EXECUTIVE SUMMARY

The Road Home Program is making substantial progress with the third week of operation of the Homeowner Assistance Pilot Program and signing of five initial leases for full-scale operation of the Housing Assistance Centers.

DELIVERABLES

<table>
<thead>
<tr>
<th>Number</th>
<th>Service Area</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00025</td>
<td>Homeowner</td>
<td>Pipeline Report</td>
<td>28 July 06</td>
</tr>
</tbody>
</table>

WEEK 4 METRICS

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Metric</th>
<th>QTY</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeowner Program</td>
<td>Applicant Meetings</td>
<td>112</td>
<td>343</td>
</tr>
<tr>
<td></td>
<td>Appointments Made through 29 July 2006</td>
<td></td>
<td>371</td>
</tr>
<tr>
<td></td>
<td>Average Appointment Time</td>
<td>1 hr 53 min</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Average Document Scan Time</td>
<td>12 min 40 sec</td>
<td>-</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Job Offers Accepted</td>
<td></td>
<td>261</td>
</tr>
<tr>
<td></td>
<td>LA Residents (3 offers to former LA Res)</td>
<td>258</td>
<td>99%</td>
</tr>
</tbody>
</table>

THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

Accomplishments:
- Pilot Center met with 112 applicants during the week, for a total of 343 applicant interviews completed. The total number of appointments scheduled to date is 371
- Guidance was provided on policy issues and details continue to be worked out with compliance, QA, and Fraud Prevention partners
- Times to process applicants and scan documents are decreasing
- Pilot Center Survey responses indicate a positive experience with process and staff

Outstanding Issues:
- Some scheduling software limitations are receiving attention and IT service for processing continues to be refined to meet needs
- The lack of owner verification and title data and lack of access to insurance data inhibit the ability to verify applicants quickly as desired. We will not meet
Weekly Daily Situation Report: Week 4
July 22- July 28

August 4 target goal of 200 families, but hope to submit a list of some families to the State for compensation

**SMALL RENTAL PROGRAM**

**Accomplishments:**
- Worked closely with Program support groups to establish financial and process security and fraud prevention measures
- Completed design for Rental financial packages for the Program
- Job descriptions and organizational charts submitted for center staff
- Completed processes and procedures for Rental Program
- For Inspections, completed the following activities:
  - Products & flow chart approved
  - Software and training set up
  - Set up data flow/needs
  - Draft checklist, specs, costs loaded for pilot

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

**HAZARD MITIGATION GRANT PROGRAM (HMGP)**

**Accomplishments:**
- Accomplishing HMGP integration into The Road Home Program.
- Preliminary Program synthesis is in process.

**Outstanding Issues:**
- None Reported
PROGRAM SUPPORT STATUS

LOGISTICS & FACILITIES

Accomplishments:
- All 10 sites identified for Homeowner Assistance Centers in designated parishes
- Terms received for the Memorandum Of Agreement with site in Terrebonne Parish. Anticipate signing MOA/Lease on that site to be signed this week
- Focus of effort for Jefferson Parish shifted from the former Remington College site in Metairie to the former Xerox office in Kenner. Anticipate a lease on that site to be signed this week
- Focus of effort for Orleans Parish site is the office building directly across from the Superdome. Anticipate a lease on that site to be signed this week

Outstanding Issues:
- Continue to work on negotiation for the former Office Max store as the Baton Rouge site

Table 1. Homeowner Assistance Center Status

<table>
<thead>
<tr>
<th>Location</th>
<th># Staff</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calcasieu</td>
<td>30</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Cameron</td>
<td>4</td>
<td>Site Identified</td>
</tr>
<tr>
<td>Vermillion</td>
<td>4</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Terrebonne</td>
<td>4</td>
<td>In Negotiation</td>
</tr>
<tr>
<td>St. Tammany</td>
<td>30</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Plaquemines</td>
<td>6</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>St. Bernard</td>
<td>30</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Jefferson</td>
<td>32</td>
<td>In Negotiation</td>
</tr>
<tr>
<td>Orleans</td>
<td>90</td>
<td>In Negotiation</td>
</tr>
<tr>
<td>East Baton Rouge</td>
<td>90</td>
<td>In Negotiation</td>
</tr>
</tbody>
</table>

HUMAN RESOURCES

Accomplishments:
- Sustaining a recruiting pipeline and community presence - particularly in Louisiana - using eight different recruiting channels
- The Road Home has partnered with State Department of Labor for job fairs and is included in the State’s rotating cycle of job fairs (appearing every few months).
  - July 11th in Gonzales with LA Works
  - July 17th in Zachery
  - July 26th in Lake Charles with LA Works (aka LA DOL) – covers Cameron and Calcasieu Parishes
  - July 31st in Slidell with LA Works (attracts from St. Bernard and Plaquemines)
Weekly Daily Situation Report: Week 4
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- August 2 in Covington with LA Works (covers St. Tammany, St. Bernard and Plaquemines)
- August 4 at Nunez Community College in St. Bernard and Plaquemines
- August 8 in Slidell for an afternoon job fair with LA Works
- Dates to be confirmed by Wednesday July 25 on the dates for Lafayette in connection with Vermillion
- Bogalusa, Orleans and Jefferson Parish (via the LA DOL) have requested planning sessions with HR Road Home to set up job fairs
  - Employee orientation is scheduled for August 14th in five separate locations – allocated 4 hours

Outstanding Issues:
- Obtaining electronic applicant tracking system for resume management
- Managing expectations of job seekers by stating how many jobs are available through The Road Home Program
- May experience 25% turnover in first 90 days; plan to keep a pipeline of candidates ready to take the jobs

POLICY & PLANNING

Accomplishments:
- Harmonized hard copy and online application form
- Met with Scott Keller at HUD to discuss environment review waiver request
- Began mapping environmental review process with OCD
- Finalized FAQs to be used at Call Centers
- Worked with Homeowner’s program to revise procedures
- Finalized funding assistance calculator and most of its business rules
- Completed slides and exercise for Building Regulations and Financing 101 training module
- Completed CDBG-LIHTC Piggyback Program Design which was posted on the OCD website 7.27
- Completed dialogue with LHFA about CDBG-LIHTC Qualified Application Plan, which is to be posted on LHFA’s website by the end of this week
- Developed slides for presentation to developers at LHFA meeting on the CDBG-LIHTC Piggyback program. Presentation is August 3rd
- Developed model which anticipates program income flows from Piggyback program over a 20 year period
- Developed responses to questions submitted by the State Legislative Auditor on the Piggyback program and provided to Steve Green of OCD on 7.28.
- Incorporated revisions and edits to The Road Home program orientation training module and sent module to the training team
- Answered questions forwarded by the Times Picayune by readers asking about Road Home benefits

Outstanding Issues:
- Need to submit revised Action Plan to HUD for approval
Weekly Daily Situation Report: Week 4  
July 22- July 28

- Need to finalize MOU with mortgage lenders and ensure that Louisiana Banker’s Association is on board
- Need to establish disbursement process for homeowners without mortgages
- Need to draft relocation plan and submit to State
- Need to follow up with NeighborWorks which is developing a consumer guide book for homeowners
- Legal documents are almost final pending minor revisions

**TRAINING**

**Accomplishments:**
- Reviewed training modules received from developers and provided feedback for revisions
- Held meeting with client on external training deliverables on Monday, 7/24; offered to submit a paper on options for outreach, marketing and format for Building Professionals meeting
- Participated in activities to support training for the Call Center – forwarding draft training modules, meeting on FAQs
- Developed metrics matrix for training deliverables
- Conducted meetings to discuss status of training development and reviews, HAC “dress rehearsal” activities, and training plans for after Aug. 21
- Developed draft training materials – presentations with notes, exercises, job aids, and test/knowledge check questions

**Outstanding Issues:**
- Continue to coordinate logistics for HAC employee training sessions
- Continue to line up instructors for training sessions
- Continue to coordinate on training and logistical needs for “dress rehearsal” at HACs

**COMMUNITY OUTREACH**

**Accomplishments**
- Met with the executive director and employees of NDF of New Orleans to discuss potential methods to work with non-profits with the RHP
- Planned, coordinated and conducted a large-scale non-profit stakeholders meeting on Friday, July 28, 2006 at the Baton Rouge Area Foundation. Nearly 60 private and public non-profit agencies were represented. The meeting began at 9:00 am and concluded at 3:30 pm. Overall, the groups were pleased to be invited to learn specific details of the plan. The theme was clearly, “how can groups who have historically provided these services participate in business relationship to assist.” A follow up meeting has been scheduled with OCD to discuss this topic. Follow up discussions are warranted to continue the dialogue which was started on the 28th. A draft of a work plan will be presented to OCD on Thursday, August 3
Weekly Daily Situation Report: Week 4
July 22- July 28

- Made a Road Home presentation in Franklin, LA in St. Mary’s Parish on Tuesday, July 25th - this parish has more than 300 impacted homes and were appreciative of the first hand information

Outstanding Issues:
- None Reported

COMMUNICATIONS

Accomplishments:
- Prepared 80 outreach kits for Community Outreach - Non-Profit stakeholder’s meeting and completed Outreach presentation
- Finalized Home Elevation Fact Sheet
- Revised and finalized the Graphic Standards
- Revised Direct Mail Mock-ups sent by ad agency
- Had a conference call with the Mortgage Bankers Association to discuss media messages and outreach materials
- Revised the Ad copy based on Governor’s Office input and worked with Ad agency to finalize the campaign
- Printed over 250 copies of the Road Home diagram, anti-fraud posters, and The Road Home brochure for distribution

Outstanding Issues:
- None Identified

MIS

Accomplishments:
- Completed Deliverable 00019, Data Sharing Agreements (MOUs)
- Developed integrated spreadsheet for data verification
- Harmonized online and hardcopy homeowner application forms
- Delivered Call Center FAQs to West GIS meetings with OCD, LRA, FEMA, LSU GIS Clearinghouse and LAGIC
- Created maps for OCD based on Registry data
- Completed draft of MIS training

Outstanding Issues:
- Need clarification of FEMA data
- Need insurance data. Plan to send letter to All State and State Farm

FRAUD PREVENTION

Accomplishments:
- Conducting meetings with The Road Home organization and State representatives to refine policies and procedures for fraud prevention integration throughout the program to include training, applicant verification, third party information access, MIS and employee verification processes
- Developed Draft of Standards of Ethical Conduct for The Road Home employees
Weekly Daily Situation Report: Week 4  
July 22- July 28

**Outstanding Issues:**
- Policies and Procedures - Continue to work with communications, HR, and Policies and Procedures teams to insert anti-fraud program elements
- Pilot Program - Waiting on documentation from pilot program to ascertain best process for assessment of completed files

**QUALITY ASSURANCE AND CONTROL**

**Accomplishments:**
- Conducted surveys (questionnaire) of applicants to the Homeowner Pilot Program. Summarized and submitted feedback to affected service areas
- Conducted surveys (phone calls) of applicants to the Homeowner Pilot program to determine quality of home evaluations performed
- Communicated with various service area leaders (Human Resources, Homeowner Program) to ensure quality controls are integrated in the construction of business processes
- Continued developing integrated quality controls into business operations of internal and external processes
- Provided training points document related to quality controls for incorporation into training materials
- Provided draft checklist for Homeowner program to utilize when evaluating the completeness of applicants’ files

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

**COMPLIANCE**

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

**Outstanding Issues:**
- None Identified
LEGAL

Accomplishments:
- Meeting with HUD on compensation vs. construction issues
- Redraft covenants in homeowner documents

Outstanding Issues:
- Finalize action plan on compensation vs. construction loan issues
- Negotiate Phase II of the Road Home contract