<td>3,791</td>
<td>369</td>
<td>63</td>
<td>12</td>
<td>2</td>
<td>0</td>
<td>4,237</td>
</tr>
<tr>
<td>Appeal Cases in Progress</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,791</strong></td>
<td><strong>369</strong></td>
<td><strong>63</strong></td>
<td><strong>12</strong></td>
<td><strong>2</strong></td>
<td><strong>0</strong></td>
<td><strong>4,237</strong></td>
</tr>
</tbody>
</table>
Incoming and Outgoing Calls

There were a total 179 incoming and outgoing calls made for this reporting period due to mail out of compliance and monitoring deadline letters.

Table 14: Incoming and Outgoing Calls

<table>
<thead>
<tr>
<th>12/27/2013 - 01/2/2014</th>
<th>In-Coming</th>
<th>Out-Going</th>
<th>Abandoned</th>
<th>Abandon %</th>
<th>Total Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Center</td>
<td>62</td>
<td>0</td>
<td>0.0</td>
<td>62</td>
<td></td>
</tr>
<tr>
<td>Compliance Call Center</td>
<td>36</td>
<td>0</td>
<td>0.0</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>C&amp;M</td>
<td>1</td>
<td>23</td>
<td></td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>IMM</td>
<td>0</td>
<td>7</td>
<td></td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>C&amp;M Non Responsive</td>
<td>0</td>
<td></td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>LLS</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>AFWA</td>
<td>5</td>
<td>9</td>
<td>0</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Record Requests</td>
<td>7</td>
<td>5</td>
<td>0</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Subrogation</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>E&amp;BD*</td>
<td>0</td>
<td></td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Appeals</td>
<td>3</td>
<td>21</td>
<td>0</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>114</strong></td>
<td><strong>65</strong></td>
<td>0</td>
<td><strong>179</strong></td>
<td></td>
</tr>
</tbody>
</table>
Compliance and Monitoring (C&M) Deadline Outreach

There were a total of 4,034 Compliance and Monitoring outreach appointments held to date.

Table 15: C&M Deadline Outreach

<table>
<thead>
<tr>
<th>Event Date</th>
<th>Event Name</th>
<th>Assisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing</td>
<td>New Orleans The Road Home - Lakeshore Office</td>
<td>3,377</td>
</tr>
<tr>
<td>09/05/13</td>
<td>Jefferson East Bank Regional Library (Jefferson Room)</td>
<td>112</td>
</tr>
<tr>
<td>09/06/13</td>
<td>New Orleans All Souls Episcopal Church &amp; Community Center</td>
<td>85</td>
</tr>
<tr>
<td>09/07/13</td>
<td>New Orleans Vietnamese Initiatives in Economic Training</td>
<td>12</td>
</tr>
<tr>
<td>09/09/13</td>
<td>New Orleans Read Library</td>
<td>43</td>
</tr>
<tr>
<td>09/10/13</td>
<td>Chalmette St. Bernard Memorial Gardens Funeral Home</td>
<td>48</td>
</tr>
<tr>
<td>09/11/13</td>
<td>New Orleans Lower 9th Ward Village</td>
<td>16</td>
</tr>
<tr>
<td>09/18/13</td>
<td>Slidell St. Tammany Library - Slidell Branch</td>
<td>44</td>
</tr>
<tr>
<td>09/20/13</td>
<td>New Orleans First Pilgrims Baptist Church</td>
<td>30</td>
</tr>
<tr>
<td>09/28/13</td>
<td>New Orleans 7th Annual Housing and Home Improvement Fair</td>
<td>80</td>
</tr>
<tr>
<td>10/21/13</td>
<td>Cameron Parish Multiple Purpose Building</td>
<td>56</td>
</tr>
<tr>
<td>10/22/13</td>
<td>Lake Charles Lake Charles Public Library</td>
<td>10</td>
</tr>
<tr>
<td>10/23/13</td>
<td>Erath Erath Branch Library</td>
<td>29</td>
</tr>
<tr>
<td>10/26/13</td>
<td>New Orleans Trinity Lutheran Church</td>
<td>65</td>
</tr>
<tr>
<td>10/28/13</td>
<td>New Orleans City Hall Committee Hearing</td>
<td>1</td>
</tr>
<tr>
<td>11/05/13</td>
<td>New Orleans Mary Queen of Vietnam</td>
<td>26</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>4,034</td>
</tr>
</tbody>
</table>

Housing Assistance Center Appointment Activity

There were 18 RHAS appointments held at the Baton Rouge and New Orleans Housing Assistance Centers during the reporting period.

Figure 6: Housing Assistance Center Appointments by Week

<table>
<thead>
<tr>
<th>Week Start</th>
<th>29-Nov</th>
<th>6-Dec</th>
<th>13-Dec</th>
<th>20-Dec</th>
<th>27-Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per Week</td>
<td>103</td>
<td>68</td>
<td>61</td>
<td>29</td>
<td>18</td>
</tr>
</tbody>
</table>
Letters Mailed

There were a total of 151 letters mailed during the reporting period. From Transition of Contract 4/20/09 forward, 446,487 letters have been mailed.

Table 16: Weekly Letters Mailed

<table>
<thead>
<tr>
<th>Weekly Activity</th>
<th>Week to Date</th>
<th>Total*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Affordable Compensation Grant (AACG) - Initial Letter</td>
<td>1</td>
<td>14,471</td>
</tr>
<tr>
<td>Additional Affordable Compensation Grant (AACG) Compliance - 6 month letter for efforts to comply</td>
<td>-</td>
<td>11,774</td>
</tr>
<tr>
<td>Additional Affordable Compensation Grant (AACG) Deadline Letter</td>
<td>-</td>
<td>1,235</td>
</tr>
<tr>
<td>Compliance &amp; Monitoring (C&amp;M) - Initial Letter</td>
<td>-</td>
<td>91,600</td>
</tr>
<tr>
<td>Individual Mitigation Measures (IMM)</td>
<td>-</td>
<td>37,580</td>
</tr>
<tr>
<td>Compliance and Monitoring (C&amp;M) and Individual Mitigation Measures (IMM) Second letters to non-respondents</td>
<td>-</td>
<td>72,409</td>
</tr>
<tr>
<td>Compliance and Monitoring (C&amp;M) and Individual Mitigation Measures (IMM) Followup-up Letters to respondents</td>
<td>-</td>
<td>57,339</td>
</tr>
<tr>
<td>Appeals Determination Letters and Denied Appeals</td>
<td>-</td>
<td>5,099</td>
</tr>
<tr>
<td>Due Diligence Letters</td>
<td>3</td>
<td>19,511</td>
</tr>
<tr>
<td>Individual Mitigation Measures (IMM) - Outreach Letters &amp; Deadline Letters</td>
<td>6</td>
<td>57,596</td>
</tr>
<tr>
<td>Blight Reduction Grant Adjustment (BRGA) - Initial Letters</td>
<td>-</td>
<td>2,037</td>
</tr>
<tr>
<td>Individual Mitigation Measures (IMM) - Second Certification Letters</td>
<td>97</td>
<td>9,944</td>
</tr>
<tr>
<td>C&amp;M Deadline Letters</td>
<td>-</td>
<td>55,957</td>
</tr>
<tr>
<td>Compliance Acknowledgement Letter</td>
<td>44</td>
<td>7,439</td>
</tr>
<tr>
<td>Grant Recovery Letters</td>
<td>2,496</td>
<td>2,496</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>151</strong></td>
<td><strong>446,487</strong></td>
</tr>
</tbody>
</table>

*From Transition of Contract 4/20/09 and forward: 446,487

Figure 7: Project Letters Mailed by Type
PROGRAM SUPPORT STATUS

ANTIFRAUD, WASTE & ABUSE/ RECORDS REQUESTS

- Researched and responded to subpoenas, advocacy group requests, and applicant file requests
- Investigated both internal and external matters reported via several sources, to include the Antifraud and Ethics Help Lines

Table 17: Antifraud, Waste & Abuse

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>29-Nov</th>
<th>6-Dec</th>
<th>13-Dec</th>
<th>20-Dec</th>
<th>27-Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Verifications Received For Review</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>ID Verification Cleared</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>AFWA Issues Opened</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Table 18: Record Requests

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>29-Nov</th>
<th>6-Dec</th>
<th>13-Dec</th>
<th>20-Dec</th>
<th>27-Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subpoenas Received</td>
<td>0</td>
<td>14</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subpoenas Resolved</td>
<td>0</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Public Record Requests Received</td>
<td>3</td>
<td>2</td>
<td>8</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Public Record Requests Resolved</td>
<td>7</td>
<td>5</td>
<td>5</td>
<td>10</td>
<td>2</td>
</tr>
</tbody>
</table>
APPENDIX A

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.

<table>
<thead>
<tr>
<th>Parish</th>
<th>Option 1. Keep Your Home</th>
<th>Option 2. Sell, but Stay in Louisiana</th>
<th>Option 3. Sell, and Move out of Louisiana</th>
<th>Total</th>
<th>Total Dollars by Parish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acadia</td>
<td>289</td>
<td>$11,656,344.94</td>
<td>2</td>
<td>$79,017.14</td>
<td>291</td>
</tr>
<tr>
<td>Allen</td>
<td>489</td>
<td>$17,509,977.27</td>
<td>11</td>
<td>$781,526.11</td>
<td>501</td>
</tr>
<tr>
<td>Ascension</td>
<td>144</td>
<td>$6,939,617.20</td>
<td></td>
<td></td>
<td>144</td>
</tr>
<tr>
<td>Assumption</td>
<td>211</td>
<td>$7,514,542.24</td>
<td></td>
<td></td>
<td>211</td>
</tr>
<tr>
<td>Beauregard</td>
<td>938</td>
<td>$29,775,273.11</td>
<td>10</td>
<td>$699,394.01</td>
<td>948</td>
</tr>
<tr>
<td>Calcasieu</td>
<td>12,716</td>
<td>$466,092,257.43</td>
<td>108</td>
<td>$7,750,205.90</td>
<td>12,830</td>
</tr>
<tr>
<td>Cameron</td>
<td>1,551</td>
<td>$102,755,560.79</td>
<td>127</td>
<td>$9,805,284.76</td>
<td>1,680</td>
</tr>
<tr>
<td>East Baton Rouge</td>
<td>178</td>
<td>$7,360,381.54</td>
<td>1</td>
<td>$66,481.37</td>
<td>180</td>
</tr>
<tr>
<td>East Feliciana</td>
<td>27</td>
<td>$943,768.11</td>
<td>1</td>
<td>$50,000.00</td>
<td>28</td>
</tr>
<tr>
<td>Evangeline</td>
<td>53</td>
<td>$1,569,626.54</td>
<td></td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>Iberia</td>
<td>1,024</td>
<td>$51,415,319.52</td>
<td>16</td>
<td>$910,434.47</td>
<td>1,041</td>
</tr>
<tr>
<td>Iberville</td>
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### Weekly Situation & Pipeline Report
#### Week 392

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**Weekly Situation & Pipeline Report**  
**Week 392**  
**Dec 27, 2013 – Jan 2, 2014**

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### Zip Code 70654
- Number of Closings: 12
- Dollar Amount: $359,228.51

### Zip Code 70655
- Number of Closings: 148
- Dollar Amount: $5,360,007.86

### Zip Code 70656
- Number of Closings: 12
- Dollar Amount: $644,609.56

### Zip Code 70657
- Number of Closings: 232
- Dollar Amount: $9,024,098.65

### Zip Code 70658
- Number of Closings: 28
- Dollar Amount: $1,183,875.70

### Zip Code 70659
- Number of Closings: 15
- Dollar Amount: $409,994.23

### Zip Code 70660
- Number of Closings: 110
- Dollar Amount: $3,688,886.23

### Zip Code 70661
- Number of Closings: 243
- Dollar Amount: $9,554,680.91

### Zip Code 70662
- Number of Closings: 3
- Dollar Amount: $100,999.77

### Zip Code 70663
- Number of Closings: 1,334
- Dollar Amount: $44,389,044.97

### Zip Code 70664
- Number of Closings: 14
- Dollar Amount: $375,972.92

### Zip Code 70665
- Number of Closings: 588
- Dollar Amount: $21,760,550.46

### Zip Code 70666
- Number of Closings: 1
- Dollar Amount: $79,564.87

### Zip Code 70668
- Number of Closings: 395
- Dollar Amount: $14,707,240.58

### Zip Code 70669
- Number of Closings: 636
- Dollar Amount: $23,316,451.18

### Zip Code 70688
- Number of Closings: 1
- Dollar Amount: $3,067.74

### Zip Code 70699
- Number of Closings: 1
- Dollar Amount: $43,610.00

### Zip Code 70706
- Number of Closings: 14
- Dollar Amount: $554,301.82

### Zip Code 70707
- Number of Closings: 1
- Dollar Amount: $10,888.64

### Zip Code 70711
- Number of Closings: 17
- Dollar Amount: $661,274.56

### Zip Code 70714
- Number of Closings: 17
- Dollar Amount: $628,611.54

### Zip Code 70716
- Number of Closings: 1
- Dollar Amount: $51,452.27

### Zip Code 70717
- Number of Closings: 1
- Dollar Amount: $26,530.00

### Zip Code 70718
- Number of Closings: 3
- Dollar Amount: $201,731.51

### Zip Code 70719
- Number of Closings: 3
- Dollar Amount: $111,358.16

---

### Weekly Situation & Pipeline Report

**Week 392**

**Dec 27, 2013 – Jan 2, 2014**
<table>
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APPENDIX B

Total Number of damaged residences reported by Parish

[Map showing the total number of damaged residences by parish with color coding for different ranges.]
APPENDIX C
Actual use of Funds as of January 2, 2014

Opt1 (Option 1) – Stay and repair/rebuild home; Opt2 (Option 2) – Sell, and stay in Louisiana and Opt3 (Option 3) – Sell, and move out of Louisiana.
## APPENDIX D

### Elevation, ACG, & IMM by Parish

<table>
<thead>
<tr>
<th>Parish</th>
<th>Elev Count</th>
<th>Elev Amount</th>
<th>ACG Count</th>
<th>ACG Amount</th>
<th>IMM Count</th>
<th>IMM Amount</th>
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### Parish Elev Count Elev Amount ACG Count ACG Amount IMM Count IMM Amount
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<th>Parish</th>
<th>Elev Count</th>
<th>Elev Amount</th>
<th>ACG Count</th>
<th>ACG Amount</th>
<th>IMM Count</th>
<th>IMM Amount</th>
</tr>
</thead>
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APPENDIX E

A total of 52% of the 114,723 applicants monitored through this period have been dispositioned Compliant. The Non-Compliant population was 20% of the total.

Table 19: Compliant by Parish

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<th>% No Response</th>
<th>Response</th>
<th>% Response</th>
<th>Compliant</th>
<th>% Compliant</th>
<th>Non-Compliant</th>
<th>% Non-Compliant</th>
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*Note: Files with a final disposition of “Complete” or files “Held for further research”
GLOSSARY

**Total Applications Received** Represents the cumulative number of all applications entered in the system. This number includes applications that are incomplete, test submissions and multiple submissions.

**Total Ineligible** Represents the total number of all applications who do not meet the basic eligibility requirements for the program.

- **Duplicate Application** Represents the total number of all applications identified for being a duplicate application.
- **No First Appointment** Represents the total number of all applications who did not complete an appointment by the December 15, 2007 deadline.
- **Ineligible-FEMA Assessment** Represents the total number of all applications due to FEMA assessment requirement.
- **Sold Home Ineligible/Not Interested** Represents the total number of all applications who did not meet the eligibility requirements of the Sold Home program.

**Total Eligible Population** Equals total applications received minus total ineligible. Represents the population of applicants that are in an eligible program status. Dollar amount represent the cumulative benefits calculated for all eligible applicants.

- **Zero Award** Represents the total number of eligible applications under program guidelines but with grant calculation of zero dollars.
- **Application Withdrawn** Represents the total number of applications closed at the request of the applicant.

**Total Benefits Calculated (Eligible Only)** Represents the total population and benefits calculated for all eligible applicants that have positive calculations amounts and have not withdrawn their applications.

**Total Funding Disbursed** Represents the cumulative number of applicants that have received Funding from the Road Home program. The dollar amount represents the total funds disbursed to date.

- **Option One Closings** Applicants who have received funds under the Option 1 Benefit Selection.
- **Option Two Closings** Applicants who have received funds under the Option 2 Benefit Selection.
- **Option Three Closings** Applicants who have received funds under the Option 3 Benefit Selection.
- **Sold Home Closings** Represents the cumulative number of applicants with funds disbursed where the applicant sold their home prior to August 29, 2007.
- **Elevation Only Closings** Represents the cumulative number of Option 1 applicants that received elevation funding only.
- **Total Closing with Elevation Dollars** Represents the cumulative number of Option 1 applicants that received elevation funding. The dollar amount represents the total elevation dollar elevation dollars disbursed under the program.
**Eligible Applicants Without Funds** Represents the total number of eligible applications that have yet to receive an award.

**Eligibility Documentation Requested** Represents applicants who have not provided necessary documentation to support their program eligibility.

**Unable to Contact** Represents the eligible applicants who are no longer responding to program communications.

**Active Applications** Represents the current total workable inventory of the program.

**Currently Transferred to Title Company**

- **Initial Closing Transfer** Represents the number of files currently transferred for initial closing to closing agents.
- **Additional Disbursements Transfer** Represents the number of files currently transferred for an additional disbursement to the closing agent.

**Pipeline Diagram Terms (Figures 1 and 2):**

**APPLICATIONS & APPOINTMENTS**

- **Total Applications Received** Represents the cumulative number of all applications entered in the system. This number includes applications that are incomplete, test submissions and multiple submissions.
- **Total Ineligible** Represents the total number of all applications who do not meet the basic eligibility requirements for the program.
- **Total Eligible Population** Equals total applications received minus total ineligible. Represents the population of applicants that are in an eligible program status. Dollar amount represent the cumulative benefits calculated for all eligible applicants.

- **Road Home Advisory Services (RHAS) Appointments Held** Represents the cumulative number of all Road Home Advisory Services appointments held.

**CALCULATIONS**

- **Total Eligible Population** Equals total applications received minus total ineligible. Represents the population of applicants that are in an eligible program status. Dollar amount represent the cumulative benefits calculated for all eligible applicants.

**CLOSINGS BY OPTION SELECTION**

- **Option One Closings** Applicants who have received funds under the Option 1 Benefit Selection.
- **Option Two Closings** Applicants who have received funds under the Option 2 Benefit Selection.
- **Option Three Closings** Applicants who have received funds under the Option 3 Benefit Selection.
- **Sold Home Closings** Represents the cumulative number of applicants with funds disbursed where the applicant sold their home prior to August 29, 2007.
CLOSINGS

Currently Transferred to Title Company

Initial Closing Transfer Represents the number of files currently transferred for an initial closing to closing agents.

Additional Disbursements Transfer Represents the number of files currently transferred for an additional disbursement to the closing agent.

Total Funding Disbursed Represents the cumulative number of applicants that have received Funding from the Road Home program. The dollar amount represents the total funds disbursed to date.

AWARD STATISTICS

Average Award Represents the Total Funds Disbursed to Date divided by the cumulative number of applicants that have received funding from the Road Home Program.

Evidence of Occupancy Applicant has provided documentation according to Compliance & Monitoring policy to show that the occupancy requirement has been met.