EXECUTIVE SUMMARY

The Road Home Program additional progress during this week of operation:

Homeowner Program
- A total of 433 homeowner appointments scheduled to date, with a focus on Rita victims in the past week.
- 75 cases ready for calculation, 20 calculations completed.
- First American began title searches. Closings targeted for August 24th.

Rental Program
- Establishing pre-application criteria, process flow and implementation planning.
- Defining IT needs for Rental program including website attributes.

HMGP
- Attended Historic Preservation Compliance Strategies Summit.
- Met with GOHSEP Support Staff.

General
- Finalized award calculator.
- Conducted planning to collect HUD Section 3 compliance statistics.
- Conducted 2 day “train-the-trainer” session for 12 instructors and 30 Team Leaders.
- Received approval for advertising creative concepts. Filming conducted in New Orleans. Recorded radio spots.
- Call Center operational.

Deliverables

<table>
<thead>
<tr>
<th>Number</th>
<th>Service Area</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00018</td>
<td>Rental</td>
<td>SSRP website approved/online</td>
<td>18 Aug 06</td>
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<tr>
<td>00025</td>
<td>Homeowner</td>
<td>Pipeline Report</td>
<td>21 Aug 06</td>
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</table>

Week 6 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>427</td>
</tr>
<tr>
<td></td>
<td>Appointments Made (8/13/06)</td>
<td>-</td>
<td>433</td>
</tr>
<tr>
<td></td>
<td>Average Appointment Time</td>
<td>1 hr 56in</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Average Document Scan Time</td>
<td>12 min</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>MIS: Call Center</td>
<td>Call Volume/Day</td>
<td>Gathering</td>
<td></td>
</tr>
<tr>
<td>MIS: Registration</td>
<td>Registrations/Day</td>
<td>Gathering</td>
<td></td>
</tr>
</tbody>
</table>
### Homeowner Assistance Centers

<table>
<thead>
<tr>
<th>Program Area</th>
<th>HAC Location</th>
<th># Staff</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logistics &amp; Facilities</td>
<td>Calcasieu</td>
<td>30</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>Cameron</td>
<td>4</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>Vermillion</td>
<td>4</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>Terrebonne</td>
<td>4</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>St. Tammany</td>
<td>30</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>Plaquemines</td>
<td>6</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>St. Bernard</td>
<td>30</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>Jefferson</td>
<td>32</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>Orleans</td>
<td>90</td>
<td>Signed Lease – Build-out Begun</td>
</tr>
<tr>
<td></td>
<td>East Baton Rouge</td>
<td>90</td>
<td>Contingency Plan Executed</td>
</tr>
</tbody>
</table>
Weekly Daily Situation Report: Week 6
Aug 8 – Aug 14

THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

- A total of 433 homeowner appointments scheduled to date, with a focus on Rita victims in the past week
- 91 cases calculated and completed. Awards so far range from a high of $112,274 to a low of $1,087. Eight (8) calculations resulted in zero award. Quality control reviews of these calculations are being completed before notification is sent.
- First American actively working on or completed title searches for all 91 cases. Attempting to schedule first closings sessions August 24th
- No letters to homeowners prepared yet, still hopeful that some recommendations to state will be ready to go August 11th
- Application intake process mapped, decisions underway on mail house and data entry functions
- Nineteen Quadel staff tapped to provide interim leadership in HAC for initial 3-4 weeks. Seven ICF staff tapped to provide leadership in HACs for opening week and a half.
- Invited to attend insurance industry meeting August 21—great opportunity to enlist cooperation with verification
- “Tiger team” formed to facilitate improved verification processing
SMALL RENTAL PROGRAM

- Working diligently on defining IT needs for Rental program and website attributes
- Work related to unique criteria affecting SRP function, pre-application, process flow, and implementation planning
- Developing SRP FAQ, and web-based dataset needs
- Establishing “pre-application” criteria
- Draft funding award tables, Scoring and Pre-application submitted to MIS
- Set date for meeting with Louisiana Bankers Assn for Tuesday, August 15th at 3:00 PM on the 6th Floor of the One American Place building in Baton Rouge
- Set date of meeting with the Jefferson Parish officials for Wednesday, August 16th at the JEDCO office at 3445 North Causeway Blvd, Suite 300, Metairie, LA
- Set date for meeting with Calcasieu parish bankers, investors and landlords for 10:00 AM on Friday, August 18th at the Burton Business Center, McNeese State University, Lake Charles, LA to discuss the Small Rental program. Set date for meeting with Cameron parish officials at 2:00 PM on Friday, August 18th at Burton Business Center to discuss the Small Rental program
HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Attended Historic Preservation Compliance Strategies Summit. Subjects included integration of environmental and historic preservation reviews so one process works for FEMA and HUD. In depth discussions also involved FEMA HMGP review and approvals with some progress on the key issue of title assignment/transfer process to avoid HMGP being “reimbursable.”

- Met with GOHSEP Support Staff and gained concurrence on the plan to submit initial HMGP Application solely dedicated for acquisition/demolition to Greenspace. Other mitigation options considered later if lack of participation is a problem.
PROGRAM SUPPORT STATUS

LOGISTICS & FACILITIES

- Nine of 10 HAC leases signed. Baton Rouge site lease pending, but contingency plan to operate HAC at Pilot site is operational in Baton Rouge
- Expanding pilot program site for use as temp HAC for Baton Rouge until the lease on the permanent HAC facility is final.

HUMAN RESOURCES

- Approximately 320 employees participating in new hire orientation and training today in three locations: New Orleans, Baton Rouge and Lake Charles
- HR collecting employees’ preferences for work schedules for Quadel to enter into scheduling software by this afternoon – goal is to tell employees their work schedule by Wed. August 16th
- Data for HUD Section 3 being collected at the orientation – including (a) race/sex; (b) household income level; (c) affected by hurricanes
- Orientation progressing as planned which enables Training modules to keep on track

POLICY & PLANNING

- Finalized “pilot” award calculator
- Discussed marketing strategy and logistics for upcoming consumer information sessions and mortgage lender information sessions with NeighborWorks
- Secured venue for NeighborWorks Consumer Info Sessions on August 26th
- Obtained data from local parishes on percent damage
- Discussed historic preservation issues being raised by the State Historic Preservation Office (SHPO) with SHPO, HUD, and OCD
- Met with staff from 1Economy which oversees Louisiana Rebuilds. The Road Home Program will begin working collaboratively with Louisiana Rebuilds to get them up to date information about The Road Home Program so that they can effectively reach out to consumers and keep consumers informed. Louisiana Rebuilds will complement our efforts to reach out to the local communities, particularly those without access to internet.
- Developed calculator examples to incorporate in calculator training
- Homeowner application form finalized

TRAINING

- Conducted two-day “train-the-trainer” session for 12 instructors and 30 new Road Home team leaders
- Revised employee training materials based on feedback received on train-the-trainer
Weekly Daily Situation Report: Week 6
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- Captured and transcribed audio of Mike Byrne’s delivery of *The Road Home* Program orientation for future alternative training deliveries
- Completed Self-Paced Inbox exercises for HAC Housing Advisors for use at the 2-Day HAC Rehearsal and to be use as an additional training tool for future training needs
- Developed test for Homeowner Construction Rep training

**COMMUNITY OUTREACH**
- St. Bernard Parish Community Meeting, Nunez Community College: Over 800 parish residents participated in a panel presentation with LRA board members and RHP representatives along with a question and answer session. State Representative Nita Hunter organized the event.
- Orleans Parish Community Planning Charette: New Orleans residents from various uptown neighborhoods participated.

**COMMUNICATIONS**
- Delivered anti-fraud talking points 8/4
- New Orleans concepts approved by Governor
- Feedback on NeighborWorks training materials
- Internal approval on program brochures
- Met critical staffing needs
- Milestone press release
- Submitted Lake Charles version of ad campaign to client for approval
- Submitted direct mail concept to client for approval
- 100,000th registrant press release distributed by Governor’s office on 8/8
- Submitted letter for legislators to client for approval
- Submitted flyer for Mayor Nagen to client for approval
- Sent 8/14 Communications deliverable to client including all program brochures and media strategy
- Approved final language from HUD, OCD, and Gov. Blanco
- Received final approval on scripts
- Recorded radio spots
- Crafted 10-15 minute Governor’s speech for trainer video
- Submitted Anti-fraud action plan to client and waiting for feedback and approval
- Completed presentation for 8/10 LRA Board Meeting (Susan Hughes and Mike Byrne to present)
- Finished shooting New Orleans TV version
- Delivered internal rental communications plan for review and approval
- Completed Direct Mail, in client review

**MIS**
- Call center operational
- eGrantsPlus – Implemented Alpha at NTG
Weekly Daily Situation Report: Week 6
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- Data Center – Servers turned over to Microsoft and Oracle deployment teams - delivery of configured servers Monday, 8/14
- Evaluation Software – Multiple meetings with HDP vendor to determine enhancement and licensing requirements
- Continued progress of MSFT installs – Exchange, SQL Server, SharePoint

**FRAUD PREVENTION**

- Attended federal anti-fraud task force meeting
- Met with insurance commission staff regarding assistance with gaining access to insurance claims information
- Attended meeting with Middle District U.S. Attorney David Dugas and FBI white collar crime supervisors from Baton Rouge and New Orleans and ASAC from New Orleans office
- Delivered anti-fraud training module for the Train-the-Trainer session
- Delivered update on anti-fraud efforts to Louisiana Recovery Authority Audit Subcommittee on, Wednesday, August 9, 2006. Very positive feedback received.
- Delivered anti-fraud training at the Train-the-Trainer session on Wednesday, August 9, 2006
- Entergy received information to help with the verification of owner/occupancy status
- Meeting with Credco representatives to discuss information available from their system and work with ICF MIS group to determine the appropriate use of the information for background review.

**QUALITY ASSURANCE AND CONTROL**

- Summarized and presented the results of review of homeowner applicant files. Homeowner team members will provide responses to recommendations.
- Briefly met with home evaluation team to describe procedures and explain objectives of quality review of their applicant files
- Completed quality review of applicant information to test for accuracy of cost input from home evaluator cost sheets as well as completeness and consistency of documents retained
- Performed survey (phone calls) of Homeowners to determine quality of service provided by home evaluators

**COMPLIANCE**

- No information provided

**PUBLIC INFORMATION**

- No information provided
AREAS REQUIRING ASSISTANCE FROM THE STATE

- None at this time