EXECUTIVE SUMMARY

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

Homeowner Program
- Ten Assistance Centers opened
- Two awards to Homeowners made

Rental Program
- Developed draft process for Lender certification training to underwrite products in Small Rental Program
- Completed Lender stakeholder focus groups that provided input into program design

HMGP
- Incorporated comments on HMGP Application Draft – Second Draft using standard grant application template planned for delivery to OCD on Monday, Aug. 29th
- Tentative target for getting all outstanding issues resolved for budget, match, ENV, SHPO, and first complete submission to GOHSEP, is Sep. 30th

General
- HR: 401 personnel hired with 99% from Louisiana
- Logistics: Opened all Assistance Centers
- Training: Delivered training sessions to Homeowner Construction Representatives and Building Professionals in Baton Rouge to more than 305 people
- Communications: Supported all media events associated with Assistance Center openings
- All: Planned for HUD Office of Inspector General visit
- MIS – Call Center: Fielded over 15,000 calls from Aug 21-25

Deliverables

<table>
<thead>
<tr>
<th>Number</th>
<th>Service Area</th>
<th>Deliverables</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00002</td>
<td>Homeowner</td>
<td>Cash Flow Projections</td>
<td>Aug 28, 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>Average Appointment Time</td>
<td>1 hr 53 min</td>
<td>NC</td>
</tr>
<tr>
<td></td>
<td>Average Document Scan Time</td>
<td>12 min 40 sec</td>
<td>NC</td>
</tr>
<tr>
<td></td>
<td>Homeowner closings</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Centers open</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Human Resources</td>
<td>Hires</td>
<td>401</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LA Residents</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>People Trained</td>
<td>305</td>
<td></td>
</tr>
<tr>
<td>MIS: Call Center</td>
<td>Call Volume/Day</td>
<td>~15,000</td>
<td>32,000+</td>
</tr>
</tbody>
</table>

NC = No Change
THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

- Two awards to homeowners made on Aug. 25th
- Ten Assistance Centers opened
- Completed purchase order to modify software used to estimate housing repair costs. Modified software will provide more accurate building costs, and is designed to better accommodate field use by housing inspectors
- Completed work order form manual to enable Center Advisors to electronically complete work orders for the housing inspectors
- Developed a method to use LIDAR elevation data using geocoded property location information to calculate housing elevation costs
- Resolved foundation repair costs questions. Costs no longer part of the default assumption. Homeowner must present evidence of foundation damage and repair costs
- Integrated mobile homes into Phase I of the evaluation program
- Metrics for the next group of Homeowners are as follows:

<table>
<thead>
<tr>
<th>METRIC</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed File to Centralized Services Co</td>
<td>2</td>
</tr>
<tr>
<td>Curative Pre-close Started</td>
<td>22</td>
</tr>
<tr>
<td>Examining Complete</td>
<td>4</td>
</tr>
<tr>
<td>Grade A Complete</td>
<td>7</td>
</tr>
<tr>
<td>Post Closing Complete</td>
<td>1</td>
</tr>
<tr>
<td>Searching Complete</td>
<td>1</td>
</tr>
</tbody>
</table>

SMALL RENTAL PROGRAM

- Developed draft process for Lender certification training to underwrite products in Small Rental Program
- Developed draft staffing plan and logistical needs for program initialization
- Completed draft schedule of staffing and costs associated with Historic Preservation compliance
- Completed Lender stakeholder focus groups that provided input into program design
- Submitted Action Plan and Amendment drafts to client for review
- Researching programmatic process for compliance with CDBG regulatory criteria, identifying waiver requests where appropriate for effective program operations and delivery
HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Incorporated 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. 29th.
- Tentative target for getting all outstanding issues resolved for budget, match, ENV, SHPO and first complete submission to GOHSEP, is Sep. 30th.
- HMGP meeting with GOHSEP identified the following potential match sources:
  - ICC ($30,000 per FIA property – private & commercial)
  - CDBG Permitting and Local Inspection costs associated with mitigation measures (acquisition, elevation, planning, documentation - may be $20 - $30 million)
  - Costs to upgrade primary and secondary schools that exceed the FEMA Public Assistance program allowance. This is a CDBG line item with up to $200 million available that may be useable.
Weekly Daily Situation Report: Week 8
Aug 22 – 28

PROGRAM SUPPORT STATUS

LOGISTICS & FACILITIES
- All 10 Assistance Centers opened and operational
- Provided Supplement 3 to Deliverable 3 Assistance Center Plan
- Working small build-out issues with the Center in Slidell and will begin phased transition to EBR Center in two weeks

HUMAN RESOURCES
- Hiring for Assistance Centers: 401 total
- Hiring for Program Mail and Data Entry function, and Small Scale Rental, in progress
- Hiring event in New Orleans on August 25th resulted in resumes for Center Manager/Assistant Manager candidates and 11 hires for Assistance Centers
- Preliminary metrics collected by Human Resources from voluntary questionnaires submitted by newly hired personnel are as follows:

<table>
<thead>
<tr>
<th>METRIC</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated percentage that are Louisiana residents</td>
<td>99%</td>
</tr>
<tr>
<td>Percentage with a home/apartment damaged by the hurricanes</td>
<td>64%</td>
</tr>
<tr>
<td>Percentage displaced by the hurricanes</td>
<td>52%</td>
</tr>
<tr>
<td>Percentage still displaced by the hurricanes</td>
<td>22%</td>
</tr>
<tr>
<td>Percentage that are minorities</td>
<td>62%</td>
</tr>
<tr>
<td>Percentage that are low- or very-low income</td>
<td>40%</td>
</tr>
<tr>
<td>Percentage that are considered Section 3 residents</td>
<td>41%</td>
</tr>
</tbody>
</table>

- Preliminary Section 3 Monitoring Report Provided to OCD

POLICY & PLANNING
- Completed "Environmental Compliance Strategy" for submission by OCD to HUD
- Conducted stakeholder meetings on historic preservation programmatic agreement
- Assisted OCD in creating program-wide environmental assessment for publication
- Finalized legal documents for Homeowners with mortgages completed
- Completed policies and legal documents for Homeowners without mortgages
- Developing policies for mobile homeowners who do not own land

TRAINING
- Completed training materials for deliveries the week of Aug. 21st:
  o Building Professionals
  o Homeowner Construction Representative (Inspectors)
Weekly Daily Situation Report: Week 8
Aug 22 – 28

- Delivered Building Professionals training in Baton Rouge on Aug. 21st; trained 15 people
- Delivered Homeowner Construction Representative (Inspector) training in Baton Rouge on Aug. 22nd; trained 34 people
- Delivered Building Professionals training New Orleans on Aug. 24th; trained 78 people
- Delivered Homeowner Construction Representative (Inspector) training in New Orleans on Aug. 25th; trained 87 people

COMMUNITY OUTREACH

- Community and elected officials invited to all Assistance Center openings
- Compiled list of community based questions and submitted them to the War Room. All home owners will receive personal calls with their specific answer
- Started initial outreach research on Houston and Atlanta markets in preparation for initial roll out
- Attended NAACP Housing Forum at Xavier University. Made an initial visit to N.O. Neighborhood Association Council, an organization comprised of 74 civic associations across N.O; will make a formal presentation this Wednesday
- Met with OCD to continue dialogue on the non-profit business development model Legal aid partners will continue to meet and draft scope of work along with fee schedule

COMMUNICATIONS

- Planned, coordinated and executed opening events and press conferences at the following Housing Assistance Centers:
  - Orleans Parish (Aug. 22nd)
  - Plaquemines Parish (Aug. 23rd)
  - St. Bernard Parish (Aug. 23rd)
  - Terrebonne Parish (Aug. 24th)
  - St. Tammany Parish (Aug. 25th)
- Staffed media center for Katrina anniversary events
- Wrote and distributed press release on Center openings, first disbursements, Road Home hiring, and website volume
**MIS**

- Security issue discovered with eGrantPlus software and performing security due diligence prior to making the application available to the public; software currently available to The Road Home employees
- Call Center Statistics are as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Calls</th>
<th>Calls Answered</th>
<th>Calls Abandoned</th>
<th>Percentage Abandoned</th>
<th>Average Length of Call (ALC)</th>
<th>Wait Between Calls (WBC)</th>
<th>Applications Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/21/06</td>
<td>2175</td>
<td>2106</td>
<td>69</td>
<td>4</td>
<td>3.56</td>
<td>2.20</td>
<td>801</td>
</tr>
<tr>
<td>8/22/06</td>
<td>3946</td>
<td>3206</td>
<td>740</td>
<td>19</td>
<td>3.41</td>
<td>0.43</td>
<td>1277</td>
</tr>
<tr>
<td>8/23/06</td>
<td>4012</td>
<td>3502</td>
<td>6142</td>
<td>60</td>
<td>3.29</td>
<td>0.20</td>
<td>2301</td>
</tr>
<tr>
<td>8/24/06</td>
<td>10214</td>
<td>4040</td>
<td>6712</td>
<td>66</td>
<td>3.34</td>
<td>0.21</td>
<td>1365</td>
</tr>
<tr>
<td>8/25/06</td>
<td>6150</td>
<td>2958</td>
<td>4809</td>
<td>62</td>
<td>2.96</td>
<td>0.58</td>
<td>1030</td>
</tr>
<tr>
<td>Totals</td>
<td>32667</td>
<td>15812</td>
<td>18472</td>
<td>42</td>
<td>3.31</td>
<td>NA</td>
<td>6774</td>
</tr>
</tbody>
</table>

- Addressing call center call load abandonment by reducing call durations

**FRAUD PREVENTION**

- Gathered and captured all published waivers for *Road Home* program from Federal Register
- Researched waiver requirements, sale of loan impact, and program income use
- Worked with State on data privacy and public records issues
- Prepared documentation for the HUD-OIG audit based upon meeting with OCD
- Submitted enterprise risk management workplan and discussed IT security and controls assessment
- Prepared Policies & Procedures memos for Human Resources, Training, and MIS
- Developed and distributed Conflict of Interest Agreement to all *Road Home* personnel and subcontractors; coordinated with OCD on HUD and Louisiana State requirements
• Discussed *Road Home* Hotline procedures with Federal and State Authorities
• Discussed fraud controls related to the latest MOU with regard to data verification, eligibility, calculation, and disbursement
• Delivered waivers and regulation summary August 28th after reviewing regulatory guidelines

**QUALITY ASSURANCE AND CONTROL**

• Completed survey questionnaire to be distributed to all 10 Housing Assistance Centers; survey designed to capture homeowner feedback relative to Centers and *Road Home* personnel
• Completed draft of Home Evaluation phone survey questions; phone surveys will be conducted once home evaluations begin for full roll-out of homeowner program
• Performed walkthrough of the Call Center, provided recommendations for improvements to the process
• Completed draft of record and file maintenance policy; circulating for comment and vetting
• Outlined strategy for providing information to support the OCD in preparing for audit entrance conference with HUD Office of Inspector General

**PUBLIC INFORMATION**

• Interviewed with Times-Picayune reporter, Valerie Faciane on the application system - article ran this morning
• Attended meeting at Xavier University hosted by the NAACP - cleared up misconceptions about the *Road Home* Program
• Mike Byrne provided a radio interview with WWL radio and The Times-Picayune on *Road Home* 101
• Interviewed with WDSU on the large number of people applying on line
• Interviewed with Lara Bonilla, reporter for AVUI, Spanish newspaper in Barcelona, Spain
• Interviewed with the London Daily Telegram newspaper on *Road Home* 101
• Provided radio interview on TOCO 106.7 FM which also broadcast Voice of America on *Road Home* 101
• Accomplished call-outs to media about the center opening in Slidell

**COMPLIANCE**

• Continue to progress towards an integrated Hotline System; HUD Hotline Manager gave presentation to hotline managers from KPMG, Attorney General’s Office, State Consumer Protection Office, Licensing Bureau, and others
• Participated in group meeting to identify all Program Waivers
• Attended meeting with DOA to review Public Record laws and how they affect the *Road Home* Program
• Finalized Conflict of Interest Agreement and presented to DOA
Weekly Daily Situation Report: Week 8
Aug 22 – 28

- Received and reviewed Attorney General’s opinion on use of Electronic Thumbprint

**BUDGET**

- Collected additional information from HR to integrate education and years of experience data with PLC assignment by employee – standard assignments set-up for Housing Assistance Center employees
- Transferred funds for first two closings

**AREAS REQUIRING ASSISTANCE FROM THE STATE**

- None at this time