EXECUTIVE SUMMARY

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

Homeowner Program
- No new applicants this week – focused on verification of processed applicants in the Pilot program
- Verified 31 cases for a total 179 cases – missing insurance data on 249 others
- Recommended 42 homeowners for compensation – with an additional nine receiving option letters and four compensation decisions made with closing likely by Monday, Aug. 28th

Rental Program
- Conducted lender meeting in Baton Rouge, but lenders want to see MOU
- Finalized and submitted website deliverable for the Rental program
- Drafted FAQs and summary of program for Call Center and Assistance Centers and focus groups respectively

HMGP
- Delivered 1st draft of HMGP content to OCD for review and comment
- Condensed mitigation information for Center advisors
- Comments received on application from OCD, GOHSEP, and Legislative Auditors Office – planning on issuing second draft Monday, Aug. 28th

General
- HR: Recruiting to the 100% level for phase 1
- Logistics: Leases signed on all centers. Opened Lake Charles Center on Friday
- Training: Delivered training session to financial institutions in Lake Charles, New Orleans, and Baton Rouge to more than 175 people and trained 350 employees

Deliverables

<table>
<thead>
<tr>
<th>Number</th>
<th>Service Area</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00014</td>
<td>Communications</td>
<td>Commence Outreach and Public Education</td>
<td>Aug. 11, 2006</td>
</tr>
<tr>
<td>00002</td>
<td>Homeowner</td>
<td>Cash Flow Projections</td>
<td>Aug. 15, 2006</td>
</tr>
<tr>
<td>00017</td>
<td>Communications</td>
<td>Summary of SSRP Outreach and Media Campaign</td>
<td>Aug. 14, 2006</td>
</tr>
<tr>
<td>00015</td>
<td>Communications</td>
<td>Summary of Homeowner Media Campaign and copies of brochures</td>
<td>Aug. 14, 2006</td>
</tr>
<tr>
<td>00027</td>
<td>HMGP</td>
<td>HMGP Draft Application</td>
<td>Aug. 15, 2006</td>
</tr>
<tr>
<td>00018</td>
<td>Rental</td>
<td>SSRP Website Approved/Online</td>
<td>Aug. 18, 2006</td>
</tr>
</tbody>
</table>

Weekly 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>NC</td>
</tr>
<tr>
<td></td>
<td>Appointments Made (8/21/06)</td>
<td>371</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Average Appointment Time</td>
<td>1 hr 53 min</td>
<td>NC</td>
</tr>
<tr>
<td>Program Area</td>
<td>Metric</td>
<td>QTY</td>
<td>Total</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------</td>
<td>-----------</td>
<td>-------</td>
</tr>
<tr>
<td></td>
<td>Average Document Scan Time</td>
<td>12 min 40 sec</td>
<td>NC</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Job Offers Accepted</td>
<td>321</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LA Residents (3 offers to former LA Res)</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>MIS: Call Center</td>
<td>Call Volume/Day</td>
<td>Gathering</td>
<td>NC</td>
</tr>
<tr>
<td>MIS: Registration</td>
<td>Registrations/Day</td>
<td>Gathering</td>
<td>NC</td>
</tr>
</tbody>
</table>

*NC = No Change*
THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

- No new appointments with homeowners were held in the past week
- Staff in the pilot center focused on verification steps, calculations, quality control and file management
- Verification was completed this week on an additional 31 cases, for a total of 179. A total of 249 other cases have verification missing, most notably insurance data
- First recommendation to the state for compensation to 42 homeowners was submitted - from this group, nine homeowners have received their option letters, and four made their compensation decision and will likely go to closing by Monday, Aug. 28th

SMALL RENTAL PROGRAM

- Conducted lenders training in Baton Rouge - was well received but the lenders want to see the MOU before fully committing to participate
- Presentation made to Saints Board of Realtors of St. John, St. James and St. Charles Parish at the Ormond Country Club in Destrehan, LA. Over 100 persons in attendance to hear presentation on Road Home program
- Finalized SRAP website deliverable 00018
- Drafted a summary of small rental assistance program focus groups for client.
- Drafted a frequently asked questions (FAQ) document for Call Center and Assistance Centers

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Delivered 1st Draft of key HMGP Grant Application content to OCD for selective distribution to key partners for review and comment
- Condensed mitigation information backgrounder created for Homeowner Assistance Center Advisors
- Exploring advanced mitigation training syllabus for Homeowner Advisors and Site Inspectors initiated with GOHSEP
- Received comments on HMGP Application Draft from OCD, GOHSEP, and Legislative Auditor’s Office – Second Draft using standard grant application template planned for delivery to OCD on Monday, Aug. 28th
Weekly Daily Situation Report: Week 7
Aug 15 – Aug 21

PROGRAM SUPPORT STATUS

LOGISTICS & FACILITIES

- Successfully opened Lake Charles, LA office on Aug. 18th
- Signed lease and approved layout on Baton Rouge Center. Minimal build out required
- St. Tammany site in Slidell, LA. Awaiting Certificate of Occupancy

HUMAN RESOURCES

- Report from Training Group is positive on the quality of Team Leaders and Housing Advisors going through the training
- HUD Section 3 data collected from new hires – 270 out of 320 employees in orientation voluntarily completed the data sheet
- Baton Rouge Center Manager hired – starts Sep. 8th (maybe sooner) and Assistant Center Manager hired starts Aug. 26th
- St. Tammany Center Manager hired – starts Sep. 8th
- Candidate for Assistant Center Manager at St. Tammany initially declined offer – she has a personal concern about level of hostility and security (of bomb threats) in the Housing Center. HR is doing outreach to her to get to core of her issues and provide accurate information so she can make an informed decision, rather than one on speculation or assumption
- Recruiting to the 100% level for phase 1; recruiting for Small Scale Rental and Mitigation teams – phase 2 – HR will engage the leaders of these programs to get the recruiting pipeline and process in place
- Provided hiring statistics by Parish to OCD

POLICY & PLANNING

- Completed policy document and revisions to Homeowner Assistance Program training modules
- Options letter for pilot applicants finalized
- Met with OCD to coordinate pending requests for conflict of interest exemptions under CDBG regulations

TRAINING

- Completed three sets of training materials for deliveries the week of Aug. 14th
  - Training for Financial Institutions
  - Supervisor training for Center Managers and Team Leaders
  - Center Manager’s Rehearsal Kits – for practicing in the Housing Assistance Centers on Aug. 21-22; distributed to supervisors on Aug. 18th
- Delivered 3-day Road Home Homeowner Program Training to new employees on Aug. 14-16 in Baton Rouge, New Orleans, and Lake Charles; trained approximately 350 people
Weekly Daily Situation Report: Week 7
Aug 15 – Aug 21

- Delivered 2-day Road Home Supervisor Training to Center Managers and Team Leaders on Aug. 17-18 in New Orleans; trained 51 people
- Delivered Financial Institutions training in Lake Charles on Aug. 16; trained 25 people
- Delivered Financial Institutions training in New Orleans on Aug. 17; trained 96 people
- Delivered Financial Institutions training in Baton Rouge on Aug. 18; trained 58 people

COMMUNITY OUTREACH

- Conducted a 2-hour Road Home program workshop in Calcasieu Parish on Aug. 15th. The audience comprised of 32 individuals representing more than two dozen area organizations representing 5 parishes who currently provide a variety of human and social services
- Spoke at the Southwest LA task force of the LRA on the Road Home Program. The group was pleased to have HAC sites located in their region, and encouraged us to continue reaching out to the residents
- Continuing to develop a model for non-profit service providers to work as subcontractors. A positive meeting was held with the Louisiana Bar Association to seek assistance through their non-profit legal aide network
- Presented project information to the Finance Committee of the St. Bernard Parish Council
- Contacted key elected officials and community leaders in the Greater Calcasieu area to invite them to the opening of the Lake Charles Housing Advisory Center on Aug 18th
- Spoke at New Orleans Councilwoman Morrell’s workshop for displaced New Orleans families in Baton Rouge on Aug. 17th. Over 150 residents attended

COMMUNICATIONS

- Participated in Calcasieu Parish Center event Aug 18th
- Completed all advertising - radio, print, TV, web
- Sent all approved communications materials to the printer
- Finalized and printed all press materials for opening week
- Sent Rental deliverable to state
- Sent Communications/Outreach deliverable to state

MIS

- Received 500-600 applicants online in first day
- Received loan payoff statements for pilot participants from SBA
- State reviewing NDA with Allstate Insurance
- Testing started Wednesday on re-builders Registry
- Standalone Homeowner Application Form – began development of contingency solution
Weekly Daily Situation Report: Week 7
Aug 15 – Aug 21

- Initiated beta testing for eGrantsPlus

FRAUD PREVENTION

- Prepared position paper on the electronic thumbprint issue
- Delivered training on Fraud Prevention in Baton Rouge, New Orleans, and Lake Charles on Aug. 15, 2006
- Reviewed draft Policies and Procedures and reviewed with respect to Anti-Fraud elements
- Completed draft Data Privacy Statement
- Completed and issued Standards of Ethical Conduct; posted on road2LA.org website
- Attended meeting with Steve Green and OCD staff and other state officials to review 3rd party information requests and discuss any applicable exemptions which may need to be sought

QUALITY ASSURANCE AND CONTROL

- Conducted surveys (phone calls) of applicants to the Homeowner Pilot program to determine quality of home evaluations performed. Results to be used in training evaluators

Summary results to date as of 8/11/06

<table>
<thead>
<tr>
<th>Description</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homes Evaluated</td>
<td>290</td>
</tr>
<tr>
<td>Homeowners Surveyed</td>
<td>82</td>
</tr>
<tr>
<td>% Homeowners Surveyed</td>
<td>28%</td>
</tr>
<tr>
<td>Rated overall quality of service as exceeded expectations</td>
<td>49%</td>
</tr>
<tr>
<td>Rated overall quality of service as met expectation</td>
<td>49%</td>
</tr>
</tbody>
</table>

- Conducted questionnaire surveys of homeowner applicants applying at the Pilot Center, Baton Rouge Center (Chase Bldg). Results report to Homeowner team leaders

Summary Results to Date as of 8/12/06

<table>
<thead>
<tr>
<th>Description</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Applicants to Pilot</td>
<td>360</td>
</tr>
<tr>
<td>Number of Surveyed Participants</td>
<td>85</td>
</tr>
<tr>
<td>% Homeowners Surveyed</td>
<td>24%</td>
</tr>
<tr>
<td>Rated overall quality of service as excellent</td>
<td>89%</td>
</tr>
<tr>
<td>Rated overall quality of service as good</td>
<td>8%</td>
</tr>
</tbody>
</table>

6
Weekly Daily Situation Report: Week 7
Aug 15 – Aug 21

- Completed three-day training of Homeowner Assistance personnel. Training will assist Quality Assurance team with designing checklists and other performance review questions relating to Homeowner program and Housing Assistance Centers
- Completed drafts of checklists for homeowner program including:
  - Checklist for Advisor Sit-in reviews
  - Checklist for Housing Assistance Center
  - Checklist for Call Center review
- Completed draft of detailed Quality Assurance Performance Review Projects
- Performed quality control review of additional 49 Homeowner applicant files. A total of 118 files reviewed. Results discussed with homeowner personnel and corrective action procedures will be implemented

PUBLIC INFORMATION

- Continue preparing response to follow up questions from Christian Science Monitor reporter Ron Sherer
- Providing answers to questions submitted by the Times-Picayune for inclusion in their weekly column
- Brief media training for Housing Assistance Center managers in New Orleans on Thursday, Aug. 17th
- Fred Tombar was on 2nd segment of WDSU-TV-6, 6 on Your Side program in New Orleans, Thursday, Aug. 17th
- All the Lake Charles media attended the opening of the housing assistance center on Friday, Aug. 18th. The government channel began airing our ads on Friday, Aug. 18th
- Responded to an inquiry from the American Press in Lake Charles about cost of renovations, owner of the building and staff budget concerning the Housing Centers
- E-mailed general information about the Road Home Program and the opening of the Lake Charles Center to Sirius Satellite Radio and BlackAmericanWeb.com
- Fielded questions from Coleman Warner of the Times Picayune about the registration breakdown by parish. Sent him to the LRA
- Attended an Acorn Meeting in New Orleans on Saturday, Aug. 19th. Thirty people from the upper and lower ninth ward attended. Producers and camera men from the News Hour with Jim Lehrer (PBS) did interviews with Julie Harris of the Road Home and some of the applicants. The segment should air this week

AREAS REQUIRING ASSISTANCE FROM THE STATE

- None at this time