Weekly Situation Report: Week 9
Aug 29 – Sep 4

EXECUTIVE SUMMARY

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

**Homeowner Program**
- Vetting final processes and procedures for scaled operations with all Centers operational and establishing a Tier 2 Call Center for Center specific information and support
- Entering all data online through available eGrantsPlus application at the end of each day by all Centers
- Closed on three homeowners in New Orleans
- Modified existing award calculations by 10% markup due to Gulf Reconstruction Manual provision
- 556 appointments were held with homeowners during opening week with 40 no-shows

**Rental Program**
- Completing Small Rental action plan and will update policies and procedures based on outcome of final action plan
- Working closely with all program areas to staff and structure the Small Rental program with dissemination of information and presentations to Center staff and external officials

**HMGP**
- HMG Program brochures review and approved by GOHSEP, LRA, and OCD for distribution to Centers
- Working closely with training team to structure and perform training regimen of program specifics and integration
- Working closely with GOHSEP on the design and administration of the program by conducting meetings regarding business model, evaluation integration, etc.
- Completed iteration of FEMA application and submitted to OCD as Deliverable 00028

**General**
- **Logistics:** East Baton Rouge Permanent Center to open within two weeks.
- **Human Resources:** Less than 10% initial turnover with Center employees, which is less than expected (26/358)
- **Training:** Trained an additional 48 Building Professionals of Program specifics and job functions during the period
- **MIS:** eGrantsPlus software back online after security incident and sufficient forensic analysis performed to ensure security of applicant data
- **QA:** Began review of award calculation process, documentation completion, and sufficient controls are in place for scaled operation (from Pilot)
THE ROAD HOME PROGRAM STATUS

HOMEOWNER PROGRAM

- Visited the St. Bernard Parish for a Q&A session with the Center Advisors
- Contacted several local housing builders to discuss their estimates for rebuilding completely destroyed houses (cost/sq foot)
- Developing FAQ listing for Centers
- Received new work orders from multiple parishes; the Center Advisors are now keying these into the new electronic work order forms at the end of each day
- With the implementation of a SQL server interface, dataflow from the Centers via our “workaround” data entry system may prove sufficient until eGrantsPlus can handle this directly

Home Evaluations

- Procedures in place for handling evaluations in the lower 9th and any other FEMA-designated “red zones” or other safety-compromised areas
- Discussing dataflow/processing issues related to determining home elevations and flood elevation levels with Kevin Wright/GIS/MIS. A draft dataflow diagram is being generated
- Developed new calculation incorporating cost increases of 10% due to markup that was not accounted for in the previous version (per the Gulf Reconstruction Manual). The total markup over the Gulf Coast baseline costs is 28%. We updated all cost estimates to reflect this change.
- Modifying specs list to include HMGP measures and developing instructions for evaluators
- Electronic work order form in use at all Centers and all records are now being entered via the electronic form
- Continuing to update and generate policies and procedures
- Having some difficulty with scheduling software and working from scheduling spreadsheets.
- Three closings took place

SMALL RENTAL PROGRAM

- Prepared draft RFQ documents for Tenant Verification/Rent Compliance Services Plans Examiners & Physical Standards Services, Lead-Based Paint Risk Assessment and Clearance Testing Services established
- Completed survey of lenders regarding current interest rates for small and other apartment properties
- Confirmed the New Orleans Finance Authority director will send all “Pathways for Homeownership” program design and forms
- Completing Small Rental Action Plans to establish policies and procedures
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- Met with representatives from the LRA regarding the Program
- Performed presentation of Road Home Program and Small Rental Properties Repair Program to non-profit groups in the Lake Calcasieu and Cameron Parish area

HAZARD MITIGATION GRANT PROGRAM (HMGP)

- Individual mitigation measures brochures (7) received from GOHSEP have been converted to standard Road Home handout format and returned to GOHSEP, LRA, and OCD for review. GOHSEP completed a technical review and approved them for release
- Road Home individual mitigation brochure content has been approved by GOHSEP and OCD for distribution at Centers.
- Training working on mitigation information modules for the next classroom training sessions for center personnel and finalizing short onsite catch-up training for advisors already providing homeowner services at centers. Training delivery will coincide with brochure availability
- Inspector software upgrade for mobile data entry of required information for HMGP project submissions (photo, sq footage, construction type, recommended/selected individual mitigation measures) is being incorporated
- HMGP Business Model 1st Draft Distributed for review and comment
- Open Space “Marketing” Strategy Meeting will be hosted by GOHSEP/OCD scheduled for next Wednesday
- GIS Integration Meeting (ICF, OCD, JL Witt, GOHSEP) agreed on data standards for building of geo-rectified map/display layers
- Cooperative Training Liaison established between GOHSEP/Witt and ICF. GOHSEP will assist with formal training for mitigation in future deliveries
- Weekly client meeting – OCD requested a draft of the HMGP application section on taking title of acquired properties by The Road Home Corporation and subsequent submission of the HMGP application for that specific property following open space determination. OCD and GOHSEP agreed on “best solution” concept and that has been drafted as the potential narrative and submitted for additional comment. The intent is for GOHSEP to present it to FEMA next week at the Steering Committee Meeting for a go/no-go determination of acceptability
PROGRAM SUPPORT STATUS

LOGISTICS & FACILITIES

- Hurricane Evacuation Plan issued for all Centers and HQ
- Hired office manager for the Baton Rouge Headquarters Office
- Defined Program Mail operations requirements and initiated recruiting for staffing and search for equipment vendors and/or subcontractors
- East Baton Rouge Parish permanent Center to open within the next two weeks

HUMAN RESOURCES

- Hired Center Manager for the EBR Parish Center and Asst. Manages for the EBR Parish Center, St. Tammany Parish Center; still recruiting Managers for the St. Bernard and Jefferson Parish Centers, as well as Asst. Center Managers for the Orleans and Jefferson Parish Centers
- Working with Small Rental program management to establish resource needs and job descriptions
- Working with Logistics to establish resources for the Program mail and data entry functions (hired fours clerks to date)
- Established hours of operation for the 10 Housing Centers to maximize availability to applicants (Submitted in Deliverable 00005 – Center Opening Confirmation Memorandum – 8/29/2006)

POLICY & PLANNING

- Lender meeting confirmed participation of major institutions in program
- Successfully resolved 12 policy and procedure questions raised by Road Home Tier 2 Call Center (War Room) from Centers
- Will submit an outline early this week for the evaluation of the Pilot Program

TRAINING

- Revised training materials and delivered Building Professionals training at the Gulf Coast Reconstruction and Hurricane Preparedness Summit in Kenner, LA on Monday, August 28; trained 48 people
- Updated Homeowner Program training materials to reflect current policies/procedures; distributed new binders to Housing Assistance Centers
- Revised and submitted training policies and procedures document
- Finalized job aid on Mitigation Grant and drafted script for Housing Advisors to reference when discussing this grant with homeowners - to be provided to Housing Assistance Center staff on Wednesday, 9/6, along with Fact Sheet on mitigation measures
COMMUNITY OUTREACH

- Met with a representative of HUD's New Orleans office who is interested in working with the team to ensure all aspects of the Road Home is compliant. Next step is to coordinate a meeting in BR for all high level administrators with HUD rep
- Had successful meeting with members of Mayor Nagin's staff discussing his Journey Home program. Next step includes staffing a booth at their New Orleans location which is housed in the main library
- Presented to a large collaborative consisting of 72 civic associations in N.O.
- Statewide plans have been created for both community outreach and governmental outreach

COMMUNICATIONS

- Fielded media request related to anniversary and website and call center volume
- Updated talking points and distributed to clients regarding IT security issue
- Rewriting and designing mitigation materials for Centers.
- Developing Communications process to answer frequently asked questions
- Wrote press release and talking points on online application; submitted to OCD for approval
- Anti-fraud brochure approved by the Governor

MIS

- Migrated all web system operations to the Data Center
- Opened access to OCD of the Professional Rebuilders Registry
- Hired Mandiant to conduct IT security assessment
- Completed forensic analysis and initial security review
- EGrantsPlus migrated to a more stable environment and resumed public access Tuesday night.
- Communicated security impact to State and affected applicants
- Addressing Call Center call load abandonment rate by reducing call durations

FRAUD PREVENTION

- Competing development of Record Retention policy for the Program
- Working with communications team on Zero Tolerance meeting and data privacy/thumbprint issue
- Working with MIS and Evaluator team to ensure access to electronic data from evaluations
- Finalizing work on regulatory waivers (letter agreements, federal register recording)
- Completed calls for follow-up on on-line application security issue. Documenting process and contributed to MIS memo regarding operation of eGrantsPlus application server and work done on security issue
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- Visited Federal Katrina Fraud Task Force and discussed training initiative for staff in hotline office.
- Attended HUD IG kickoff meeting and established relationship with auditors.

QUALITY ASSURANCE AND CONTROL
- Provided assistance to the development and delivery of the HUD OIG Entrance Conference Binder and provided guidance for visit compliance program area
- Working closely with Small Rental program to integrate and vet Quality Assurance policies, processes and procedures into the program
- Working closely with Homeowner program to review existing policies and procedures, including planned Center visits, data verification process, exception and resolution process review. In addition, gathered 20 additional survey data from applicants. Lastly, working with Homeowner program management to review award, verification and closing process.
- Completed survey questionnaire to be distributed to all 10 Housing Assistance Centers, developed draft home evaluation survey questions, and draft procedures checklists for reviewing applicant files
- Researched and provided documentation from the Stafford Act to assist Policy and Plans area in determining whether restrictions should be placed on CDBG funds because recipients may have received federal funds prior to this Road Home program and not adhered to the requirement to maintain hazard or flood insurance.
- Performed walkthrough of the West Call Center, provided recommendations for improvements to the process.

PUBLIC INFORMATION
- Performed live interview on the national syndicated Tom Joyner Radio Show on Aug 29th on Road Home 101
- Sent out news release on eGrantPlus application to 33 media outlets
- Conducted interviews or spoke with the following:
  1. Tony Jones, reporter for WBRZ-TV, Baton Rouge
  2. Laura Maggi, reporter for the Times Picayune, Baton Rouge on the electronic thumbprint and photograph process, application mailing, and the system technical difficulties
  3. Jeff Palermo, reporter for the Louisiana Network on the system technical difficulties
  4. Paul Weingarten, reporter with the Chicago Tribune on the CDBG funding process
  5. Torri Peck, reporter for KSON Radio of San Diego on Road Home 101
  6. Harold Clark of WYLD, 98.5 in New Orleans during a telephone interview on Sunday morning at 7:30am
  7. Mike Brignac at FOX 29 in Lake Charles about the 30-minute piece for southwest Louisiana
  8. Olivia Keen of Cumulus radio about the on-line application process
9. Kristen Davis of WBRZ, TV2 in Baton Rouge on the on-line application process
10. Meredith Mendez, reporter for Ch26, ABC in New Orleans on the on-line application process

**COMPLIANCE**

- Made progress towards an integrated Hotline System. HUD Hotline Manager gave presentation to hotline managers from KPMG, Attorney Generals Office, State Consumer Protection Office, Licensing Bureau and others
- Worked on preparation for HUD OIG Audit Entrance Conference. Met with HUD Audit staff after completion of Entrance Conference.
- Attended meeting with DOA to define what records are to be considered Public Records
- Attended Senate Subcommittee hearing on Electronic Thumbprint and other matters
- Worked on Road Home being accepted as permanent member of Federal Fraud Task Force.
- Arranged for tour of Baton Rouge Center for Attorney General and staff on Tuesday September 5, 2006
AREAS REQUIRING ASSISTANCE FROM THE STATE

- **POLICY & PLANS**: Several policies require action. Decision meeting needed
  - Assignment of Road Home benefits
  - Historic Preservation and environmental review process for:
    - Acquisition of “cleared” properties
    - HUD requirements for properties purchased in LA
**METRICS**

**Homeowner Program**

- 3,766 interested persons walked into Centers to pick up application forms
- 556 appointments were held with homeowners during opening week with 40 no-shows
- 15,376 applicants have initiated an application, with a total of 7,395 applications submitted online and 1,106 submitted at a Center
- Applications represent 43 parishes
- 4,677 completed applications that are currently being screened for “initial eligibility”
- Of 4,677, 431 are put into special review/resolution due to potential Murphy Oil spill implications according to reported zip code, and will undergo additional spatial review - only 9 appear to fall outside the list of designated counties/parishes
- 188 cases completed verification - 79 cases have completed the calculation process, and 42 were recommended to the state
- Three additional closings this week for a total of five
- Anticipating recommending 200 additional applicant awards within the next 30 days

![Road Home Initial Client Elections by Applicants](chart.png)

- **Sell, move out of Louisiana** 13%
- **Sell, stay in Louisiana** 15%
- **Stay** 70%
- **Undecided** 2%
Homeowner Program (Cont.)

Western LA Parish Metrics

22 Aug - 3 Sep Parish Metrics

[Graph showing metrics for different parishes]

Eastern LA Parish Metrics

22 Aug - 3 Sep Parish Metrics

[Graph showing metrics for different parishes]
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**Human Resources**
- Turnover rate less than expected; currently less than 10% of out 358 hires – across ICF and subcontractors

**Personnel Turnover Statistics**

- Schedule
- Background check issues
- No show
- Found another job
- No reason
- Left area
- Excessive absence
- Changed mind
- Money

**MIS: Call Center**

**The Road Home Daily Call Volume Report Week Ending 9-3-06**

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<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 (min)</th>
<th>Wait Between Calls (min)</th>
<th>Applications Requested</th>
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<td>8/28</td>
<td>8,637</td>
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<th>Wait Between Calls (min)</th>
<th>Applications Requested</th>
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<tr>
<td>Totals to Date</td>
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<td>2.95</td>
<td>22.25</td>
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**Total Calls taken from 11pm to 1am**

![Graph showing total calls taken from 11pm to 1am]

**Deliverables**

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<tr>
<th>Del. ID</th>
<th>Deliverables</th>
<th>Date</th>
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<td>00025</td>
<td>Homeowner Pipeline Report (Weekly)</td>
<td>Aug 29</td>
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<tr>
<td>00005</td>
<td>Ten Centers Operational Confirmation</td>
<td>Aug 29</td>
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<td>00013</td>
<td>Completion of 2/5 Training Sessions for Professional Builders, Home Evaluators, and Financial Institutions</td>
<td>Aug 29</td>
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<td>0003A</td>
<td>Homeowner Program MIS Systems Operational Confirmation</td>
<td>Aug 29</td>
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<td>00007</td>
<td>Professional Registry Available</td>
<td>Aug 29</td>
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<tr>
<td>00028</td>
<td>HMGP interim Application Submission to OCD for review and comment</td>
<td>Aug 29</td>
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