The Road Home

BUILDING A SAFER,
STRONGER, SMARTER LOUISIANA

The Road Home
Week 48 Situation & Pipeline Report

June 5, 2007

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EXECUTIVE SUMMARY

Homeowner Assistance Program

The Homeowner Assistance Program continued to make progress in the number of applicants seen for the reporting period. Activity in the Housing Assistance Center decreased due to closure on Monday, May 28th in observance of Memorial Day. During the period, Homeowner Program Advisors held initial appointments with 1,758 applicants. While 940 applicants returned to the HACs for RHAS appointments (9,080 cumulative). The number of benefits calculated increased to 84,230. A total of 23,884 closings were held as of May 31st. Homeowners returned 1,038 options letters, increasing the number of benefits options selected to a total of 43,310.

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

Table 1: Homeowner Program Snapshot

Activity	As of COB May 17	Weekly Activity	As of COB May 31
Number of Applications Recorded	139,492	2,163	141,655
Number of Appointment Letters Mailed	128,133	1,233	129,366
Number of Appointments Scheduled	104,912	2,273	107,185
Number of Appointments Held			
➢ *Initial Appointments Held*	108,651	1,758	110,409
➢ *RHAS Appointments Held*	8,140	940	9,080
Total Appointments Held	116,791	2,698	119,489
Number of Initial Appointments Completed	106,476	1,712	108,188
Number of Home Evaluations Completed	102,769	697	103,466
Number of Benefits Calculated	79,960	4,270	84,230
Number of Benefits Options Letters Sent	64,752	6,195	70,947
Benefit Options Selected:			
➢ *Number of Option One*	35,699	920	36,619
➢ *Number of Option Two*	5,221	98	5,319
➢ *Number of Option Three*	1,352	20	1,372
Total Benefits Options Selected	42,272	1,038	43,310
Files Transferred for Closing	33,811	1,560	35,371
Closings Scheduled to Occur		2,311	9,555
Closings Held	21,558	2,326	23,884

Small Rental Property Program

The Small Property Rental Program closed the General Pool Round 1 on March 15th and the Non-Profit Round 1 on March 22nd. More than $202 million in federal funds has been

awarded to aid in restoring 5,000 rental units in 13 of the most damaged parishes in South Louisiana. Conditional Award letters for 2,693 owners, including 237 owner occupants, have been prepared and mailed out. Initial meetings with property owners have begun. Rental staff has begun the review of returned Conditional Award packages. Preparation for Round 2 is underway.

Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program continues to offer assistance via phone/email (821 cumulative), shadow appointments (242 cumulative), meetings-Individual Mitigation Measures (17,053 cumulative), and meetings-other (364 cumulative). The program continues to coordinate with the State to appeal/revise applications to FEMA.

State Assistance Required

Small Rental Program: Small Rental Property Program is waiting for determination from HUD regarding applicability of Stafford Act Section 414. The program is also waiting for approval of pending policy changes from the LRA.

Deliverables

Table 2 lists the deliverables provided during the reporting period.

Table 2: Program Deliverables

Del. ID	Deliverables	Date
00025	Weekly Combined Report	05/30/07
00052-05312007	Analysis of Facility Use (monthly)	05/30/07
00054-05302007	Report on COI Issues of ICF and Subcontractors	05/30/07
00053-05302007	Report on Subcontractor Activity May 2007	05/30/07
00049-05302007	Mitigation Training Program - May 2007	05/30/07
00098-06012007	Piggyback Program PBRA: RFP and SOW	05/31/07
00058-05312007	Status Report on Technical Assistance Homeless May 2007	05/31/07

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

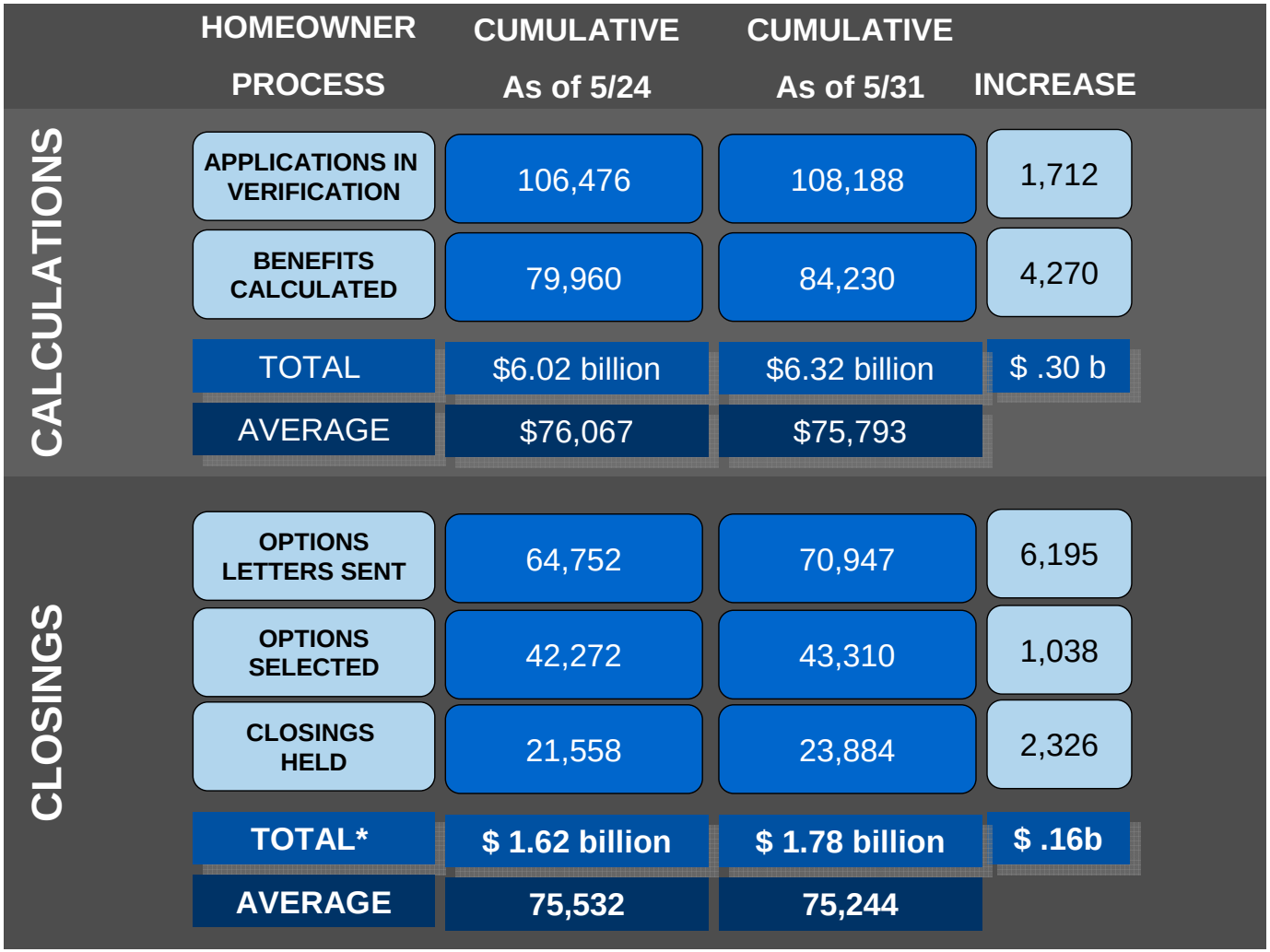
	HOMEOWNER PROCESS	CUMULATIVE As of 5/24	CUMULATIVE As of 5/31	INCREASE
APPLICATIONS	ONLINE IN SYSTEM	81,027	82,555	1,528
	MAIL IN SYSTEM	49,744	50,062	318
	PHONE IN SYSTEM	8,721	9,038	317
	APPS IN SYSTEM	**139,492**	**141,655**	**2,163**
APPOINTMENTS	**APPS IN SYSTEM**	**139,492**	**141,655**	**2,163**
	APPOINTMENT LETTERS SENT	128,133	129,366	1,233
	APPOINTMENTS SCHEDULED	104,912	107,185	2,273
	APPOINTMENTS COMPLETED	106,476	108,188	1,712

- **Figures are <u>cumulative</u> through the period indicated**
- **2,163 additional applicants entered the system through applicant online entry, paper transcription, and phone entry**

- **1,712 appointments were completed, which allows the applicant to enter into the evaluation/third party verification/calculation process**

See the Glossary for explanation of Figure 1 terms

Figure 2: Homeowner Assistance Program Pipeline - Applicant Processing

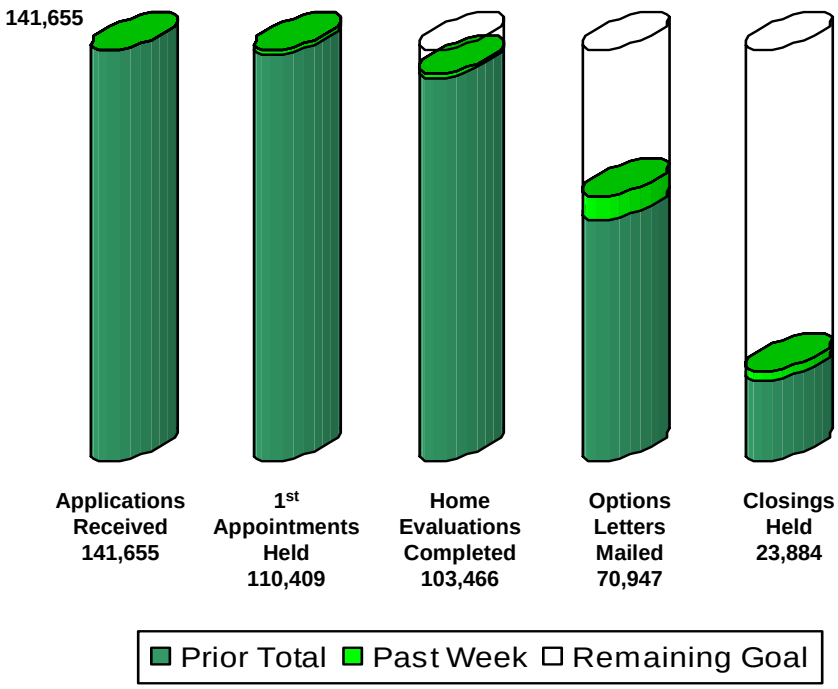


- **The $6.32 billion total and $75,793 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes affordable loan calculations, compensation grants, and elevation grants, but does not include 'zero' grant awards)**

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

See the Glossary for explanation of Figure 2 terms

Figure 3: Homeowner Program Progress



Housing Assistance Center Activity

- A total of 2,698 initial and RHAS appointments were held at the Housing Assistance Centers for the reporting week.
    - Initial appointment throughput decreased at the 12 Centers by 19% from the prior reporting week. The Housing Assistance Centers were closed May 28, 2007 in observance of Memorial Day.
        - 1,758 initial appointments held (110,409 total to date)
    - RHAS appointment throughput decreased by 21% from last week.
        - 940 RHAS appointments held (9,080 total to date)
        - An average of 156 RHAS appointments were completed each day
        - 129 RHAS appointments were due to walk-ins
- The Dallas Mobile Center continues to process applicants through Saturday, June 2. Applicants can call 1/888-Road2LA to schedule an appointment.
    - **Dallas Mobile Center**
        - Location: Hyatt Regency Dallas, 300 Reunion Boulevard, Dallas, Texas 75207
        - Dates/Hours of Operation: Tuesday, May 29 through Saturday, June 2
- Finalized logistics and scheduling plans to open the Westbank Housing Assistance Center Tuesday, June 5.
    - Location: 2439 Manhattan Blvd., 4th Floor, Harvey, LA 70058
    - Days/Hours of Operation: Sunday, Monday – closed; Tuesday, Thursday – noon – 9pm; Wednesday, Friday, Saturday – 9am – 6pm

Award Calculation Activity

- The *Road Home* has calculated 84,230 benefits, an increase of 4,270 for the week
  - The average total benefit calculated was $75,793 (excluding zero awards)
  - 802 calculations resulted in 'zero' grant amounts
  - 83,428 'non-zero' or 'positive' grant amounts were calculated

Award Selection Activity

- A total of 43,310 homeowners have now selected their preferred option (Table 1)
- Of the homeowners who have selected their options, 11,253 options selection letters have been returned from elderly applicants (Table 3)
- The vast majority of all homeowners, as well as elderly homeowners, have elected Option 1 to keep their homes
- Appendix A summarizes the option selections of applicants by the Parish of the damaged residence
- Appendix B lists the benefits calculated by the Parish of the damaged residence

Table 3: Cumulative Elderly Benefits Options Selection

Elderly Benefits Options Selected	
Number of Option One	8,579
Number of Option Two	1,587
Number of Option Three	1,087
Total Elderly Benefits Options Selected	11,253

Low/Moderate Income Households – Options Selected

- 19% of LMI applicants with options selected were interviewed at a Housing Assistance Center prior to October 25, 2006, meaning that revised income documentation must be received to verify low-income status.
- The income verification process for pre-Oct 25 applicants has so far resulted in a 16% net decrease in the number of applicants considered to be LMI (based on the 3,435 verifications performed to date for this population).
- A total of 18,319 applicants had gone to closing and received their Road Home disbursement as of May 31, 2007. Of these applicants, 8,111 (44 percent) were documented as LMI.
- A total of $1,378,400,434 in Homeowner Assistance Program awards were disbursed as of May 31, 2007. Of these disbursements, $707,108,187 (51 percent) went to applicants documented as LMI. Extrapolating to the 23,884 awards that have closed for a total of $1.78 billion, approximately $916 million will be documented as LMI.

Table 4: Options Selected Activity

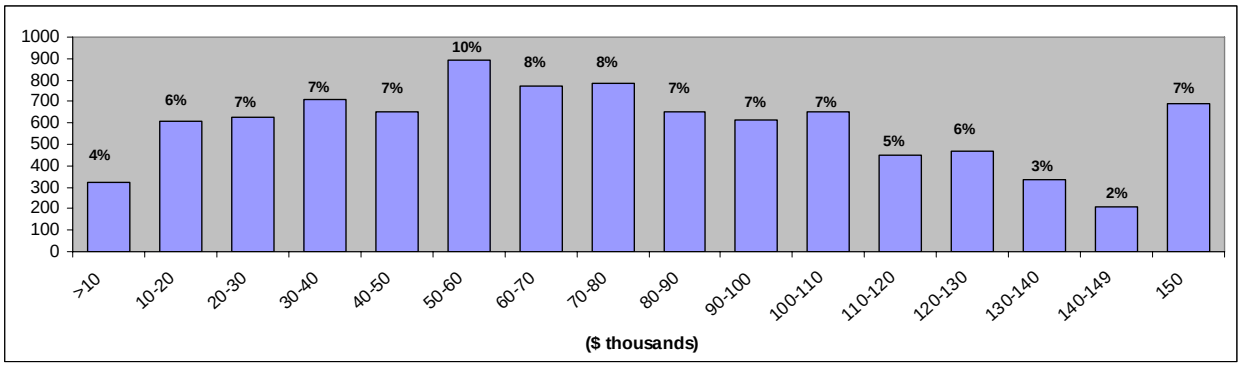
Total Household and Low/Moderate Income (LMI) Detail

Option Selected	Option 1	Option 2	Option 3	Totals
Number of Options Selected	36,619	5,319	1,372	43,310
Total $ in Options Selected	$2,878,119,615	$429,186,773	$ 91,426,702	$ 3,398,733,090
Comp Grant $ in Options Selected	$1,996,190,755	$312,063,636	$ 91,426,702	$ 2,399,681,093
Elev Grant $ in Options Selected	$ 321,211,181	$0	NA	$321,211,181
ACL $ in Options Selected	$ 560,717,678	$117,123,137	NA	$677,840,815
Number of Options Selected by LMI	16,980	2,661	673	20,314
Total $ to LMI	$ 1,589,690,582	$257,454,257	$ 44,262,427	$ 1,891,407,266
Comp Grant $ to LMI	$875,021,447	$140,331,120	$ 44,262,427	$ 1,059,614,994
Elev Grant $ to LMI	$153,951,457	$0	NA	$153,951,457
ACL $ to LMI	$560,717,678	$117,123,137	NA	$677,840,815
% of Total Options Selected that are LMI	46%	50%	49%	47%
% of Total $ to LMI	55%	60%	48%	56%
% of Comp Grant $ to LMI	44%	45%	48%	44%
% of Elev Grant $ to LMI	48%	0	NA	48%
% of ACL $ to LMI	100%	100%	NA	100%

Closing Activity

- As of May 31st, a total of 35,371 files were transferred to closing agents for Closing
- During the past week alone, over 1,500 files were transferred to closing agents
- The closing team assisted closing agents with the completion of 2,326 closings
- Of the total 23,884 cumulative closings
  - 10,749 also received affordable compensation grants
  - The average award 75,244
  - Closed 3,947 Elderly applicants to date for a total of $324,430,703
  - Appendix C reports Closings by Parish and Zip Code

Figure 4: Award Size*



* Based on Funds Disbursed population of 18,319, information not available on all closings held.

Table 5: Pre-Closing Tracking Report

ACTIVITY	Fri 5/25	Sun 5/27	Mon 5/28	Tues 5/29	Wed 5/30	Thurs 5/31	Weekly Total
Files Transferred for Closing	555	235	-	193	215	362	**1,560**

Table 6: Closings By Race/Ethnicity*

Race	# of Closings
American Indian/Alaska Native	48
American Indian/Alaska Native and White	50
American Indian/Alaskan Native/Black-African American	76
Asian	395
Asian and White	32
Black/African American	11,031
Black/African American and White	191
Native Hawaiian/Other Pacific Islander	28
Other Multi-Racial	426
White	7,788
Race Not Provided	3810
TOTAL	**23,875**

* Detailed closing data is based on population of 23,875, rather than 23,884 reported in Daily Governor's Report as of May 31, 2007 due to a variance in data feeds

Manufactured Home Project

Following the approval of the policies for manufactured home evaluations and Pre-Storm Values for manufactured homes without land, a special manufactured home project was begun utilizing staff from the Calcasieu Housing Assistance Center. Initial efforts focused on identifying manufactured home applicants, which required queries of application data, reviews of home evaluation records, and phone calls to applicants. A new policy regarding valuation of manufactured homes with minimal damage has been sent to the client for approval. It is not known at this time exactly how many applicants

this might affect. To date the project has yielded the following progress summarized in Table 7:

- Identified 8,786 manufactured home applicants to date
- Progressed in updating/verifying home evaluations in the data warehouse
- Continued working through the PSV process:
  - Used application data or called homeowner (~2,200 calls); for verification of whether or not land is owned.
  - Confirmed that 3,812 uploaded PSVs (BPOs & N.A.D.A. valuations) meet Manufactured Home policy
- Continued letter generation

Table 7: Manufactured Home Pipeline Progress

Activity	Through 4/26	4/27-5/3	5/4-5/10	5/11-5/17	5/18-5/24	5/25-5/31	Cumulative Total
Total number of Manufactured Home Applications	7,460	206	202	418	284	**216**	**8,786**
Total Manufactured Home Evaluations verified	6,215	6	300	313	288	**439**	**7,561**
Total BPO Pre-Storm values verified	1,608	121	39	25	22	**104**	**1,919**
Total N.A.D.A Pre-Storm values established	442	166	376	121	394	**394**	**1,893**
Total Applications released into letter generation process	1,860	206	371	179	398	**495**	**3,509**

Home Evaluations (Home Inspection) Activity

Table 8: Home Evaluation Team Metrics

ACTIVITY	Prior Total	4/27-5/3	5/4-5/10	5/11-5/17	5/18-5/24	5/25-5/31	Current Total	Five Week Average
Work Orders Submitted by Housing Advisors	98,512	1,631	1,728	2,268	2,640	1,040	**107,819**	**1,861**
Work Orders Dispatched	97,209	1,674	1,757	2,349	3,057	695	**106,741**[1]	**1,906**
Evaluations Completed in the Field	94,464	1,860	2,035	962	3,448	697	**103,466**	**1,800**

[1] – Difference between work orders received from HACs and dispatched to subcontractors is due to a number awaiting resolution at HACs, awaiting priority code assignment, properties that are condominiums, or were received on 5/31 but are not yet processed.

- Continued addressing increase in KPMG-identified outliers
- Continued working to resolve special structure issues
- Drafted the Resolutions Team Guide for handling homeowner issues from the Home Evaluations Team perspective
- Aged reports (30+ days) have been cleared out for all records not on hold due to policy issues/applicant ineligibility. Of the remaining 200, half are 142s (potential fraud) and half are ineligible (structure type, sold home, etc.)
- Approved and sent 2,059 CADs to data warehouse
- Continued to update duplex records with correct ownership type
- For evaluation-specific policy and procedure issues (Spec 143), these were rolled into “ICF Hold” issues and are being addressed with aged reports

Call Center Activity

Table 9: Call Center Metrics

ACTIVITY	Prior Total	4/27-5/3	5/4-5/10	5/11-5/17	5/18-5/24	5/25-5/31	Current Total	Five Week Average
Calls	767,856	47,127	44,338	42,015	42,958	40,040	**984,334**	**43,296**
Calls Abandoned	N/A	5,643	2,631	1,977	6,865	5,825	**N/A**	**4,588**
Average Speed of Answer (minutes)	-	1.85	1.28	1.13	1.43	2.00	**-**	**-**
Applications Requested	42,665	918	831	930	590	839	**46,773**	**822**
Online Application Assists	7,081	473	357	252	253	303	**8,719**	**328**
Hardcopy Application Assists	2,374	94	78	50	58	57	**2,711**	**67**
Phone Applications	6,944	557	491	329	347	317	**8,985**	**408**
Spanish Calls	3,340	324	295	302	353	326	**4,940**	**320**
Vietnamese Calls	2,015	250	334	276	260	247	**3,382**	**273**
1st Appointments Scheduled by Phone	91,925	2,409	2,654	2,398	2,229	1,884	**103,499**	**2,315**
RHAS Appointments Scheduled	925	404	446	425	491	389	**3,080**	**431**
Closing Status	5,267	1,758	1,960	2,108	2,219	2,041	**15,353**	**2,017**
Appeals	1,063	396	303	243	255	279	**2,539**	**295**
Foreclosure	84	22	20	21	27	33	**207**	**25**
Small Rental Inquiries	19,837	2,318	2,546	2,006	1,499	1,793	**29,999**	**2,032**

Call Center activity decreased slightly from the previous reporting week. The percentage of abandoned calls (12%) decreased from the previous reporting period. The call volume was was high during the latter part of the week due to the mailing of over 6,195 benefit option letters. There was also a slight increase in requested applications once the application deadline was announced. The Rental Call Center group was impacted by the announcement of the new Round 2 launch date.

Call Center Benefits Option Assistance

The Call Center completed 499 Benefits Options Assisted calls (Tier 1) during the reporting period and transferred 6,863 Benefits Options calls to Tier 2.

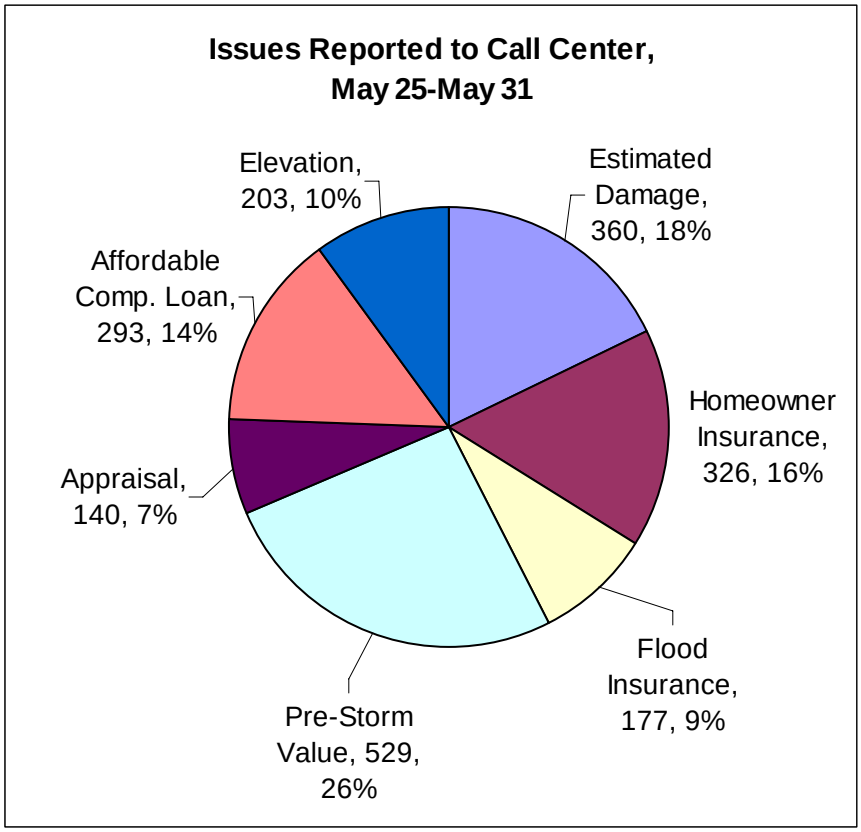
Table 10: Benefits Options Metrics

ACTIVITY	Prior Total	4/27-5/3	5/4-5/10	5/11-5/17	5/18-5/24	5/25-5/31	Current Total	Five Week Average
Benefits Options Assistance	36,870	402	224	163	173	499	**38,331**	**292**
Benefits Options* Transfer	65,451	6,336	7,151	7,228	8,124	6,863	**101,153**	**7,140**

* Data not collected before 1/12

Seventy-nine percent of the issues were resolved during the call; the remaining 21% were entered into the JIRA Issue Tracking Software and referred to Resolution (not all are new resolution cases). Figure 5 provides further information on the type of issues being reported. Pre-Storm Value continues to be the most reported issue comprising 26% of all issues reported.

Figure 5: Issues Reported



Resolution Team

Advisors are currently contacting applicants within 48 hours of the advisor being assigned the case. All advisors are maintaining contact with their applicants every three days. All homeowners are being advised to call their advisor with any questions.

During the current reporting period, 54 cases were moved to closing, 9 were sent a new benefits option letter (under new expedited letter process), and for 145, appropriate actions were taken to move the case forward (e.g., new appraisal or home evaluation ordered). An additional 732 applicants entered resolution during the reporting period.

Mailroom/Data Entry Activity

Table 11: Mailroom/Data Entry Metrics

ACTIVITY	Prior Total	4/27-5/3	5/4-5/10	5/11-5/17	5/18-5/24	5/25-5/31	Total	Five Week Average
New paper applications received through mailroom	55,109	770	601	467	401	405	**57,753**	**529**
New paper applications entered into batch files for entry into eGrantsPlus	54,208	926	766	452	468	298	**57,118**	**582**
New paper applications remaining to be entered into eGrantsPlus	6,211	189	24	39	0	71	**71**	**N/A**

- The Mail Room processed 405 new paper applications this period, a decrease in volume received during the previous week
- The total paper applications processed for entry into eGrantsPlus is 57,118
- Applications continue to be processed within a day or two of receipt

Housing Assistance Center Appointment Activity

There were a total of 2,698 initial and RHAS appointments held at the Housing Assistance Centers for the reporting week. There were 1,758 initial (1st) appointments held for the week a 19% decrease from the prior reporting period. There were 940 RHAS appointments held for the week, a 21% decrease form the prior reporting period. Housing Assistance Centers were closed on Monday, May The Centers continued to see applicants on weekends (Figure 6).

Figure 6: Housing Assistance Center Appointments by Day

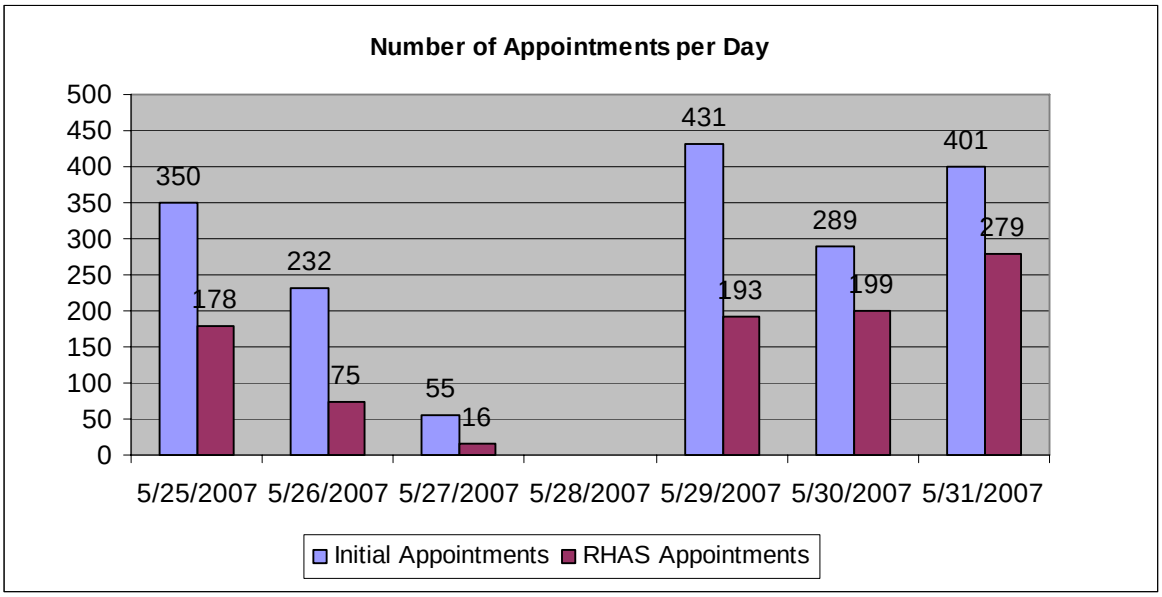


Table 12: Housing Assistance Center Appointments by Week

ACTIVITY	Prior Total	4/27-5/3	5/4-5/10	5/11-5/17	5/18-5/24	5/25-5/31	Current Total	Five Week Average
Initial Appointments Held	100,266	2,038	2,061	2,104	2,182	1,758	**110,409**	**2,029**
Average Daily Initial Appointments Held	435	291	294	300	312	293	**NA**	**NA**
RHAS Appointments Held	3,709	1,075	1,026	1,146	1,184	940	**9,080**	**1,074**
Average Daily RHAS Appointments Held	258	153	147	164	169	157	**NA**	**NA**

Figures 7 & 8 show the number of initial and RHAS appointments scheduled and actual appointments held by Center. The percentage for each Center represents the number of scheduled appointments that were actually held. There were 536 initial appointments missed by applicants for the reporting week. The Housing Assistance Centers continue to call applicants prior to the scheduled appointment. In addition, there were 129 walk-ins for RHAS appointments for the reporting week.

Figure 7: Initial Appointments Scheduled and Held by Center & Mobile Sites

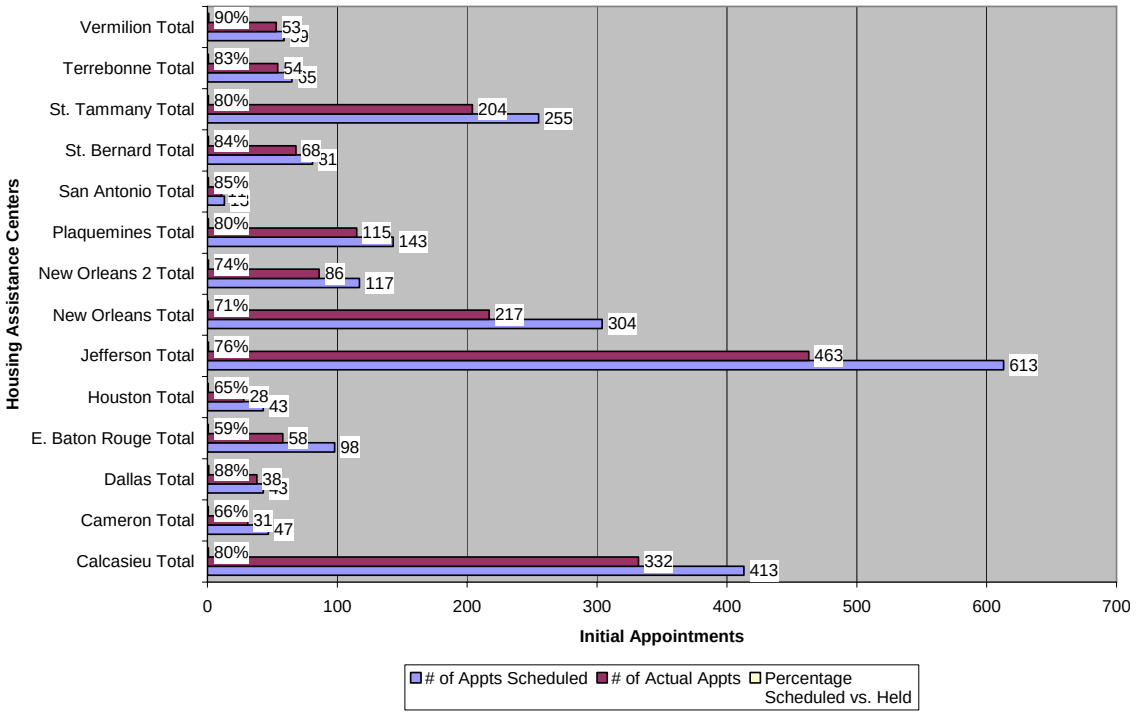
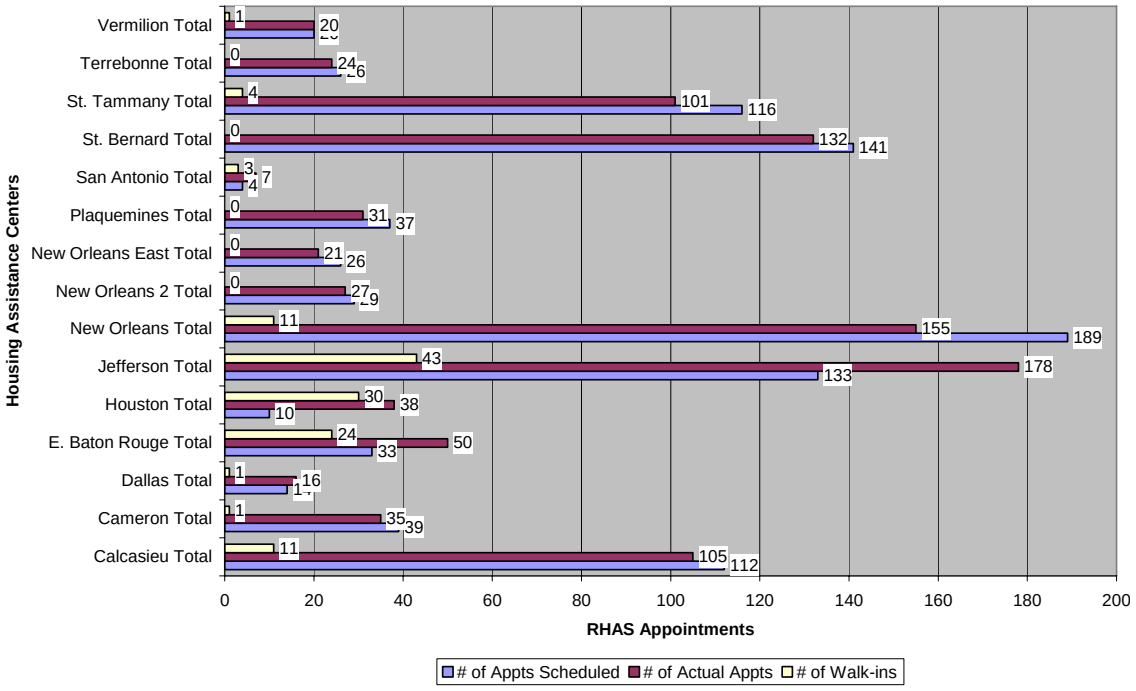


Figure 8: RHAS Scheduled, Held and Walk Ins by Center & Mobile Sites



Figures 9 and 10 show trends of scheduled versus held initial appointments and the average number of initial and RHAS appointments per day over the current and previous periods. Figure 9 also includes the number of appointments missed.

Figure 9: Weekly Scheduled and Held Initial Appointments

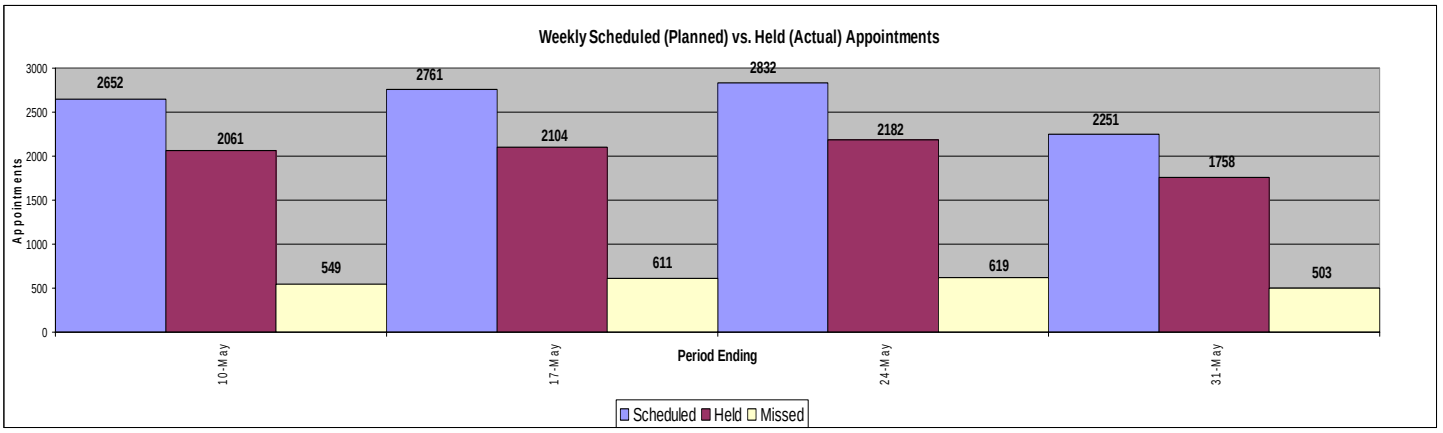


Figure 10: Average Daily Appointments by Period

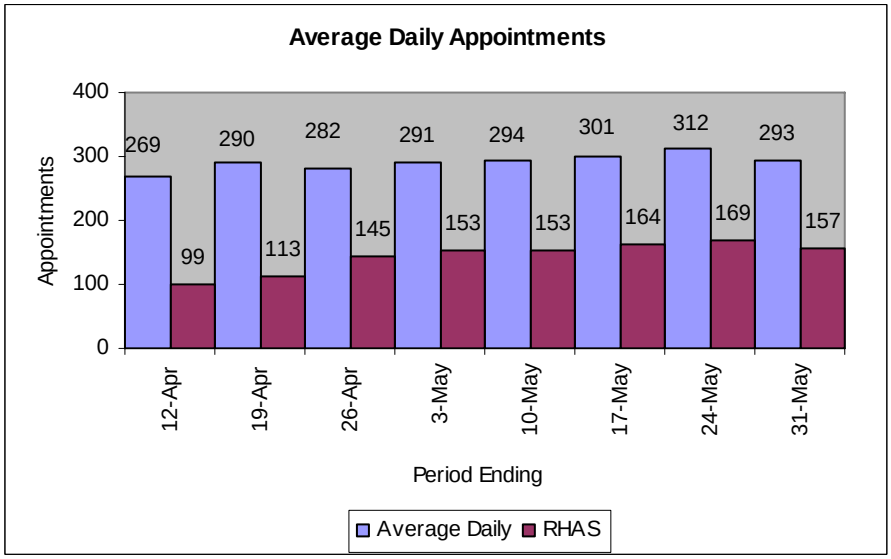


Table 13 shows the next available appointment date by Center, and indicates an increase in availability in most centers with New Orleans and Calcasieu being the only centers with more than a 5 day wait.

Table 13: Center Appointment Availability

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

[1]The average number of days wait until appointment is the number of days between the last day of the reporting period (May 31, 2007) and the next available appointment.

Supporting Function Activity

General: Applicants are requested, but not required to provide demographic, income, and household data when they complete their application. Table 14 shows the breakdown of applicants by race as reported by the applicant. Thirty-two percent designated race as Black, 35% as White. Twenty-eight percent of the applicants declined to provide information about race and ethnicity.

Table 14: Applicant Race and Ethnicity as Reported by Applicant

Race	Total Applications
American Indian/Alaska Native	475
American Indian/Alaska Native and White	377
American Indian/Alaskan Native/Black-African American	286
Asian	2,013
Asian and White	225
Black/African American	45,637
Black/African American and White	837
Native Hawaiian/Other Pacific Islander	128
Other Multi-Racial	2,257
White	49,496
Race Not Provided	39,924
Total	**141,655**

RENTAL PROPERTY PROGRAM

- Received 1,793 Rental Program inquiries at the Call Center
- Received 55 email inquiries during the reporting period originating from the "Contact Us" email on the Small Rental page of the website
  - Responded to all 55 of these emails, none are pending clarifications from rental staff
- Received 1,338 returned conditional award packages
- Reviewed 746 of the returned conditional award packages: 567 are incomplete, 163 have been withdrawn, 14 are complete and therefore ready to move forward in the process, 2 are pending status change
- Continued scheduling and conducting appointments with owners, see Table 16. Appointment Activity
- Preparing Application Handbook, Instructions, and Application for Round 2 Launch on June 5th
- Tested Bluestreak application system for Round 2 Web application tool
- Completed first draft of Operational Procedures handbook; delivered to Client
- Input applicant information into the Portal
- Continued to make phone calls to Conditional Awardees
- Continued working on Inflow/Outflow protocol
- Continued working on process for Title Vendor Services
- Worked with participating lenders to help them better understand Small Rental Property program
- Preparing for QA/QC presentation on Lessons Learned from Paper Application processing
- Continued working on sub-process flow
- Continued to write and design procedures
- Assisted with resolving initial design of JIRA for Resolution Team usage
- Continued re-design of rental portal
- Continued to work on issues and questions raised KPMG and QA/QC to assure compliance

Table 15: Awarded Applications in Round 1 by Parish

Parish	# of Properties
Acadia	6
Calcasieu	65
Cameron	27
Iberia	12
Jefferson	331
Orleans	1,836
Plaquemines	39
St. Bernard	219
St. Tammany	110
Tangipahoa	7
Terrebonne	12
Vermilion	16
Washington	13
Total	2,693

Table 16: Weekly Appointment Activity

HAC	Scheduled	Walkin	No Show	Held
Poydras				
Non Profit	4	0	0	4
Owner Occupant	50	0	0	50
General Pool	1	0	0	1
Kenner				
General Pool	0	2	0	2
Owner Occupant	5	2	0	7

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Completed development of the new metrics displays, tables and charts for tracking Mitigation Call Center activity – caller information, question content, and response.
- Completed final gap analysis for verification of data elements and data definition requirements was coordinated with MIS and GOHSEP. The data dictionary is complete but the business processes remain to be developed and tested following initiation of the grant management program
- Completed a second work order (Mod to TO #1) for subcontractor (IEM) with a funding extension approved for continuing mitigation technical support through June 15th
- Developed and coordinated the final configuration of JIRA Project (setup by MIS in QA) for use by Mitigation Call Center (MCC) has been developed and coordinated – the MCC JIRA issue tracking system design is complete but a second enterprise license is required to implement

- Completed the final approved and coordinated version of the internal FAQ used by MCC Advisors
- Continued modifications to improve operations of the Second Tier Mitigation Call Center with the CAC operators
- Completed additional public forum town meetings in support of Community Outreach
- Scheduled training for Mitigation Counselors to provide support to the LSU Agricultural Extension Service at the Louisiana House Hurricane Risk/Mitigation during their Hurricane Awareness and Education program during their Hurricane Awareness project for four days 14-17 June. Mitigation Counselors will be on hand all day to assist with training presentations and facility tours.
- Appendix E provides detail of assistance at each center and a glossary of types of Assistance for Table 17

Table 17: Mitigation Assistance Provided (Cumulative ending 5/24/07)

Type of Assistance	
Phone Email	821
Meetings –Shadow Appt	242
Meetings IMM	17,053
Meetings Other	364
Training	221
Other Tasks	318

PROGRAM SUPPORT STATUS

LOGISTICS, FACILITIES, & SECURITY

- Continued further implementation of ADA compliance plan for an additional four facilities
- Continued site search and survey for our file management team

HUMAN RESOURCES

- Continued recruiting and hiring in support of Homeowner and Rental programs including extending offers for Call Center Line Agents, Home Evaluations Managers, and Resolution Agents
- Completed front line supervisory training for Homeowner group
- Conducted Community Outreach activities including:
  - 30 May -- At the invitation of Ms. Cynthia Bentley, Manager of LA Works Center of New Orleans, HUD Section 3 participated in a Special Job Fair, conducted in the Sheraton Hotel, designed for displaced individuals now living in Houston -- and seeking job opportunities to return to New Orleans.
  - 31 May -- With the recommendation of Ms. Rose Pandozy, Special Needs Coordinator for The Road Home Program, an overview of the HUD Section 3 Training Seminars for low- and very-low income persons was presented to the Louisiana Business Leadership Network, which is composed of public and private organizations helping individuals with disabilities to find new or

expanded job opportunities. LBLN will partner with HUD Section 3 to arrange training options for individuals with special needs.

- 31 May -- At the invitation of Mr. Warren Wichterich, Supervisor for the LA Work Center of New Orleans, an overview of the HUD Section 3 Training Seminars was presented to the Center Management Team -- including details for joint training partnership.

POLICY & PLANS

- Participated in meeting with OCD and LRA to discuss a number of policy changes. Continue work to implement the policy changes decided by OCD and LRA at the meeting
- Developed insurance guidance for Housing Advisors, pre-Closing and Resolutions team. Working with Training team to develop training on insurance
- Distributed updated Homeowner Program policies dated May 15, 2007 to staff
- Worked with MIS team on automation of eGrantsPlus requirements for second disbursements
- Continued work on Closing procedures and policies for Closing Agents

TRAINING

- Prepared for Small Rental Round 2 to begin June 5, 2007
- Developed online training for Small Rental Round 2 Procedures

Table 18: Training Summary

Training Type	Training Name	Target Audience	Location	Date	Attendees
External	Homeowner Construction Representative Online Training Course	HCRs	Online	As of May 31, 2007	167
Internal	RH Online Core Staff Training	Homeowner Program Staff	Online	As of May 31, 2007	245
Internal	RH Online Advanced Homeowner Assistance Program Training	Homeowner Program Staff	Online	As of May 31, 2007	213
Internal	RH Information Security and Management online training	All Road Home Staff	Online	As of May 31, 2007	1161
Internal	Updated Homeowner Assistance Program Policies	All Road Home Staff	Online	As of May 31, 2007	609
Internal	RHAS Expanded Services	Housing Assistance Center Staff	Orleans Poydras Housing Assistance Center New Orleans	May 25, 2007	45
Internal	QA/QC Procedures	Team Leads and Center Managers	Poydras Housing Assistance Center	May 25, 2007	10

Training Type	Training Name	Target Audience	Location	Date	Attendees
Internal	Round 2 Policy Update	Rental Staff	Baton Rouge, Goodwood Office	May 25, 2007	43
Internal	Round 1 Resolution Procedures	Rental Staff	Baton Rouge, Goodwood Office	May 25, 2007	40
Internal	Round 1 Resolution Procedures	Rental Staff	Orleans Poydras Housing Assistnace Center New Orleans	May 25, 2007	67
Internal	JIT Insurance Documentation- Train the Trainer	Housing Assistance Center Team	Conference Call	May 29, 2007	20
Internal	Round 2 Policy Update	Rental Staff	Baton Rouge, Goodwood Office	May 30, 2007	65
Internal	RHAS Expanded Services	Housing Advisors	New Orleans East Housing Assistance Center	May 30, 2007	27
Internal	Expanded RHAS	Housing Advisors	Baton Rouge Housing Assistance Center	May 30, 2007	13
Internal	Effective Communication Training	Human Resources Staff	Baton Rouge, Goodwood Office	May 31, 2007	11

EXTERNAL AFFAIRS

Outreach

- Provided Road Home information to individuals in southeast region via Rep. Marchand Town Hall meeting in New Orleans
- Conducted homeowner information sessions in Lake Charles and Sulphur in southwest Louisiana
- Provided program update to ACORN/CAPC staff
- Provided individualized Road Home updates daily at the City of New Orleans Welcome Home Center and at the Beacon of Hope center in Lakeview.
- Conducted outreach via homeowner sessions in Dallas, TX, and supported press conference in conjunction with mobile center deployment
- Updated local case managers on program in Houston, TX
- Sent E-Outreach, a weekly communiqué to approx. 1,100 legislators, staffers and community leaders informing them of program updates and details. This week's focus was on Rental Property Round 2 and homeowner application deadline.
- Provided program information/monitored Senate Judiciary B Committee
- Provided program information to legislators during legislative session and surrounding events, including but not limited to:
  - Sen. Derrick Shepperd

  - Rep. Terrell Harris
  - Rep. Ronnie Johns
- Conducted rental and homeowner information sessions hosted by Aldersgate United Methodist Church in Slidell
- Provided program information to participants in Living the Word International event in Slidell
- Provided information regarding Louisiana opportunities to contractors participating in World Disaster Summit in Atlanta, GA
- Enhanced outreach efforts via media interviews in the following venues:
  - Andre Trevigne talk show, New Orleans, LA (every week, Tuesdays 12:00-1:00 PM-Risa Mueller conducted this week's interview)

Table 19: Community Outreach Metrics

Meeting Type	Events Week 5/25-5/31	People Reached Week 5/25-5/31	Events To Date	People Reached To Date
Community	13	529	376	26,300
Faith Based	3	157	90	11,096
Business	1	600	17	1,018
Governmental	5	503	166	6,568
Case Managers	2	8	112	2,868
Rental	1	22	40	1,496
TOTALS	25	1,819	801	49,346

Communications

In support of Homeowner program:

- Delivered updated collateral materials to Housing Assistance Centers and Customer Assistance Center
- Pursued media opportunities for southeast and southwest Outreach events
- Distributed media advisory to promote Dallas Homeowner Information Sessions
- Hosted press conference to announce the opening of the Dallas mobile center
- Continued earned media efforts to promote Dallas mobile deployment
- Submitted communications plan to publicize Homeowner application deadline to the client for approval.

In support of Rental program:

- Submitted press event agenda and media advisory for launch of Round 2 to state for review
- Submitted updated Round 2 paid media plans and budget for all mediums to state for review
- Submitted Round 2 communications and outreach deliverables to state for review
- Updated Round 2 applications handbook and instructions based on direction from state
- Updated Round 2 fact sheets and guides based on direction from state
- Finalized print and delivery schedule for all communication deliverables distributed to HACs, Call Center and Lenders based on June 5 launch date

- Finalized Outreach presentation, workshop plans and schedules for Round 2
- Finalizing online application content for public web site
- Finalizing online help and training for online application for public web site
- Mailed "missing documentation" letter to Round 1 applicants
- Updating Round 2 content posted on website
- Finalizing lending providers communications deliverables for providing services to conditional award winners
- Developing Call Center communications plan and processes for Round 2

Public Information

- Contacted media in the Dallas-Fort Worth area about the mobile center, information sessions, church events and deadline
- Conducted callouts to Dallas churches
- Contacted the Tom Joyner National Syndicated Morning Show about the mobile center, information sessions, church events and deadline
- Contacted city PIOs in the area about the mobile center, information sessions, church events and deadline
- Contacted media in the Shreveport area about the mobile center and deadline
- Did radio interview with KCBI-FM radio in Dallas on the mobile center, information sessions and deadline
- Provided support during World Disaster Recovery Summit in Atlanta
- Answered questions and communicated with aid agencies including The American Red Cross about the Road Home program.
- Began outreach efforts for Road Show in Atlanta and Chattanooga by contacting Katrina Aid Today agencies such as.
  - YWCA
  - Salvation Army
  - Red Cross
  - Georgia Council on Aging
  - Catholic Charities
  - Concerned Black Clergy's Of Atlanta
- Worked with Cyril Saulny at the informational session at Pierre's Mardi Gras Café
- Emailed *Road Home* weekly program update and deadline information to media contacts (Hispanic and non-Hispanic) in La, TX, TN, GA.
- Translated Rental Power Point presentation to Spanish
- Called out to Vietnamese media in Dallas, Fort Worth and Arlington.
- Translated the media advisory into Vietnamese and sent it to Vietnamese media in Dallas, Fort Worth and Arlington.
- Prepared handout of the media advisor in Vietnamese to support for community outreach in Dallas. Visit 7 churches, 2 Buddhist temples and a community office in Dallas, Forth Worth and Arlington, visit 2 print media, 2 radio stations and SBTN TV.
- Continued disseminating round 2 application information to the Vietnamese community

MIS

- **Document Management Solution**
  - Held meeting of the evaluation committee to discuss scoring the responses to RFP; vendor selection expected within a week
- **Scheduler**
  - Completed successful rollout; minor improvements will be implemented over the next couple of weeks.
- **HDS 7.0.5**
  - Completed installation on the Citrix for the Production and test environments, in addition, the updated web version of HDS was installed
- **Homeowner**
  - Launched RHAS Project for New Orleans East and Baton Rouge Centers ~920 JIRA issues assigned
  - Continued following up with Policy Team for Policy Overrides
  - Researching issues for analysis with QA/QC Deltacorp Audit
  - Started gathering requirements for eGrants release 6.2 (Adjustments), 6.3 (Letter Generation), and 7.0 (Audit Capabilities)
  - Completed analysis for KPMG's Audit of additional 202 applications
  - Completed testing on eGrantsPlus 6.1
- **Rental**
  - Proceeded with Blue Streak implementation with MIS is in the process of developing the front end web interface for the June 5th deadline
  - Developed for Small Rental Owner Occupied and reviewed with key Microsoft resources.
  - The web based environment for Blue Streak has been created this includes threes databases, development, QA, and a production environment.
  - MIS and Blue Streak accomplished a huge milestone buy creating a fully functional front end web interface by Tuesday, May 29th 2007.
  - QA testing has started on the Blue Streak Online Application
  - MIS was successful at installing and configuring the latest patch for the HDS SF Client.
  - MIS Small Rental Team was successful at gathering requirements for the Loan Management system section of the HDS SF Client.
- **JIRA**
  - Ongoing production support, including incremental changes based on demonstrated user needs.
  - Providing general reporting on as needed basis
  - Weekly uploads and report generation to support letter generation process (Structure Type Review, Home Eval, Outliers).
  - Daily uploads to support Pre-Closing project.
  - Continued support on RHAS pilot program.
  - Implemented modifications to Small Rental Advisory Services project. Awaiting final feedback and possible modifications.
  - Modified ADS database view to address inconsistencies in data retrieval.

  - JIRA was upgraded to v3.9 and migrated to a dedicated Solaris box on Monday,
- **eGrants**
  - Test preparation for EGP 6.1-A

FRAUD PREVENTION

- Progressed with File Review of outliers identified by applicant data analytics.
- Progressed with February Post-Closing Review. Scope expanded to include looking at documentation of the grant award numbers.
- Performed evaluator and applicant data analytics
- Attended Homeowner Operations meeting
- Provided Antifraud, Waste and Abuse procedures on Small Rental to ICF.
- Attended Small Rental Operations meeting.
- Met with ICF to discuss outstanding items related to Small Rental.
- Attended Small Rental IT Update meeting.
- Participated in Change Control Board (CCB) meeting.
- Held biweekly Small Rental antifraud update meeting with State.
- Attended Small Rental policy meeting with the State.
- Presented data analytics concerning duplicates within rental database and between rental database and homeowner database and discussed future analytics.
- Progressed with assessment of First American's disbursement policies and practices.
- Met with ICF to discuss scope of the process review of the request/receipt/disbursement process conducted by First American.
- IT Advisory:

  In support of the Rental program
  - Began QA testing of BlueStreak web application to be used for Round Two information capture.
  - Round Two has not started – waiting for the application to be finalized (estimated completion date June 1, 2007).
  - Team Room Web Portal Form is being used to capture the owner-occupant supplemental application data (will be fed into owner-occupant tool).
  - Began looking at the Owner-Occupant Supplemental Application Portal site access.

Table 20: Fraud Prevention Metrics

ACTIVITY	Prior Totals	4/27-5/3	5/4-5/10	5/11-5/17	5/18-5/24	5/25-5/31	Current Total
Applicant Issues Reported to Anti-Fraud	74	2	8	5	19	**11**	**119**
Evaluator Issues Reported to Anti-Fraud	4	-	1	-	-	**-**	**5**
Third-Party Issues Reported to Anti-Fraud	15	1	-	-	-	**1**	**17**

QUALITY ASSURANCE AND CONTROL

In support of Homeowner program:

- Reviewed 158 closing files and made recommendations regarding file handling.
- Reviewed 322 Option Letters and made recommendations regarding letter accuracy and suitability for mailing.
- Continued reviews of Affordable Compensation Loan/Additional Compensation Grant (ACL/ACG) documentation for applicant files. Reviewed 204 files scheduled for closing.
- Conducted Housing Assistance Center (HAC) reviews (Advisory Sit-Ins) and continued implementing QA/QC embedded personnel plan.
  - Conducted in excess of 53 Application File Reviews
  - Prepared reports of results from previous week's review of Centers and provided them to management for review.
  - Monitored: Calcasieu, Cameron, Vermillion, Terrebonne, Baton Rouge, and St. Tammany centers.
  - Attended Road Home Advisory Services (RHAS) training.
- Prepared and delivered a report of results from the recent Closed File Review.
- Collated survey data from the first quarter of 2007 and prepared a report of those not served well.
- Completed V1.0 of MS-Access queries to verify homeowner apps data sent to title companies
  - Identifies Elevation Only files
  - Identifies files with no Final Closing Instructions
  - Identifies files with status codes other than TRANSCLOS
  - Identifies files with zero grant amounts
- Ran verification process for 5/29, 5/30, 5/31.
- Home Owner Program – Embedded QA/QC Resolutions Project:
  - Continued conducting interviews with 2 Resolutions Team Lead and 6 Resolutions Advisors to discuss the department's policies and procedures and identify opportunities for improvement.
  - Created a condensed list of Resolutions employees' recommendations for improvement of Resolutions Team

- Revised testing parameters for Resolutions issues
- Prepared a draft test plan for review of general resolutions processes
- Prepared a draft test plan for review of the resolutions override process.

In support of Rental program:

- Continued documenting SRP Testing procedures. Completed drafts of four procedures for review prior to publishing.
- Attended Small Rental Training for Round 2.
- Met with Lending and Underwriting team to discuss Round 1 Phase III process and QA/QC testing.
- Supported Small Rental Compliance Manager in preparation for presentation to the client
- Continued to develop Round 1 Phase III testing and Round II Phase 1 testing.
- Conducted walk through of Round 1 Phase III activities including returned conditional award letters with incorrect addresses, processing returned conditional award letters, scanning related documents onto shared server.
- SRP QA/QC personnel supported Option Letter Review in order to support program priorities.
- Performed a User Acceptance Test of the Blue Streak application for Small Rental. Published results to MIS QA/QC. Only about ½ of the web application is released for testing – We tested all of the web application anyway. Results were discussed in a defect meeting Thursday, and have been forward to the vendor.

COMPLIANCE

- Researched applications identified by AFWA outlier report.
- Prepared responses to AFWA executive summaries on applicant and evaluator outliers.
- Continued work on updating Road Home Program Standards of Ethical Conduct.
- Attended bi-weekly OCD Rental Program AFWA meeting.
- Attended weekly IT Advisory Update meeting.
- Attended weekly Change Control Board meeting
- Processed and researched several subpoenas served on the Program
- Attended meeting with HUD OIG Audit Staff, OCD, and ICF to discuss putting a monetary value to all ICF deliverables

SPECIAL NEEDS ADVISORY TEAM (SNAT)

- SNAT continues to provide guidance to Road Home staff on applicants who need advice on special needs issues or resources for applicant referrals
- Monitoring of ADA compliance improvements at HAC facilities continues
- Continuing to work with the National Center for Community Literacy at Loyola to update training and guidance documents for Road Home staff working with applicants with low literacy levels
- Continue to monitor and support LA Spirit in all of the HACs and the CAC.
- Continued meetings about the Easter Seals contract for Outreach for Elderly and Disabled Applicants.

- SNAT met with Easter Seals to review the work plan and talk about next steps for implementing the outreach program. As follow-up to the meeting, SNAT is working to finalize the contract and work plan, so that Easter Seals can begin gearing up ASAP. Easter Seals will work closely with RH Community Outreach and Communications to coordinate activities and publicity/public information for the Outreach Program. SNAT and Community Outreach plan to meet with Easter Seals on a regular monthly basis
- Coordinated two homebound visits within the state of Louisiana and one in Texas.
- Made contact with local resources to explore the possibilities of eliminating barriers that the Native American and Vietnamese populations are encountering when applying to the program.
- Distributed weekly email to Special Needs Liaisons. Corresponded with Liaisons during the week to address issues arising in the Centers such as referrals and interpreters.
- Held Literacy Training in the Terrebonne HAC. The training included a one hour awareness/skills training and a train the trainer so that those attending, can go back to all the HACs and conduct this training.

APPENDIX A

Option Selections of Applicants, by Parish of Damaged Residence

Note: *All Damaged Residence information is as provided by the applicant during the application process.Actual damaged residence information may differ from what the applicant provided.Eligibility information is properly is confirmed during the verification process*

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
ACADIA	25	3		**28**
ALLEN	32	5		**37**
ASCENSION	22	1		**23**
ASSUMPTION	9	1		**10**
BEAUREGARD	79	12		**91**
CALCASIEU	1,771	143	3	**1,917**
CAMERON	459	137	5	**601**
CATAHOULA	1			**1**
EAST BATON ROUGE	63	2		**65**
EAST FELICIANA	4	3		**7**
IBERIA	289	21	1	**311**
IBERVILLE	9	2		**11**
JEFFERSON	5,943	116	26	**6,085**
JEFFERSON DAVIS	123	12		**135**
LAFAYETTE	12	3		**15**
LAFOURCHE	68	3	1	**72**
LIVINGSTON	30	4	1	**35**
OTHER	2			**2**

PARISH	Option 1. Keep Your Home	Option 2. Sell, but Stay in Louisiana	Option 3. Sell, and Move out of Louisiana	Total
ORLEANS	18,337	2,087	862	**21,286**
OUACHITA	1			**1**
PLAQUEMINES	597	254	18	**869**
POINTE COUPEE	2			**2**
RAPIDES	1			**1**
SABINE	2			**2**
SAINT BERNARD	3,370	2,240	418	**6,028**
SAINT CHARLES	88	4	1	**93**
SAINT HELENA	13			**13**
SAINT JAMES	7			**7**
SAINT LANDRY	15	4		**19**
SAINT MARTIN	15	3	1	**19**
SAINT MARY	42	5		**47**
SAINT TAMMANY	3,844	133	32	**4,009**
ST JOHN THE BAPTIST	98			**98**
TANGIPAHOA	76	9		**85**
TERREBONNE	426	51	1	**478**
VERMILION	603	54	2	**659**
VERNON	4			**4**
WASHINGTON	134	7		**141**
	36,619	**5,319**	**1,372**	**43,310**

APPENDIX B

Benefits Calculated by Damaged Residence Parish

Note: *All Damaged Residence information is as provided by the applicant during the application process.Actual damaged residence information may differ from what the applicant provided.Eligibility information is confirmed during the verification process*

Parish	Number of Calculations
Acadia	70
Allen	97
Ascension	47
Assumption	36
Beauregard	245
Calcasieu	4,275
Cameron	1,412
Catahoula	1
De Soto	1
East Baton Rouge	110
East Feliciana	15
Evangeline	5
Franklin	1
Iberia	625
Iberville	23
Jefferson	11,609
Jefferson Davis	301
La Sale	1
Lafayette	35
Lafourche	219
Livingston	81
Orleans	39,463
Other	6
Ouachita	2
Plaquemines	2,761
Pointe Coupee	5
Rapides	2
Sabine	8
Saint Bernard	12,081
Saint Charles	212
Saint Helena	33
Saint James	32
Saint Landry	37
Saint Martin	40
Saint Mary	144
Saint Tammany	7,042
St John the Baptist	204
Tangipahoa	269
Terrebonne	1,076
Vermilion	1,220
Vernon	31
Washington	345
West Baton Rouge	8
	84,230

APPENDIX C

Closings by Parish and Zip Code –

Note: *All Damaged Residence information is as provided by the applicant during the application process.Actual damaged residence information may differ from what the applicant provided.Eligibility information is confirmed during the verification process*

Parish	Number of Closings
Acadia	15
Allen	19
Ascension	9
Assumption	4
Beauregard	59
Calcasieu	1,183
Cameron	216
East Baton Rouge	50
East Feliciana	4
Iberia	165
Iberville	5
Jefferson	4,460
Jefferson Davis	42
Lafayette	9
Lafourche	29
Livingston	17
Other	2

Parish	Number of Closings
Orleans	11,863
Plaquemines	211
Pointe Coupee	1
Sabine	1
Saint Bernard	2,142
Saint Charles	45
Saint Helena	3
Saint James	4
Saint Landry	6
Saint Martin	6
Saint Mary	17
Saint Tammany	2,683
St John the Baptist	60
Tangipahoa	33
Terrebonne	176
Vermilion	265
Vernon	2
Washington	68
West Baton Rouge	1
	23,875

* Detailed closing data is based on population of 23,875, rather than 23,884 reported in Daily Governor's Report as of May 31, 2007 due to a variance in data feeds

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Closings by Zip Code

Zip Code	Number of Closings
Other	37
70001	189
70002	198
70003	392
70005	173
70006	422
70012	1
70017	9
70018	4
70019	1
70022	1
70029	1
70030	3
70031	1
70032	279
70033	1
70036	25
70037	41
70038	10
70040	44
70041	48
70042	1
70043	710
70045	1
70046	3
70047	8

Zip Code	Number of Closings
70047	8
70049	1
70050	7
70053	92
70054	1
70056	315
70057	5
70058	469
70059	3
70062	105
70064	2
70065	922
70067	59
70068	57
70069	1
70070	13
70072	778
70073	1
70074	1
70075	270
70082	7
70083	58
70084	6
70085	282
70086	1
70087	13

Zip Code	Number of Closings
70090	1
70091	4
70092	576
70093	1
70094	195
70095	2
70101	4
70112	16
70113	84
70114	155
70115	298
70116	155
70117	1,402
70118	626
70119	937
70121	47
70122	2,139
70123	70
70124	809
70125	438
70126	1,592
70127	1,300
70128	1,072
70129	547
70130	29
70131	197

Weekly Situation & Pipeline Report
Week 48
May 25 - May 31, 2007

Zip Code	Number of Closings
70132	1
70150	1
70177	2
70219	1
70301	4
70341	2
70343	2
70344	68
70345	5
70353	18
70354	1
70355	1
70356	4
70357	3
70358	32
70360	5
70361	1
70363	44
70364	9
70374	3
70377	12
70380	2
70390	2
70392	1
70394	6
70395	1
70397	17
70401	7
70402	1
70403	5
70404	1
70420	11
70422	2
70424	1
70426	5
70427	41

Zip Code	Number of Closings
70430	1
70431	11
70433	51
70434	2
70435	25
70437	9
70438	17
70441	4
70443	5
70444	4
70445	74
70446	1
70447	19
70448	72
70449	3
70450	5
70452	31
70454	6
70456	1
70457	1
70458	925
70460	452
70461	964
70462	4
70463	2
70464	1
70466	1
70471	32
70478	1
70485	1
70501	4
70503	2
70510	103
70517	4
70518	1
70520	1

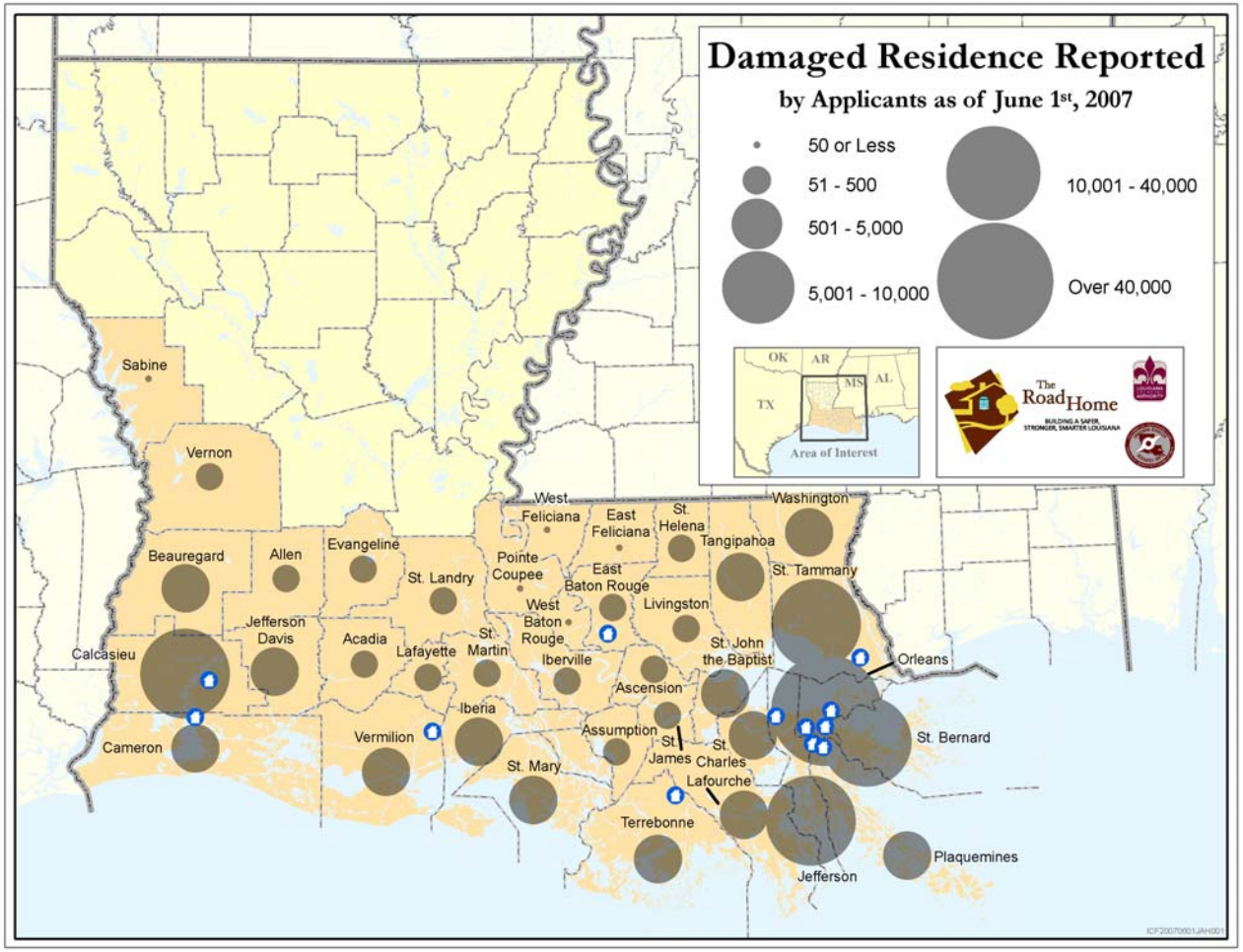
Zip Code	Number of Closings
70524	1
70525	1
70526	3
70528	58
70529	1
70532	7
70533	114
70538	13
70542	3
70543	1
70544	9
70546	14
70548	14
70549	2
70551	1
70552	1
70556	2
70559	1
70560	128
70563	1
70569	2
70570	4
70578	5
70582	2
70591	13
70601	382
70605	120
70607	192
70611	69
70614	1
70615	115
70616	1
70630	20
70631	70
70632	32
70633	35

Zip Code	Number of Closings
70633	35
70634	31
70637	1
70641	1
70643	12
70645	44
70646	4
70647	44
70648	9
70651	1
70652	4
70653	2
70655	3
70656	1
70657	14
70660	9
70661	18
70663	113
70664	1
70665	46
70668	33
70669	53
70707	1
70714	5
70717	1
70721	2
70722	4
70725	1
70726	4
70730	1
70733	4
70734	1
70737	3
70739	2

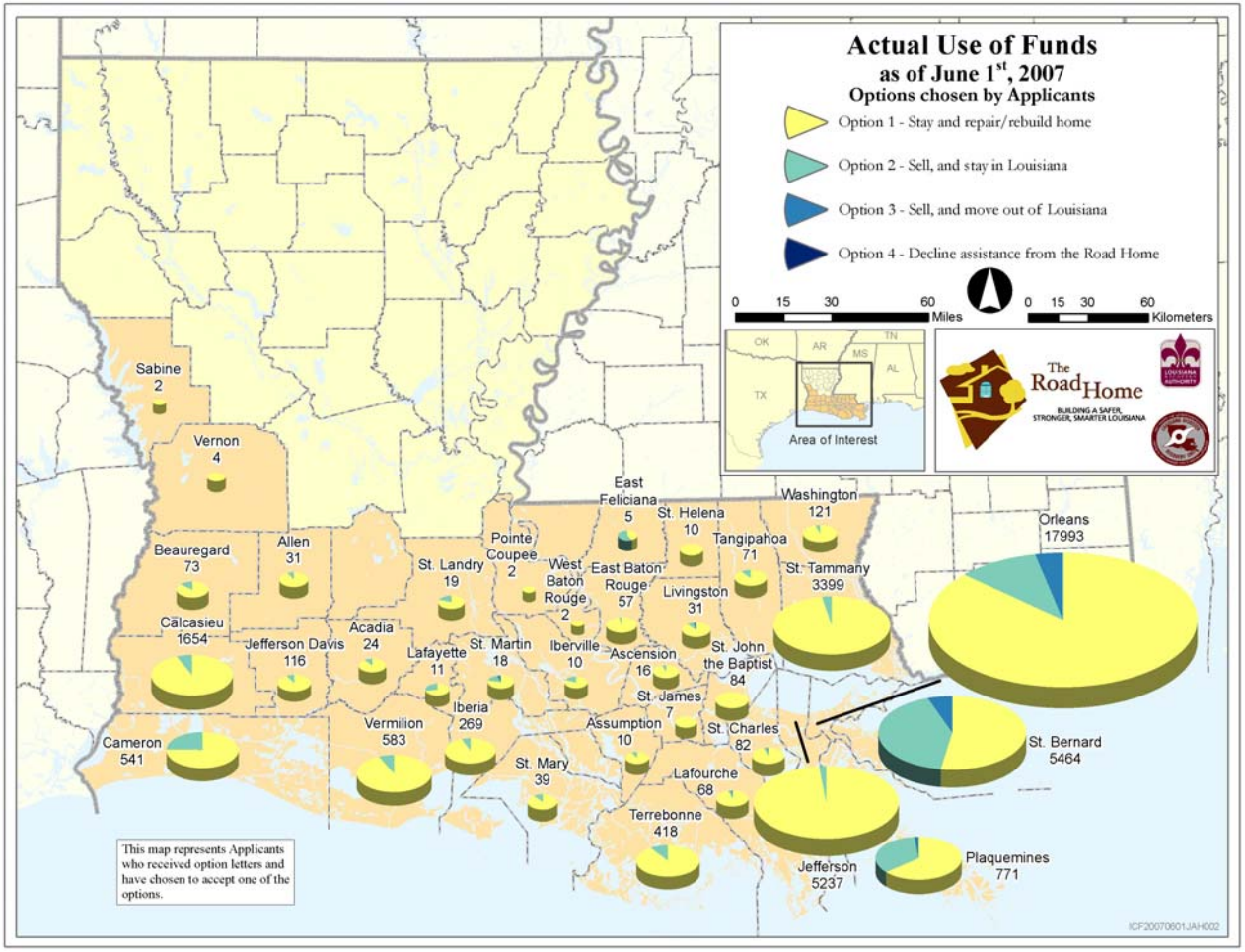
Zip Code	Number of Closings
70760	1
70763	1
70764	1
70767	1
70769	3
70770	1
70775	2
70785	1
70788	1
70791	3
70802	6
70805	4
70806	1
70807	4
70808	1
70810	2
70811	2
70812	5
70814	5
70815	3
70816	1
70817	2
70818	1
	23,875

* Detailed closing data is based on population of 23,875, rather than 23,884 reported in Daily Governor's Report as of May 31, 2007 due to a variance in data feeds

APPENDIX D


Damaged Residence Reported
by Applicants as of June 1st, 2007
50 or Less
51 - 500
501 - 5,000
5,001 - 10,000
10,001 - 40,000
Over 40,000
OK
AR
MS
AL
TX
Area of Interest
The Road Home
BUILDING A SAFER, STRONGER, SMARTER LOUISIANA
Sabine
Vernon
Beauregard
Allen
Evangeline
St. Landry
Pointe Coupee
West Feliciana
East Feliciana
St. Helena
Tangipahoa
Washington
St. Tammany
East Baton Rouge
West Baton Rouge
Livingston
Jefferson Davis
Acadia
Lafayette
St. Martin
Iberville
St. John the Baptist
Orleans
Calcasieu
Cameron
Vermilion
Iberia
St. Mary
Assumption
Ascension
St. James
St. Charles
St. Bernard
Lafourche
Terrebonne
Jefferson
Plaquemines

APPENDIX E


Actual Use of Funds
as of June 1st, 2007
Options chosen by Applicants
Option 1 - Stay and repair/rebuild home
Option 2 - Sell, and stay in Louisiana
Option 3 - Sell, and move out of Louisiana
Option 4 - Decline assistance from the Road Home
0 15 30 60 Miles
0 15 30 60 Kilometers
OK AR MS TN TX AL
Area of Interest
The Road Home
BUILDING A SAFER, STRONGER, SMARTER LOUISIANA
Sabine 2
Vernon 4
Beauregard 73
Allen 31
Calcasieu 1654
Jefferson Davis 116
Acadia 24
Cameron 541
Vermilion 583
Lafayette 11
St. Landry 19
Pointe Coupee 2
St. Martin 18
Iberia 269
St. Mary 39
West Baton Rouge 2
East Feliciana 5
East Baton Rouge 57
Iberville 10
Assumption 10
Terrebonne 418
St. Helena 10
Tangipahoa 71
Livingston 31
Ascension 16
St. James 7
St. John the Baptist 84
St. Charles 82
Lafourche 68
Jefferson 5237
Washington 121
St. Tammany 3399
Orleans 17993
St. Bernard 5464
Plaquemines 771
This map represents Applicants who received option letters and have chosen to accept one of the options.
ICF20070601JAH002

APPENDIX F

Mitigation Assistance by Housing Assistance Center

Housing Assistance Center	Phone/Email	Meetings-Shadow Appt.	Meetings-IMM	Meetings-Other	Training	Other Tasks
Cameron	67	18	853	31	43	58
Calcasieu	2	5	128	14	0	29
East Baton Rouge	43	137	1,116	51	44	109
Jefferson	492	15	3,711	78	15	16
New Orleans East	48	0	266	0	0	0
Orleans	23	13	6,247	99	85	32
Plaquemines	0	0	0	0	0	0
St. Bernard	4	2	145	21	6	10
St. Tammany	16	48	4,466	29	15	6
Vermilion	1	0	120	21	0	10
Mitigation Call Center	125	4	1	20	13	48
Total	821	242	17,053	364	221	318

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

GLOSSARY

Pipeline Diagram Terms (Figures 1 and 2)

APPLICATIONS
Online in System represents the cumulative number of applications in the system for applications submitted online.
Mail in System represents the cumulative number of applications in the system for hard copy applications submitted via mail.
Phone in System represents the cumulative number of applications in the system for applications taken over the phone.
Total in System represents the cumulative number of applications in the system for applications submitted online, via mail, and over the phone.

APPOINTMENTS
Appointment Letters Sent represents the cumulative number of letters sent to applicants asking them to call and schedule an appointment. Not all applicants will receive appointment letters because they may be ineligible or may have already scheduled their appointment over the phone. Appointment letters are sent in batches twice a week.
Appointments Scheduled represents the cumulative number of appointments scheduled to date.
Appointments Completed represents the cumulative number of appointments completed at Housing Assistance Centers where advisors submitted the applicants' completed applications.

CALCULATIONS
Applications in Verification represents the cumulative number of applicants whose application data is being verified to determine eligibility and basis for calculation of benefits.
Benefits Calculated represents the cumulative number of applications for which eligibility has been determined and benefits have been calculated for the various possible options.

CLOSINGS
Options Letters Sent represents the cumulative number of applicants who have been sent a benefit options letter noting their respective benefit options.
Options Selected represents the cumulative number of applicants who have replied to the options letter and selected their benefit option.
Closed represents the cumulative number of applicants who have gone through the closing process.