EXECUTIVE SUMMARY

Homeowner Assistance Program

Homeowner Program Advisors continued to meet with applicants through initial and RHAS appointments, 1,150 and 949, respectively. The number of benefits calculated increased to 139,699 and the total number of closings held as of November 1 increased to 67,433. Cumulatively, homeowners returned 103,682 benefit options selection letters.

Table 1: Homeowner Program Snapshot

<table>
<thead>
<tr>
<th>Activity</th>
<th>As of COB Oct 25</th>
<th>Weekly Activity</th>
<th>As of COB Nov 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications Received</td>
<td>228,864</td>
<td>291</td>
<td>229,155</td>
</tr>
<tr>
<td>Applications Not Valid for Processing</td>
<td>43,266</td>
<td></td>
<td>43,266</td>
</tr>
<tr>
<td>Applications Recorded</td>
<td>185,920</td>
<td>(31)</td>
<td>185,889</td>
</tr>
<tr>
<td>Inactive Applications</td>
<td></td>
<td></td>
<td>5,553</td>
</tr>
<tr>
<td>Applications Available for an Appointment</td>
<td></td>
<td></td>
<td>180,336</td>
</tr>
<tr>
<td>Total Appointments Held</td>
<td>191,182</td>
<td>2,099</td>
<td>193,281</td>
</tr>
<tr>
<td>Initial Appointments Held</td>
<td>159,716</td>
<td>1,150</td>
<td>160,866</td>
</tr>
<tr>
<td>RHAS Appointments Held</td>
<td>31,466</td>
<td>949</td>
<td>32,415</td>
</tr>
<tr>
<td>Applications Determined to be Ineligible</td>
<td></td>
<td></td>
<td>6,465</td>
</tr>
<tr>
<td>Applications Available for Calculation</td>
<td>154,401</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefits Calculated</td>
<td>137,066</td>
<td>2,633</td>
<td>139,699</td>
</tr>
<tr>
<td>Benefit Options Letters Sent</td>
<td>122,353</td>
<td>3,470</td>
<td>125,823</td>
</tr>
<tr>
<td>No Funding Award</td>
<td>804</td>
<td>(6)</td>
<td>798</td>
</tr>
<tr>
<td>Elevation ONLY</td>
<td>11,361</td>
<td>1,273</td>
<td>12,634</td>
</tr>
<tr>
<td>Total Benefit Options Letters Returned</td>
<td>103,682</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Option One Selections</td>
<td>85,338</td>
<td>1,176</td>
<td>86,514</td>
</tr>
<tr>
<td>Number of Option Two Selections</td>
<td>8,929</td>
<td>6</td>
<td>8,935</td>
</tr>
<tr>
<td>Number of Option Three Selections</td>
<td>2,339</td>
<td>11</td>
<td>2,350</td>
</tr>
<tr>
<td>Decline Benefits</td>
<td>370</td>
<td>11</td>
<td>381</td>
</tr>
<tr>
<td>Delay Benefits</td>
<td>4,885</td>
<td>(193)</td>
<td>4,692</td>
</tr>
<tr>
<td>Incomplete Benefit Selection Form &amp; Resolution</td>
<td>1,254</td>
<td>398</td>
<td>1,652</td>
</tr>
<tr>
<td>Benefit Options Letters Available for Transfer to Closing</td>
<td></td>
<td></td>
<td>97,799</td>
</tr>
<tr>
<td>Files Transferred for Closing</td>
<td>81,745</td>
<td>1,056</td>
<td>82,801</td>
</tr>
<tr>
<td>Closings Scheduled</td>
<td></td>
<td></td>
<td>345</td>
</tr>
<tr>
<td>Closings Held</td>
<td>65,451</td>
<td>1,982</td>
<td>67,433</td>
</tr>
</tbody>
</table>

* See Glossary for further explanation of metrics reported
Small Rental Property Program
During Round 1 of the program, more than $202 million in federal funds was awarded to aid in restoring 5,000 rental units in 13 of the most damaged parishes in South Louisiana. Rental staff continues to review and process returned Conditional Award packages for Round 1. In addition, a total of 5,032 Conditional Award letters have been generated and distributed for Round 2.

Table 2: Rental Program Snapshot

<table>
<thead>
<tr>
<th></th>
<th>Round 1</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Conditional Awards Issued</td>
<td>2,702</td>
<td></td>
</tr>
<tr>
<td>De-Obligation of Conditional Awards</td>
<td>1,815</td>
<td></td>
</tr>
<tr>
<td>Application Withdrawn</td>
<td>472</td>
<td></td>
</tr>
<tr>
<td>Acceptance Not Received</td>
<td>408</td>
<td></td>
</tr>
<tr>
<td>Required Documentation Not Received</td>
<td>919</td>
<td></td>
</tr>
<tr>
<td>Failed Due Diligence</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td><strong>Active Awards</strong></td>
<td><strong>887</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Round 2</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Conditional Awards Issued</td>
<td>5,032</td>
<td></td>
</tr>
<tr>
<td>Acceptance Received</td>
<td>3,287</td>
<td></td>
</tr>
<tr>
<td>Withdraws Received</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>Outstanding Acceptances</td>
<td>1,659</td>
<td></td>
</tr>
</tbody>
</table>

Hazard Mitigation Grant Program
The Hazard Mitigation Grant Program continues to offer assistance via phone/email (5,884 cumulative), shadow appointments (262 cumulative), meetings on individual mitigation measures (36,452 cumulative), and other meetings (1,569 cumulative).

State Assistance Required
Small Rental Property Program: Potential policy changes are pending decision by the LRA.
Deliverables

Table 3 lists the deliverables provided during the reporting period.

Table 3: Program Deliverables

<table>
<thead>
<tr>
<th>Del. ID</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00025</td>
<td>Weekly Combined Report</td>
<td>10/30/2007</td>
</tr>
<tr>
<td>00053-10302007</td>
<td>Report on Subcontractor Activity</td>
<td>10/30/2007</td>
</tr>
<tr>
<td>00086-10312007</td>
<td>Human Resources Policy Update 3rd Quarter</td>
<td>10/31/2007</td>
</tr>
<tr>
<td>00049-10312007</td>
<td>Mitigation Training Program October 2007</td>
<td>10/31/2007</td>
</tr>
</tbody>
</table>
## HOMEOWNER PROGRAM

### Figure 1: Homeowner Assistance Program Pipeline - Applicant Input

<table>
<thead>
<tr>
<th>HOMEOWNER PROCESS</th>
<th>CUMULATIVE As of 10/25</th>
<th>CUMULATIVE As of 11/1</th>
<th>INCREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPS RECEIVED</td>
<td>228,864</td>
<td>229,155</td>
<td>291</td>
</tr>
<tr>
<td>APPS RECORDED</td>
<td>185,920</td>
<td>185,889</td>
<td>(31)</td>
</tr>
<tr>
<td>INACTIVE APPS</td>
<td>5,709</td>
<td>5,553</td>
<td>(156)</td>
</tr>
<tr>
<td>AVAIL FOR APPT</td>
<td><strong>180,211</strong></td>
<td><strong>180,336</strong></td>
<td><strong>125</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AVAIL FOR APPT</th>
<th><strong>180,211</strong></th>
<th><strong>180,336</strong></th>
<th><strong>125</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>INITIAL APPTS HELD</td>
<td>159,716</td>
<td>160,866</td>
<td>1,150</td>
</tr>
<tr>
<td>RHAS APPTS HELD</td>
<td>31,466</td>
<td>32,415</td>
<td>949</td>
</tr>
<tr>
<td>APPS AVAILABLE FOR CALCULATION</td>
<td>153,251</td>
<td>154,401</td>
<td>1,150</td>
</tr>
</tbody>
</table>

- 180,336 applicants are available to schedule an Initial appointment
- 154,401 applications are available for calculation, thereby allowing applicants 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

<table>
<thead>
<tr>
<th></th>
<th>HOMEOWNER PROCESS</th>
<th>CUMULATIVE As of 10/25</th>
<th>CUMULATIVE As of 11/1</th>
<th>INCREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPS AVAILABLE FOR CALCULATION</td>
<td>153,251</td>
<td>154,401</td>
<td>1,150</td>
<td></td>
</tr>
<tr>
<td>BENEFITS CALCULATED</td>
<td>137,066</td>
<td>139,699</td>
<td>2,633</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>$8.99 billion</td>
<td>$9.10 billion</td>
<td>$.11b</td>
<td></td>
</tr>
<tr>
<td>AVERAGE</td>
<td>$66,489</td>
<td>$66,007</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>OPTIONS LETTERS SENT</th>
<th>122,353</th>
<th>125,823</th>
<th>3,470</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPTIONS 1, 2, 3 SELECTED</td>
<td>96,606</td>
<td>97,799</td>
<td>1,193</td>
<td></td>
</tr>
<tr>
<td>CLOSINGS HELD</td>
<td>65,451</td>
<td>67,433</td>
<td>1,982</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>$4.41 billion</td>
<td>$4.47 billion</td>
<td>$.06 b</td>
<td></td>
</tr>
<tr>
<td>AVERAGE*</td>
<td>$67,358</td>
<td>$66,291</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- The $9.10 billion total and $66,007 average award represent maximum benefit if ALL applicants select Option 1 – rebuild in place (the total includes additional compensation grant calculations, compensation grants, and elevation grants, but does not include ‘zero’ grant awards)
- Applicants’ initial option selections are in Appendix A
- *Extrapolation of average award for populations where funds have been disbursed

See the Glossary for explanation of Figure 2 terms
Housing Assistance Center Activity

- A total of 2,099 initial and RHAS appointments were held at the Housing Assistance Centers for the reporting week.
  - Initial appointment throughput decreased by 14% from the previous reporting period.
    - 1,150 initial appointments held (160,866 total to date)
    - An average of 164 initial appointments were completed each day
  - Road Home Advisory Services (RHAS) appointments decreased by 6% from previous reporting period.
    - 949 RHAS appointments held (32,415 total to date)
    - 135 RHAS appointments were due to walk-ins

Award Calculation Activity

- The Road Home has calculated 139,699 benefits, an increase of 2,633 for the week
  - The average total benefit calculated was $66,007 (excluding ‘zero’ awards)
  - 1,893 calculations resulted in ‘zero’ grant amounts
  - 137,806 ‘non-zero’ or ‘positive’ grant amounts were calculated

Award Selection Activity

- A total of 97,799 homeowners have selected Option 1, 2, or 3 to move toward closing (Table 1)
- Of the homeowners who have selected their options, 23,242 options selection letters have been returned from elderly applicants (Table 4)
- The vast majority of all homeowners, including elderly homeowners, have selected Option 1 to keep their homes
- Appendix A summarizes the option selection of applicants by Parish
- Appendix B lists the benefits calculated by Parish

<table>
<thead>
<tr>
<th>Table 4: Cumulative Elderly Benefits Options Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly Benefits Options Selected</td>
</tr>
<tr>
<td>Number of Option One</td>
</tr>
<tr>
<td>Number of Option Two</td>
</tr>
<tr>
<td>Number of Option Three</td>
</tr>
<tr>
<td>Total Elderly Benefits Options Selected</td>
</tr>
</tbody>
</table>

Low/Moderate Income Households

- A total of 65,532 applicants had gone to closing and received their Road Home disbursement as of November 1, 2007. Of these applicants, 29,412 (45 percent) were documented as LMI.
- A total of $4,344,184,672 in Homeowner Assistance Program awards were disbursed as of November 1, 2007. Of these disbursements, $2,332,973,437 (54 percent) went to applicants documented as LMI.
- Extrapolating to the 67,433 awards that have closed for a total of $4.47 billion, approximately $2.41 billion will be documented as LMI.
Table 5: Options Selected Activity  
Total Household and Low/Moderate Income (LMI) Detail

<table>
<thead>
<tr>
<th>Option Selected</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Options Selected</td>
<td>86,514</td>
<td>8,935</td>
<td>2,350</td>
<td>97,799</td>
</tr>
<tr>
<td>Total $ in Options Selected</td>
<td>$5,917,237,338</td>
<td>$690,220,342</td>
<td>$156,424,670</td>
<td>$6,763,882,351</td>
</tr>
<tr>
<td>Comp Grant $ in Options Selected</td>
<td>$3,913,697,792</td>
<td>$511,397,490</td>
<td>$156,424,670</td>
<td>$4,581,519,952</td>
</tr>
<tr>
<td>Elev Grant $ in Options Selected</td>
<td>$961,574,932</td>
<td>$0</td>
<td>$961,574,932</td>
<td></td>
</tr>
<tr>
<td>ACG $ in Options Selected</td>
<td>$1,041,964,614</td>
<td>$178,822,853</td>
<td></td>
<td>$1,220,787,467</td>
</tr>
</tbody>
</table>

| Number of Options Selected by LMI | 38,817 | 4,370 | 1,114 | 44,301 |
| Total $ to LMI | $3,177,490,011 | $402,474,692 | $74,070,276 | $3,654,034,980 |
| Comp Grant $ to LMI | $1,702,936,602 | $223,651,840 | $74,070,276 | $2,000,658,718 |
| Elev Grant $ to LMI | $432,588,795  | $0           | $432,588,795 |             |
| ACG $ to LMI | $1,041,964,614 | $178,822,853 |             | $1,220,787,467 |

| % of Total Options Selected that are LMI | 45% | 49% | 47% | 45% |
| % of Total $ to LMI | 54% | 58% | 47% | 54% |
| % of Comp Grant $ to LMI | 44% | 44% | 47% | 44% |
| % of Elev Grant $ to LMI | 45% | N/A | N/A | 45% |
| % of ACG $ to LMI | 100% | 100% | N/A | 100% |
### Table 6: Closings Held Activity including LMI Detail

#### Total Household and Low/Moderate Income (LMI) Detail

<table>
<thead>
<tr>
<th>Closings Held</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Closings Held</td>
<td>65,579</td>
<td>1,878</td>
<td>301</td>
<td>67,758</td>
</tr>
<tr>
<td>Total $ in Closings Held</td>
<td>$4,292,963,643</td>
<td>$168,425,699</td>
<td>$23,462,354</td>
<td>$4,484,851,696</td>
</tr>
<tr>
<td>Comp Grant $ in Closings Held</td>
<td>$3,358,588,177</td>
<td>$131,422,886</td>
<td>$23,462,354</td>
<td>$3,513,207,457</td>
</tr>
<tr>
<td>Elev Grant $ in Closings Held</td>
<td>$42,568,444</td>
<td>$49,755</td>
<td>$0</td>
<td>$42,618,199</td>
</tr>
<tr>
<td>ACG $ in Closings Held</td>
<td>$857,217,173</td>
<td>$36,953,059</td>
<td>$265,959</td>
<td>$894,436,191</td>
</tr>
</tbody>
</table>

| Number of Closings Held by LMI | 29,346 | 882 | 144 | 30,372 |
| Number of Closings Held by LMI |  |  |  |  |
| Total $ to LMI | $2,306,242,801 | $89,832,105 | $11,446,947 | $2,407,521,853 |
| Comp Grant $ to LMI | $1,437,674,192 | $53,338,118 | $11,224,338 | $1,502,236,649 |
| Elev Grant $ to LMI | $18,164,509.82 | $20,460.00 | $0.00 | $18,184,969.82 |
| ACG $ to LMI | $844,171,918 | $36,473,526 | $222,608 | $880,868,053 |

| % of Total Closings Held that are LMI | 45% | 47% | 48% | 45% |
| % of Total $ to LMI | 54% | 53% | 49% | 54% |
| % of Comp Grant $ to LMI | 43% | 41% | 48% | 43% |
| % of Elev Grant $ to LMI | 43% | 41% | N/A | 43% |
| % of ACG $ to LMI | 98% | 99% | 84% | 98% |

#### Closing Activity

- As of November 1, a total of 82,801 files were transferred to closing agents, with 1,056 files transferred during this reporting period.
- The closing team assisted closing agents with the completion of 1,982 closings.
- Of the total 67,433 cumulative closings:
  - 30,372 also received additional compensation grants
  - The average award is $66,291
  - Closed 15,086 elderly applicants for a total of $1,150,954,387
- Appendix C reports Closings by Parish and Zip Code.
Weekly Situation & Pipeline Report
Week 70
October 26 – November 1, 2007

Figure 3: Award Size

*Detailed closing data is based on population of 67,758, rather than 67,433 reported in Daily Governor’s Report as of November 1, 2007, due to a variance in data feeds.

Table 7: Pre-Closing Tracking Report

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Fri 10/26</th>
<th>Sat 10/27</th>
<th>Sun 10/28</th>
<th>Mon 10/29</th>
<th>Tues 10/30</th>
<th>Wed 10/31</th>
<th>Thurs 11/01</th>
<th>Weekly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Files Transferred for Closing</td>
<td>479</td>
<td>-</td>
<td>417</td>
<td>134</td>
<td>26</td>
<td>-</td>
<td>-</td>
<td>1,056</td>
</tr>
</tbody>
</table>

Table 8: Closings By Race/Ethnicity

<table>
<thead>
<tr>
<th>Race</th>
<th># of Closings</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian/Alaska Native</td>
<td>174</td>
</tr>
<tr>
<td>American Indian/Alaska Native and White</td>
<td>169</td>
</tr>
<tr>
<td>American Indian/Alaskan Native/Black-African American</td>
<td>165</td>
</tr>
<tr>
<td>Asian</td>
<td>1,180</td>
</tr>
<tr>
<td>Asian and White</td>
<td>108</td>
</tr>
<tr>
<td>Black/African American</td>
<td>29,856</td>
</tr>
<tr>
<td>Black/African American and White</td>
<td>505</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>77</td>
</tr>
<tr>
<td>Other Multi-Racial</td>
<td>1,343</td>
</tr>
<tr>
<td>White</td>
<td>24,202</td>
</tr>
<tr>
<td>A race was not provided</td>
<td>9,979</td>
</tr>
<tr>
<td>TOTAL</td>
<td>67,758</td>
</tr>
</tbody>
</table>

*Detailed closing data is based on population of 67,758, rather than 67,433 reported in Daily Governor’s Report as of November 1, 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. Efforts have resulted in 57% manufactured home applications being released into the letter generation process. To date the project has yielded the following progress summarized in Table 9:

- Identified 14,802 manufactured home applicants to date
- Verified valid home evaluations are in data warehouse
- Continued working through the Pre-Storm Value process:
  - For nearly all cases, we have established whether or not land is owned using application data or via contacts with homeowners
  - Where land is owned, we have determined whether or not the existing BPO is based on manufactured home comparables. If not, we ordered a new BPO
  - Verified that 8,889 uploaded PSVs (BPOs, N.A.D.A, Road Home appraisals, and applicant-provided appraisals) meet Manufactured Home policy
- Continued letter generation

<table>
<thead>
<tr>
<th>Activity</th>
<th>Prior Total</th>
<th>9/28-10/4</th>
<th>10/5-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>10/26-11/01</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Manufactured Home Applications</td>
<td>13,660</td>
<td>271</td>
<td>338</td>
<td>310</td>
<td>217</td>
<td>6</td>
<td>14,802</td>
</tr>
<tr>
<td>Total Manufactured Home Evaluations verified</td>
<td>10,501</td>
<td>241</td>
<td>517</td>
<td>770</td>
<td>184</td>
<td>(62)</td>
<td>12,151</td>
</tr>
<tr>
<td>Total BPO Pre-Storm values verified</td>
<td>3,651</td>
<td>2</td>
<td>(2)</td>
<td>(14)</td>
<td>(12)</td>
<td>5</td>
<td>3,630</td>
</tr>
<tr>
<td>Total Road Home Appraisals</td>
<td>415</td>
<td>13</td>
<td>3</td>
<td>13</td>
<td>8</td>
<td>6</td>
<td>458</td>
</tr>
<tr>
<td>Total Applicant-Provided Appraisal</td>
<td>123</td>
<td>1</td>
<td>(1)</td>
<td>(2)</td>
<td>1</td>
<td>-</td>
<td>122</td>
</tr>
<tr>
<td>Total N.A.D.A Pre-Storm values established</td>
<td>4,381</td>
<td>87</td>
<td>49</td>
<td>39</td>
<td>7</td>
<td>107</td>
<td>4,670</td>
</tr>
<tr>
<td>Lender-Provided Value*</td>
<td>N/A</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>9</td>
</tr>
<tr>
<td>Total Applications released into letter generation process</td>
<td>7,834</td>
<td>87</td>
<td>38</td>
<td>261</td>
<td>81</td>
<td>102</td>
<td>8,403</td>
</tr>
</tbody>
</table>

Condominium Project

Following the approval of policies for condominium evaluations, a special project was begun to identify and move condominium properties to closing. To date the project has yielded the following progress summarized in Table 10.
Table 10: Condominium Pipeline Progress

<table>
<thead>
<tr>
<th>Activity</th>
<th>Prior Total</th>
<th>10/5-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>10/26-11/1</th>
<th>Current Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Condo Applications</td>
<td>846</td>
<td>58</td>
<td>18</td>
<td>20</td>
<td>21</td>
<td>963</td>
</tr>
<tr>
<td>Total CSIR forms mailed</td>
<td>846</td>
<td>58</td>
<td>18</td>
<td>20</td>
<td>21</td>
<td>963</td>
</tr>
<tr>
<td>Total CSIR forms received</td>
<td>522</td>
<td>34</td>
<td>14</td>
<td>9</td>
<td>20</td>
<td>599</td>
</tr>
<tr>
<td>Total Evaluations Requested</td>
<td>511</td>
<td>34</td>
<td>14</td>
<td>9</td>
<td>14</td>
<td>582</td>
</tr>
<tr>
<td>Total Evaluations Completed</td>
<td>385</td>
<td>59</td>
<td>28</td>
<td>17</td>
<td>21</td>
<td>510</td>
</tr>
<tr>
<td>Total Option Calculations Completed</td>
<td>48</td>
<td>-</td>
<td>5</td>
<td>10</td>
<td>2</td>
<td>65</td>
</tr>
<tr>
<td>Option Letters Created</td>
<td>20</td>
<td>15</td>
<td>16</td>
<td>-</td>
<td>0</td>
<td>51</td>
</tr>
<tr>
<td>Option Letters Mailed*</td>
<td>3</td>
<td>17</td>
<td>16</td>
<td>6</td>
<td>8</td>
<td>50</td>
</tr>
<tr>
<td>Option Letters Received</td>
<td>-</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Closings Scheduled</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Closings Held</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

*This count is also included in the overall Road Home option letter count.

Home Evaluations (Home Inspection) Activity

Table 11: Home Evaluation Team Metrics

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Total</th>
<th>9/28-10/4</th>
<th>10/5-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>10/26-11/1</th>
<th>Current Total</th>
<th>Five Week Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Orders Submitted by Housing Advisors</td>
<td>148,931</td>
<td>1,701</td>
<td>1,540</td>
<td>1,546</td>
<td>1,269</td>
<td>1,072</td>
<td>156,059</td>
<td>1,426</td>
</tr>
<tr>
<td>Work Orders Dispatched</td>
<td>147,672</td>
<td>1,763</td>
<td>1,448</td>
<td>1,564</td>
<td>1,329</td>
<td>1,184</td>
<td>154,960(^1)</td>
<td>1,458</td>
</tr>
<tr>
<td>Evaluations Completed in the Field</td>
<td>142,431</td>
<td>2,329</td>
<td>2,003</td>
<td>1,710</td>
<td>1,256</td>
<td>1,141</td>
<td>150,870</td>
<td>1,688</td>
</tr>
</tbody>
</table>

\(^1\) – Discrepancy 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 31 October 2007, but are not yet processed.

- Accepted approximately 189 Holds into Reviewed; current backlog of 1,061
- Received 22 new appeals; completed 11; 16 are in progress
- Completed 252 homeowner inquiries; completed 138 outliers; current backlog of 731
- Moved 28 Code 142s into Reviewed, Erroneous, or Ineligible; current backlog of 190
- Resolved 23 Stealth and Strike Team: 23 issues
- Identified 17 QA and original evaluation pairs to send back to evaluators for additional review and possible edits
- Conducted routine backlog and QC performance analysis on subcontractors and provided feedback accordingly
Call Center Activity

Table 12: Call Center Metrics

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Total</th>
<th>9/28-10/4</th>
<th>10/5-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>10/26 11/01</th>
<th>Current Total</th>
<th>Five Week Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls</td>
<td>1,660,849</td>
<td>38,113</td>
<td>32,452</td>
<td>30,140</td>
<td>31,643</td>
<td>35,007</td>
<td>1,828,204</td>
<td>33,471</td>
</tr>
<tr>
<td>Calls Abandoned</td>
<td>74,549</td>
<td>159</td>
<td>36</td>
<td>52</td>
<td>57</td>
<td>77</td>
<td>74,930</td>
<td>76</td>
</tr>
<tr>
<td>Average Speed of Answer (minutes)</td>
<td>1.17</td>
<td>0.2</td>
<td>0.33</td>
<td>0.12</td>
<td>0.17</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Spanish Calls</td>
<td>9,323</td>
<td>145</td>
<td>157</td>
<td>136</td>
<td>152</td>
<td>182</td>
<td>10,095</td>
<td>154</td>
</tr>
<tr>
<td>Vietnamese Calls</td>
<td>6,559</td>
<td>129</td>
<td>101</td>
<td>96</td>
<td>121</td>
<td>90</td>
<td>7,096</td>
<td>107</td>
</tr>
<tr>
<td>1st Appointments Scheduled by Phone</td>
<td>145,872</td>
<td>1,374</td>
<td>2,530</td>
<td>1,899</td>
<td>2,243</td>
<td>1,726</td>
<td>155,644</td>
<td>1,954</td>
</tr>
<tr>
<td>RHAS Appointments Scheduled</td>
<td>9,592</td>
<td>984</td>
<td>765</td>
<td>813</td>
<td>544</td>
<td>812</td>
<td>13,510</td>
<td>784</td>
</tr>
<tr>
<td>Closing Status</td>
<td>45,371</td>
<td>763</td>
<td>637</td>
<td>389</td>
<td>163</td>
<td>183</td>
<td>47,506</td>
<td>427</td>
</tr>
<tr>
<td>Appeals</td>
<td>6,691</td>
<td>135</td>
<td>96</td>
<td>41</td>
<td>22</td>
<td>23</td>
<td>7,008</td>
<td>63</td>
</tr>
<tr>
<td>Foreclosure</td>
<td>769</td>
<td>55</td>
<td>30</td>
<td>26</td>
<td>16</td>
<td>7</td>
<td>903</td>
<td>27</td>
</tr>
<tr>
<td>Small Rental Inquiries</td>
<td>21,265</td>
<td>1,687</td>
<td>1,627</td>
<td>1,520</td>
<td>2,661</td>
<td>4,169</td>
<td>32,929</td>
<td>2,333</td>
</tr>
</tbody>
</table>

Call Center activity increased by 11% from the previous reporting period. The percentage of abandoned calls was reported at less than 1% during the period. Figure 4 shows the daily call volume for the reporting period.

Figure 4: Daily Call Volume
Call Center Benefits Option Assistance
The Call Center received 1,297 Benefits Options calls. Figure 5 provides further information on the type of issues being reported. Appraisals and Pre-Storm Value were the most reported issue, each comprising 26% of all issues reported. Data on types of issues reported does not contain information from 10/29-11/01 due to technical problems.

Figure 5: Issues Reported

Resolution Team
During the reporting period, 844 resolution issues were resolved, leaving 1,061 open. (See Appendix D)

Appeals
As of November 1, 5,804 cases were received by appeals. After review, 1,340 of the cases were moved to resolution, 986 were transferred to post-closing, and 3,318 remained in appeals for further processing. Table 13 shows the status of these cases. In addition, a cumulative total of 167 cases have been transferred to the State appeals process, with 6 being approved, 18 denied, 47 remanded and 5 closed to date. Of the 1,954 resolved appeals cases, 996 have resulted in additional funds being awarded to applicants, and 958 cases have been denied.
Table 13: Status of Appeals

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>As of COB 10/4</th>
<th>As of COB 10/11</th>
<th>As of COB 10/18</th>
<th>As of COB 10/25</th>
<th>As of COB 11/1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal Cases Pending Research</td>
<td>828</td>
<td>812</td>
<td>660</td>
<td>702</td>
<td>593</td>
</tr>
<tr>
<td>Appeal Cases Pending Decision</td>
<td>445</td>
<td>403</td>
<td>403</td>
<td>372</td>
<td>503</td>
</tr>
<tr>
<td>Appeal Cases Resolved (Decided)</td>
<td>1,310</td>
<td>1,471</td>
<td>1,671</td>
<td>1,849</td>
<td>1,954</td>
</tr>
<tr>
<td>Applicant Ineligible Status Appeal*</td>
<td></td>
<td></td>
<td></td>
<td>268</td>
<td></td>
</tr>
<tr>
<td>Total Appeal Cases</td>
<td>2,583</td>
<td>2,686</td>
<td>2,734</td>
<td>2,923</td>
<td>3,318</td>
</tr>
</tbody>
</table>

*New Metric

Housing Assistance Center Appointment Activity

There were a total of 2,099 initial and RHAS appointments held at the Housing Assistance Centers for the reporting week. There were 1,150 initial (1st) appointments held for the week. There were 949 RHAS appointments held for the reporting week. The Centers continued to see applicants on weekends (Figure 6).

Figure 6: Housing Assistance Center Appointments by Day
Table 14: Housing Assistance Center Appointments by Week

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Total</th>
<th>9/28-10/4</th>
<th>10/5-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>10/26-11/1</th>
<th>Current Total</th>
<th>Five Week Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Appointments Held</td>
<td>153,266</td>
<td>1,806</td>
<td>1,677</td>
<td>1,635</td>
<td>1,332</td>
<td>1,150</td>
<td>160,866</td>
<td>1,520</td>
</tr>
<tr>
<td>Average Daily Initial</td>
<td>N/A</td>
<td>258</td>
<td>240</td>
<td>234</td>
<td>190</td>
<td>164</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Initial Appointments Held</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RHAS Appointments Held</td>
<td>27,797</td>
<td>808</td>
<td>897</td>
<td>954</td>
<td>1,010</td>
<td>949</td>
<td>32,415</td>
<td>924</td>
</tr>
<tr>
<td>Average Daily RHAS</td>
<td>N/A</td>
<td>115</td>
<td>128</td>
<td>136</td>
<td>144</td>
<td>136</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Appointments Held</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 937 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 135 walk-ins for RHAS appointments during this reporting period.
Figure 7: Initial Appointments Scheduled and Held by Center & Mobile Sites

- **West Bank Total**: 371 scheduled, 225 held, 60.65% held
- **Vermilion Total**: 18 scheduled, 16 held, 88.89% held
- **Terrebonne Total**: 90 scheduled, 54 held, 60.00% held
- **St. Tammany Total**: 269 scheduled, 142 held, 52.79% held
- **St. Bernard Total**: 55 scheduled, 30 held, 54.55% held
- **New Orleans Poydras Total**: 222 scheduled, 133 held, 59.91% held
- **New Orleans East Total**: 222 scheduled, 105 held, 47.06% held
- **Jefferson Total**: 457 scheduled, 237 held, 51.86% held
- **Houston Total**: 50 scheduled, 28 held, 56.00% held
- **Calcasieu Total**: 249 scheduled, 156 held, 62.65% held
- **Baton Rouge Total**: 225 scheduled, 75 held, 33.33% held

<table>
<thead>
<tr>
<th>Housing Assistance Centers</th>
<th># of Appts Scheduled</th>
<th># of Actual Appts</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Bank Total</td>
<td>371</td>
<td>225</td>
<td>60.65%</td>
</tr>
<tr>
<td>Vermilion Total</td>
<td>18</td>
<td>16</td>
<td>88.89%</td>
</tr>
<tr>
<td>Terrebonne Total</td>
<td>90</td>
<td>54</td>
<td>60.00%</td>
</tr>
<tr>
<td>St. Tammany Total</td>
<td>269</td>
<td>142</td>
<td>52.79%</td>
</tr>
<tr>
<td>St. Bernard Total</td>
<td>55</td>
<td>30</td>
<td>54.55%</td>
</tr>
<tr>
<td>New Orleans Poydras Total</td>
<td>222</td>
<td>133</td>
<td>59.91%</td>
</tr>
<tr>
<td>New Orleans East Total</td>
<td>222</td>
<td>105</td>
<td>47.06%</td>
</tr>
<tr>
<td>Jefferson Total</td>
<td>457</td>
<td>237</td>
<td>51.86%</td>
</tr>
<tr>
<td>Houston Total</td>
<td>50</td>
<td>28</td>
<td>56.00%</td>
</tr>
<tr>
<td>Calcasieu Total</td>
<td>249</td>
<td>156</td>
<td>62.65%</td>
</tr>
<tr>
<td>Baton Rouge Total</td>
<td>225</td>
<td>75</td>
<td>33.33%</td>
</tr>
</tbody>
</table>
Figure 8: RHAS Scheduled, Held and Walk-Ins by Center & Mobile Sites

<table>
<thead>
<tr>
<th>Housing Assistance Centers</th>
<th>RHAS Appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Bank Total</td>
<td></td>
</tr>
<tr>
<td>Vermilion Total</td>
<td></td>
</tr>
<tr>
<td>Terrebonne Total</td>
<td></td>
</tr>
<tr>
<td>St. Tammany Total</td>
<td></td>
</tr>
<tr>
<td>St. Bernard Total</td>
<td></td>
</tr>
<tr>
<td>New Orleans Poydras Total</td>
<td></td>
</tr>
<tr>
<td>New Orleans East Total</td>
<td></td>
</tr>
<tr>
<td>Jefferson Total</td>
<td></td>
</tr>
<tr>
<td>Houston Total</td>
<td></td>
</tr>
<tr>
<td>Calcasieu Total</td>
<td></td>
</tr>
<tr>
<td>Baton Rouge Total</td>
<td></td>
</tr>
</tbody>
</table>

- # of Appts Scheduled
- # of Actual Appts
- # of Walk-ins
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 9: Weekly Scheduled and Held Initial Appointments](image1)

**Figure 10: Average Daily Appointments by Period**

![Figure 10: Average Daily Appointments by Period](image2)
Table 15 shows center appointment availability. Weekly average wait time for initial appointments is 3 days or below in all centers.

### Table 15: Center Appointment Availability

<table>
<thead>
<tr>
<th>HAC</th>
<th>10/26</th>
<th>10/27</th>
<th>10/28</th>
<th>10/29</th>
<th>10/30</th>
<th>11/1</th>
<th>Weekly Average</th>
<th>Monthly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baton Rouge</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1.9</td>
<td>1.7</td>
</tr>
<tr>
<td>Poydras</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.1</td>
<td>1.2</td>
</tr>
<tr>
<td>Calcasieu</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>5.0</td>
<td>2.0</td>
</tr>
<tr>
<td>Jefferson</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.0</td>
<td>1.8</td>
</tr>
<tr>
<td>St. Bernard</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.0</td>
<td>1.1</td>
</tr>
<tr>
<td>St. Tammany</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.0</td>
<td>1.0</td>
</tr>
<tr>
<td>West Bank</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>1</td>
<td>2.9</td>
<td>2.2</td>
</tr>
<tr>
<td>Terrebonne</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.4</td>
<td>1.6</td>
</tr>
<tr>
<td>Vermilion</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.4</td>
<td>1.4</td>
</tr>
<tr>
<td>Houston</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.4</td>
<td>1.4</td>
</tr>
<tr>
<td>New Orleans East</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1.6</td>
<td>1.1</td>
</tr>
</tbody>
</table>

**Supporting Function Activity**

**General:** Applicants are requested but not required to provide demographic, income, and household data when they complete their application. Table 16 shows the breakdown of applicants by race as reported by the applicant. Thirty-five percent designated race as Black, thirty-seven percent as White. Twenty-three percent of the applicants declined to provide information about race and ethnicity.
Table 16: Applicant Race and Ethnicity as Reported by Applicant

<table>
<thead>
<tr>
<th>Race</th>
<th>Total Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian/Alaska Native</td>
<td>654</td>
</tr>
<tr>
<td>American Indian/Alaska Native and White</td>
<td>522</td>
</tr>
<tr>
<td>American Indian/Alaskan Native/Black-African American</td>
<td>375</td>
</tr>
<tr>
<td>Asian</td>
<td>2,881</td>
</tr>
<tr>
<td>Asian and White</td>
<td>297</td>
</tr>
<tr>
<td>Black/African American</td>
<td>64,654</td>
</tr>
<tr>
<td>Black/African American and White</td>
<td>1,142</td>
</tr>
<tr>
<td>Native Hawaiian/Other Pacific Islander</td>
<td>182</td>
</tr>
<tr>
<td>Other Multi-Racial</td>
<td>3,358</td>
</tr>
<tr>
<td>White</td>
<td>70,291</td>
</tr>
<tr>
<td>Race Not Provided</td>
<td>41,533</td>
</tr>
<tr>
<td>Total</td>
<td>185,889</td>
</tr>
</tbody>
</table>

RENTAL PROPERTY PROGRAM

Underwriting – Processing of Round 1 and Round 2 Applications

- Reviewed credit report and preliminary title reports for Round 1 nonprofits
- Reviewed Environmental Review Reports for Round 1 nonprofits
- Reviewed Notice to Proceed reports for Round 1 nonprofit applicants
- Worked with nonprofits to ensure that title liens/issues are resolved in a timely manner
- Contacted Round 2 Wait List applicants to collect missing documents and scan to serve
- Met with bulk of Round 2 nonprofit applicants to collect document and scan to server
- Met with Round 2 general pool applicants to collect documents and scan to server
- Completed editing of draft nonprofit Commitment Letter
- Worked with IT to develop reporting in HDS
- Continued to update HDS with scanned documents
- Created PowerPoint training tool for Round 2 procedures
- Finished procedural supplement for HDS
- Reviewed all active awardees missing less than 2 documents to prepare for delivery to OCD once additional documents are received
- Finished Round 2 procedures and guidelines
- Worked on additional reports for OCD including pipeline volume report, production report, conditional award report, and reconciliation report
- Continued processing of returned, signed Round 1 and 2 Conditional Award documents (see Table 17)
## Table 17: Conditional Award Processing

<table>
<thead>
<tr>
<th>Round 1 Underwriting Stages</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conditional Award Stage</td>
<td>0</td>
</tr>
<tr>
<td>Due Diligence Stage</td>
<td>820</td>
</tr>
<tr>
<td>Loan Summary Stage</td>
<td>53</td>
</tr>
<tr>
<td>Commitment Letter Stage</td>
<td>14</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Round 1 Underwriting Due Diligence Stage</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Report</td>
<td></td>
</tr>
<tr>
<td>Ordered</td>
<td>895</td>
</tr>
<tr>
<td>Received</td>
<td>767</td>
</tr>
<tr>
<td>Outstanding</td>
<td>128</td>
</tr>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Ordered</td>
<td>895</td>
</tr>
<tr>
<td>Received</td>
<td>798</td>
</tr>
<tr>
<td>Outstanding</td>
<td>97</td>
</tr>
<tr>
<td>ERR’s</td>
<td></td>
</tr>
<tr>
<td>Ordered</td>
<td>816</td>
</tr>
<tr>
<td>Received</td>
<td>410</td>
</tr>
<tr>
<td>Outstanding</td>
<td>406</td>
</tr>
<tr>
<td>Appraisals</td>
<td></td>
</tr>
<tr>
<td>Ordered</td>
<td>175</td>
</tr>
<tr>
<td>Received</td>
<td>139</td>
</tr>
<tr>
<td>Outstanding</td>
<td>36</td>
</tr>
<tr>
<td>Desk Review</td>
<td></td>
</tr>
<tr>
<td>Ordered</td>
<td>427</td>
</tr>
<tr>
<td>Completed</td>
<td>427</td>
</tr>
<tr>
<td>Outstanding</td>
<td>0</td>
</tr>
<tr>
<td>Road Home Cost Estimate</td>
<td></td>
</tr>
<tr>
<td>Ordered</td>
<td>798</td>
</tr>
<tr>
<td>Completed</td>
<td>364</td>
</tr>
<tr>
<td>Outstanding</td>
<td>434</td>
</tr>
</tbody>
</table>
### Round 1 Underwriting

#### Loan Summary Stage

<table>
<thead>
<tr>
<th>Description</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan Summaries Generated for QA/QC</td>
<td>53</td>
</tr>
<tr>
<td>Loan Summaries Not Recommended for QA/QC</td>
<td>23</td>
</tr>
<tr>
<td>Loan Recommended for QA/QC</td>
<td>30</td>
</tr>
<tr>
<td>Pending OCD</td>
<td>5</td>
</tr>
<tr>
<td>Sent to OCD</td>
<td>25</td>
</tr>
<tr>
<td>Approved by OCD</td>
<td>14</td>
</tr>
<tr>
<td>Denied by OCD</td>
<td>0</td>
</tr>
<tr>
<td>Pending decision by OCD</td>
<td>11</td>
</tr>
</tbody>
</table>

#### Commitment Letter Stage

<table>
<thead>
<tr>
<th>Description</th>
<th>Cumulative Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commitment Letters Mailed to Applicant</td>
<td>14</td>
</tr>
<tr>
<td>Commitment Letters Received from Applicant</td>
<td>7</td>
</tr>
<tr>
<td>Commitment Letters Not Received from Applicant</td>
<td>7</td>
</tr>
<tr>
<td>Total Commitment Letters Generated</td>
<td>14</td>
</tr>
<tr>
<td>Commitment Letters Submitted to QA/QC</td>
<td>14</td>
</tr>
<tr>
<td>Approved by QA/QC</td>
<td>14</td>
</tr>
<tr>
<td>Commitment Letters Submitted to OCD</td>
<td>14</td>
</tr>
<tr>
<td>Approved/Signed by OCD</td>
<td>14</td>
</tr>
</tbody>
</table>

### Appeals

- Completed 8 Review Determinations
- Assisted Tier II Call Center with incoming calls and messages
- Conducted phone interviews on incomplete/contra applications
- Made edits in BlueStreak while conducting phone interviews
- Returned calls from voicemails left for Tier II Call Center
- Researched files for requested information for OCD
- Attended Green training
- Completed status change guidelines
Table 18: Status of Appeals

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>As of COB 1-Nov</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Round 1</strong></td>
<td></td>
</tr>
<tr>
<td>Level II Issue Received</td>
<td>91</td>
</tr>
<tr>
<td>Level II Issue Determination Completed</td>
<td>64</td>
</tr>
<tr>
<td>Level II Issues Remaining to be Resolved</td>
<td>27</td>
</tr>
<tr>
<td>Level III Issue Received</td>
<td>1</td>
</tr>
<tr>
<td><strong>Round 2</strong></td>
<td></td>
</tr>
<tr>
<td>Level II Issue Received</td>
<td>35</td>
</tr>
<tr>
<td>Level II Issue Determinations Completed</td>
<td>18</td>
</tr>
<tr>
<td>Level II Issues Remaining to be Resolved</td>
<td>17</td>
</tr>
</tbody>
</table>

Distribution Services

- Transferred batch 21 into Image Repository
- Fulfilled 201 requests for Round 1 files
- Completed 133 Round 1 scan requests
- Completed 19 Round 1 Outbound Mail Requests
- Completed 50 Round 2 Outbound Mail Requests
- Continued intake and processing of 3,287 Returned Conditional Award Letters with supporting documents
- Continued intake and processing of 51 Returned Incomplete Round 2 Applications
- Continued intake and tracking 78 Appeals
- Maintained Spreadsheet for all Returned Round 2 Conditional Award Letter, Withdrawals, Appeals, etc.

Table 19: Round 2 Distribution Services Activity

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>As of COB 1-Nov</th>
</tr>
</thead>
<tbody>
<tr>
<td>Imaging Required</td>
<td>3,287</td>
</tr>
<tr>
<td>Imaging Complete</td>
<td>1,967</td>
</tr>
<tr>
<td>Outstanding Imaging</td>
<td>1,320</td>
</tr>
</tbody>
</table>

Evaluations

- Training held for Final Inspection, Green, Universal Design and Visit-ability
- Training held for Lead Based Paint Inspection
- Conducted a Final Inspection field test with an applicant who also selected Visit-ability in the scoring criteria
• Conducted a Lead Based Paint Risk Assessment field test
• Coordinated question and answer session with SHPO specialist and housing counselors about historic preservation and program requirements
• Completed a Summary Sheet for consultants who conduct Final Inspections, Universal Design and Visit-ability

Compliance Monitoring/Asset Management
• Continued work on draft of Asset Management work plan, policy and procedures

Rental Assistance Centers
• Conducted Round 2 General Pool appointments
• Conducted Round 2 Incomplete and Contra Appointments

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>10/26-11/01</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>OO Appointments</strong></td>
<td></td>
</tr>
<tr>
<td>Scheduled</td>
<td>27</td>
</tr>
<tr>
<td>Held</td>
<td>25</td>
</tr>
<tr>
<td>No Show</td>
<td>2</td>
</tr>
<tr>
<td>Walk In</td>
<td>0</td>
</tr>
<tr>
<td><strong>GP Appointments</strong></td>
<td></td>
</tr>
<tr>
<td>Scheduled</td>
<td>285</td>
</tr>
<tr>
<td>Held</td>
<td>262</td>
</tr>
<tr>
<td>No Show</td>
<td>23</td>
</tr>
<tr>
<td>Walk In</td>
<td>41</td>
</tr>
<tr>
<td><strong>NP Appointments</strong></td>
<td></td>
</tr>
<tr>
<td>Scheduled</td>
<td>11</td>
</tr>
<tr>
<td>Held</td>
<td>11</td>
</tr>
<tr>
<td>No Show</td>
<td>0</td>
</tr>
<tr>
<td>Walk In</td>
<td>0</td>
</tr>
</tbody>
</table>

Policy
• Reviewed and commented on the processes and procedures for owner occupant loans and the manner that they will be processed by ICF personnel and in conjunction with the OCD review and approval
• Continued working with IT and the URA group to develop protocol and policies to collect data regarding Tenant Race & Ethnicity in HDS
• Forwarded comments to outside counsel on the first draft to the Additional Incentive Loan and Affordable Compensation Grant documents
• Communicated with the Lending team about key variables that are to be reported to interested parties by the lending team as it processes loans
• Obtained sign off by outside counsel on the award letter that is to be used for Owner Occupied transactions
• Commenced use of a form of lease addendum that incorporates outside counsel’s input on language changes including refinement of the Economic Displacement provisions
• Reviewed the provisions of the form to be used in annual inspections in light of the issues associated with the final inspection of one of the initial properties to be financed by the program
• Finalized system to get the database of property owners uploaded to the data warehouse on a weekly basis from LAHousingSearch.org for match. Received over 2,450 listings from LAHousingSearch.org, which is being matched by Data Warehouse
• Forwarded Universal Design and Visit-ability Standards to Communications for web posting
• Held Green Standard Training for HGI and the Lending Team
• Integrated new employees into Rental issues concerning Green, Universal Design, Visit-ability, final inspection protocol and related items
• Defined Green specifications for final inspection protocol
• Drafted a minimum physical standard proposal to discuss with client
• Helped assess approach to determining income of tenants in occupied units and communicated owner responsibility to Lending and URA team
• Reviewed policy-related documents
• Clarified several policy issues with appeals and lending team

Tier 2 Call Center
• Continued to schedule appointments for Advisors in field
• Conducted phone interviews for incomplete/contra applicants
• Increased call volume due to incomplete/contra letters returned
• Answered applicant’s questions on de-obligation, denial, contradictory, incomplete letters and status of their Round 1 & 2 applications
• Resolved any scheduling issues with field offices
Weekly Situation & Pipeline Report  
Week 70  
October 26 - November 1, 2007

Table 21: Tier 2 Call Center Metrics

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>10/26-11/01</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Incoming Emails</strong></td>
<td>36</td>
</tr>
<tr>
<td>Round 1 Application Status</td>
<td>1</td>
</tr>
<tr>
<td>Round 1 General Questions</td>
<td>0</td>
</tr>
<tr>
<td>Round 2 Application Status</td>
<td>22</td>
</tr>
<tr>
<td>Round 2 General Questions</td>
<td>10</td>
</tr>
<tr>
<td>Questions about Round 1 versus Round 2</td>
<td>0</td>
</tr>
<tr>
<td>Questions about Round 3</td>
<td>1</td>
</tr>
<tr>
<td>Miscellaneous Emails</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total Email Responses</strong></td>
<td>34</td>
</tr>
<tr>
<td>Outstanding Emails</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total Incoming Calls</strong></td>
<td>2451</td>
</tr>
<tr>
<td>Round 1 Application Status</td>
<td>9</td>
</tr>
<tr>
<td>Round 1 General Questions</td>
<td>6</td>
</tr>
<tr>
<td>Round 1 Appeals</td>
<td>0</td>
</tr>
<tr>
<td>Round 2 Application Status</td>
<td>104</td>
</tr>
<tr>
<td>Round 2 General Questions</td>
<td>753</td>
</tr>
<tr>
<td>Round 2 Appeals</td>
<td>0</td>
</tr>
<tr>
<td>Questions about Round 1 versus Round 2</td>
<td>0</td>
</tr>
<tr>
<td>Questions about Round 3</td>
<td>1</td>
</tr>
<tr>
<td>Misdirected Calls</td>
<td>3</td>
</tr>
<tr>
<td>Voicemails During Business Hours*</td>
<td>1408</td>
</tr>
<tr>
<td>Voicemails After Business Hours</td>
<td>167</td>
</tr>
<tr>
<td>Calls Returned</td>
<td>266</td>
</tr>
<tr>
<td>Calls Returned Attempted</td>
<td>0</td>
</tr>
<tr>
<td>Phone Appointments with applicants to complete Round 2 incomplete or</td>
<td>156</td>
</tr>
<tr>
<td>contradictory applications</td>
<td></td>
</tr>
</tbody>
</table>

*Voicemails include multiple messages from a single applicant

URA

- Added 11 owners to the “Owner Occupants with Tenants” group from the “General Pool Applicants with Tenants” group because they are owner occupied units with tenants. Appointments scheduled and interviews with tenants on this list,
- Added 12 owners to the “Owner Occupants with Tenants, No Relocation Necessary” group list from the “Active Award” List of “General Pool
Applicants with Tenants” group because they are owner occupied units with tenants. Appointments scheduled and interviews with tenants on this list.

- The “General Pool Applicants with Tenants” group has been scrubbed of all owner occupants and now reflects General Pool applicants. Have determined tenant occupied units, will begin contacting owners for tenant information.

Table 22: Round 1 Uniform Relocation Act Activity

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>As of COB 1-Nov</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Occupied Units</td>
<td>86</td>
</tr>
<tr>
<td>Occupied Units (Relocation Required)</td>
<td>10</td>
</tr>
<tr>
<td>Occupied Units (No Relocation Required)</td>
<td>15</td>
</tr>
<tr>
<td>Owner Occupied Units</td>
<td>61</td>
</tr>
</tbody>
</table>

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Initiated phone call survey to 693 Road Home applicants for the purpose of completing the HMGP data field referring to “date of construction” (anticipated date for completion of survey is Wednesday November 7, 2007)
- Completed the HMGP Acquisition Application for Hurricane Rita Funds
- Continued development of Mitigation Counselor Global Match Application
- Continued Mitigation education activities on-site at the Housing Advisory Center
- Continued ongoing design and development of data entry, tracking, and data storage mechanism
- Appendix E provides detail of assistance at each center and a glossary of types of assistance for Table 23

Table 23: Mitigation Assistance Provided (Cumulative ending 11/1/07)

<table>
<thead>
<tr>
<th>Type of Assistance</th>
<th>As of COB 1-Nov</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Email</td>
<td>5,884</td>
</tr>
<tr>
<td>Meetings –Shadow Appt</td>
<td>262</td>
</tr>
<tr>
<td>Meetings IMM</td>
<td>36,452</td>
</tr>
<tr>
<td>Meetings Other</td>
<td>1,569</td>
</tr>
<tr>
<td>Training</td>
<td>384</td>
</tr>
<tr>
<td>Other Tasks</td>
<td>602</td>
</tr>
</tbody>
</table>

PROGRAM SUPPORT STATUS

LOGISTICS

- Continued ADA Modifications of Priority Facilities including St. Tammany, St. Bernard, & Vermilion HACs and the Call Center
- Began nationwide mobile deployments
• Completed inventory audit
• Began planning procedural changes to improve inventory control

HUMAN RESOURCES
• Completed initial draft layout of the "Statement for Effective Communication, designed for the next edition of the Road Home HR Policy Manual to ensure that employees who have disabilities are provided with adequate and proper auxiliary aids and services to perform their work successfully.
• Finalized curriculum and handouts for HUD Section 3 Training Programs with LA Works / New Orleans and JOB 1 / New Orleans, focusing on sub-income persons, veterans, disabled and youth
• Continued recruiting and hiring for multiple positions in support of the Rental and Homeowner programs including Accounting/Finance, Operations, Pre-Closing, CAC, and Post-Closing
  o Continued recruiting efforts for Housing Advisors and Team Leaders in West Bank, Jefferson, St. Tammany, New Orleans East, Calcasieu, Poydras, Terrebonne, Vermillion and St. Bernard HACs
  o Continued recruiting and hiring efforts for Post-Closing including Monitoring Analyst, Grant Reconciliation Coordinators, Operations Analyst, QA/QC Assistant Manager, Award Adjustment Team Lead, Appeals Analysts, and Appeals Advisors
  o Continued recruiting and hiring efforts for Rental including Application Advisors, Analysts, Project Managers, and Loan Review/Underwriters

POLICY & PLANS
• Worked with State to revise change proposals
• Met with Monitoring Team and began work on the Homeowner program monitoring plan
• Revised change proposals to reflect changes requested by state
• Responded to policy questions from staff
• Distributed signed HO change proposals to staff and Operations and IT management
• Continued work on updating income policies and procedures and next iteration of homeowner program policies

TRAINING
• Delivered Scheduling Waitlist Appointments Training to aid in the completing of Rental Round 2 applications
• Piloted Title Training
• Finalized Title Job Aid
• Finalized Mobile Home Job Aid
## Table 24: Training Summary

<table>
<thead>
<tr>
<th>Training Type</th>
<th>Training Name</th>
<th>Target Audience</th>
<th>Location</th>
<th>Date</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>External</td>
<td>Homeowner Construction Representative Online Training Course</td>
<td>HCRs Online</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>207</td>
</tr>
<tr>
<td>Internal</td>
<td>RH Online Core Staff Training</td>
<td>Homeowner Program Staff</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>307</td>
</tr>
<tr>
<td>Internal</td>
<td>RH Online Advanced Homeowner Assistance Program Training</td>
<td>Homeowner Program Staff</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>273</td>
</tr>
<tr>
<td>Internal</td>
<td>RH Information Security and Management Online Training</td>
<td>All Road Home Staff</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>1397</td>
</tr>
<tr>
<td>Internal</td>
<td>Housing Assistance Center Standard Operating Procedures Online Training</td>
<td>Homeowner Program Staff</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>143</td>
</tr>
<tr>
<td>Internal</td>
<td>Updated Standards of Ethical Behavior Training</td>
<td>All Road Home Staff</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>944</td>
</tr>
<tr>
<td>External</td>
<td>Rental Application Online Training</td>
<td>Rental Applicants</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>471</td>
</tr>
<tr>
<td>Internal</td>
<td>Updated Homeowner Assistance Program Training</td>
<td>Homeowner Program Staff</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>661</td>
</tr>
<tr>
<td>Internal</td>
<td>Assisting Applicants Who Need Additional Services Training</td>
<td>All Road Home Staff</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>47</td>
</tr>
<tr>
<td>Internal</td>
<td>Updated Policies and Procedures Training</td>
<td>Homeowner Program Staff</td>
<td>Online</td>
<td>As of November 1, 2007</td>
<td>319</td>
</tr>
<tr>
<td>Internal</td>
<td>SRPP Scheduling Waitlist Appointments</td>
<td>Rental Lending/Under writing Staff</td>
<td>Goodwood Office Baton Rouge, LA</td>
<td>October 29, 2007</td>
<td>13</td>
</tr>
<tr>
<td>Internal</td>
<td>SRPP Scheduling Waitlist Appointments, Session 2</td>
<td>Rental Lending/Under writing Staff</td>
<td>Goodwood Office Baton Rouge, LA</td>
<td>October 29, 2007</td>
<td>12</td>
</tr>
<tr>
<td>External</td>
<td>SRPP Green Standards, Visit-ability and Universal Design Training</td>
<td>Road Home Subcontractors</td>
<td>Poydras Housing Assistance Center New Orleans, LA</td>
<td>October 29, 2007</td>
<td>22</td>
</tr>
<tr>
<td>Internal</td>
<td>MHSP Procedures Training</td>
<td>Mobile Home Specialists</td>
<td>Customer Assistance Center Baton Rouge, LA</td>
<td>October 29, 2007</td>
<td>10</td>
</tr>
<tr>
<td>External</td>
<td>SRPP Final Inspection Training</td>
<td>Road Home Subcontractors</td>
<td>Poydras Housing</td>
<td>October 30, 2007</td>
<td>21</td>
</tr>
</tbody>
</table>
## EXTERNAL AFFAIRS

### Outreach

- Provided individualized updates daily at the City of New Orleans Welcome Home Center and at the Beacon of Hope Center in Lakeview
- Communicated information and provided status checks and process guidance at information sessions in Orleans, Tangipahoa, and Calcasieu parishes
- Sent E-Outreach, a weekly communiqué to approximately 1,455 legislators, staffers and community leaders informing them of program updates and details. E-outreach focused on resolutions, what can be disputed and the process of filing a dispute
- Coordinated planning efforts for initial appointment deployments for 16 cities
- Provided program information/monitored via individual governmental contacts including but not limited to: Congressman William Jefferson, Julius Feltus – Legislative Assistant to Congressman Jefferson, and Eugene Green – Chief of Staff for Congressman Jefferson
- Provided homeowner information, status checks and process guidance at the Bo De Buddhist Temple in New Orleans
- Coordinated outreach efforts with ACORN Housing and Easter Seals
- Enhanced outreach efforts via media interviews as needed
Weekly Situation & Pipeline Report
Week 70
October 26 - November 1, 2007

Table 25: Community Outreach Metrics

<table>
<thead>
<tr>
<th>Meeting Type</th>
<th>Events Week 10/26-11/1</th>
<th>People Reached Week 10/26-11/1</th>
<th>Events To Date</th>
<th>People Reached To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>6</td>
<td>40</td>
<td>649</td>
<td>40,452</td>
</tr>
<tr>
<td>Faith-Based</td>
<td>2</td>
<td>32</td>
<td>171</td>
<td>19,001</td>
</tr>
<tr>
<td>Business</td>
<td>*</td>
<td>*</td>
<td>28</td>
<td>1,351</td>
</tr>
<tr>
<td>Governmental</td>
<td>2</td>
<td>12</td>
<td>227</td>
<td>8,462</td>
</tr>
<tr>
<td>Case Managers</td>
<td>*</td>
<td>*</td>
<td>140</td>
<td>3,261</td>
</tr>
<tr>
<td>Rental</td>
<td>*</td>
<td>*</td>
<td>96</td>
<td>1,631</td>
</tr>
<tr>
<td>TOTALS</td>
<td>10</td>
<td>84</td>
<td>1,311</td>
<td>74,158</td>
</tr>
</tbody>
</table>

*Changes in totals are due to data refinement.

Communications/Media Relations

In support of Homeowner program:
- Continued earned media efforts in-state and out-of-state for deadline and information sessions
- Distributed media advisory to encourage homeowners to schedule and complete initial appointment.
- Continued to assist Mobile Home Vietnamese applicants with required documents.
- Continued to translate Homeowner documents into Spanish
- Updated Change Control Board (CCB) and other key homeowner documents

In support of Rental program:
- Submitted rental documents for State review and approval
- Continued translating rental documents into Spanish
- Continued to assist Mobile Home Vietnamese applicants with required documents
- Updated Change Control Board (CCB) and other key rental documents

INFORMATION TECHNOLOGY

In support of Homeowner program:
- Conducted gap analysis of ~11,500 applications in support of program letter production goals
- Updated eGrants requirements for the Mobile Home project and presented to programmers
- Performed QA testing on the eGrants 6.3.1 build as related to the Mobile Home project
- Continued to assist with the resolution of Data Feed 2 exceptions.
- Reviewed RuleBurst Task Orders with RuleBurst via conference call
- Updated the status (either to or from Ineligible or Inactive) on 1,689 applications at the request of Operations
- Processed negative data feed 2 records.
- Created owner occupancy requirement solution to facilitate application processing
Weekly Situation & Pipeline Report
Week 70
October 26 - November 1, 2007

- Assisted Reporting Team with incorporation of Printed Letters information into Business
- Coordinated reassignment of 2,080 title search orders from HGI to First American
- Coordinated and conducted Issue Log brainstorming session with IT Homeowner Applications Team

In support of Transition:
- Continued developing logistical plans
- Continued developing a proposed Project Schedule of activities that will be needed to transfer the lease to OCD
- Began building execution process flow charts to incorporate into the IT Road Home Transition Project Plan
- Constructed a Share-Point Instructional navigation plan for the IT Road Home Transition Portal
- Imported several Project Planning Templates and processes into the IT Road Home Transition Portal
- Submitted educational documentation on Project Management including the PMBOK on Processes, Tools, and Techniques into the IT Road Home Transition Portal
- Completed the Executive Summary of the Project Plan

In support of Small Rental program:
- Continued gathering BlueStreak requirements for Phase II of waitlist appointments
- Continued QA of Microsoft Owner Occupant Tool
- Worked with HDS on identifying defects, reporting and interface with the data warehouse

In support of the Document Management Solution:
- Continued training on the document management system
- Completed technical staging for training
- Installed and documented the development environment
- Completed the test environment with the exception of some remaining database information
- Migrated test data files

FRAUD PREVENTION
- Participated in Change Control Board (CCB) meeting
- Continued to address the increasing number of investigations
- Held bi-weekly Investigations update meeting with ICF and OCD
- Held weekly Investigations update meeting with ICF
- Held bi-weekly Homeowner antifraud update meeting with ICF and OCD
- Continuing to provide requests to control owners as testing continues
Table 26: Fraud Prevention Metrics

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Totals</th>
<th>9/28-10/4</th>
<th>10/5-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>10/26-11/1</th>
<th>Current Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant Issues Reported to Anti-Fraud</td>
<td>313</td>
<td>6</td>
<td>37</td>
<td>10</td>
<td>23</td>
<td>20</td>
<td>409</td>
</tr>
<tr>
<td>Evaluator Issues Reported to Anti-Fraud</td>
<td>5</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>5</td>
</tr>
<tr>
<td>Third-Party Issues Reported to Anti-Fraud</td>
<td>23</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>23</td>
</tr>
</tbody>
</table>

QUALITY ASSURANCE AND CONTROL

In support of Homeowner program:

- Continued Housing Assistance Center (HAC) Monitoring and embedded QA/QC activities:

Table 27: QA/QC Housing Assistance Center Applicant File Reviews

<table>
<thead>
<tr>
<th>Center Name</th>
<th>Period of Review</th>
<th>Applications Reviewed</th>
<th>Report Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orleans–Poydras</td>
<td>2nd Quarter 2007 (April-June)</td>
<td>296</td>
<td>Four (4) Reports Complete</td>
</tr>
<tr>
<td>Orleans–East Jefferson</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baton Rouge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calcasieu</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cameron</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terrebonne</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vermilion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans-Poydras</td>
<td>3rd Quarter 2007 (July-September)</td>
<td>586</td>
<td>One (1) Report Complete</td>
</tr>
<tr>
<td>Orleans-East</td>
<td></td>
<td></td>
<td>Seven (7) Reports Complete/Pending Approval</td>
</tr>
<tr>
<td>Orleans-West Bank</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baton Rouge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calcasieu</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Tammany</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Bernard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vermilion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terrebonne</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Houston</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans - Poydras</td>
<td>9/28 – 10/4/07</td>
<td>44</td>
<td>Report in Progress</td>
</tr>
<tr>
<td>St. Bernard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vermilion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans - Poydras</td>
<td>10/5 – 10/11/07</td>
<td>77</td>
<td>Report in Progress</td>
</tr>
<tr>
<td>Orleans – West Bank</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Tammany</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Bernard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lake Charles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vermilion</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Weekly Situation & Pipeline Report
#### Week 70
**October 26 – November 1, 2007**

#### Center Name
<table>
<thead>
<tr>
<th>Center Name</th>
<th>Period of Review</th>
<th>Applications Reviewed</th>
<th>Report Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Bernard</td>
<td>10/12-10/18</td>
<td>10</td>
<td>Report in Progress</td>
</tr>
<tr>
<td>Jefferson</td>
<td>10/19-10/25</td>
<td>90</td>
<td>Report in Progress</td>
</tr>
<tr>
<td>Lake Charles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Tammany</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans-West Bank</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Bernard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Houston</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baton Rouge</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Table 28: QA/QC Housing Assistance Center Advisor Sit-In Reviews

<table>
<thead>
<tr>
<th>Center Name</th>
<th>Period of Review</th>
<th>Advisor Sit-Ins Completed</th>
<th>Report Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jefferson</td>
<td>3rd Quarter 2007 (July-September)</td>
<td>47</td>
<td>Three (3) Reports Complete</td>
</tr>
<tr>
<td>Orleans-Poydras</td>
<td></td>
<td></td>
<td>Two (2) Reports Complete/Pending Approval</td>
</tr>
<tr>
<td>Orleans-East</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans-West Bank</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baton Rouge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calcasieu</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Tammany</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Bernard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vermillion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terrebonne</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Houston</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans-West Bank</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>St. Tammany</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calcasieu</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baton Rouge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans - East</td>
<td>10/12-10/18</td>
<td>13</td>
<td>Report In Progress</td>
</tr>
<tr>
<td>Orleans - Poydras</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terrebonne</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Tammany</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calcasieu</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jefferson</td>
<td>10/26-11/01</td>
<td>18</td>
<td>Report In Progress</td>
</tr>
<tr>
<td>Terrebonne</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans - Poydras</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orleans – West Bank</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Bernard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Tammany</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baton Rouge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calcasieu</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vermillion</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 29: QA/QC Pre-Closing/Closing Monitoring Activities

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Period of Review</th>
<th># Reviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Closing File Reviews</td>
<td>10/26-11/01/07</td>
<td>390</td>
</tr>
<tr>
<td>Additional Compensation Grant Reviews</td>
<td>10/26-11/01/07</td>
<td>75</td>
</tr>
</tbody>
</table>

Table 30: QA/QC Option Letter Generation Quality Control Activities

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Period of Review</th>
<th># Reviewed</th>
<th># Released</th>
<th>% Released</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefit Option Letter Review</td>
<td>10/26-11/01/07</td>
<td>181</td>
<td>180</td>
<td>99%</td>
</tr>
</tbody>
</table>

Table 31: QA/QC Advisory Services Benefit Option Letter Reviews

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Period of Review</th>
<th># Reviewed</th>
<th># Released</th>
<th>% Released</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road Home Advisory Services</td>
<td>10/26-11/01/07</td>
<td>9</td>
<td>9</td>
<td>100%</td>
</tr>
<tr>
<td>Constituent Services Group</td>
<td>10/26-11/01/07</td>
<td>38</td>
<td>27</td>
<td>88%</td>
</tr>
</tbody>
</table>

- Reviewed 390 pre-closing files and made recommendations regarding file handling.
- Reviewed 181 Benefit Option Letters and made recommendations regarding letter accuracy and suitability for mailing.
- Conducted 9 RHAS Reviews of Benefit Option Letters.
  - 9 were released.
- Conducted 38 CSG Reviews of Benefit Option Letters.
  - 27 were released.

Table 32: Embedded QA/QC Resolutions/Case Management Reviews

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Total</th>
<th>9/21-9/27</th>
<th>9/28-10/04</th>
<th>10/05-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>Current Total</th>
<th>Five Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Files Reviewed</td>
<td>1,818</td>
<td>102</td>
<td>119</td>
<td>137</td>
<td>106</td>
<td>87</td>
<td>2,369</td>
<td>110</td>
</tr>
<tr>
<td>Files Approved</td>
<td>1,568</td>
<td>88</td>
<td>105</td>
<td>127</td>
<td>101</td>
<td>75</td>
<td>2,064</td>
<td>99</td>
</tr>
<tr>
<td>Approval Rate</td>
<td>86%</td>
<td>86%</td>
<td>88%</td>
<td>93%</td>
<td>95%</td>
<td>86%</td>
<td>87%</td>
<td>90%</td>
</tr>
</tbody>
</table>

- Supported the Homeowner Program by performing Pre-closing file reviews in order to support program priorities.
- Reviewed applicant files resolved by the Resolutions-Case Management team.
  - Tested those cases where the calculation input values (estimates, other compensation, etc.) had been changed or overridden to determine if the
issues were properly resolved in JIRA and if the appropriate changes had been correctly updated in eGrants.

  o Please note dates represent the date range cases were initially processed; QA/QC activities take place after initial processing.

Table 33: Embedded QA/QC Resolutions/Case Management Reviews

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Prior Total</th>
<th>9/21-9/27</th>
<th>9/28-10/04</th>
<th>10/05-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>Current</th>
<th>Five Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Home Files Reviewed</td>
<td>1,062</td>
<td>41</td>
<td>35</td>
<td>46</td>
<td>37</td>
<td>38</td>
<td>1,259</td>
<td>39</td>
</tr>
<tr>
<td>Files Approved</td>
<td>759</td>
<td>40</td>
<td>31</td>
<td>46</td>
<td>36</td>
<td>32</td>
<td>944</td>
<td>37</td>
</tr>
<tr>
<td>Approval Rate</td>
<td>71%</td>
<td>98%</td>
<td>89%</td>
<td>100%</td>
<td>97%</td>
<td>84%</td>
<td>75%</td>
<td>94%</td>
</tr>
</tbody>
</table>

  • Performed validity tests on calculation inputs (estimates: PSV and Home Evaluation Cost Estimate) for mobile home applicant files reviewed by Resolutions.

    o Tested those cases where the calculation input values (pre-storm value) had been changed or overridden to determine if the applicant file followed proper mobile home PSV hierarchy and to determine if the pre-storm value was based upon mobile home values and not on single family dwelling values.

  • Please note dates represent the date range mobile home cases were initially processed; QA/QC activities take place after initial processing.

Closing Monitoring Reviews:

  • Continuing review and monitoring of closing procedures at First American and HGI Title Companies.

Table 34: QA/QC Review of Closed Files

<table>
<thead>
<tr>
<th>Closing Agency</th>
<th>Period of Review *</th>
<th>File Reviews Completed</th>
<th>Report Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>HGI</td>
<td>10/25-11/01/07</td>
<td>30</td>
<td>In progress</td>
</tr>
<tr>
<td>First American</td>
<td>10/25-11/01/07</td>
<td>123</td>
<td>In Progress</td>
</tr>
</tbody>
</table>

* Please note files reviewed were closed prior to the period of review

  • Performed the following validity test to ensure homeowner closed files contain all required documentation; files are closed according to Road Home Policy and Procedural guidelines; and review award calculations for accuracy.

    o Review applicant file and supporting documents for completeness

    o Compare E-Grant closed values to Adjusted Final Closing Instructions (FCI) and note any variances.

    o Review E-Grant Option Selection to verify that the option selected is the same as the option noted on Benefit Selection Form (BSF) by homeowner;
verify that the values on BSF match E-Grant closed values; total amount stated on option letter is for the correct payout amount and verify that correct BSF is signed and dated by homeowner.

o Compare Adjusted Final Closing Instructions to funds requested on Draw Request and not any variances.

o Compare funds requested on Draw Request to actual amount of funds Disbursed to Applicant and note any variances.

• Prepared and submitted report for management review of noted exceptions, findings and recommendations.

• Please note dates represent the date range cases were processed by the closing agent; QA/QC post-closing review activities take place after their initial processing.

In Support of the Small Rental Program

• Continued Round 2 Application Contradictions Letter Review.

• Completed 2 Round 1 OCD Summary Reviews.

• Completed 7 Round 1 Commitment Letter Reviews.

• SRP QA/QC personnel supported Homeowner Appraisal Review.

COMPLIANCE

• Processed and researched subpoenas served on the Program

• Investigated matters reported via the Ethics and Anti-Fraud Help Lines

• Continued investigation on internal Program matters

• Continued research of Homeowner and Small Rental outlier analytics

SPECIAL NEEDS ADVISORY TEAM

• 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

• Coordinated multiple homebound visits within the state of Louisiana

• Continued to contact applicants that have requested a home visit

• Continued to process out of state homebound requests

• Attended regular ADA compliance meeting and multiple follow up meetings to determine next steps and determine who will be handling the facilities that were not leased by Shaw

• Continued to develop a response for the 504 compliance review

• Began to develop a 504 training for management staff

• Researched assistive technology for the 504 project

• Reviewed proposed 504 public notice to stakeholders

• Met with Homeowners to create a method to report the results of Easter Seals mail out and to coordinate Easter Seals efforts in making 1st appointments for elderly applicants

• Made referrals for applicants in both the homeowners program and in the small rental program who needed help with non-Road Home issues
• Met with Small Rentals to discuss crisis referrals and policies pertaining to upset and threatening applicants
• Submitted a report from LA spirit to program management
• Mailed letter to applicants unreachable by phone who were referred for home visit
• Gave a presentation for approximately 18 headquarters staff about assistance dogs & people with disabilities
• Scheduled Special Needs training for HGI

Table 35: Homebound Statistics

<table>
<thead>
<tr>
<th>Activity</th>
<th>Prior Totals</th>
<th>9/28-10/4</th>
<th>10/5-10/11</th>
<th>10/12-10/18</th>
<th>10/19-10/25</th>
<th>10/26-11/1</th>
<th>Current Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Homebound Referrals</td>
<td>255</td>
<td>4</td>
<td>11</td>
<td>15</td>
<td>4</td>
<td>16</td>
<td>305</td>
</tr>
<tr>
<td>Total Number Unqualified</td>
<td>78</td>
<td>6</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>2</td>
<td>98</td>
</tr>
<tr>
<td>Total Number Living Out of State</td>
<td>25</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4</td>
<td>29</td>
</tr>
<tr>
<td>Total Number Contacted</td>
<td>308</td>
<td>21</td>
<td>21</td>
<td>5</td>
<td>30</td>
<td>30</td>
<td>415</td>
</tr>
<tr>
<td>Total Number Scheduled</td>
<td>110</td>
<td>8</td>
<td>15</td>
<td>4</td>
<td>2</td>
<td>6</td>
<td>145</td>
</tr>
<tr>
<td>Total Number Visited</td>
<td>84</td>
<td>30</td>
<td>2</td>
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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 confirmed during the verification process.

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### Weekly Situation & Pipeline Report
#### Week 70
##### October 26 - November 1, 2007

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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.

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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. *Detailed closing data is based on population of 67,758, rather than 67,433 reported in Daily Governor’s Report as of November 1, 2007, due to a variance in data feeds.

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## Weekly Situation & Pipeline Report
### Week 70
#### October 26 - November 1, 2007

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## Weekly Situation & Pipeline Report
### Week 70
**October 26 - November 1, 2007**

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**Weekly Situation & Pipeline Report**  
**Week 70**  
**October 26 - November 1, 2007**

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APPENDIX F

Actual Use of Funds as of November 5th, 2007
Options chosen as Closing

- Option 1: Stay and repair/rebuild home
- Option 2: Sell, rent, and stay in Louisiana
- Option 3: Sell, and move out of Louisiana

This map represents options chosen for applications as of November 5th, 2007. Maps may represent more than one household.
APPENDIX G

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<td><strong>Cumulative Total</strong></td>
<td><strong>5,884</strong></td>
<td><strong>262</strong></td>
<td><strong>36,452</strong></td>
<td><strong>1,569</strong></td>
<td><strong>384</strong></td>
<td><strong>602</strong></td>
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</table>

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 Table 1 Terms:

*Total Number Of Applications Received* represents the cumulative number of all applications entered in the system. This number includes applications that are incomplete, test submissions and multiple submissions.

*Total Number of Applications Not Valid for Processing* represents the cumulative number of applications that are not valid. This number accounts for applications that are incomplete, test submissions and multiple submissions.

*Total Number of Applications Recorded* represents the cumulative number of applications entered in the system.

*Total Number of Inactive Applications* represents the cumulative number of applications that have been moved to “inactive” status as a result of no response from the applicant after multiple attempts at contact by the program.

*Total Number of Applications Available for an Appointment* represents the difference between “Applications Recorded” and “Inactive Applications.”

*Total Number of Appointments Held* represents the cumulative number of appointments held including Road Home Advisory Services (RHAS) appointments held.

*Total Number of Initial Appointments Held* represents the cumulative number of all “first” appointments held.

*Total Number of Road Home Advisory Services (RHAS) Appointments Held* represents the cumulative number of all Road Home Advisory Services appointments held.

*Total Number of Applications Determined to be Ineligible* represents the total number of applications determined to be ineligible for the program because they do not meet program requirements as defined by current program policies.

*Total Number of Applications Available for Calculation* represents the total number of eligible applicants who have completed first appointments and have all information required to calculate their benefits.

*Total Number of Benefits Calculated* represents the cumulative number of benefits calculated.

*Total Number of Benefit Options Letters Sent* represents the cumulative number of benefit options letters sent to applicants.

*Total Number of No Funding Award Letters Sent* represents the cumulative number of letters sent to homeowners who do not qualify for any Road Home assistance of the total number of Benefit Option Letters sent.

*Total Number of Elevation Only Award Letters Sent* represents the cumulative number of letters sent to homeowners who qualify for elevation assistance only of the total number of Benefit Option Letters sent.
**Total Number of Benefit Options Selected** represents the cumulative number of applicants who have selected their benefit options.

**Total Number of Option One Selections** represents the cumulative number of applicants who have returned their selection of benefit option one – Stay.

**Total Number of Option Two Selections** represents the cumulative number of applicants who have returned their selection of benefit option two – Relocate.

**Total Number of Option Three Selections** represents the cumulative number of applicants who have returned their selection of benefit option three – Sell.

**Total Number of Option Letters Indicating a Declination of Benefits** represents the cumulative number of applicants who have returned a letter to the program indicating they are declining all Road Home assistance.

**Total Number of Option Letters Indicating a Delay in Benefit Selection** represents the cumulative number of applicants who have indicated that they are delaying their benefit selections.

**Total Number of Option Letters that are Incomplete And Resolution Cases Open** represents the cumulative number of benefit option letters that have been returned to the program, but are incomplete or are not ready to be processed for closing. This number also includes applicants who have opened resolution cases. Because some applicants with open resolution cases also return their letters to the program, there is potential for overlap in this category.

**Total Number of Benefit Option Letters Available for Transfer to Closing** represents the cumulative number of returned options letters that are complete and ready for final verifications required to close.

**Total Number of Files Transferred for Closing** represents the number of files transferred for closing to closing agents.

**Total Number of Closings Scheduled** represents the daily additional number of closings scheduled and the total represents all closings currently scheduled to occur in the future. The number of closings scheduled to occur reflects the actual number of closings scheduled, but not yet held.

**Total Number of Closings Held** represents the cumulative number of closings that have taken place (applicants completed signing).

**Pipeline Diagram Terms (Figures 1 and 2):**

**APPLICATIONS**

**Applications Received** represents the cumulative number of all applications entered in the system. This number includes applications that are incomplete, test submissions and multiple submissions.

**Applications Recorded** represents the cumulative number of applications entered in the system.

**Inactive Applications** represents the cumulative number of applications that have been moved to “inactive” status as a result of no response from the applicant after multiple attempts at contact by the program.
Applications Available for an Appointment represents the difference between “Applications Recorded” and “Inactive Applications.”

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.
Applications Scheduled represents the cumulative number of appointments scheduled to date.
Applications Available for Calculation represents the total number of eligible applicants who have completed first appointments and have all information required to calculate their benefits.

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.

Round 1 Rental Metrics (Table 17):

Title Report conducted on all Conditional Awardees who completed all the conditional requirements. The title report is used to verify ownership of the property and determine if any outstanding liens or judgments exist on the property.

Environmental Review Record (ERR) performed by OCD and a Notice to Proceed is issued by OCD on all properties that are eligible to proceed in the Program. The metrics being reporting by SRPP for ERRs are the number of Notice to Proceeds that have been issued and the number remaining to be reviewed by OCD.

Appraisals used to establish the Pre-Storm Value of Owner-Occupied units only.

Desk Review a review of applicant-provided bids, receipts or cost estimates to determine their validity and reasonableness.

Road Home Cost Estimate a Cost of Repair estimate performed by a Road Home representative; provided for all owner occupied properties, for applicants who request a cost estimate and for properties who fail the desk review.