Weekly Situation Report: Week 5
July 29 – Aug 7

EXECUTIVE SUMMARY

The Road Home Program made substantial progress during this week of operation:

**Homeowner Program**
- During the Pilot program, 362 interviews have been conducted to date with 371 appointments made and 50 additional appointments made for Rita affected families for next week.
- Property valuations are completed on nearly all submissions with 60 cases ready for award calculation.
- Verification data continues to be an issue and affects the throughput of cases – striving to finalize agreements with data providers.

**Rental Program**
- Logistics for Building Professionals trainings and Homeowner Construction Rep trainings are complete.
- GIS coding established for SSRP by physical address, or parish assessor parcel number or USPS designation.
- Three successful focus groups in St. Bernard (Chalmette) and New Orleans.

**HMGP**
- Chairman of the Governor’s Housing Task Force met with The Road Home management in the Chase Bldg on Friday, Aug 4th.
- Created PowerPoint Slides to illustrate integration of HMGP with CDBG using the LRA action plan.
- Initiated programmatic integration requirements with CDBG to ensure homeowner applicant intake information meets MIS requirements of HMGP and CDBG.

**General**
- QA: Received 96% met or exceeded expectations on Pilot program feedback (from 24% sampling of participants). 
- HR: 321 hires made – goal for required 75% is 348 - 27 hires remaining to meet goal by Aug 21st.
- Logistics: Signed leases on eight of 10 initial HAC sites and begun build-out of the eight; move to project office headquarters at One American Place (6th Fl) scheduled for Aug 13th.

**Deliverables**

<table>
<thead>
<tr>
<th>Number</th>
<th>Service Area</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00025</td>
<td>Homeowner</td>
<td>Pipeline Report</td>
<td>28 July 06</td>
</tr>
<tr>
<td>00019</td>
<td>MIS</td>
<td>Data Sharing Agreements</td>
<td>30 July 06</td>
</tr>
<tr>
<td>00022</td>
<td>Policy</td>
<td>Mediation Process</td>
<td>31 July 06</td>
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</table>

**Week 5 Metrics**

<table>
<thead>
<tr>
<th>Program Area</th>
<th>Metric</th>
<th>QTY</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeowner Program</td>
<td>Applicant Meetings</td>
<td>-</td>
<td>362</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Program Area</th>
<th>Metric</th>
<th>QTY</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Appointments Made (8/7/06)</td>
<td></td>
<td>371</td>
</tr>
<tr>
<td></td>
<td>Average Appointment Time</td>
<td>1 hr 53 min</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Average Document Scan Time</td>
<td>12 min 40 sec</td>
<td>-</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Job Offers Accepted</td>
<td></td>
<td>321</td>
</tr>
<tr>
<td></td>
<td>LA Residents (3 offers to former LA Res)</td>
<td></td>
<td>99%</td>
</tr>
<tr>
<td></td>
<td>Displaced LA Residents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIS: Call Center</td>
<td>Call Volume/Day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIS: Registration</td>
<td>Registrations/Day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Homeowner Assistance Centers**

<table>
<thead>
<tr>
<th>Location</th>
<th>Paid Lease or Donated Space</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calcasieu</td>
<td>Paid Lease</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Cameron</td>
<td>Paid Lease</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Vermillion</td>
<td>Paid Lease</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Terrebonne</td>
<td>Donated Space</td>
<td>Signed MOA</td>
</tr>
<tr>
<td>St. Tammany</td>
<td>Paid Lease</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Plaquemines</td>
<td>Paid Lease</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>St. Bernard</td>
<td>Paid Lease</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Jefferson</td>
<td>Paid Lease</td>
<td>Signed Lease</td>
</tr>
<tr>
<td>Orleans</td>
<td>Paid Lease</td>
<td>TBS on August 8</td>
</tr>
<tr>
<td>East Baton Rouge</td>
<td>Paid Lease</td>
<td>In Negotiation, Contingency Plan Executed</td>
</tr>
</tbody>
</table>
THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

Accomplishments:
- Pilot Center completed a cumulative total of 362 interviews through Saturday July 29th.
- No interviews were held this week, so staff resources could be devoted to verification activities and preparing draft forms and letters needed for training.
- The total number of appointments scheduled to date is 371. About 50 additional appointments have been scheduled with Rita-affected families for next week.
- Meeting held regarding application verifications with all responsible parties.
- Written homeowner program procedures are nearing completion.
- Property evaluations have been completed on nearly all submitted cases.
- Approximately 60 cases are ready for calculation. Staff training on the calculator was held. Target date for notifying families: Tuesday Aug 8th, with some recommendations to the State ready to go Aug 11th.
- Interviews by Parish (Graphic lagging by two days only – no additional appointments made from July 27th):
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SMALL RENTAL PROGRAM

Accomplishments
- Lenders Training Logistics are complete for three training sessions
- Logistics for Building Professionals trainings and Homeowner Construction Rep trainings are complete
- Coordinated with The Louisiana Home Inspectors Board, and the American Institute of Architects Louisiana and National to assist with marketing and outreach
- Downloaded materials and procedures manuals for State of Louisiana and City of New Orleans HOME/CDBG Rental programs
- GIS coding established for SSRP by physical address, or parish assessor parcel number or USPS designation
- Developed contact information for several parishes related to the damage assessment from each parish
- Five successful focus groups in affected Parishes

HAZARD MITIGATION GRANT PROGRAM (HMGP)

Accomplishments
- Initiated programmatic integration requirements with CDBG to ensure homeowner applicant intake information meets MIS requirements of HMGP and CDBG.
- The State agreed to the need for a single coordination group to meet that has representatives from all State Agencies that are designated in the Governor’s Executive Order and the Legislative Act for the “Disaster Recovery Initiative.”
- The Chairman of the Governor’s Housing Task Force met with The Road Home management in the Chase Bldg on Friday, Aug 4th
- Creating a short set of HMGP PowerPoint slides for inclusion with executive level overviews for integration of HMPG with CDBG using the LRA Action Plan and guidance documents
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PROGRAM SUPPORT STATUS

LOGISTICS & FACILITIES

Accomplishments:
- All 10 sites identified for Homeowner Assistance Centers in designated parishes
- Leases signed for sites in eight of ten designated parishes
- Baton Rouge site is pending sale of property; however, agreement signed with prospective buyer. Have executed a contingency plan for operations in the interim.
- Focus of effort for Orleans Parish site is the office building directly across from the Superdome. Back-up location identified at 400 Poydras Street

Outstanding Issues:
- Pending lease discussion on the New Orleans sites
- Pending resolution on the sale of the proposed Baton Rouge site. Date of sale of property scheduled for Aug 17th. An agreement to lease the site is already in place with the prospective buyer should he close the purchase

HUMAN RESOURCES

Accomplishments
- 321 hires made – goal for 75% is 348 = 27 hires remaining to meet goal by Aug 21st.
- Continuing with advertising, interviewing, hiring, and orientation
- Able to use Department of Labor and University locations for The Road Home hiring events at no cost to the contract
- Continuing with job fairs through the Department of Labor as follows:
  - Aug 8th in Slidell and St. Tammany job fair with LA Works
  - Aug 9th in Lafayette and in Abbeville
  - Aug 11th in Cameron, Orleans, and Jefferson
- Aug 8th – new hire orientation for Team Leaders to be held in Baton Rouge
- Aug 14th – new hire orientation in three locations for bulk of new employees

POLICY & PLANNING

Accomplishments:
- Moving forward with MOU with mortgage lenders
- Finished writing up business rules for funding assistance calculator
- Made progress on finalizing Action Plan Amendment to send to HUD
- Made presentation of CDBG-LIHTC program at LHFA sponsored developer meeting on Aug 3rd.

Revised and submitted training module for funding assistance calculator for pilot housing advisors
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TRAINING
Accomplishments:
- Submitted Master Training Schedule to OCD on Aug 3rd
- Revised internal training delivery schedule – Road Home Homeowner Program
  Training for Employees scheduled for Aug 14-16th in New Orleans, Baton Rouge, and Lake Charles
- Finalized instructors for train-the-trainer and employee training sessions
- Reviewed training modules and provided feedback to developers
- Finalized logistics for external training sessions for Financial Institutions, Building Professionals, and Homeowner Construction Reps
- Submitted revised deliverables (training outlines and dates/locations) to OCD on Aug 4th.
  - On Aug 4th, submitted paper on options for outreach, marketing and format for Building Professionals meeting with estimated costs for tasks outside the scope of the contract

COMMUNITY OUTREACH
Accomplishments
- Conducted meeting with OCD to discuss building a business development model with the non-profit sector
- Met with Mayor Randy Roach of Lake Charles to introduce the Road Home Program. He was extremely cordial and offered his full assistance to roll the program out to his constituents
- Presented Road Home information at our first community/town hall meeting. The meeting took place in Abbeville, LA on Wednesday, July 26th. Approximately 100 residents participated and asked really detailed questions. At the end of the meeting, the Road Home team received a round of applause
- Made a presentation on the Road Home along with a group of consultants from James Lee Witt and Associates in Thibodaux, LA on Aug 1st and in Jefferson Parish on Aug 3rd
- Several requests have come in for community presentations. Perry along with Gentry and Susan are working on the protocol and processes to receive and handle all requests
- Worked on the draft level details of the non-profit business development model. Three initial focus areas are being explored—human services, housing and legal. Another meeting with the client is scheduled for Aug 10th to discuss progress to date

COMMUNICATIONS
Accomplishments:
- Revised the Road2La Web site to reflect changes to program language
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- Created list of sign options for new Road Home’s permanent address
- Created 20 media kits
- Met with OCD and LRA to present ad campaign copy changes
- Delivered anti-fraud talking points Aug 4th
- New Orleans ad concepts approved by Governor

MIS
Accomplishments
- Delivered pilot verification data integrated with calculator
- Delivered call center FAQs
- Posted professional rebuilding training registration to web
- Received servers at NTG
- Finalized specifications for eGrantsPlus to incorporate homeowner application process
- Designing and ordering IT equipment for HACs

FRAUD PREVENTION
Accomplishments
- Obtained access to applicant electronic data records
- Developed second draft of Principles of Ethical Conduct for the Road Home Program
- Developed final training module for anti-fraud and ethical standards
- Robbie Tighe and Bill Rudolph met with the Attorney General and his Consumer Protection Attorneys and Investigators regarding Bank Escrow Accounts
- Spoke with Rose Capalungan at HUD offices regarding request for information regarding the contracts and started preparing material
- Meeting with Carl Bauchle of First American, regarding the Automated Valuations Models, Broker Price Opinion & flood data information

QUALITY ASSURANCE AND CONTROL
Accomplishments:
- Conducted surveys (phone calls) of applicants to the Homeowner Pilot program to determine quality of home evaluations performed. Reported results to Homeowner Evaluation team. Results to be used in training evaluators

<table>
<thead>
<tr>
<th>Description</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homes Evaluated</td>
<td>123</td>
</tr>
<tr>
<td>Homeowners Surveyed</td>
<td>30</td>
</tr>
<tr>
<td>% Homeowners Surveyed</td>
<td>24%</td>
</tr>
<tr>
<td>Rated overall quality of service as exceeded expectations</td>
<td>53%</td>
</tr>
<tr>
<td>Rated overall quality of service as met expectation</td>
<td>43%</td>
</tr>
</tbody>
</table>

- Performed quality control review of Checklist for Homeowner Application Files.
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- Performed quality control review of Homeowner Policy document. Proposed changes and updates to the policy for consideration.
- Continued developing integrated quality controls into business operations of internal and external processes.
- Provided quality control review of 68 Homeowner applicant files. Reviewed for completeness and compliance with established policies and procedures.

COMPLIANCE
Accomplishments:
- Continue to progress towards an integrated Hotline System. Met with HUD Hotline Manager, KPMG, Attorney Generals Office, and HUD OIG Gulf Coast Region officials.
- Continued to coordinate with KPMG officials on Anti-Fraud and internal issues.
- Conducted a limited Investigative review into Road Home complaint. Complaint was found to be an International Phone Bank used to route random telephone calls. The problem is not Road Home specific but is a national concern.
- Continue to revise and condense Compliance Plan.
- Ran 358 applicant names through the Federal Fraud Task Force Database with a result of one minor complaint and a second complaint being investigated by HUD OIG.
- Met with Attorney Generals Office on banking issues. Final issues are being worked out.
- Continue to review final version of Road Home Program, HUD regulations, and Environmental regulations.

INFORMATION
Accomplishments:
- Continue preparing response to follow up questions from Christian Science Monitor reporter Ron Sherer.
- Staffed Editorial Board meeting with Times-Picayune Thursday, Aug 3rd. Mike Byrne, Anita Rechler, Fred Tombar and Bob Santucci presented The Road Home Program and responded to questions.
- Harold Clark called back to say he is interested in scheduling The Road Home for future appearances.
- Mike Byrne was again featured on WDSU-TV-6 New Orleans’ weekly program “6 On Your Side” on Aug 3rd answering questions from viewers who write in to the program. Fred Tombar will be on the show this week.
- Provided answers to a few questions submitted to us by the Times-Picayune for inclusion in their weekly column.
- Met with Tavis Smiley Show consultant Angele T. Wilson, President & CEO, The Wilson Group on Friday, Aug 4th and discussed potential for The Road Home Program to be featured on show. She is inviting us to a taping of an upcoming
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Tavis Smiley Show in New Orleans. She will also help to schedule us on The Tom Joyner Morning Show

- Met with New Orleans Hornet’s Senior Vice President of Basketball Administration Steven B. Martin, 504-382-7694, about promoting The Road Home Program during home games and the participation of a team player in Road Home advertising
- Responding to inquiry from The Advocate reporter Michelle Millhollon requesting an update on the pilot

LEGAL

Accomplishments
- Completing ethical conduct systems

AREAS REQUIRING ASSISTANCE FROM THE STATE

- None at this time