The Homeowner Assistance Program
Week 403 Situation & Pipeline Report

March 25, 2014
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EXECUTIVE SUMMARY

- 130,055 homeowners had their benefits calculated, 130,031 (99.98%) have closed on their Road Home grant with disbursements totaling $8,996,131,556. The average award is $69,185;
- 119,310 (92%) of these homeowners have decided to stay and rebuild in Louisiana. Rebuilding resources provided to Option 1 homeowners total $8,079,843,599. The average award is $67,721;
- 66,999 additional disbursements have been closed for a total of $1,272,426,069. The average additional disbursement is $18,992;
- 56,017 (54%) of all Road Home dollars ($4,864,063,561) has been provided to low to moderate income households. The average award is $86,832;
- 46,130 homeowners have received $2,123,224,583 in Additional Compensation Grant (ACG) to supplement their recovery needs;
- 32,419 applicants have received elevation disbursements totaling $943,697,233;
- 30,026 elderly applicants have closed for a total of $2,402,792,078. The average award is $80,024;
- 17,588 disabled (self reporting) applicants have closed for a total of $1,305,579,212. The average award is $74,231;
- BRGA funding has been provided to 484 homeowners receiving $15,978,407;
- IMM funding has been provided to 25,715 homeowners receiving $192,627,448;
- 54% of the 114,723 applicants monitored through this period has been dispositioned Compliant. 33 of the 37 work-in-progress Parishes have greater than 40% compliancy;
- Of the 32,419 applicants receiving elevation disbursements, 9,805 have been dispositioned compliant. 6,259 received supplemental HMGP payments totaling $455,737,459. Moreover, 4,588 of the 6,259 have received their final HMGP payments resulting in completion of their elevation project.
### Table 1: Homeowner Program Snapshot

<table>
<thead>
<tr>
<th>Activity</th>
<th>As of COB</th>
<th>Weekly Activity</th>
<th>As of COB</th>
<th>Total Dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3/14/14</td>
<td>3/20/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Applications Received</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Total Applications Received</strong></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>-1</td>
<td>80,941</td>
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<tr>
<td>Duplicate Application</td>
<td>39,669</td>
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<td>39,669</td>
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</tr>
<tr>
<td>No First Appointment</td>
<td>24,628</td>
<td>0</td>
<td>24,628</td>
<td></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>
<td></td>
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<tr>
<td>Ownership</td>
<td>2,677</td>
<td>0</td>
<td>2,677</td>
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</tr>
<tr>
<td>Occupancy</td>
<td>1,179</td>
<td>0</td>
<td>1,179</td>
<td></td>
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<tr>
<td>Title/Hership Issues</td>
<td>611</td>
<td>-1</td>
<td>610</td>
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</tr>
<tr>
<td>Other</td>
<td>1,978</td>
<td>0</td>
<td>1,978</td>
<td></td>
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<tr>
<td><strong>Eligible Applications</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Eligible Population</td>
<td>148,490</td>
<td>1</td>
<td>148,491</td>
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<tr>
<td>Applications Withdrawed</td>
<td>3,925</td>
<td>1</td>
<td>3,926</td>
<td></td>
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<tr>
<td>Zero Awards</td>
<td>14,508</td>
<td>0</td>
<td>14,508</td>
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<tr>
<td>Adminhold</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td><strong>Eligible for Benefits Calculation</strong></td>
<td>130,055</td>
<td>0</td>
<td>130,055</td>
<td></td>
</tr>
<tr>
<td><strong>Funding Disbursed</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Funding Disbursed</td>
<td>130,031</td>
<td>0</td>
<td>130,031</td>
<td>$8,996,131,556</td>
</tr>
<tr>
<td>Option One Closings</td>
<td>119,310</td>
<td>0</td>
<td>119,310</td>
<td>$8,079,843,599</td>
</tr>
<tr>
<td>Option Two Closings</td>
<td>8,347</td>
<td>0</td>
<td>8,347</td>
<td>$735,998,672</td>
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<tr>
<td>Option Three Closings</td>
<td>2,374</td>
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<td>2,374</td>
<td>$180,289,285</td>
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<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>1,599</td>
<td>0</td>
<td>1,599</td>
<td>$47,400,242</td>
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<tr>
<td><strong>Total Closings with Elevation Dollars</strong></td>
<td>32,420</td>
<td>-1</td>
<td>32,419</td>
<td>$943,697,233</td>
</tr>
<tr>
<td>Affordable Compensation Grants Disbursed</td>
<td>46,130</td>
<td>0</td>
<td>46,130</td>
<td>$2,123,224,583</td>
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<tr>
<td>Individual Mitigation Measures (IMM)</td>
<td>25,715</td>
<td>0</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>$1,763,415</td>
</tr>
<tr>
<td>Active Applications</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>$137,907</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>22</td>
<td>-1</td>
<td>21</td>
<td>$1,625,508</td>
</tr>
<tr>
<td>Additional Disbursement Transfer</td>
<td>68</td>
<td>0</td>
<td>68</td>
<td>$298,775</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>$69,185</td>
</tr>
<tr>
<td>Blighted Reduction Grant Adjustment (BRGA)</td>
<td>484</td>
<td>0</td>
<td>484</td>
<td>$15,978,407</td>
</tr>
</tbody>
</table>
Closing Activity

As of March 20, 2014, a total of 45,922 files have been transferred to closing agents by HGI. The closing team has assisted closing agents in completion of 130,031 closings, of which:

- The average award is $69,185;
- 30,026 Elderly Applicant closings were held for a total of $2,402,792,078 and average award of $80,024;
- 17,588 Disabled Applicant closings were held for a total of $1,305,579,212 and average award of $74,231.

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

<table>
<thead>
<tr>
<th>Race (Self Reported)</th>
<th>Applicants</th>
<th>Closing Options</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 &gt;1%</td>
<td>522 0.40%</td>
<td>$60,562.74</td>
</tr>
<tr>
<td>American Indian/Alaska Native and White</td>
<td>530 &gt;1%</td>
<td>385 0.30%</td>
<td>$60,600.13</td>
</tr>
<tr>
<td>American Indian/Alaskan Native/Black-African American</td>
<td>379 &gt;1%</td>
<td>298 0.23%</td>
<td>$71,916.15</td>
</tr>
<tr>
<td>Asian</td>
<td>2,925 2.00%</td>
<td>2159 1.66%</td>
<td>$64,550.30</td>
</tr>
<tr>
<td>Asian and White</td>
<td>300 &gt;1%</td>
<td>215 0.17%</td>
<td>$68,948.06</td>
</tr>
<tr>
<td>Black/African American</td>
<td>65,833 36.00%</td>
<td>53,470 41.12%</td>
<td>$72,455.04</td>
</tr>
<tr>
<td>Black/African American and White</td>
<td>1,153 1.00%</td>
<td>919 0.71%</td>
<td>$75,478.27</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>183 &gt;1%</td>
<td>134 0.10%</td>
<td>$68,526.16</td>
</tr>
<tr>
<td>Other Multi-Racial</td>
<td>3,419 2.00%</td>
<td>2,588 1.99%</td>
<td>$68,940.36</td>
</tr>
<tr>
<td>White</td>
<td>72,052 39.00%</td>
<td>51,510 39.61%</td>
<td>$63,325.35</td>
</tr>
<tr>
<td>A race was not provided</td>
<td>37,673 20.00%</td>
<td>17,722 13.63%</td>
<td>$77,448.55</td>
</tr>
<tr>
<td>Total</td>
<td>185,113</td>
<td>130,031</td>
<td>$69,184.51</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>25,266</td>
<td>$1,973,353,555.20</td>
<td>84.15%</td>
<td>$78,103.12</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>30,026</td>
<td>$2,402,792,077.75</td>
<td></td>
<td>$80,023.72</td>
</tr>
</tbody>
</table>

### Table 4: Closings by Disabled 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>$1,161,473,766.33</td>
<td>90.89%</td>
<td>$72,655.68</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>$1,305,579,211.63</td>
<td></td>
<td>$74,231.25</td>
</tr>
</tbody>
</table>
Low/Moderate Income Households

- A total of 130,031 applicants had gone to closing and received their Road Home disbursement as of March 20, 2014. Of these applicants, 56,017 (43 percent) were documented as LMI.
- A total of $8,996,131,556.22 in Homeowner Assistance Program awards were disbursed as of March 20, 2014. Of these disbursements, (54 percent) went to applicants documented as LMI.

Table 5: Closings Held Activity including LMI Detail

<table>
<thead>
<tr>
<th>Total Household and Low/Moderate Income (LMI) Detail</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</td>
<td>119,310</td>
<td>8,347</td>
<td>2,374</td>
<td>130,031</td>
</tr>
<tr>
<td>Total $ in Closed Options</td>
<td>$8,079,843,599.27</td>
<td>$735,998,671.90</td>
<td>$180,289,283.05</td>
<td>$8,996,131,556.22</td>
</tr>
<tr>
<td>Comp Grant $ in Closed Options</td>
<td>$5,013,085,833.78</td>
<td>$543,368,023.25</td>
<td>$180,128,435.05</td>
<td>$5,736,582,292.08</td>
</tr>
<tr>
<td>Elev Grant $ in Closed Options</td>
<td>$943,540,252.22</td>
<td>$126,980.45</td>
<td>N/A</td>
<td>$943,697,232.67</td>
</tr>
<tr>
<td>IMM $ in Closed Options</td>
<td>$1,930,590,065.14</td>
<td>$192,503,668.20</td>
<td>N/A</td>
<td>$2,123,224,583.34</td>
</tr>
<tr>
<td>Table 5: Closings Held Activity including LMI Detail</td>
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<td></td>
<td></td>
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</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>50,949</td>
<td>4,081</td>
<td>987</td>
<td>56,017</td>
</tr>
<tr>
<td>Total $ to LMI</td>
<td>$4,380,047,439.39</td>
<td>$499,605,710.10</td>
<td>$74,410,411.92</td>
<td>$4,864,063,561.41</td>
</tr>
<tr>
<td>Comp Grant $ to LMI</td>
<td>$2,017,417,245.40</td>
<td>$226,292,839.60</td>
<td>$74,249,561.92</td>
<td>$2,317,959,646.92</td>
</tr>
<tr>
<td>Elev Grant $ to LMI</td>
<td>$455,396,649.84</td>
<td>$80,460.00</td>
<td>N/A</td>
<td>$455,507,109.84</td>
</tr>
<tr>
<td>IMM $ to LMI</td>
<td>$1,843,894,930.30</td>
<td>$183,232,410.50</td>
<td>N/A</td>
<td>$2,027,238,190.80</td>
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<tr>
<td>Table 6: Additional ACG Dollars</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional ACG Dollars</th>
<th>Count</th>
<th>Additional ACG Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACG &gt; $50,000</td>
<td>13,895</td>
<td>$487,664,992</td>
</tr>
</tbody>
</table>
Elevation Program Activity

As of March 20, 2014, a total of 115,540 elevation letters have been sent to applicants.

- 32,440 applicants are eligible and interested in receiving elevation awards;
- 32,419 applicants have received elevation disbursements totaling $943,697,233 (average elevation award of $29,109);
- 9,805 applicants have been dispositioned compliant;
- 5,093 initial and 25,420 additional disbursements of elevation funds from March 2008 through the present for a total of $891,229,104;
- 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>Elevation Disbursements through Feb 08</th>
<th># of Initial Disbursements</th>
<th># of Additional Disbursements</th>
<th>Total $ Disbursed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevation Disbursements from Mar 08</td>
<td>5,093</td>
<td>25,420</td>
<td>$891,229,104</td>
</tr>
<tr>
<td>Total Elevation Disbursements</td>
<td>6,999</td>
<td>26,185</td>
<td>$943,697,233</td>
</tr>
<tr>
<td>Applications at Title Company</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Pending Transactions</td>
<td>6</td>
<td>0</td>
<td>$180,000</td>
</tr>
</tbody>
</table>
IMM Funding

As of March 20, 2013, letters have been mailed to 39,018 homeowners explaining the IMM Program. Of those, 25,715 (66%) have received disbursements totaling $192,627,448 with another 21 ($0.2 million) in the payment queue.

13,303 (34.1%) homeowners have not been funded:

- 13,282 (99.8%) 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;
- 21 (0.2%) are at the title company.
Individual Mitigation Measure (IMM) Certification

25,712 Certification letters were sent to Individual Mitigation Measure (IMM) applicants, who received disbursements through December, 2013. Of the 18,377 letters returned through March 20, 2014, a total of 17,153 have certified compliant and 1,224 are under review.

<table>
<thead>
<tr>
<th>Certification Status</th>
<th>Applicants</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified</td>
<td>17,153</td>
<td>67%</td>
</tr>
<tr>
<td>Under Review</td>
<td>1,224</td>
<td>5%</td>
</tr>
<tr>
<td>Total No Responders</td>
<td>7,335</td>
<td>29%</td>
</tr>
<tr>
<td>Total Letters Sent</td>
<td>25,712</td>
<td>100%</td>
</tr>
</tbody>
</table>

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>17,153</td>
</tr>
<tr>
<td>Utilized IMM</td>
<td>17,153</td>
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<tr>
<td>Window Protection</td>
<td>12,733</td>
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<tr>
<td>Other Mitigation Activity</td>
<td>12,190</td>
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<tr>
<td>Provided Contractor Name</td>
<td>12,678</td>
</tr>
<tr>
<td>Provided Completion Date</td>
<td>9,043</td>
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</table>
Compliance and Monitoring

A total of 54% of the 114,723 applicants monitored through this period have been dispositioned Compliant. 33 of the 37 work-in-progress Parishes have greater than 40% compliancy.

Please see Appendix E, Compliance by Parish for additional details.
A total of 93.0%\(^1\) of the 107,501 Option 1 applicants have been monitored to date.

### Table 10: Option 1 Evidence of Occupancy

<table>
<thead>
<tr>
<th>Region</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>37,763</td>
<td>93.8%</td>
<td>19,271</td>
<td>2,136</td>
<td>352</td>
</tr>
<tr>
<td>Jefferson</td>
<td>23,984</td>
<td>22,522</td>
<td>93.9%</td>
<td>8,299</td>
<td>832</td>
<td>630</td>
</tr>
<tr>
<td>Calcasieu</td>
<td>11,075</td>
<td>10,703</td>
<td>96.6%</td>
<td>3,497</td>
<td>372</td>
<td>0</td>
</tr>
<tr>
<td>Saint Tammany</td>
<td>10,204</td>
<td>9,688</td>
<td>94.9%</td>
<td>3,252</td>
<td>371</td>
<td>145</td>
</tr>
<tr>
<td>Saint Bernard</td>
<td>6,811</td>
<td>6,200</td>
<td>91.0%</td>
<td>2,558</td>
<td>507</td>
<td>104</td>
</tr>
<tr>
<td>Other</td>
<td>15,176</td>
<td>13,105</td>
<td>86.4%</td>
<td>5,432</td>
<td>1,037</td>
<td>1,034</td>
</tr>
<tr>
<td>Total</td>
<td>107,501</td>
<td>99,981</td>
<td>93.0%</td>
<td>42,309</td>
<td>5,255</td>
<td>2,265</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 March 20, 2014 a total of 32,419 RHEI applicants received elevation disbursements:
- Of the 32,419 RHEI applicants, 28,344 (87%) responded to the Program concerning compliance. 4,075 (13%) have not responded to the Program to date;
- Of the 29,926 monitored 6,104 received HMGP payments totaling $444,318,598;
- Of the 29,926 monitored, 9,805 have been dispositioned compliant.

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

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Total Elevation Feed 4 Disbursed</th>
<th>Net Elevation After Returns/Reallocations/Reclassifications</th>
<th>HMGP Final Payment Count</th>
<th>HMGP Final Payment $</th>
<th>HMGP Non-Final Payment $</th>
<th>HMGP Non-Final Payment Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total RHEI Payments</td>
<td>32,419</td>
<td>$943,697,233</td>
<td>$805,234,908</td>
<td>6,259</td>
<td>$455,737,459</td>
<td>$128,379,177</td>
<td>1,671</td>
</tr>
<tr>
<td>RHEI Not Monitored</td>
<td>2,493</td>
<td>$71,213,773</td>
<td>$35,779,034</td>
<td>155</td>
<td>$114,161,862</td>
<td>1,664,332</td>
<td>83</td>
</tr>
<tr>
<td>RHEI Monitored</td>
<td>29,926</td>
<td>$870,457,460</td>
<td>$869,455,872</td>
<td>6,104</td>
<td>$444,318,598</td>
<td>$126,715,045</td>
<td>1,588</td>
</tr>
<tr>
<td>Compliant with Elev Req’d</td>
<td>9,805</td>
<td>32.8%</td>
<td>$285,272,365</td>
<td>4,666</td>
<td>$355,322,335</td>
<td>$155,173,210</td>
<td>628</td>
</tr>
<tr>
<td>Non-Compliant</td>
<td>13,494</td>
<td>45.1%</td>
<td>$391,222,841</td>
<td>1,081</td>
<td>$68,349,922</td>
<td>$103,347,117</td>
<td>672</td>
</tr>
<tr>
<td>Workable Inventory</td>
<td>6,627</td>
<td>22.1%</td>
<td>$193,962,254</td>
<td>357</td>
<td>$20,646,341</td>
<td>$1,507,119</td>
<td>288</td>
</tr>
</tbody>
</table>

Figure 4: RHEI C&M + RHEI with HMGP Payments
Appeals

As of March 20, 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>Total</td>
<td><strong>17,922</strong></td>
<td><strong>100%</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Figure 5: Status of Appeals

#### 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>Total</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 891 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></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>557</td>
<td>12</td>
<td>2.2%</td>
<td>557</td>
<td></td>
</tr>
<tr>
<td>Compliance Call Center</td>
<td>165</td>
<td>0</td>
<td>0.0%</td>
<td>165</td>
<td></td>
</tr>
<tr>
<td>C&amp;M</td>
<td>2</td>
<td>76</td>
<td></td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>IMM</td>
<td>0</td>
<td>12</td>
<td></td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>C&amp;M Non Responsive</td>
<td></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>10</td>
<td>21</td>
<td>0</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>Record Requests</td>
<td>15</td>
<td>8</td>
<td>0</td>
<td>23</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>0</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Appeals</td>
<td>0</td>
<td>25</td>
<td>0</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>749</td>
<td>142</td>
<td>12</td>
<td>891</td>
<td></td>
</tr>
</tbody>
</table>
Compliance and Monitoring (C&M) Deadline Outreach

There were a total of 4,677 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>3,976</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>01/14/14</td>
<td>Metairie East Bank Regional Library</td>
<td>0</td>
</tr>
<tr>
<td>02/24/14</td>
<td>New Orleans City Hall Committee Hearing</td>
<td>40</td>
</tr>
<tr>
<td>03/06/14</td>
<td>New Orleans City Hall Committee Hearing</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>4,677</strong></td>
</tr>
</tbody>
</table>

Housing Assistance Center Appointment Activity

There were 66 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>14-Feb</th>
<th>21-Feb</th>
<th>28-Feb</th>
<th>7-Mar</th>
<th>14-Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per Week</td>
<td>63</td>
<td>129</td>
<td>56</td>
<td>61</td>
<td>66</td>
</tr>
</tbody>
</table>
Letters Mailed

There were a total of 2,368 letters mailed during the reporting period. From Transition of Contract 4/20/09 forward, 497,234 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>14,478</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>4</td>
<td>92,816</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>1</td>
<td>72,410</td>
</tr>
<tr>
<td>Compliance and Monitoring (C&amp;M) and Individual Mitigation Measures (IMM) Follow-up Letters to non-respondents for additional documents</td>
<td>84</td>
<td>58,345</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>116</td>
<td>21,328</td>
</tr>
<tr>
<td>Individual Mitigation Measures (IMM) - Outreach Letters &amp; Deadline Letters</td>
<td>-</td>
<td>57,644</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>-</td>
<td>11,238</td>
</tr>
<tr>
<td>C&amp;M Deadline Letters</td>
<td>23</td>
<td>55,980</td>
</tr>
<tr>
<td>Compliance Acknowledgement Letter</td>
<td>101</td>
<td>9,918</td>
</tr>
<tr>
<td>Grant Recovery Letters (Initial &amp; 2nd)</td>
<td>2,038</td>
<td>45,352</td>
</tr>
<tr>
<td>Grand Total</td>
<td>2,368</td>
<td>497,234</td>
</tr>
</tbody>
</table>

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>14-Feb</th>
<th>21-Feb</th>
<th>28-Feb</th>
<th>7-Mar</th>
<th>14-Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Verifications Received For Review</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ID Verification Cleared</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AFWA Issues Opened</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

Table 18: Record Requests

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>14-Feb</th>
<th>21-Feb</th>
<th>28-Feb</th>
<th>7-Mar</th>
<th>14-Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subpoenas Received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Subpoenas Resolved</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Public Record Requests Received</td>
<td>26</td>
<td>15</td>
<td>8</td>
<td>13</td>
<td>9</td>
</tr>
<tr>
<td>Public Record Requests Resolved</td>
<td>11</td>
<td>10</td>
<td>10</td>
<td>9</td>
<td>25</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 Amount</th>
<th>Option 2. Sell, but Stay in Louisiana</th>
<th>Option Amount</th>
<th>Option 3. Sell, and Move out of Louisiana</th>
<th>Option Amount</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></td>
<td></td>
<td>291</td>
<td>$11,735,362.08</td>
</tr>
<tr>
<td>Allen</td>
<td>489</td>
<td>$17,509,977.27</td>
<td>11</td>
<td>$781,526.11</td>
<td>1</td>
<td>$15,302.45</td>
<td>501</td>
<td>$18,306,805.83</td>
</tr>
<tr>
<td>Ascension</td>
<td>144</td>
<td>$6,939,617.20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>144</td>
<td>$6,939,617.20</td>
</tr>
<tr>
<td>Assumption</td>
<td>211</td>
<td>$7,503,002.48</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>211</td>
<td>$7,503,002.48</td>
</tr>
<tr>
<td>Beauregard</td>
<td>938</td>
<td>$29,775,273.11</td>
<td>10</td>
<td>$699,394.01</td>
<td></td>
<td></td>
<td>948</td>
<td>$30,474,667.12</td>
</tr>
<tr>
<td>Calcasieu</td>
<td>12,716</td>
<td>$466,083,941.03</td>
<td>108</td>
<td>$7,750,205.90</td>
<td>6</td>
<td>$281,654.70</td>
<td>12,830</td>
<td>$474,115,801.63</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>2</td>
<td>$143,850.00</td>
<td>1,680</td>
<td>$112,704,695.55</td>
</tr>
<tr>
<td>East Baton</td>
<td>178</td>
<td>$7,360,381.54</td>
<td>1</td>
<td>$66,481.37</td>
<td>1</td>
<td>$62,718.03</td>
<td>180</td>
<td>$7,489,580.94</td>
</tr>
<tr>
<td>Rouge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Feliciana</td>
<td>27</td>
<td>$943,768.11</td>
<td>1</td>
<td>$50,000.00</td>
<td></td>
<td></td>
<td>28</td>
<td>$993,768.11</td>
</tr>
<tr>
<td>Evangeline</td>
<td>53</td>
<td>$1,569,626.54</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>53</td>
<td>$1,569,626.54</td>
</tr>
<tr>
<td>Iberia</td>
<td>1,024</td>
<td>$51,422,819.52</td>
<td>16</td>
<td>$910,434.47</td>
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### Parish Option 1. Keep Your Home | Option 2. Sell, but Stay in Louisiana | Option 3. Sell, and Move out of Louisiana | Total | Total Dollars by Parish
---|---|---|---|---
Plaquemines | 2,904 | $182,641,475.36 | 241 | $16,348,187.71 | 3,168 | $200,246,947.24
Pointe Coupee | 14 | $709,703.66 | | | 14 | $709,703.66
Sabine | 30 | $1,141,854.17 | | | 30 | $1,141,854.17
Saint Bernard | 7,888 | $691,569,736.72 | 3,758 | $309,438,211.42 | 12,357 | $1,051,827,139.57
Saint Charles | 985 | $42,719,745.32 | 1 | $141,240.41 | 986 | $42,860,985.73
Saint Helena | 270 | $11,671,633.87 | 2 | $143,031.10 | 272 | $11,814,664.97
Saint James | 367 | $13,289,908.45 | | | 367 | $13,289,908.45
Saint Landry | 160 | $7,670,760.71 | 6 | $540,359.60 | 166 | $8,211,120.31
Saint Martin | 102 | $2,996,506.66 | 3 | $158,095.95 | 105 | $3,154,602.61
Saint Mary | 841 | $35,795,884.24 | 4 | $207,470.66 | 845 | $36,003,354.90
Saint Tammany | 10,954 | $713,885,894.19 | 144 | $13,826,335.11 | 11,130 | $730,084,243.95
St John The Baptist | 1,225 | $35,909,986.69 | | | 1,225 | $35,909,986.69
Tangipahoa | 1,506 | $66,217,751.43 | 6 | $419,788.82 | 1,513 | $66,679,116.96
Terrebonne | 2,474 | $132,760,552.30 | 50 | $3,494,712.41 | 2,525 | $136,296,335.84
Vermilion | 1,617 | $97,401,098.21 | 50 | $3,450,006.10 | 1,670 | $100,851,237.66
Vernon | 142 | $4,132,406.24 | 2 | $152,624.24 | 144 | $4,285,030.48
Washington | 1,325 | $42,498,341.93 | 13 | $732,001.25 | 1,339 | $43,249,348.82
West Baton Rouge | 13 | $713,734.22 | | | 13 | $713,734.22
West Feliciana | 4 | $236,134.76 | | | 4 | $236,134.76
**Total** | **119,310** | **$8,079,843,599.27** | **8,347** | **$735,998,671.90** | **2,374** | **$180,289,285.05** | **130,031** | **$8,996,131,556.22**
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### Weekly Situation & Pipeline Report
#### Week 403
**Mar 14, 2014 – Mar 20, 2014**

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### Weekly Situation & Pipeline Report
#### Week 403
**Mar 14, 2014 – Mar 20, 2014**

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APPENDIX B
Total Number of damaged residences reported by Parish
APPENDIX C
Actual use of Funds as of March 6, 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**

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## Weekly Situation & Pipeline Report
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**Mar 14, 2014 – Mar 20, 2014**

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<tr>
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<td>2</td>
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<td>$7,500.00</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>32,419</strong></td>
<td><strong>$943,697,232.67</strong></td>
<td><strong>46,130</strong></td>
<td><strong>$2,123,224,583.34</strong></td>
<td><strong>25,715</strong></td>
<td><strong>$192,627,448.13</strong></td>
</tr>
</tbody>
</table>
APPENDIX E

A total of 54% of the 114,723 applicants monitored through this period have been dispositioned Compliant. The Non-Compliant population was 26% of the total.

Table 19: Compliant by Parish

<table>
<thead>
<tr>
<th>Parish</th>
<th>Total</th>
<th>Compliant</th>
<th>Compliant %</th>
<th>Occupancy Established</th>
<th>Comp+Occ Established Subtotal</th>
<th>Comp+Occ Established %</th>
<th>Non-Compliant</th>
<th>Non-Compliant %</th>
<th>Workable Inventory</th>
<th>Workable Inventory %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acadia</td>
<td>227</td>
<td>105</td>
<td>46.3%</td>
<td>30</td>
<td>135</td>
<td>59.5%</td>
<td>70</td>
<td>30.8%</td>
<td>22</td>
<td>9.7%</td>
</tr>
<tr>
<td>Allen</td>
<td>410</td>
<td>236</td>
<td>57.6%</td>
<td>47</td>
<td>283</td>
<td>69.0%</td>
<td>102</td>
<td>24.9%</td>
<td>25</td>
<td>6.1%</td>
</tr>
<tr>
<td>Ascension</td>
<td>104</td>
<td>54</td>
<td>51.9%</td>
<td>13</td>
<td>67</td>
<td>64.4%</td>
<td>29</td>
<td>27.9%</td>
<td>8</td>
<td>7.7%</td>
</tr>
<tr>
<td>Assumption</td>
<td>112</td>
<td>57</td>
<td>50.9%</td>
<td>19</td>
<td>76</td>
<td>67.9%</td>
<td>28</td>
<td>25.0%</td>
<td>8</td>
<td>7.1%</td>
</tr>
<tr>
<td>Beauregard</td>
<td>743</td>
<td>456</td>
<td>61.4%</td>
<td>91</td>
<td>547</td>
<td>73.6%</td>
<td>168</td>
<td>22.6%</td>
<td>28</td>
<td>3.8%</td>
</tr>
<tr>
<td>Calcasieu</td>
<td>10,953</td>
<td>7,250</td>
<td>66.2%</td>
<td>862</td>
<td>8,112</td>
<td>74.1%</td>
<td>2,349</td>
<td>21.4%</td>
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<td>4.5%</td>
</tr>
<tr>
<td>Cameron</td>
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<td>614</td>
<td>49.0%</td>
<td>95</td>
<td>709</td>
<td>56.6%</td>
<td>402</td>
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<td>11.3%</td>
</tr>
<tr>
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<td>159</td>
<td>89</td>
<td>56.0%</td>
<td>11</td>
<td>100</td>
<td>62.9%</td>
<td>44</td>
<td>27.7%</td>
<td>15</td>
<td>9.4%</td>
</tr>
<tr>
<td>East Feliciana</td>
<td>18</td>
<td>10</td>
<td>55.6%</td>
<td>4</td>
<td>14</td>
<td>77.8%</td>
<td>4</td>
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<tr>
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<td>41.5%</td>
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<td>15</td>
<td>36.6%</td>
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</tr>
<tr>
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<td>437</td>
<td>59.0%</td>
<td>81</td>
<td>518</td>
<td>69.9%</td>
<td>177</td>
<td>23.9%</td>
<td>46</td>
<td>6.2%</td>
</tr>
<tr>
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<td>30</td>
<td>10</td>
<td>33.3%</td>
<td>9</td>
<td>19</td>
<td>63.3%</td>
<td>8</td>
<td>26.7%</td>
<td>3</td>
<td>10.0%</td>
</tr>
<tr>
<td>Jefferson</td>
<td>23,412</td>
<td>14,287</td>
<td>61.0%</td>
<td>1,232</td>
<td>15,519</td>
<td>66.3%</td>
<td>5,816</td>
<td>24.8%</td>
<td>2,077</td>
<td>8.9%</td>
</tr>
<tr>
<td>Jefferson Davis</td>
<td>725</td>
<td>443</td>
<td>61.1%</td>
<td>75</td>
<td>518</td>
<td>71.4%</td>
<td>170</td>
<td>23.4%</td>
<td>37</td>
<td>5.1%</td>
</tr>
<tr>
<td>Lafayette</td>
<td>70</td>
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<td>5</td>
<td>47</td>
<td>67.1%</td>
<td>16</td>
<td>22.9%</td>
<td>7</td>
<td>10.0%</td>
</tr>
<tr>
<td>Lafourche</td>
<td>538</td>
<td>224</td>
<td>41.6%</td>
<td>73</td>
<td>297</td>
<td>55.2%</td>
<td>163</td>
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<td>78</td>
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</tr>
<tr>
<td>Livingston</td>
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<td>41.0%</td>
<td>17</td>
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<td>54.9%</td>
<td>46</td>
<td>37.7%</td>
<td>9</td>
<td>7.4%</td>
</tr>
<tr>
<td>Orleans</td>
<td>41,779</td>
<td>20,088</td>
<td>48.1%</td>
<td>3,178</td>
<td>23,266</td>
<td>55.7%</td>
<td>12,994</td>
<td>31.1%</td>
<td>5,519</td>
<td>13.2%</td>
</tr>
</tbody>
</table>
### Weekly Situation & Pipeline Report
**Week 403**
**Mar 14, 2014 – Mar 20, 2014**

<table>
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<tr>
<th>Parish</th>
<th>Total</th>
<th>Compliant</th>
<th>Compliant %</th>
<th>Occupancy Established</th>
<th>Comp+Occ Established Subtotal</th>
<th>Comp+Occ Compliant Subtotal %</th>
<th>Non-Compliant</th>
<th>Non-Compliant %</th>
<th>Workable Inventory</th>
<th>Workable Inventory %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plaquemines</td>
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<td>39.8%</td>
<td>188</td>
<td>941</td>
<td>49.8%</td>
<td>649</td>
<td>34.3%</td>
<td>301</td>
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</tr>
<tr>
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<td>7</td>
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<td>36.4%</td>
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<td>0.0%</td>
</tr>
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<td>4</td>
<td>14</td>
<td>70.0%</td>
<td>5</td>
<td>25.0%</td>
<td>1</td>
<td>5.0%</td>
</tr>
<tr>
<td>Saint Bernard</td>
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<td>2,234</td>
<td>23.5%</td>
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<td>58</td>
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<td>20.8%</td>
<td>14</td>
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<tr>
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<td>28</td>
<td>166</td>
<td>74.8%</td>
<td>43</td>
<td>19.4%</td>
<td>13</td>
<td>5.9%</td>
</tr>
<tr>
<td>Saint Landry</td>
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<td>14</td>
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<td>34</td>
<td>24.8%</td>
<td>16</td>
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<tr>
<td>Saint Martin</td>
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<td>65.2%</td>
<td>19</td>
<td>27.5%</td>
<td>5</td>
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<tr>
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<td>168</td>
<td>39.6%</td>
<td>66</td>
<td>15.6%</td>
</tr>
<tr>
<td>Saint Tammany</td>
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<td>2,231</td>
<td>22.2%</td>
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<td>6.0%</td>
</tr>
<tr>
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<td>4.9%</td>
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<tr>
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<td>62.2%</td>
<td>262</td>
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<td>72</td>
<td>8.2%</td>
</tr>
<tr>
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<td>582</td>
<td>32.2%</td>
<td>240</td>
<td>13.3%</td>
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<tr>
<td>Vermilion</td>
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<td>91</td>
<td>970</td>
<td>70.2%</td>
<td>301</td>
<td>21.8%</td>
<td>111</td>
<td>8.0%</td>
</tr>
<tr>
<td>Vernon</td>
<td>120</td>
<td>70</td>
<td>58.3%</td>
<td>9</td>
<td>79</td>
<td>65.8%</td>
<td>35</td>
<td>29.2%</td>
<td>6</td>
<td>5.0%</td>
</tr>
<tr>
<td>Washington</td>
<td>1,091</td>
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<td>60.3%</td>
<td>157</td>
<td>815</td>
<td>74.7%</td>
<td>230</td>
<td>21.1%</td>
<td>46</td>
<td>4.2%</td>
</tr>
<tr>
<td>West Baton Rouge</td>
<td>10</td>
<td>6</td>
<td>60.0%</td>
<td>0</td>
<td>6</td>
<td>60.0%</td>
<td>3</td>
<td>30.0%</td>
<td>1</td>
<td>10.0%</td>
</tr>
<tr>
<td>West Feliciana</td>
<td>4</td>
<td>3</td>
<td>75.0%</td>
<td>0</td>
<td>3</td>
<td>75.0%</td>
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<td>0.0%</td>
<td>1</td>
<td>25.0%</td>
</tr>
<tr>
<td><em>C&amp;M Not Required To Date</em></td>
<td>3,702</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>114,723</td>
<td>61,959</td>
<td>54.0%</td>
<td>8,281</td>
<td>70,240</td>
<td>61.2%</td>
<td>29,918</td>
<td>26.1%</td>
<td>10,863</td>
<td>9.5%</td>
</tr>
</tbody>
</table>

*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.