The Homeowner Assistance Program
Week 294 Situation & Pipeline Report

February 21, 2012

Table of Content

EXECUTIVE SUMMARY 1
HOMEOWNER PROGRAM 2
Housing Assistance Center Activity 3
Housing Assistance Center Activity 4
Award Calculation Activity 4
Elderly Award Closing Activity 4
Low/Moderate Income Households 5
Elevation Program Activity 6
Manufactured Home Project 9
Home Evaluations (Home Inspection) Activity 9
Appeals 10
Incoming and Outgoing Calls 11
ANTIFRAUD, WASTE & ABUSE/ RECORDS REQUESTS 13
APPENDIX A 14
APPENDIX B 22
APPENDIX C 23
APPENDIX D 24
APPENDIX E 26
GLOSSARY 27

List of Tables

Table 1: Homeowner Program Snapshot 1
Table 2: Cumulative Elderly Benefits Options Closing 4
Table 3: Cumulative Elderly Benefits Options Selection 4
Table 4: Closings Held Activity including LMI Detail 5
Table 5: Additional ACG Dollars 5
Table 6: Elevation Disbursement Activity 6
Table 7: Applicants and Closings Held By Race/Ethnicity 7
Table 8: Eligible Application Summary 8
Table 9: Manufactured Home Pipeline Progress 9
Table 10: Home Evaluation Pipeline Progress 9
Table 11: Status of Appeals 10
Table 12: Status of State Panel Review Appeals 10
Table 13: Incoming and Outgoing Calls 11
Table 14: Antifraud and Ethics Metrics 13
Table 15: Antifraud, Waste & Abuse 13
Table 16: Record Requests 13
Table 17: Weekly Letters Mailed 26

List of Figures

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input and Calculation 2
Figure 2: Homeowner Assistance Program Pipeline - Option Selection and Closing Process 3
Figure 3: Elevation Disbursement Activities 6
Figure 4: Total Anticipated Disbursed Since April 20, 2009 7
Figure 5: Award Size 8
Figure 6: Housing Assistance Center Appointments by Week 12
Figure 7: Housing Assistance Center Appointments by Day 12
Figure 8: Project Letters Mailed by Type 26

EXECUTIVE SUMMARY

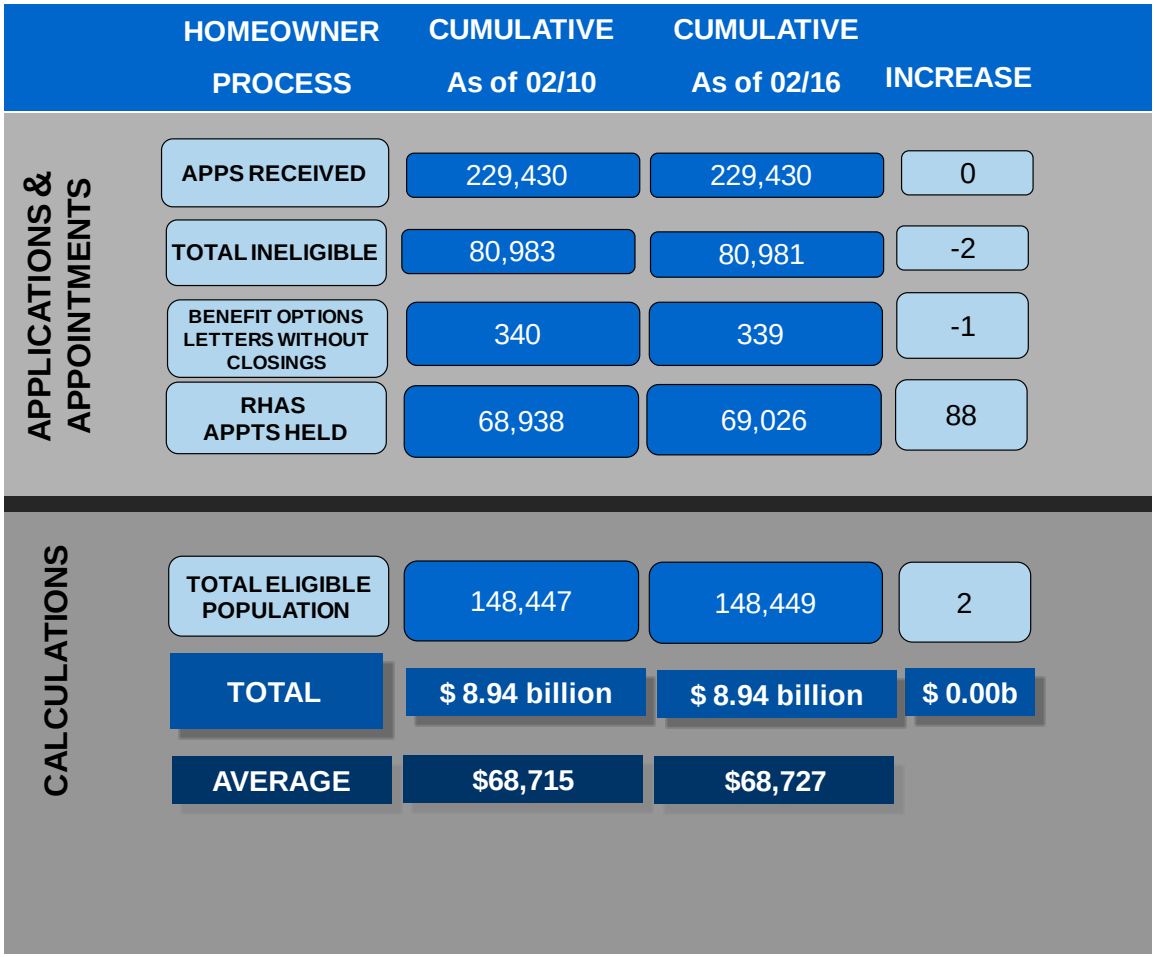
A total of 88 appointments were held with applicants at the Baton Rouge Housing and New Orleans Assistance Offices. The number of total eligible population increased to 148,449 and the total number of closings held as of February 16 increased to 129,729.

Table 1: Homeowner Program Snapshot

Activity	As of COB 1/10/12	Weekly Activity	As of COB 2/16/12	Total Dollars
Applications Received				
Total Applications Received	229,430	0	229,430	
Ineligible Applications				
Total Ineligible	80,983	-2	80,981	
Duplicate Application	39,668	0	39,668	
No First Appointment	24,628	0	24,628	
Ineligible- FEMA Assessment	7,512	0	7,512	
Sold Home Ineligible / Not Interested	2,690	0	2,690	
Title/Heirship Issues	2,696	-1	2,695	
Occupancy	1,190	-1	1,189	
Ownership	620	0	620	
Other	1,979	0	1,979	
Eligible Applications				
Total Eligible Population	148,447	2	148,449	
Applications Withdrawn	3,916	-1	3,915	
Zero Awards	14,466	0	14,466	
Eligible for Benefits Calculation	130,065	3	130,068	
Funding Disbursed				
Total Funding Disbursed	129,725	4	129,729	**$8,929,144,079**
Option One Closings	119,099	4	119,103	**$8,022,632,777**
Option Two Closings	8,285	0	8,285	**$730,183,095**
Option Three Closings	2,341	0	2,341	**$176,328,207**
Sold Homes Closings	1,236	0	1,236	**$53,922,752**
Elevation Only Closings	1,779	-4	1,775	**$52,620,242**
Total Closings with Elevation Dollars	32,153	4	32,157	**$935,618,318**
Affordable Compensation Grants Disbursed	46,066	2	46,068	**$2,114,562,608**
Individual Mitigation Measures (IMM)	20,993	92	21,085	**$156,930,374**
Benefits Calculated Without Funds Disbursed				
Eligibility Calculated Without Funds Disbursed	340	-1	339	**$10,103,967**
Active Applications	21	1	22	**$1,249,743**
IMM Only	183	-3	180	**$1,496,600**
Currently Transferred to Title Company				
Initial Closing Transfer	136	1	137	**$7,357,624**
Additional Disbursement Transfer	674	-72	602	**$5,119,722**

HOMEOWNER PROGRAM

Figure 1: Homeowner Assistance Program Pipeline - Applicant Input and Calculation



- **The $8.94 billion total and $68,727 average award represent maximum benefit if ALL eligible applicants select to rebuild in place (the total includes additional compensation grant calculations, compensation grants, and elevation grants, but does not include 'zero' grant awards and applicants terminated)**

Housing Assistance Center Activity

Figure 2: Homeowner Assistance Program Pipeline - Option Selection and Closing Process

HOMEOWNER PROCESS	CUMULATIVE As of 02/10	CUMULATIVE As of 02/16	INCREASE
CLOSINGS BY OPTION SELECTION			
OPTION ONE CLOSINGS	119,099	119,103	4
OPTION TWO CLOSINGS	8,285	8,285	0
OPTION THREE CLOSINGS	2,341	2,341	0
SOLD HOMES	1,236	1,236	0
CLOSINGS			
TOTAL FUNDING DISBURSED	129,725	129,729	4
TOTAL	$8.93 billion	$8.93 billion	$ 0.00b
AVERAGE*	$68,820	$68,829	

- ***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 88 RHAS appointments were held at the Baton Rouge Housing and New Orleans Assistance Office for the reporting week.
- As of April 20, 2009, 6,135 RHAS appointments were conducted by HGI.

Award Calculation Activity

- The *Road Home* has calculated 148,449 benefits
  - The average total benefit calculated was $68,727 (excluding 'zero' awards applicants withdrawn and ineligible)
  - 3,915 calculations resulted in applications withdrawn from the program
  - 14,466 'zero awards' grant amounts were calculated
  - 339 benefits options letters are available for transfer to closing agents

Elderly Award Closing Activity

- Of the homeowners who have selected their options:
  - 29,990 options selection letters have been returned from elderly applicants (Total Table 2 and 3)
  - The vast majority of all homeowners, including elderly homeowners, have selected Option 1 to keep their homes

Table 2: Cumulative Elderly Benefits Options Closing

Elderly Benefits Options Closings	
Number of Option One	25,231
Number of Option Two	2,708
Number of Option Three	1,999
Total	**29,938**

Table 3: Cumulative Elderly Benefits Options Selection

Elderly Benefits Options Selected Remaining	
Number of Option One	49
Number of Option Two	1
Number of Option Three	2
Total	**52**

Table 4: Closings Held Activity including LMI Detail

Total Household and Low/Moderate Income (LMI) Detail

Closings Held	Option 1	Option 2	Option 3	Totals
Number of Closed Options	119,103	8,285	2,341	129,729
Total $ in Closed Options	$8,022,632,776.77	$730,183,094.67	$176,328,207.42	$8,929,144,078.86
Comp Grant $ in Closed Options	$5,005,997,528.90	$539,396,667.99	$175,626,081.87	$5,721,020,278.76
Elev Grant $ in Closed Options	$935,461,337.74	$126,980.45	N/A	$935,618,318.19
ACG $ in Closed Options	$1,923,231,036.27	$190,659,446.23	N/A	$2,114,562,608.05
IMM $ in Closed Options	$157,942,873.86	N/A	N/A	$157,942,873.86
LMI Closed Options	**Option 1**	**Option 2**	**Option 3**	**Totals**
Number of Closings Held by LMI	50,813	4,038	973	55,824
Total $ to LMI	$4,349,642,032.91	$405,444,251.36	$72,651,686.57	$4,827,737,970.84
Comp Grant $ to LMI	$2,012,639,087.10	$224,108,877.03	$72,315,311.02	$2,309,063,275.15
Elev Grant $ to LMI	$452,242,752.28	$80,460.00	$30,000.00	$452,353,212.28
ACG $ in Research for Categorization	$90,251,190.79	$9,404,531.90	N/A	$100,021,472.69
ACG $ to LMI	$1,832,979,845.48	$181,254,914.33	N/A	$2,014,541,135.36
Total ACG $	$1,923,231,036.27	$190,659,446.23	N/A	$2,114,562,608.05
Total IMM $	$51,780,348.05	$0.00	N/A	$51,780,348.05
LMI Closed Option Percentages	**Option 1**	**Option 2**	**Option 3**	**Totals**
% of Total Closings Held that are LMI	43%	49%	42%	43%
% of Total $ to LMI	54%	55%	41%	54%
% of Comp Grant $ to LMI	40%	41%	41%	40%
% of Elev Grant $ to LMI	48%	31%	N/A	48%
% of ACG $ to LMI	95%	94%	N/A	95%
% to IMM	33%	N/A	N/A	33%

Table 5: Additional ACG Dollars

ACG > $50,000	
Count	13,732
Additional ACG Amount	481,719,592.99

Low/Moderate Income Households

- A total of 129,729 applicants had gone to closing and received their Road Home disbursement as of February 16, 2012. Of these applicants, 55,824 (43 percent) were documented as LMI.
- A total of $8,929,144,078.86 in Homeowner Assistance Program awards were disbursed as of February 16, 2012. Of these disbursements, (54 percent) went to applicants documented as LMI.

Elevation Program Activity

As of February 16, 2012, a total of 115,540 elevation letters have been sent to applicants.

- 34,490 (30%) applicants have returned letters expressing their interest in participating in the elevation program.
- 32,314 applicants are eligible and interested in receiving elevation awards. 32,157 applicants have received elevation disbursements totaling $935,618,318 (average elevation award of $29,095).
- 5,089 initial and 25,162 additional disbursements of elevation funds from March 2008 through the present for a total of $887,333,754.
- 1,906 initial and 764 additional disbursements previously from program inception through current total of $48,284,564.
- 63 elevation requests for a total of $1,827,099 are currently at the closing companies for processing. See Table 6 and Figure 3 and 4 for a summary of Elevation Disbursement Activity.

Table 6: Elevation Disbursement Activity

	# 0f Initial Disbursements	# 0f Additional Disbursements	Total $ Disbursed
Elevation Disbursements through Feb 08	1,906	764	$ 48,284,564
Elevation Disbursements from Mar 08	5,089	25,162	$ 887,333,754
Total Elevation Disbursements	6,995	25,926	$ 935,618,318
	Applications at Title Company		
Total Pending Transactions	63		$ 1,827,099

Figure 3: Elevation Disbursement Activities

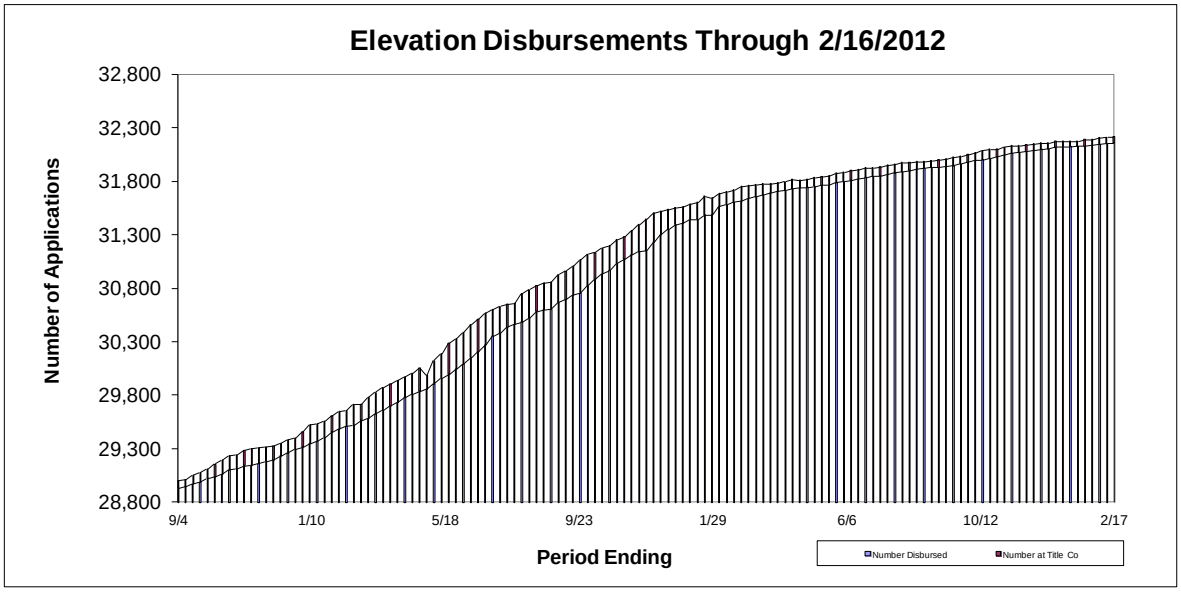
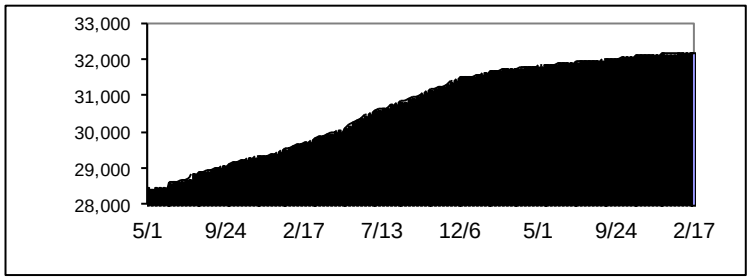


Figure 4: Total Anticipated Disbursed Since April 20, 2009



Closing Activity

- As of February 16, 2012, a total of 41,758 files have been transferred to closing agents by HGI.
- The closing team has assisted closing agents in completion of 129,729 closings, of which:
  - The average award is $68,829.21.
  - 55,824 also received additional compensation grants. The average additional compensation grant award is $36,087.37.
  - Closed 29,938 elderly applicants for a total of $2,386,096,980.44.
  - Appendix C reports Closings by Parish and Zip Code
- To date, the closing agents have completed 60,839 additional disbursements for a total of $1,207,127,153.76. The average additional disbursement is $19,841.34.

Table 7: Applicants and Closings Held By Race/Ethnicity

Race	Applicants		Closings Held	
	#	%	#	%
American Indian/Alaska Native	666	>1%	523	0.41%
American Indian/Alaska Native and White	530	>1%	385	0.30%
American Indian/Alaskan Native/Black-Afric	379	>1%	298	0.23%
Asian	2,925	2.00%	2,156	1.66%
Asian and White	300	>1%	214	0.16%
Black/African American	65,833	36.00%	53,386	41.15%
Black/African American and White	1,153	1.00%	917	0.71%
Native Hawaiian/Other Pacific Islander	183	>1%	134	0.10%
Other Multi-Racial	3,419	2.00%	2,585	1.99%
White	72,052	39.00%	51,446	39.67%
A race was not provided	37,673	20.00%	17,685	13.63%
	185,113		**129,729**	

Figure 5: Award Size

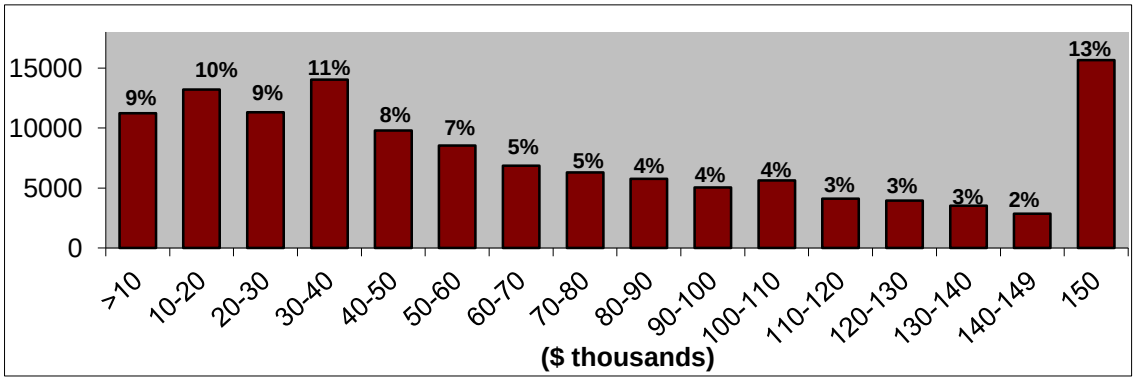


Table 8: Eligible Application Summary

TOTAL ELIGIBLE APPLICATIONS		148,449
Completed Applications		
Closed		129,729
Zero Awards		14,466
Award Declined		3,915
Total Completed Applications		**148,110**
Applications that Cannot Close at Title Co.		
Refuse to Close		8
Title Issue		27
Legal Issue		18
Mortgage Issue		20
POA Required		0
Total Applications that Cannot Close at Title Co.		**73**
Active Applications		
In Progress – Pre-Closings		197
In Progress – Title Company		64
Closed but Not Disbursed	10	
Scheduled to Close	0	
Received but not Scheduled	54	
Awaiting Approval by OCD		5
Filed Pre-Closing Appeal		0
Total Active Applications		**266**

Active Additional Disbursement Applications		
Closed but Not Disbursed		189
Received but not Scheduled		440
2nd Disbursement Mailout		125

Manufactured Home Project

The special manufactured home project has yielded the following progress (See Summary Table 9):

- Identified 13,871 manufactured home applicants to date
- Updating and ensuring valid HEs are in data warehouse
- Working through PSV process
  - For nearly all cases, we have established whether or not land is owned – used application data or called homeowner
  - Where land is owned, we have determined whether or not the existing BPO is based on manufactured home comparables; if not ordered new BPO

Table 9: Manufactured Home Pipeline Progress

Manufactured Homes Pipeline Summary				
Description	**COB 01/26/12**	**COB 02/02/2012**	**COB 02/09/2012**	**COB 02/16/2012**
Total Number of Eligible Manufactured Home Applications	13,870	13,871	13,870	13,871
Mobile Homes on Owned Land	5,820	5,820	5,820	5,821
Mobile Homes on Leased Land	8,050	8,051	8,050	8,050
Total Number of Eligible Manufactured Homes Closed (Funds Disbursed)	13,864	13,865	13,864	13,864
Total Number of Eligible Manufactured Homes Remaining	4	4	4	4

Home Evaluations (Home Inspection) Activity

Table 10: Home Evaluation Pipeline Progress

ISSUE CATEGORY	# OF ISSUES
Case Review Issues	**18**
RH ECD/ Structure appeals	**6**
State appeals	**1**
FEMA eligibility appeals	**0**
Elevation appeals	**0**
Total Home Evaluation Issues	**25**

Appeals

As of February 16, 2012, 17,904 cases have been processed through the Appeals department, 17,900 have been resolved, and 4 are active. Table 11 shows the status of these cases.

Table 11: Status of Appeals

ACTIVITY	As of COB 19-Jan	As of COB 26-Jan	As of COB 2-Feb	As of COB 9-Feb	As of COB 16-Feb
Total Cases Processed	17,902	17,902	17,902	17,903	17,904
Appeal Cases Pending Decision/Research	2	2	2	3	4
Ineligible Status Appeal	1	0	0	0	0
Total Active Cases	*3*	*2*	*2*	*3*	*4*
Total Cases Resolved	**17,899**	**17,900**	**17,900**	**17,900**	**17,900**

Further analysis of the resolved appeals cases (17,900) shows that:

- 6,745 (34%) have resulted in additional funds being awarded to applicants for a total of $189,230,308. The average additional disbursement is $28,046.
- 916 (5%) resulted in a reduction of award for a total of $17,360,469. The average reduction is $18,994.
- 5,618 (31%) resulted in no change to the award amount.
- 4,621 (23%) were reviewed for an eligibility determination, 1,575 were approved and 3,046 were denied.
- Since April 20, 2009, 2,373 appeals cases have been reviewed and resolved by HGI.

Table 12: Status of State Panel Review Appeals

ACTIVITY	As of COB 26-Jan	As of COB 2-Feb	As of COB 9-Feb	As of COB 16-Feb
Total Cases Requested for State Panel Review	4,224	4,224	4,224	4,225
State Appeal Cases in Progress	1	1	1	2
State Appeal Cases Resolved	**4,223**	**4,223**	**4,223**	**4,223**

Incoming and Outgoing Calls

There were a total of 2,860 incoming and outgoing calls made for this reporting period.

Table 13: Incoming and Outgoing Calls

2/10/2012 - 2/16/2012	In-Coming	Out-Going	Abandoned	Abandon %	Total Calls
Call Center	1,759		33	1.9	1,759
Compliance Call Center	103		0	0.0	103
C&M	70	485			555
IMM	16	32			48
LLS	2	3			5
AFWA	19	45	0		64
Record Requests	17	14	0		31
Subrogation	7	1			8
E&BD	90	193	0	0.0	283
Appeals	1	3	0		4
Total	2,084	776	33	1.2%	2,860

Housing Assistance Center Appointment Activity

There were a total of 88 RHAS appointments held at the Baton Rouge and New Orleans Housing Assistance Centers during the reporting period.

Figure 6: Housing Assistance Center Appointments by Week

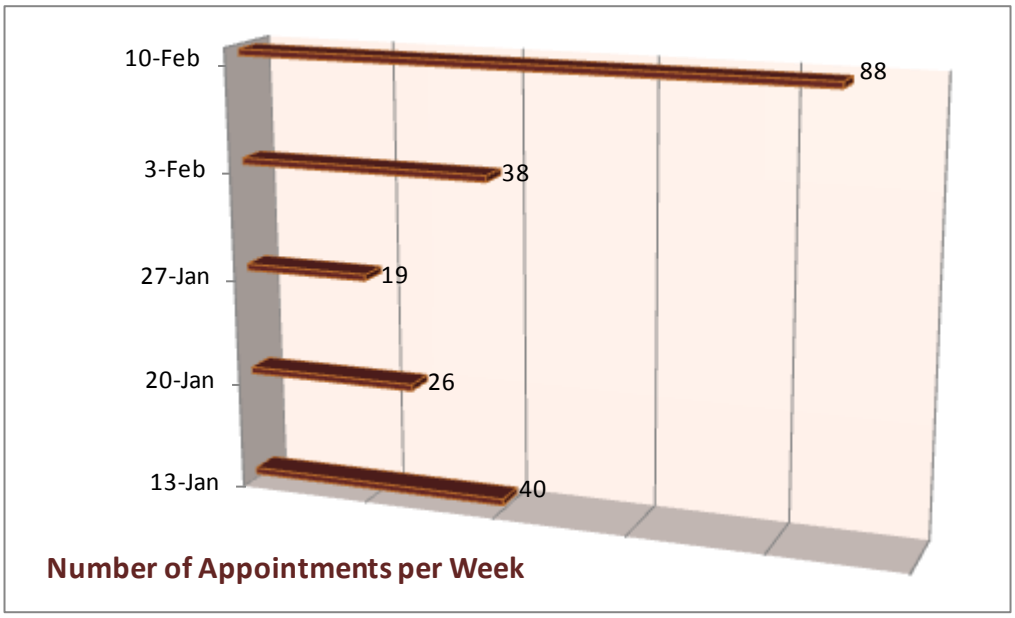
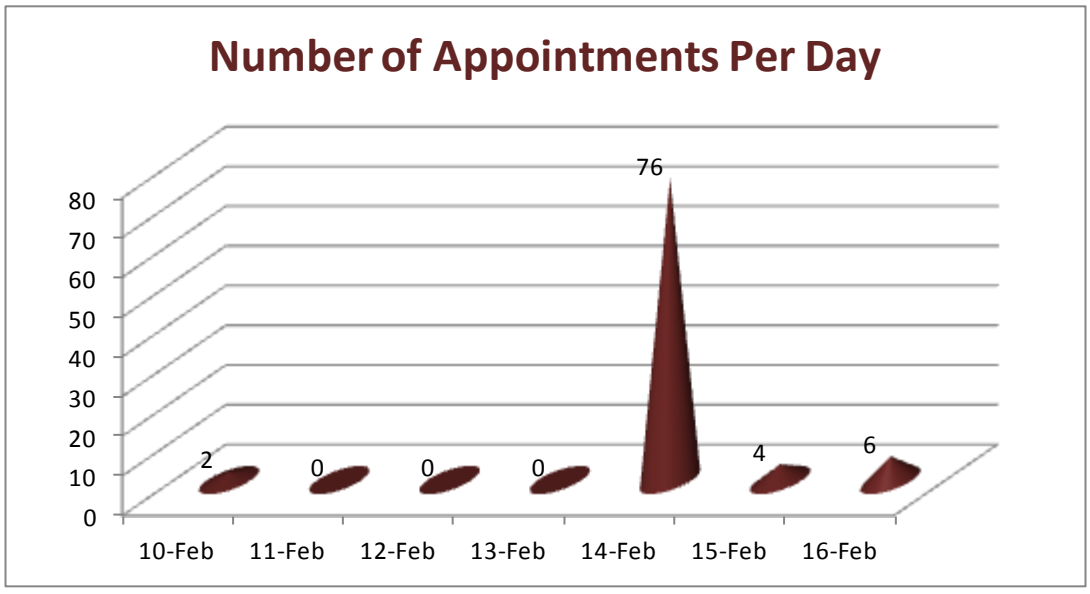


Figure 7: Housing Assistance Center Appointments by Day



PROGRAM SUPPORT STATUS

ANTIFRAUD, WASTE & ABUSE/ RECORDS REQUESTS

- Researched and responded to subpoenas, advocacy group requests, and applicant file requests
- Investigated both internal and external matters reported via several sources, to include the Antifraud and Ethics Help Lines

Table 14: Antifraud and Ethics Metrics

ACTIVITY	14-Jan 20-Jan	21-Jan 27-Jan	28-Jan 3-Feb	4-Feb 10-Feb	11-Feb 17-Feb
Issues Received via Antifraud and Ethic Help Line	4	4	10	0	6

Table 15: Antifraud, Waste & Abuse

ACTIVITY	14-Jan 20-Jan	21-Jan 27-Jan	28-Jan 3-Feb	4-Feb 10-Feb	11-Feb 17-Feb
ID Verifications Received For Review	4	4	10	0	6
ID Verifications Cleared	4	4	10	0	6
AWFA Issues Opened	6	2	6	5	11

Table 16: Record Requests

ACTIVITY	14-Jan 20-Jan	21-Jan 27-Jan	28-Jan 3-Feb	4-Feb 10-Feb	11-Feb 17-Feb
Subpoenas Received	0	5	0	0	2
Subpoenas Resolved	1	9	0	0	1
Public Record Requests Received	5	5	9	7	5
Public Record Requests Resolved	9	2	7	7	7

APPENDIX A

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.*

Parish	Option 1. Keep Your Home	Option Amount	Option 2. Sell, but Stay in Louisiana	Option Amount	Option 3. Sell, and Move out of Louisiana	Option Amount	Total	Total Dollars by Parish
Acadia	289	$11,520,541.86	2	$79,017.14			**291**	**$11,599,559.00**
Allen	489	$17,306,748.27	11	$781,526.11	1	$15,302.45	**501**	**$18,103,576.83**
Ascension	144	$6,894,011.33					**144**	**$6,894,011.33**
Assumption	210	$7,382,551.49					**210**	**$7,382,551.49**
Beauregard	935	$29,553,610.93	10	$699,394.01			**945**	**$30,253,004.94**
Calcasieu	12,699	$461,660,545.29	107	$7,711,915.90	6	$281,654.70	**12,812**	**$469,654,115.89**
Cameron	1,549	$102,214,719.23	127	$9,801,017.50	2	$143,850.00	**1,678**	**$112,159,586.73**
East Baton Rouge	178	$7,297,798.31	1	$66,481.37	1	$62,718.03	**180**	**$7,426,997.71**
East Feliciana	27	$921,268.11	1	$50,000.00			**28**	**$971,268.11**
Evangeline	53	$1,561,943.71					**53**	**$1,561,943.71**
Iberia	1,022	$50,932,531.00	16	$910,434.47	1	$61,085.70	**1,039**	**$51,904,051.17**
Iberville	55	$2,366,192.84	1	$36,036.42			**56**	**$2,402,229.26**
Jefferson	25,046	$1,365,707,051.09	134	$14,011,770.46	30	$2,670,380.74	**25,210**	**$1,382,389,202.29**
Jefferson Davis	853	$29,387,062.04	12	$832,716.37			**865**	**$30,219,778.41**
Lafayette	113	$3,410,908.95	2	$205,060.00			**115**	**$3,615,968.95**
Lafourche	791	$37,727,326.94	6	$394,070.95	1	$83,762.58	**798**	**$38,205,160.47**
Livingston	213	$9,495,851.27	3	$170,679.66			**216**	**$9,666,530.93**
Orleans	41,643	$3,804,802,159.29	3,585	$346,633,284.51	1,534	$119,472,426.93	**46,762**	**$4,270,907,870.73**

Parish	Option 1. Keep Your Home	Option Amount	Option 2. Sell, but Stay in Louisiana	Option Amount	Option 3. Sell, and Move out of Louisiana	Option Amount	Total	Total Dollars by Parish
Plaquemines	2,901	$181,432,801.82	240	$16,259,385.84	23	$1,256,655.57	**3,164**	**$198,948,843.23**
Pointe Coupee	14	$702,203.66					**14**	**$702,203.66**
Sabine	30	$1,126,854.17					**30**	**$1,126,854.17**
Saint Bernard	7,886	$689,394,676.37	3,750	$308,699,088.42	705	$49,702,269.24	**12,341**	**$1,047,796,034.03**
Saint Charles	981	$42,239,421.13	3	$313,531.89	1	$90,000.00	**985**	**$42,642,953.02**
Saint Helena	269	$11,568,793.27	2	$143,031.10			**271**	**$11,711,824.37**
Saint James	367	$13,165,228.11					**367**	**$13,165,228.11**
Saint Landry	158	$7,573,657.27	6	$540,359.60			**164**	**$8,114,016.87**
Saint Martin	102	$2,937,537.46	3	$158,095.95			**105**	**$3,095,633.41**
Saint Mary	840	$35,460,782.81	4	$207,470.66			**844**	**$35,668,253.47**
Saint Tammany	10,946	$710,711,794.20	139	$13,292,333.52	30	$2,252,314.65	**11,115**	**$726,256,442.37**
St John The Baptist	1,222	$35,326,802.23					**1,222**	**$35,326,802.23**
Tangipahoa	1,506	$65,582,510.74	6	$419,788.82	1	$41,576.71	**1,513**	**$66,043,876.27**
Terrebonne	2,473	$131,823,609.62	49	$3,431,972.41	1	$41,071.13	**2,523**	**$135,296,653.16**
Vermilion	1,617	$96,418,650.25	50	$3,450,006.10	3	$134,133.35	**1,670**	**$100,002,789.70**
Vernon	142	$4,057,406.24	2	$152,624.24			**144**	**$4,210,030.48**
Washington	1,323	$42,017,356.49	13	$732,001.25	1	$19,005.64	**1,337**	**$42,768,363.38**
West Baton Rouge	13	$713,734.22					**13**	**$713,734.22**
West Feliciana	4	$236,134.76					**4**	**$236,134.76**
	119,103	**$8,022,632,776.77**	**8,285**	**$730,183,094.67**	**2,341**	**$176,328,207.42**	**129,729**	**$8,929,144,078.86**

Zip Code	Number of Closings	Dollar Amount
30291	1	$106,860.00
32217	1	$56,870.38
35222	1	$84,402.30
38309	1	$41,960.00
39466	1	$150,000.00
40094	1	$48,090.77
40117	1	$10,229.98
40119	1	$69,861.57
40445	1	$48,187.59
70001	925	$50,479,290.36
70002	969	$60,636,014.08
70003	2,373	$134,413,137.63
70005	829	$46,024,952.36
70006	1,477	$81,538,374.75
70012	1	$69,868.67
70014	1	$45,419.47
70015	1	$37,500.00
70017	10	$1,093,844.45
70018	4	$482,395.38
70019	5	$684,750.00
70028	1	$130,730.00
70029	1	$69,425.63
70030	52	$2,404,891.13
70031	49	$1,996,570.81
70032	1,882	$152,805,594.06
70033	1	$35,800.00
70036	187	$13,294,628.49
70037	483	$26,899,901.39
70038	279	$12,587,149.60
70039	87	$3,535,676.79
70040	368	$30,332,860.12
70041	775	$44,261,595.01
70042	6	$339,677.42
70043	5,235	$448,065,397.30
70044	3	$286,000.00
70045	3	$280,479.74
70046	11	$840,918.19
70047	160	$7,169,710.06
70048	2	$45,330.74
70049	172	$6,113,055.70
70050	228	$14,380,690.10
70051	60	$2,347,782.22
70052	47	$1,425,874.86
70053	700	$35,438,185.75
70054	2	$99,998.05
70056	1,901	$84,561,614.58
70057	118	$4,289,827.87
70058	3,241	$151,834,927.33
70059	5	$398,581.87
70062	908	$58,739,592.38
70063	6	$294,660.03
70064	3	$194,967.67
70065	3,815	$208,052,214.06
70066	7	$205,912.60
70067	421	$30,815,811.16
70068	736	$15,439,839.94
70069	9	$450,673.66
70070	127	$4,478,284.84
70071	46	$1,855,758.85
70072	4,341	$270,883,443.77
70073	6	$334,623.71
70075	1,530	$115,124,085.03
70076	13	$545,568.27
70077	1	$150,000.00
70078	19	$1,065,998.85
70079	20	$1,044,421.41
70080	16	$926,716.27
70081	2	$186,646.09
70082	141	$9,857,663.53
70083	806	$57,991,744.20
70084	235	$10,193,374.28
70085	1,565	$131,037,990.34
70086	74	$3,065,964.22
70087	307	$14,723,588.23
70090	172	$6,352,516.14

Zip Code	Number of Closings	Dollar Amount
70091	105	$4,855,271.46
70092	2,054	$193,811,096.56
70093	2	$300,000.00
70094	1,985	$81,390,720.78
70095	2	$66,435.42
70096	1	$110,448.86
70101	12	$798,598.67
70104	1	$2,613.09
70105	1	$78,877.29
70107	1	$56,880.00
70109	1	$147,266.60
70110	1	$82,000.00
70112	72	$6,340,954.06
70113	413	$36,586,537.44
70114	1,337	$63,596,693.69
70115	1,435	$107,434,034.43
70116	751	$72,832,242.90
70117	5,914	$614,911,784.85
70118	2,382	$213,706,981.87
70119	3,476	$325,431,834.29
70120	1	$79,091.60
70121	416	$27,204,107.98
70122	7,823	$762,204,232.47
70123	524	$29,765,272.41
70124	3,871	$435,258,187.64
70125	1,692	$163,971,611.20
70126	6,221	$568,025,445.99
70127	3,984	$340,540,584.59
70128	3,602	$291,909,896.07
70129	1,949	$172,846,272.70
70130	232	$15,881,097.90
70131	1,468	$67,232,359.37
70132	1	$73,490.92
70150	1	$150,000.00
70164	2	$167,379.50
70170	1	$93,514.45
70175	2	$276,180.00
70177	7	$827,042.34
70179	1	$1,259.62
70189	1	$150,000.00
70219	1	$150,000.00
70224	1	$75,268.74
70230	1	$38,772.50
70301	196	$7,342,653.85
70302	1	$71,610.00
70339	5	$121,948.82
70340	19	$565,168.55
70341	54	$1,850,792.32
70342	5	$120,723.21
70343	28	$992,372.45
70344	616	$40,089,818.40
70345	96	$4,805,146.01
70346	62	$2,921,961.13
70352	1	$27,570.55
70353	197	$14,494,241.52
70354	53	$2,779,784.46
70355	7	$248,227.22
70356	177	$7,784,540.10
70357	52	$3,608,302.87
70358	230	$19,894,379.53
70359	80	$2,055,947.05
70360	136	$4,456,703.44
70361	5	$238,990.92
70362	1	$18,421.53
70363	735	$35,439,774.23
70364	131	$5,075,381.23
70372	13	$307,504.06
70373	16	$872,622.50
70374	39	$1,643,753.76
70377	294	$17,592,084.73
70380	84	$3,562,729.72
70381	2	$109,537.47
70390	112	$4,158,506.25
70391	4	$107,798.39
70392	43	$1,683,776.70

Zip Code	Number of Closings	Dollar Amount
70393	7	$216,411.69
70394	261	$11,513,111.79
70395	37	$1,382,763.37
70397	161	$10,645,851.20
70401	174	$8,380,579.94
70403	242	$10,231,466.52
70404	14	$506,945.95
70420	121	$5,965,420.29
70421	11	$998,068.49
70422	297	$11,972,230.05
70423	1	$12,824.36
70424	1	$122,993.05
70426	189	$5,881,980.23
70427	724	$22,523,975.64
70429	4	$109,768.02
70430	1	$103,885.39
70431	111	$6,045,005.81
70433	307	$16,774,298.21
70434	11	$878,521.56
70435	264	$13,896,861.01
70436	17	$719,531.49
70437	145	$6,698,862.07
70438	371	$12,380,213.74
70440	1	$62,968.52
70441	172	$7,775,952.73
70442	6	$314,061.09
70443	179	$8,196,549.39
70444	192	$8,079,845.51
70445	677	$44,730,153.50
70446	45	$1,867,352.14
70447	81	$4,255,899.31
70448	498	$30,690,220.46
70449	17	$1,183,416.45
70450	62	$2,336,233.11
70451	29	$1,283,189.75
70452	420	$16,722,556.12
70453	9	$471,423.59
70454	199	$8,525,758.30
70455	13	$469,191.68
70456	106	$4,890,128.50
70457	1	$35,295.95
70458	3,408	$230,161,787.28
70459	10	$624,548.26
70460	2,000	$127,667,358.50
70461	2,794	$208,938,317.92
70462	71	$3,049,222.22
70463	16	$892,030.48
70464	8	$318,952.13
70465	35	$1,464,898.41
70466	59	$2,158,152.40
70467	3	$104,278.01
70469	3	$134,948.01
70470	5	$314,715.44
70471	223	$10,742,651.16
70478	1	$112,500.00
70485	1	$150,000.00
70501	25	$634,575.97
70503	4	$321,840.63
70506	14	$496,955.07
70507	13	$345,416.85
70508	9	$235,251.01
70510	623	$36,285,678.11
70511	1	$53,690.00
70512	13	$379,636.50
70514	129	$4,558,595.07
70515	12	$429,546.15
70516	2	$53,376.91
70517	49	$1,401,794.30
70518	12	$367,025.21
70519	3	$101,702.98
70520	10	$324,206.43
70521	1	$45,018.75
70522	14	$420,078.41
70523	23	$775,779.95
70524	2	$174,079.78

Zip Code	Number of Closings	Dollar Amount
70525	22	$565,938.16
70526	116	$4,749,931.90
70528	316	$20,174,287.98
70529	10	$251,409.51
70531	11	$282,266.57
70532	118	$4,598,985.91
70533	688	$43,978,033.69
70534	3	$134,344.10
70535	33	$1,864,111.44
70537	3	$68,869.94
70538	487	$22,695,708.48
70540	1	$38,290.00
70542	53	$2,173,898.64
70543	26	$852,949.10
70544	203	$6,874,460.17
70546	243	$7,492,963.23
70548	109	$6,300,633.13
70549	69	$2,547,204.53
70550	2	$68,572.83
70551	3	$167,193.54
70552	9	$265,837.07
70554	10	$351,668.08
70555	13	$591,648.16
70556	12	$514,070.32
70559	20	$684,828.08

Zip Code	Number of Closings	Dollar Amount
70560	694	$35,307,973.62
70562	1	$30,150.00
70563	28	$1,032,258.26
70569	3	$163,047.46
70570	100	$5,010,354.17
70575	2	$47,439.07
70576	2	$54,071.68
70577	3	$90,698.20
70578	67	$3,332,218.50
70581	24	$879,621.86
70582	45	$1,395,256.23
70583	7	$200,490.25
70584	5	$176,302.13
70585	1	$51,800.73
70586	18	$456,886.60
70589	8	$506,537.08
70591	181	$5,462,292.82
70592	23	$830,304.39
70601	2,977	$108,634,341.09
70602	6	$179,130.05
70605	1,683	$54,746,288.53
70606	11	$320,726.43
70607	2,017	$82,097,055.15
70609	1	$17,850.00
70610	1	$23,185.00

Zip Code	Number of Closings	Dollar Amount
70611	1,008	$42,607,711.20
70612	5	$238,832.90
70614	1	$36,000.00
70615	1,227	$48,617,075.97
70616	7	$483,199.93
70630	125	$4,770,189.58
70631	644	$46,428,234.08
70632	192	$15,702,973.83
70633	492	$16,101,511.29
70634	476	$15,045,744.67
70637	15	$611,007.79
70638	2	$36,138.71
70639	4	$96,593.64
70640	37	$1,787,949.97
70641	2	$133,401.05
70643	123	$8,951,327.43
70644	3	$84,653.39
70645	286	$17,154,522.46
70646	68	$3,470,596.26
70647	611	$24,142,095.55
70648	169	$5,977,775.46
70650	14	$429,633.32
70651	12	$302,585.85
70652	71	$1,818,998.08
70653	63	$1,851,819.59

Zip Code	Number of Closings	Dollar Amount
70654	12	$359,228.51
70655	148	$5,248,587.86
70656	12	$644,609.56
70657	230	$8,940,808.65
70658	28	$1,168,875.70
70659	15	$409,994.23
70660	109	$3,666,386.23
70661	243	$9,502,180.91
70662	3	$100,999.77
70663	1,332	$44,007,158.51
70664	14	$375,972.92
70665	588	$21,597,269.27
70667	1	$79,564.87
70668	393	$14,522,714.96
70669	636	$23,115,663.98
70688	1	$3,067.74
70699	1	$43,610.00
70702	1	$50,117.82
70706	14	$554,301.82
70707	1	$10,888.64
70711	17	$661,274.56
70714	17	$614,736.04
70716	1	$51,452.27
70717	1	$26,530.00
70718	3	$201,731.51

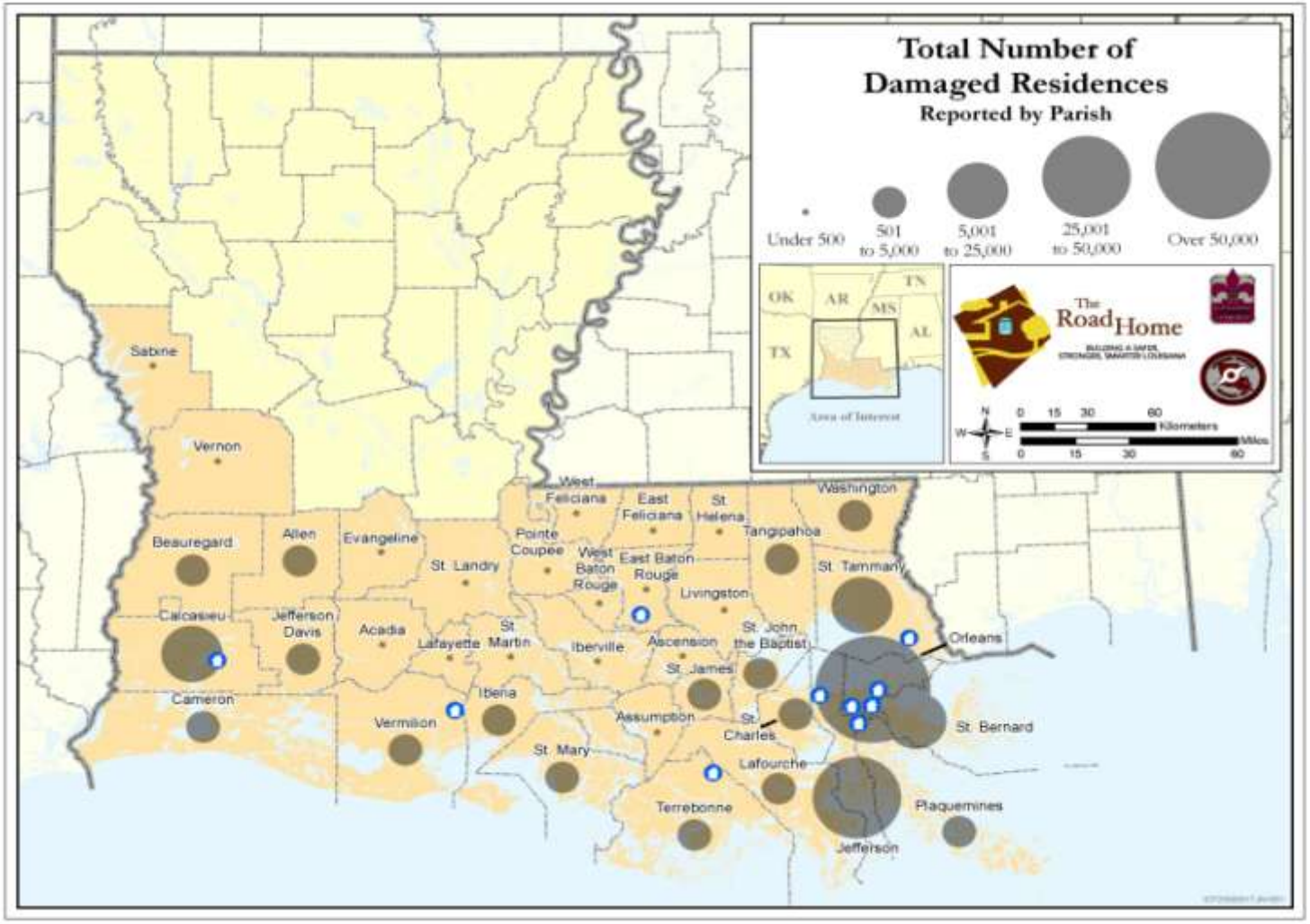
Zip Code	Number of Closings	Dollar Amount
70719	3	$111,358.16
70721	16	$659,735.10
70722	18	$651,408.43
70723	41	$1,442,299.15
70725	7	$392,685.71
70726	32	$1,485,128.97
70727	1	$16,116.61
70728	1	$43,176.16
70729	1	$27,422.22
70730	4	$111,465.55
70733	6	$440,058.70
70734	7	$343,481.81
70736	1	$30,450.00
70737	36	$1,644,667.58
70739	7	$336,164.09
70740	2	$102,042.59
70744	17	$741,920.93
70748	1	$39,587.71
70749	1	$47,436.46
70750	1	$17,690.00
70753	1	$32,854.40
70754	9	$309,935.66
70757	2	$111,826.35
70760	6	$406,974.23
70761	2	$79,242.66

Zip Code	Number of Closings	Dollar Amount
70763	18	$615,599.10
70764	13	$420,503.31
70767	11	$608,363.97
70769	19	$830,861.32
70770	4	$143,792.25
70772	1	$30,000.00
70774	7	$474,670.90
70775	7	$646,634.76
70776	5	$161,861.97
70777	4	$119,263.90
70778	9	$538,391.67
70780	5	$285,828.13
70783	1	$46,200.00
70785	22	$991,990.88
70788	11	$601,042.37
70789	2	$140,129.00
70791	13	$646,336.60
70792	1	$109,594.42
70802	20	$628,748.48
70805	29	$1,365,520.46
70806	6	$398,600.62
70807	9	$373,494.23
70808	3	$142,078.14
70809	2	$172,541.48
70810	8	$486,287.15

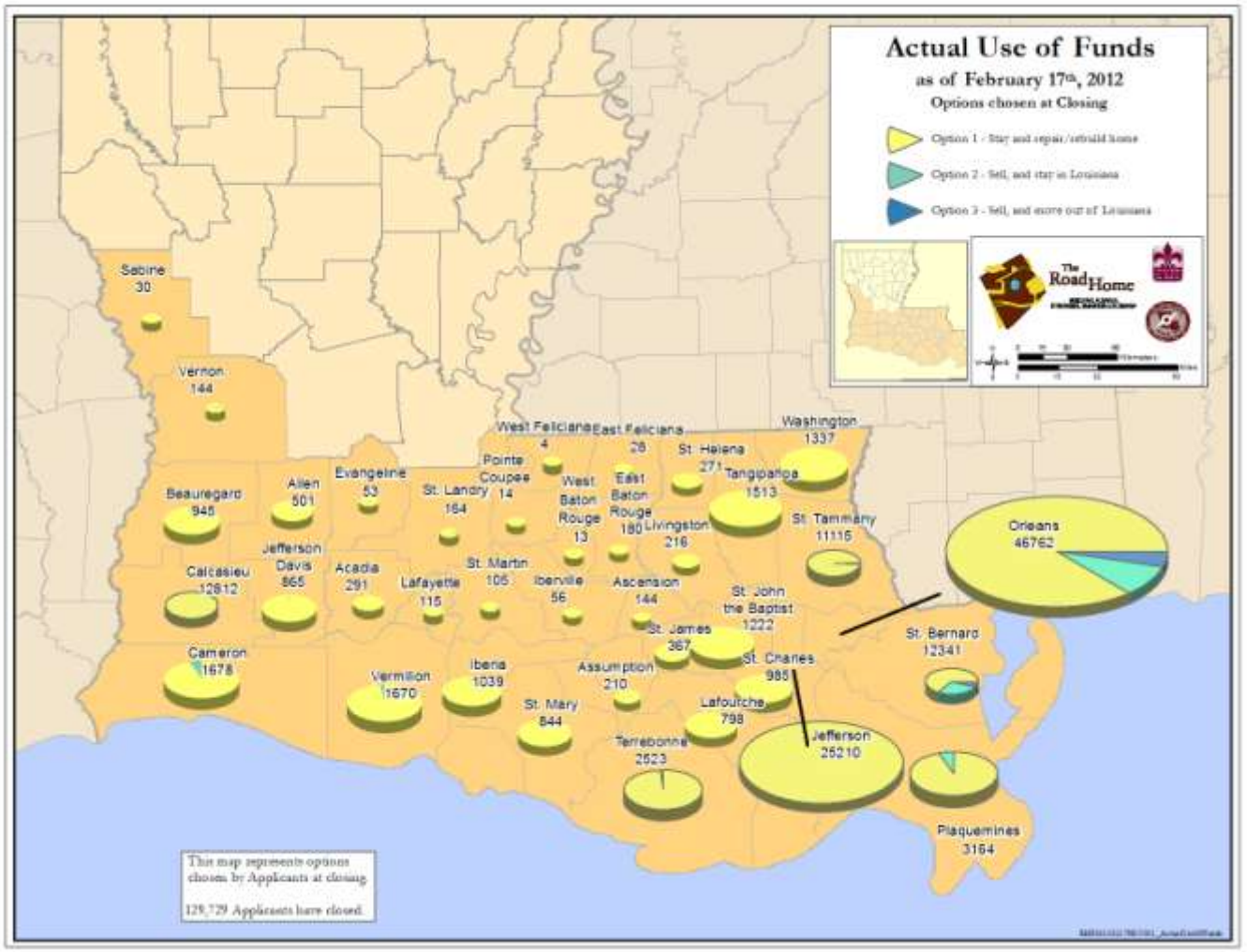
Zip Code	Number of Closings	Dollar Amount
70811	6	$390,084.16
70812	10	$344,248.38
70814	16	$315,549.18
70815	9	$271,743.21
70816	5	$181,640.69
70817	9	$348,525.60
70818	1	$150,000.00
70819	4	$169,090.93
70820	2	$106,764.89
70856	1	$32,177.38
70901	1	$104,992.18
71022	1	$105,000.00
71026	1	$150,000.00
71028	1	$38,942.58
71119	1	$109,098.52
71126	1	$24,607.39
71295	1	$44,824.28
71322	1	$13,213.66
71353	7	$495,373.93
71367	12	$304,256.66
71403	13	$523,622.97
71419	1	$2,395.64
71429	3	$97,694.56
71433	1	$150,000.00
71439	4	$82,709.06

Zip Code	Number of Closings	Dollar Amount
71446	76	$1,867,005.35
71449	14	$693,760.60
71458	1	$61,740.00
71460	1	$150,000.00
71461	4	$64,291.85
71462	1	$22,416.19
71463	75	$2,876,383.57
71474	2	$63,056.62
71486	6	$79,677.27
71496	1	$12,038.03
74058	1	$30,999.68
74060	1	$14,540.78
74071	1	$63,321.64
75038	1	$12,893.25
75127	1	$150,000.00
77027	1	$45,992.13
77043	1	$48,754.91
77045	1	$150,000.00
77058	1	$114,672.04
77087	1	$27,700.00
78607	1	$115,000.00
90363	1	$144,701.00
	129,729	**$8,929,144,078.86**

APPENDIX B


Total Number of Damaged Residences
Reported by Parish
Under 500
501 to 5,000
5,001 to 25,000
25,001 to 50,000
Over 50,000
OK
AR
MS
AL
TX
TN
Area of Interest
The Road Home
Kilometers
Miles
Sabine
Vernon
Beauregard
Allen
Evangeline
St. Landry
Pointe Coupee
West Feliciana
East Feliciana
St. Helena
Tangipahoa
Washington
West Baton Rouge
East Baton Rouge
Livingston
St. Tammany
Calcasieu
Jefferson Davis
Acadia
Lafayette
St. Martin
Iberville
Ascension
St. John the Baptist
Orleans
St. James
Cameron
Iberia
Vermilion
Assumption
St. Charles
St. Bernard
St. Mary
Lafourche
Terrebonne
Plaquemines
Jefferson

APPENDIX C


Actual Use of Funds
as of February 17th, 2012
Options chosen at Closing
Option 1 - Stay and repair/rebuild home
Option 2 - Sell, and stay in Louisiana
Option 3 - Sell, and move out of Louisiana
The Road Home
Sabine 30
Vernon 144
Beauregard 945
Allen 501
Evangeline 53
Jefferson Davis 865
Calcasieu 12812
Cameron 1678
Acadia 291
Lafayette 115
St. Landry 164
Pointe Coupee 14
West Feliciana 4
St. Martin 105
Iberville 56
West Baton Rouge 13
East Feliciana 28
East Baton Rouge 180
Livingston 216
Ascension 144
Assumption 210
St. Mary 844
Iberia 1039
Vermilion 1670
St. Helena 271
Tangipahoa 1513
Washington 1337
St. Tammany 11115
Orleans 46762
St. John the Baptist 1222
St. James 367
St. Charles 985
Lafourche 798
Terrebonne 2523
Jefferson 25210
St. Bernard 12341
Plaquemines 3164
This map represents options chosen by Applicants at closing.
129,729 Applicants have closed.

APPENDIX D

Elevation, ACG, & IMM by Parish

Parish	Elev Count	Elev Amount	ACG Count	ACG Amount	IMM Count	IMM Amount
Acadia	81	$2,290,000.00	140	$3,404,574.83	38	$285,000.00
Allen	34	$885,225.00	207	$6,142,526.52	65	$485,761.71
Ascension	14	$360,000.00	86	$2,220,091.73	21	$157,500.00
Assumption	10	$250,000.00	128	$3,395,094.87	18	$135,000.00
Beauregard	21	$540,000.00	364	$9,568,829.99	98	$735,000.00
Calcasieu	1,112	$30,387,490.41	3,345	$106,574,972.02	1,768	$13,259,190.00
Cameron	666	$18,493,795.60	661	$30,507,368.07	102	$763,103.00
East Baton Rouge	16	$450,000.00	60	$1,956,662.02	29	$217,500.00
East Feliciana			19	$439,951.51	2	$15,000.00
Evangeline	2	$50,000.00	25	$581,710.48	4	$30,000.00
Iberia	351	$9,715,379.46	462	$14,119,909.43	162	$1,214,142.77
Iberville	3	$80,000.00	37	$994,842.40	3	$22,500.00
Jefferson	7,935	$234,806,860.27	4,811	$155,166,300.93	6,511	$48,797,966.18
Jefferson Davis	65	$1,828,527.52	240	$7,221,433.77	114	$855,000.00
Lafayette	5	$150,000.00	58	$1,406,509.96	14	$105,000.00
Lafourche	255	$7,065,009.36	417	$12,047,263.35	104	$775,216.77
Livingston	29	$730,000.00	139	$3,892,811.31	19	$142,500.00
Orleans	15,045	$444,743,053.33	19,627	$1,122,390,056.99	7,792	$58,324,515.50
Plaquemines	795	$21,203,718.72	1,900	$82,482,296.32	172	$1,290,000.00
Pointe Coupee			10	$351,120.57	1	$7,500.00
Sabine	2	$40,000.00	18	$608,466.67	2	$15,000.00
Saint Bernard	1,372	$38,924,195.44	5,268	$276,790,111.30	715	$5,346,025.80
Saint Charles	247	$7,050,000.00	296	$6,968,973.22	207	$1,552,500.00
Saint Helena	21	$550,753.25	198	$5,690,969.82	25	$187,500.00

Parish	Elev Count	Elev Amount	ACG Count	ACG Amount	IMM Count	IMM Amount
Saint James	5	$120,000.00	171	$4,483,657.71	70	$525,000.00
Saint Landry	14	$400,000.00	89	$3,200,549.24	26	$195,000.00
Saint Martin	8	$220,000.00	68	$1,201,298.06	11	$82,500.00
Saint Mary	215	$6,100,000.00	517	$15,138,209.46	85	$637,500.00
Saint Tammany	1,577	$44,421,508.72	2,915	$121,577,968.95	1,530	$11,462,823.00
St John The Baptist	61	$1,806,659.53	348	$8,912,315.47	325	$2,436,058.49
Tangipahoa	127	$3,390,000.00	934	$26,834,339.56	183	$1,372,340.10
Terrebonne	1,188	$32,739,416.05	1,338	$40,612,948.07	354	$2,651,838.34
Vermilion	846	$24,926,725.53	609	$20,395,856.07	238	$1,785,000.00
Vernon	4	$90,000.00	46	$1,239,563.56	12	$90,000.00
Washington	31	$810,000.00	508	$15,713,541.77	262	$1,963,892.20
West Baton Rouge			7	$207,143.15	2	$15,000.00
West Feliciana			2	$122,368.90	1	$7,500.00
	32,157	**$935,618,318.19**	**46,068**	**$2,114,562,608.05**	**21,085**	**$157,942,873.86**

APPENDIX E

Letters Mailed

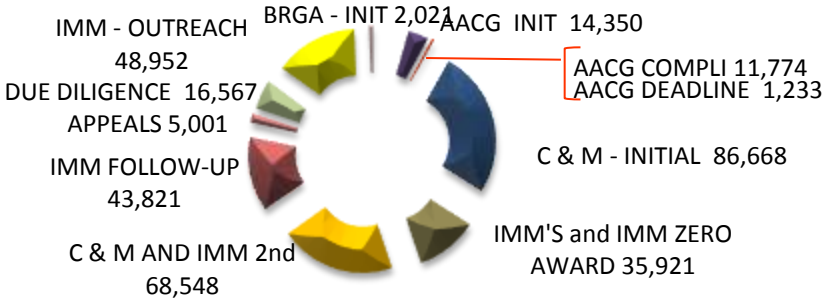
There were a total of 424 letters mailed during the reporting period. From Transition of Contract 4/20/09 forward, 334,856 letters have been mailed.

Table 17: Weekly Letters Mailed

Weekly Activity	Week to Date	From Transition of Contract 4/20/09 and forward
ADDITIONAL AFFORDABLE COMPENSATION GRANT (AACG) - INITIAL LETTERS	2	14,350
ADDITIONAL AFFORDABLE COMPENSATION GRANT (AACG) COMPLIANCE - 6 MONTH LETTER FOR EFFORTS TO COMPLY	-	11,774
ADDITIONAL AFFORDABLE COMPENSATION GRANT (AACG) DEADLINE LETTERS	-	1,233
COMPLIANCE & MONITORING (C&M) - INITIAL LETTERS	1	86,668
INDIVIDUAL MITIGATION MEASURES (IMM)	-	35,921
COMPLIANCE and MONITORING (C & M) AND INDIVIDUAL MITIGATION MEASURES (IMM) - SECOND LETTERS TO NON-RESPONDENTS	-	68,548
COMPLIANCE AND MONITORING (C&M) AND INDIVIDUAL MITIGATION MEASURES (IMM) FOLLOW-UP LETTERS TO RESPONDENTS FOR ADDITIONAL DOCUMENTS	-	43,821
APPEALS DETERMINATION LETTERS AND DENIED APPEALS	-	5,001
DUE DILIGENCE LETTERS	51	16,567
INDIVIDUAL MITIGATION MEASURES (IMM) - OUTREACH LETTERS & DEADLINE LETTERS	365	48,952
BLIGHT REDUCTION GRANT ADJUSTMENT (BRGA) -INITIAL LETTERS	5	2,021
Grand Total	**424**	**334,856**

*From Transition of Contract 4/20/09 and forward: 334,856 are shown in the table above and figure below.

Figure 8: Project Letters Mailed by Type



GLOSSARY

Table 1 Term:

Total 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 Ineligible Represents the total number of all applications who do not meet the basic eligibility requirements for the program.

- ***Duplicate Application*** Represents the total number of all applications identified for being a duplicate application.
- ***No First Appointment*** Represents the total number of all applications who did not complete an appointment by the February 16, 2007 deadline.
- ***Ineligible-FEMA Assessment*** Represents the total number of all applications due to FEMA assessment requirement.
- ***Sold Home Ineligible/Not Interested*** Represents the total number of all applications who did not meet the eligibility requirements of the Sold Home program.

Total Eligible Population Equals total applications received minus total ineligible. Represents the population of applicants that are in an eligible program status. Dollar amount represent the cumulative benefits calculated for all eligible applicants.

- ***Zero Award*** Represents the total number of eligible applications under program guidelines but with grant calculation of zero dollars.
- ***Application Withdrawn*** Represents the total number of applications closed at the request of the applicant.

Total Benefits Calculated (Eligible Only) Represents the total population and benefits calculated for all eligible applicants that have positive calculations amounts and have not withdrawn their applications.

Total Funding Disbursed Represents the cumulative number of applicants that have received Funding from the Road Home program. The dollar amount represents the total funds disbursed to date.

- ***Option One Closings*** Applicants who have received funds under the Option 1 Benefit Selection.
- ***Option Two Closings*** Applicants who have received funds under the Option 2 Benefit Selection.
- ***Option Three Closings*** Applicants who have received funds under the Option 3 Benefit Selection.
- ***Sold Home Closings*** Represents the cumulative number of applicants with funds disbursed where the applicant sold their home prior to August 29, 2007.
- ***Elevation Only Closings*** Represents the cumulative number of Option 1 applicants that received elevation funding only.

Total Closing with Elevation Dollars Represents the cumulative number of Option 1 applicants that received elevation funding. The dollar amount represents the total elevation dollar elevation dollars disbursed under the program.

Eligible Applicants Without Funds Represents the total number of eligible applications that have yet to receive an award.

Eligibility Documentation Requested Represents applicants who have not provided necessary documentation to support their program eligibility.

Unable to Contact Represents the eligible applicants who are no longer responding to program communications.

Active Applications Represents the current total workable inventory of the program.

Currently Transferred to Title Company

Initial Closing Transfer Represents the number of files currently transferred for initial closing to closing agents.

Additional Disbursements Transfer Represents the number of files currently transferred for an additional disbursement to the closing agent.

Pipeline Diagram Terms (Figures 1 and 2):

APPLICATIONS & APPOINTMENTS

Total 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 Ineligible Represents the total number of all applications who do not meet the basic eligibility requirements for the program.

Total Eligible Population Equals total applications received minus total ineligible. Represents the population of applicants that are in an eligible program status. Dollar amount represent the cumulative benefits calculated for all eligible applicants.

Road Home Advisory Services (RHAS) Appointments Held Represents the cumulative number of all Road Home Advisory Services appointments held.

CALCULATIONS

Total Eligible Population Equals total applications received minus total ineligible. Represents the population of applicants that are in an eligible program status. Dollar amount represent the cumulative benefits calculated for all eligible applicants.

CLOSINGS BY OPTION SELECTION

Option One Closings Applicants who have received funds under the Option 1 Benefit Selection.

Option Two Closings Applicants who have received funds under the Option 2 Benefit Selection.

Option Three Closings Applicants who have received funds under the Option 3 Benefit Selection.

Sold Home Closings Represents the cumulative number of applicants with funds disbursed where the applicant sold their home prior to August 29, 2007.

CLOSINGS

Currently Transferred to Title Company

Initial Closing Transfer Represents the number of files currently transferred for an initial closing to closing agents.

Additional Disbursements Transfer Represents the number of files currently transferred for an additional disbursement to the closing agent.

Total Funding Disbursed Represents the cumulative number of applicants that have received Funding from the Road Home program. The dollar amount represents the total funds disbursed to date.