



Please submit all completed forms to Brandy Bones (bbones@icfi.com)

CCB Form

Date: 10/1/07
Tracking No.: 200 A

APPROVED

Team/Dept: OCD
Category: Implementation

Title of Proposed Change:
Additional Inactive Status Applicant Pools

Description:

Change Proposal 149 C: Inactive Status was signed by State and is currently being implemented by *The Road Home*. This change proposal adds additional applicant pools to the inactive status.

Below are the **current categories and business rules** of inactive application files include:

- (1) Applications that were submitted via *The Road Home* website and are incomplete and have not been accessed in 90 days will be placed into an inactive status after the following occurs or is confirmed:
 - a. If applicant contact information is missing and it is not possible to contact the applicant by phone or mail, the application is placed into inactive status.
 - b. If applicant phone contact information is missing but mailing address is present, contact the applicant by mail. If the applicant does not respond within 30 days, the application is placed into inactive status.
 - c. If applicant mailing address is missing but phone contact information is present, contact the applicant by phone. If the applicant is not reached by phone after 2 attempts and/or confirms that they want to have their application placed in inactive status, the application is placed into inactive status.
- (2) Applications that were submitted and completed via *The Road Home* website and an appointment scheduling letter was mailed 90 or more days ago but the applicant has not called *The Road Home* to schedule an appointment are placed into an inactive status following 3 documented phone call attempts and 2 documented mailings to applicant. The 3 documented phone call attempts and 2 documented mailings to the applicant must be completed over the course of at least 30 days.
- (3) Applicants who provided invalid phone and/or mailing contact information will be placed in an inactive status following 3 documented phone call attempts (if phone number is valid and it is possible to contact by phone) and 2 documented mailings to applicant (a second mailing will only go out to applicants assuming the address is valid and mail is not returned). The 3 documented phone call attempts and 2 mailings, to the extent possible to complete, will be completed over the course of at least 30 days.
- (4) Applicants whose award letter has been generated and mailed but the applicant has not contacted (by phone or mail) *The Road Home* in 90 days are placed into an inactive status following 3 documented phone call attempts and 2 documented mailings to applicant. The 3 documented phone call attempts and 2 documented mailings to the applicant must be completed over the course of at least 30 days.
- (5) Applicants who contact *The Road Home* (by phone or mail) and request to have their application placed in inactive status. The request is noted in JIRA Issue Tracker.

Additional categories of inactive applicant pools:

- (6) Option 2 and 3 applications with issues that are the responsibility of the applicant to resolve, such as, but not limited to, clearance of title problems, payoff of mortgages and other liens, succession problems, or disputes among owners, will be placed in an inactive status. Applicants will be contacted by phone to explain what is needed. *The Road Home* will send a written explanation of the action the applicant must take, including the fact that the applicant will be placed in "inactive status" 30 days following mailing of the written explanation, unless the applicant is able to provide written documentation to the *Road Home* supporting actions taken which attempt to rectify unresolved issue(s). Said acceptable forms of written documentation include but are not limited to judicial pleadings such as petitions for judgment of possession, evidence of retaining legal assistance to cure title defects, letters from lender(s), letters from judgment or lien creditors, evidencing efforts made by the applicant to pay off liens and/or mortgages encumbering title to properties or evidence of tax sale redemptions. All contact with homeowner will be documented in JIRA issue tracker.
- (7) Applicants who have not proved occupancy by providing the documentation required by the *Road Home*



Please submit all completed forms to Brandy Bones (bbones@icfi.com)

CCB Form

policies and procedures will be placed in an inactive status. Applicants will be contacted by phone to explain what is needed and then *The Road Home* will send a written explanation of the action the applicant must take including the fact that the applicant will be placed in "inactive status" 30 days following mailing of the written explanation, unless the applicant is able to provide written documentation to the *Road Home* supporting actions taken which attempt to prove occupancy. All contact with the homeowner will be documented in JIRA issue tracker.

As is the case with current policy, once *The Road Home* has placed the file into inactive status, the file is not worked. Applicants who contact *The Road Home* are removed from inactive status. The inactive status can be rolled back. All communication with the applicant, via mail or phone, are electronically documented.

Reason(s) for Change Proposal:

The Road Home has many application files that have not changed status for a period of time due to issues that require actions by the applicant.

Budget and Program Impact:

Program impacts:

- Change provides more accurate representation of total applications in pipeline and increases accuracy of budget projections
- Change requires that staff be notified and trained on additional criteria for placing applicant's in ineligible category

Budget impact:

- None

CCB Decision: Date: 9/27/07 Approve Reject Make Revisions Elevate to Client

Implementation: (All teams identified below to review and take appropriate actions. Any problems should be brought back to CCB for discussion and further guidance.)

Impacted Team(s)	Action(s)	Due Date
<input checked="" type="checkbox"/> Administration		
<input type="checkbox"/> Call Center		
<input type="checkbox"/> Closing Team / First American		
<input type="checkbox"/> Communications		
<input type="checkbox"/> Community Outreach		
<input type="checkbox"/> Compliance		
<input type="checkbox"/> Fraud Prevention		
<input type="checkbox"/> Homeowner Assistance		
<input type="checkbox"/> Home Evaluation / Inspection		
<input type="checkbox"/> Logistics / Facility / Security		
<input checked="" type="checkbox"/> MIS / IT		
<input checked="" type="checkbox"/> Policy		
<input checked="" type="checkbox"/> QA / QC		
<input type="checkbox"/> Small Rental		

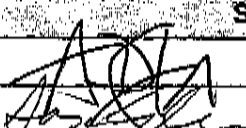



Please submit all completed forms to Brandy Bones (bbones@icfi.com)

CCB Form

- Special Needs
- Training
- Other (Specify lead responsibility)

OCD/LRA Decision: Date: Approve Reject Make Revisions

Client	Signature	Date
Andy Kopplin, LRA		11/21/07
Suzie Elkins, OCD		11/19/07

Client Notes: