The Homeowner Assistance Program
Week 431 Situation & Pipeline Report

October 7, 2014
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EXECUTIVE SUMMARY

- 130,051 homeowners had their benefits calculated, 130,034 (99.99%) have closed on their Road Home grant with disbursements totaling $8,996,825,149. The average award is $69,188.
- 119,284 (92%) of these homeowners have decided to stay and rebuild in Louisiana. Rebuilding resources provided to Option 1 homeowners total $8,078,533,649. The average award is $67,725.
- 67,030 additional disbursements have been closed for a total of $1,273,015,062. The average additional disbursement is $18,992.
- 54% of all Road Home dollars ($4,864,795,942) has been provided to 56,022 low to moderate income households. The average award is $86,837.
- 46,131 homeowners have received $2,123,764,109 in Additional Compensation Grant (ACG) to supplement their recovery needs.
- 30,029 elderly applicants have closed for a total of $2,403,039,509. The average award is $80,024.
- 17,590 disabled (self-reporting) applicants have closed for a total of $1,305,805,058. The average award is $74,236.
- BRGA funding has been provided to 485 homeowners receiving $16,019,637.
- IMM funding has been provided to 25,720 homeowners receiving $192,664,948.
- 57% of the 116,541 applicants monitored through this period has been dispositioned Compliant. 34 of the 37 work-in-progress Parishes have greater than 40% compliancy.
- Of the 32,411 applicants receiving $943,485,743 elevation disbursements, 11,410 have been dispositioned compliant. 6,664 received supplemental HMGP payments totaling $472,485,109. Moreover, 5,179 of the 6,664 have received their final HMGP payments resulting in completion of their elevation project.
<table>
<thead>
<tr>
<th>Activity</th>
<th>As of COB 9/26/14</th>
<th>Weekly Activity</th>
<th>As of COB 10/2/14</th>
<th>Total Dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Applications Received</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<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>
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<tr>
<td>Total Ineligible</td>
<td>80,939</td>
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<tr>
<td>Duplicate Application</td>
<td>39,669</td>
<td>0</td>
<td>39,669</td>
<td></td>
</tr>
<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>
<td></td>
</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>2,674</td>
<td>0</td>
<td>2,674</td>
<td></td>
</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/Heirship Issues</td>
<td>611</td>
<td>0</td>
<td>611</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>148,493</td>
<td>0</td>
<td>148,493</td>
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<tr>
<td>Applications Withdrawed</td>
<td>3,934</td>
<td>-1</td>
<td>3,933</td>
<td></td>
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<tr>
<td>Zero Awards</td>
<td>14,507</td>
<td>0</td>
<td>14,507</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>130,050</td>
<td>1</td>
<td>130,051</td>
<td></td>
</tr>
<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>130,034</td>
<td>0</td>
<td>130,034</td>
<td>8,996,825,149</td>
</tr>
<tr>
<td>Option One Closings</td>
<td>119,284</td>
<td>0</td>
<td>119,284</td>
<td>8,078,533,649</td>
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<tr>
<td>Option Two Closings</td>
<td>8,373</td>
<td>0</td>
<td>8,373</td>
<td>737,838,597</td>
</tr>
<tr>
<td>Option Three Closings</td>
<td>2,377</td>
<td>0</td>
<td>2,377</td>
<td>180,452,903</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>1,598</td>
<td>0</td>
<td>1,598</td>
<td>47,370,242</td>
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<tr>
<td>Total Closings with Elevation Dollars</td>
<td>32,411</td>
<td>0</td>
<td>32,411</td>
<td>943,485,743</td>
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<tr>
<td>Affordable Compensation Grants Disbursed</td>
<td>46,131</td>
<td>0</td>
<td>46,131</td>
<td>2,123,764,109</td>
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<tr>
<td>Blighted Reduction Grant Adjustment (BRGA)</td>
<td>485</td>
<td>0</td>
<td>485</td>
<td>16,019,637</td>
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<tr>
<td>Individual Mitigation Measures (IMM)</td>
<td>25,720</td>
<td>0</td>
<td>25,720</td>
<td>192,664,948</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>16</td>
<td>2</td>
<td>18</td>
<td>1,339,118</td>
</tr>
<tr>
<td>Active Applications</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td>366,588</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>11</td>
<td>1</td>
<td>12</td>
<td>972,530</td>
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<tr>
<td>Additional Disbursement Transfer</td>
<td>95</td>
<td>66</td>
<td>161</td>
<td>200,968</td>
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<tr>
<td><strong>Award Statistics</strong></td>
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<td></td>
<td></td>
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<tr>
<td>Average Award</td>
<td></td>
<td></td>
<td></td>
<td>69,188</td>
</tr>
</tbody>
</table>
Closing Activity

As of October 2, 2014, a total of 46,057 files have been transferred to closing agents by HGI. The closing team has assisted closing agents in completion of 130,034 closings, of which:

- The average award is $69,188.
- 30,029 Elderly Applicant closings were held for a total of $2,403,039,509 and average award of $80,024.
- 17,590 Disabled Applicant closings were held for a total of $1,305,805,058 and average award of $74,236.

Table 2: Applicants and Closings Held By Race/Ethnicity

<table>
<thead>
<tr>
<th>Race (Self Reported)</th>
<th>Applicants</th>
<th>Closings Held</th>
<th>Average Award Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian/Alaska Native</td>
<td>666</td>
<td>522</td>
<td>$60,562.74</td>
</tr>
<tr>
<td>American Indian/Alaska Native and White</td>
<td>530</td>
<td>385</td>
<td>$60,600.13</td>
</tr>
<tr>
<td>American Indian/Alaskan Native/Black-African American</td>
<td>379</td>
<td>298</td>
<td>$71,916.15</td>
</tr>
<tr>
<td>Asian</td>
<td>2,925</td>
<td>2,159</td>
<td>$64,550.30</td>
</tr>
<tr>
<td>Asian and White</td>
<td>300</td>
<td>215</td>
<td>$68,948.06</td>
</tr>
<tr>
<td>Black/African American</td>
<td>65,833</td>
<td>53,470</td>
<td>$72,461.90</td>
</tr>
<tr>
<td>Black/African American and White</td>
<td>1,153</td>
<td>919</td>
<td>$75,478.27</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>183</td>
<td>133</td>
<td>$68,526.16</td>
</tr>
<tr>
<td>Other Multi-Racial</td>
<td>3,419</td>
<td>2,588</td>
<td>$68,940.36</td>
</tr>
<tr>
<td>White</td>
<td>72,052</td>
<td>51,510</td>
<td>$63,326.84</td>
</tr>
<tr>
<td>A race was not provided</td>
<td>37,673</td>
<td>17,722</td>
<td>$77,462.67</td>
</tr>
<tr>
<td>Total</td>
<td>185,113</td>
<td>130,034</td>
<td>$69,188.25</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>25,255</td>
<td>$1,972,565,707.10</td>
<td>84.10%</td>
<td>$78,105.95</td>
</tr>
<tr>
<td>2</td>
<td>2,744</td>
<td>$269,126,373.94</td>
<td>9.14%</td>
<td>$98,078.12</td>
</tr>
<tr>
<td>3</td>
<td>2,030</td>
<td>$161,347,427.48</td>
<td>6.76%</td>
<td>$79,481.49</td>
</tr>
<tr>
<td>Total</td>
<td>30,029</td>
<td>$2,403,039,508.52</td>
<td></td>
<td>$80,023.96</td>
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</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>15,980</td>
<td>$1,161,179,834.01</td>
<td>90.85%</td>
<td>$72,664.57</td>
</tr>
<tr>
<td>2</td>
<td>1,153</td>
<td>$108,687,776.39</td>
<td>6.55%</td>
<td>$94,265.20</td>
</tr>
<tr>
<td>3</td>
<td>457</td>
<td>$35,937,447.13</td>
<td>2.60%</td>
<td>$78,637.74</td>
</tr>
<tr>
<td>Total</td>
<td>17,590</td>
<td>$1,305,805,057.53</td>
<td></td>
<td>$74,235.65</td>
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</tbody>
</table>
Low/Moderate Income Households

- A total of 130,034 applicants had gone to closing and received their Road Home disbursement as of October 2, 2014. Of these applicants, 56,022 (43%) were documented as LMI.
- A total of $8,996,825,149.06 in Homeowner Assistance Program awards were disbursed as of October 2, 2014. Of these disbursements, $4,864,795,942.31 (54%) went to applicants documented as LMI.

Table 5: Closings Held Activity including LMI Detail

<table>
<thead>
<tr>
<th></th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Closed Options</td>
<td>119,284</td>
<td>8,373</td>
<td>2,377</td>
<td>130,034</td>
</tr>
<tr>
<td>Total $ in Closed Options</td>
<td>$8,078,533,648.86</td>
<td>$737,838,597.45</td>
<td>$180,452,902.75</td>
<td>$8,996,825,149.06</td>
</tr>
<tr>
<td>Comp Grant $ in Closed Options</td>
<td>$5,011,660,301.45</td>
<td>$544,957,994.65</td>
<td>$180,292,052.75</td>
<td>$5,736,910,348.85</td>
</tr>
<tr>
<td>Elev Grant $ in Closed Options</td>
<td>$943,328,762.22</td>
<td>$126,980.45</td>
<td>N/A</td>
<td>$943,458,742.67</td>
</tr>
<tr>
<td>ACG $ in Closed Options</td>
<td>$1,930,879,637.06</td>
<td>$192,753,622.35</td>
<td>N/A</td>
<td>$2,123,633,259.41</td>
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<tr>
<td>IMM $ in Closed Options</td>
<td>$192,664,948.13</td>
<td>N/A</td>
<td>N/A</td>
<td>$192,664,948.13</td>
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</table>

LMI Closed Options

<table>
<thead>
<tr>
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<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>50,945</td>
<td>4,089</td>
<td>988</td>
<td>56,022</td>
</tr>
<tr>
<td>Total $ to LMI</td>
<td>$4,380,108,946.14</td>
<td>$410,196,616.55</td>
<td>$74,490,379.62</td>
<td>$4,864,795,942.31</td>
</tr>
<tr>
<td>Comp Grant $ to LMI</td>
<td>$2,017,252,989.83</td>
<td>$226,683,791.90</td>
<td>$74,329,529.62</td>
<td>$2,318,265,311.35</td>
</tr>
<tr>
<td>Elev Grant $ to LMI</td>
<td>$455,149,859.84</td>
<td>$80,460.00</td>
<td>$30,000.00</td>
<td>$455,260,319.84</td>
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<tr>
<td>ACG $ to LMI</td>
<td>$1,844,352,482.62</td>
<td>$183,432,364.65</td>
<td>N/A</td>
<td>$2,027,951,697.27</td>
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<tr>
<td>Total IMM $</td>
<td>$63,353,613.85</td>
<td>$0.00</td>
<td>N/A</td>
<td>$63,353,613.85</td>
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</table>

LMI Closed Option Percentages

<table>
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<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>
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</thead>
<tbody>
<tr>
<td></td>
<td>13,904</td>
<td>$488,055,694</td>
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</table>
Individual Mitigation Measure (IMM) Funding

As of October 2, 2014, 39,018 homeowners received letters explaining the IMM Program.
- Of the 39,018 homeowners, 25,720 (66%) have received disbursements totaling $192,664,948.
- Of the 39,018 homeowners, 13,298 (34%) homeowners have not been funded
  - 13,295 of the 13,298 homeowners have been determined to be ineligible or have declined funding.
  - 3 of the 13,298 are at the title company.

Individual Mitigation Measure (IMM) Certification

25,719 Certification letters were sent to homeowners who received disbursements through July, 2014.
- Of the 25,719 homeowners, 20,528 have returned letters through October 2, 2014.
- Of the 20,528 letters returned
  - A total of 19,592 have been certified compliant.
  - 936 are under review.

<table>
<thead>
<tr>
<th>Certification Status</th>
<th>Applicants</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified</td>
<td>19,592</td>
<td>76%</td>
</tr>
<tr>
<td>Under Review</td>
<td>936</td>
<td>4%</td>
</tr>
<tr>
<td>Total No Responders</td>
<td>5,191</td>
<td>20%</td>
</tr>
<tr>
<td>Total Letters Sent</td>
<td>25,719</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 7: IMM Certification Status

Table 8: Total Certification Population

<table>
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<tr>
<th>Total Certified Population</th>
<th>Applicants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Files</td>
<td>19,592</td>
</tr>
<tr>
<td>Utilized IMM</td>
<td>19,592</td>
</tr>
<tr>
<td>Window Protection</td>
<td>14,319</td>
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<tr>
<td>Other Mitigation Activity</td>
<td>14,124</td>
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<tr>
<td>Provided Contractor Name</td>
<td>14,181</td>
</tr>
<tr>
<td>Provided Completion Date</td>
<td>9,881</td>
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Compliance and Monitoring

A total of 57% of the 116,541 applicants monitored through this period have been dispositioned Compliant. 34 of the 37 work-in-progress Parishes have greater than 40% compliancy.

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

Figure 1: Compliance by Parish
A total of 93.3%\(^1\) of the 106,976 Option 1 applicants have been monitored to date.

**Table 9: 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>39,910</td>
<td>35,826</td>
<td>89.8%</td>
<td>15,908</td>
<td>3,829</td>
<td>255</td>
</tr>
<tr>
<td>Jefferson</td>
<td>24,056</td>
<td>23,448</td>
<td>97.5%</td>
<td>8,307</td>
<td>382</td>
<td>226</td>
</tr>
<tr>
<td>Calcasieu</td>
<td>11,056</td>
<td>10,732</td>
<td>97.1%</td>
<td>3,102</td>
<td>284</td>
<td>40</td>
</tr>
<tr>
<td>Saint Tammany</td>
<td>10,164</td>
<td>9,801</td>
<td>96.4%</td>
<td>2,966</td>
<td>310</td>
<td>53</td>
</tr>
<tr>
<td>Saint Bernard</td>
<td>6,674</td>
<td>6,097</td>
<td>91.4%</td>
<td>2,178</td>
<td>526</td>
<td>51</td>
</tr>
<tr>
<td>Other</td>
<td>15,116</td>
<td>13,943</td>
<td>92.2%</td>
<td>5,713</td>
<td>730</td>
<td>443</td>
</tr>
<tr>
<td></td>
<td>106,976</td>
<td>99,847</td>
<td>93.3%</td>
<td>38,174</td>
<td>6,061</td>
<td>1,068</td>
</tr>
</tbody>
</table>

**Figure 2: 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 October 2, 2014, there were 32,411 RHEI applicants that received elevation disbursements totaling $943,485,743:

- Of the 32,411 RHEI applicants, 29,950 (92%) responded to the Program concerning compliance. 2,461 (8%) have not responded to the Program to date.
- Of the 29,359 monitored 6,444 received HMGP payments totaling $458,745,518.
- Of the 29,359 monitored, 11,410 have been dispositioned compliant.
- 2 elevation requests totaling $60,000 are at the title company.

Table 10: Total RHEI C&M + RHEI with HMGP Payments

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Total Elevation Fed 4 Disbursed</th>
<th>Net Elevation After Returns/Reallocations/Reclassifications</th>
<th>HMGP Payment Count</th>
<th>Total HMGP $</th>
<th>HMGP Final Payment Count</th>
<th>HMGP Final Payment $</th>
<th>HMGP Non-Final Payment Count</th>
<th>HMGP Non-Final Payment $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total RHEI Payments</td>
<td>32,411</td>
<td>$943,485,743</td>
<td>$882,979,554</td>
<td>6,664</td>
<td>$472,485,109</td>
<td>5,179</td>
<td>$139,254,724</td>
<td>1,485</td>
<td>$333,230,385</td>
</tr>
<tr>
<td>RHEI Not Monitored</td>
<td>3,052</td>
<td>$89,777,582</td>
<td>$30,817,589</td>
<td>220</td>
<td>$13,739,991</td>
<td>96</td>
<td>$2,198,982</td>
<td>124</td>
<td>$11,540,609</td>
</tr>
<tr>
<td>RHEI Monitored</td>
<td>29,359</td>
<td>$853,708,160</td>
<td>$852,161,965</td>
<td>6,444</td>
<td>$458,745,518</td>
<td>5,083</td>
<td>$137,055,742</td>
<td>1,361</td>
<td>$321,689,776</td>
</tr>
<tr>
<td>Compliant with Elev Req’d</td>
<td>11,410</td>
<td>38.9%</td>
<td>$331,525,432</td>
<td>5,647</td>
<td>$135,277,692</td>
<td>53</td>
<td>$1,495,119</td>
<td>698</td>
<td>$17,755,760</td>
</tr>
<tr>
<td>Non-Compliant</td>
<td>16,945</td>
<td>57.7%</td>
<td>$492,711,667</td>
<td>751</td>
<td>$192,930,880</td>
<td>53</td>
<td>$1,495,119</td>
<td>698</td>
<td>$17,755,760</td>
</tr>
<tr>
<td>Workable Inventory</td>
<td>1,004</td>
<td>3.4%</td>
<td>$29,471,061</td>
<td>46</td>
<td>$2,026,617</td>
<td>14</td>
<td>$282,930</td>
<td>32</td>
<td>$1,743,687</td>
</tr>
</tbody>
</table>

Figure 3: RHEI C&M + RHEI with HMGP Payments

Workable Inventory
1,004
$29,471,061

Non-Compliant
16,945
$492,711,667

Compliant with Elev Req’d
11,410
$331,525,432
Appeals

As of October 2, 2014, 17,922 cases have been processed through the Appeals department, 17,922 have been resolved, and 0 are active. Table 11: Status of Appeals shows the status of these cases.

Table 11: 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>17,922</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 4: Status of Appeals

Table 12: Status of State Panel Review Appeals

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>PRIOR</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>3,791</td>
<td>369</td>
<td>63</td>
<td>12</td>
<td>2</td>
<td>0</td>
<td>4,237</td>
</tr>
</tbody>
</table>
Incoming and Outgoing Calls

There were a total 402 incoming and outgoing calls made for this reporting period due to mail out of compliance and monitoring deadline letters.

Table 13: Incoming and Outgoing Calls

<table>
<thead>
<tr>
<th>9/26/2014 - 10/2/2014</th>
<th>In-Come</th>
<th>Out-Going</th>
<th>Abandoned</th>
<th>Abandon %</th>
<th>Total Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Center</td>
<td>320</td>
<td>11</td>
<td></td>
<td>3.4%</td>
<td>320</td>
</tr>
<tr>
<td>Compliance Call Center</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>C&amp;M</td>
<td>0</td>
<td>19</td>
<td>0</td>
<td>0%</td>
<td>19</td>
</tr>
<tr>
<td>IMM</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>C&amp;M Non Responsive</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>LLS</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>AFWA</td>
<td>13</td>
<td>18</td>
<td>0</td>
<td></td>
<td>31</td>
</tr>
<tr>
<td>Record Requests</td>
<td>11</td>
<td>8</td>
<td>0</td>
<td></td>
<td>19</td>
</tr>
<tr>
<td>Subrogation</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>E&amp;BD</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Appeals</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>349</strong></td>
<td><strong>53</strong></td>
<td><strong>11</strong></td>
<td><strong>3.4%</strong></td>
<td><strong>402</strong></td>
</tr>
</tbody>
</table>
Compliance and Monitoring (C&M) Deadline Outreach

There were a total of 5,603 Compliance and Monitoring outreach appointments held to date.

Table 14: 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>4,821</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>04/28/14</td>
<td>New Orleans HMGP Outreach</td>
<td>9</td>
</tr>
<tr>
<td>07/14/14</td>
<td>Lake Charles Lake Charles Event</td>
<td>41</td>
</tr>
<tr>
<td>07/16/14</td>
<td>New Orleans City Hall Committee Hearing</td>
<td>20</td>
</tr>
<tr>
<td>07/21/14</td>
<td>New Orleans City Hall Committee Hearing</td>
<td>4</td>
</tr>
<tr>
<td>08/25/14</td>
<td>New Orleans City Hall Committee Hearing</td>
<td>4</td>
</tr>
<tr>
<td>09/23/14</td>
<td>Bell Chase Town Hall Meeting (Outreach)</td>
<td>3</td>
</tr>
<tr>
<td>09/24/14</td>
<td>Sulphur Town Hall Meeting (Outreach)</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>5,603</td>
</tr>
</tbody>
</table>

Housing Assistance Center Appointment Activity

There were 8 RHAS appointments held at the Baton Rouge and New Orleans Housing Assistance Centers during the reporting period.

Figure 5: Housing Assistance Center Appointments by Week
Letters Mailed

There were a total of 1,096 letters mailed during the reporting period. From Transition of Contract 4/20/09 forward, 537,365 letters have been mailed.

Table 15: 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></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>1</td>
<td>93,979</td>
</tr>
<tr>
<td>Individual Mitigation Measures (IMM)</td>
<td></td>
<td>37,581</td>
</tr>
<tr>
<td>Compliance and Monitoring (C&amp;M) and Individual Mitigation Measures (IMM) Second letters to non-respondents</td>
<td>259</td>
<td>73,648</td>
</tr>
<tr>
<td>Compliance and Monitoring (C&amp;M) and Individual Mitigation Measures (IMM) Follow-up Letters to respondents for additional documents</td>
<td>39</td>
<td>61,346</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>16</td>
<td>26,770</td>
</tr>
<tr>
<td>Individual Mitigation Measures (IMM) - Outreach Letters &amp; Deadline Letters</td>
<td></td>
<td>57,691</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>504</td>
<td>16,226</td>
</tr>
<tr>
<td>C&amp;M Deadline Letters</td>
<td></td>
<td>55,980</td>
</tr>
<tr>
<td>Compliance Acknowledgement Letter</td>
<td>67</td>
<td>16,818</td>
</tr>
<tr>
<td>Grant Recovery Letters (Initial &amp; 2nd)</td>
<td></td>
<td>52,361</td>
</tr>
<tr>
<td>Occupancy Established</td>
<td>210</td>
<td>10,342</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1,096</strong></td>
<td><strong>537,365</strong></td>
</tr>
</tbody>
</table>

Figure 6: 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 16: Antifraud, Waste & Abuse

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>29-Aug</th>
<th>5-Sep</th>
<th>12-Sep</th>
<th>19-Sep</th>
<th>26-Sep</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Verifications Received For Review</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>ID Verification Cleared</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AFWA Issues Opened</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

Table 17: Record Requests

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>29-Aug</th>
<th>5-Sep</th>
<th>12-Sep</th>
<th>19-Sep</th>
<th>26-Sep</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subpoenas Received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subpoenas Resolved</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Public Record Requests Received</td>
<td>10</td>
<td>17</td>
<td>8</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>Public Record Requests Resolved</td>
<td>9</td>
<td>4</td>
<td>9</td>
<td>9</td>
<td>6</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>1</td>
</tr>
<tr>
<td>Ascension</td>
<td>144</td>
<td>$6,939,617.20</td>
<td></td>
<td>$699,394.01</td>
<td>1</td>
</tr>
<tr>
<td>Assumption</td>
<td>211</td>
<td>$7,503,002.48</td>
<td></td>
<td></td>
<td></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>12,714</td>
<td>$466,060,453.90</td>
<td>109</td>
<td>$7,791,516.11</td>
<td>6</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>
</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>1</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>1,023</td>
<td>$51,394,888.02</td>
<td>17</td>
<td>$938,365.97</td>
<td>1</td>
</tr>
<tr>
<td>Iberville</td>
<td>55</td>
<td>$2,381,192.84</td>
<td>1</td>
<td>$36,036.42</td>
<td>56</td>
</tr>
<tr>
<td>Jefferson</td>
<td>25,114</td>
<td>$1,378,806,711.94</td>
<td>139</td>
<td>$14,411,200.92</td>
<td>30</td>
</tr>
<tr>
<td>Jefferson Davis</td>
<td>854</td>
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### Weekly Situation & Pipeline Report
#### Week 431
#### Sep 26, 2014 – Oct 2, 2014

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### Weekly Situation & Pipeline Report
#### Week 431
##### Sep 26, 2014 – Oct 2, 2014

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APPENDIX B
Total Number of damaged residences reported by Parish
APPENDIX C
Actual use of Funds as of October 2, 2014
### 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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<td>ACG Amount</td>
<td>IMM Count</td>
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APPENDIX E

A total of 57% of the 116,541 applicants monitored through this period have been dispositioned Compliant. The Non-Compliant population was 28% of the total.

Table 18: Compliant by Parish

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<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 % Subtotal</th>
<th>Non-Compliant</th>
<th>Non-Compliant %</th>
<th>Workable Inventory</th>
<th>Workable Inventory %</th>
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<td>596</td>
<td>80%</td>
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## Weekly Situation & Pipeline Report
### Week 431
#### Sep 26, 2014 – Oct 2, 2014

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<th>Comp+Occ Established Subtotal</th>
<th>Comp+Occ Established % Subtotal</th>
<th>Non-Compliant</th>
<th>Non-Compliant %</th>
<th>Workable Inventory</th>
<th>Workable Inventory %</th>
</tr>
</thead>
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<tr>
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<td>10</td>
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<td>108</td>
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<tr>
<td>*C&amp;M Not Required To Date</td>
<td>4,824</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>116,541</strong></td>
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<td><strong>57%</strong></td>
<td><strong>11,043</strong></td>
<td><strong>77,334</strong></td>
<td><strong>66%</strong></td>
<td><strong>33,089</strong></td>
<td><strong>28.4%</strong></td>
<td><strong>1,294</strong></td>
<td><strong>1%</strong></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.

**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.