



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

**CCB Form**

Date: 10/11/07 Initiated by:  OCD  LRA  OCD and LRA  Road Home  
Tracking No.: 189 A Team/Dept: LRA  
 Rental  Owner Category: Implementation

**APPROVED**

**Title of Proposed Change**  
Written documentation required at all critical stages of the Road Home process

**Description:** (Give a high level summary)

**Current procedure:** The Road Home program, in an apparent effort to process applicants more quickly, has adopted the practice of providing information relating to homeowner status verbally at critical stages of the process in lieu of written documentation, a practice which has had a major impact on homeowners' ability to make informed decisions regarding their grant awards. Moreover, this practice has been widely reported by homeowners to have adversely affected their ability to demonstrate that something was communicated verbally, in most cases over the phone, by Road Home staff relating to the status of their application as they have moved through the process.

**Proposed procedure: Written Documentation shall be furnished to homeowners regarding Road Home application status**

Written Documentation shall be the required method used to communicate Road Home application status to homeowners. Although verbal communications regarding application status are permissible, oral communications made in person or by telephone by Road Home advisors to homeowners shall be followed by written communication, either by U.S. mail, electronic mail, or facsimile within 5 business days reflecting the same information advised of verbally regarding critical stages of the application. Critical stages include the following:

- 1) The exact amount of the grant award under options 1, 2 and 3, elevation amount and any Affordable Compensation Grant awarded as would have been reflected in the actual Benefit Option Selection Form (this includes any changes between Benefit Selection Forms returned by homeowner and current award amounts);
- 2) Dispute Resolution status and outcomes which will serve to reconcile verbal inconsistencies and conflicting information reported to homeowners by Road Home advisors;
- 3) Current Status of the application accompanied by a easy to understand/non-technical explanation of missing information still requiring verification including but not limited to ownership and occupancy, title search, pre-storm value determination and Estimated Cost of Damages.

**Written Support Documentation relied on by the Road Home by which award calculations are based**

Upon request by the homeowner, the Road Home program shall provide homeowners with supporting documentation used to determine the following at all stages of the process:

- 1) Pre-storm value (Broker's price opinion or licensed appraisal report);
- 2) Estimated Cost of Damages (component by component cost breakdown, square footage measurements, etc) including the percentage of damages assigned to an applicant's home.

**Point by Point Dispute Resolution and Appeals processed explained in writing**

All Benefit Option Selection forms shall include instructions which provide a point by point explanation of the dispute resolution and appeals process explaining the applicant's right to dispute any calculation reasonably believed to be unjustified forming the basis of the Road Home grant.



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**Reason(s) for Change Proposal:** To provide the status of Road Home applications in writing at critical stages in order to enhance homeowners' ability to make informed decisions regarding their grant awards and to confirm in writing the information that may have initially been communicated by Road Home staff relating to the status of a homeowners application as they move through the process.

**Program and Budget Impact:**

**Program Impact**

- This change is projected to delay overall award disbursement by 2-3 weeks.
- Performance metrics 2 and 3 will need to be discussed and renegotiated as this represents a major change from the business process which was in place at the time performance metrics were negotiated.

**Budget Impact**

- There are nominal costs associated with increasing mailing of written correspondence

**Risks (as applicable):**

None

**CCB Action:**

If RH initiated: Date \_\_\_\_\_  Approve  Reject  Make Revisions  Elevate to Client

If other initiated: Date \_\_\_\_\_  Concur  Recommend Changes  \_\_\_\_\_ (Other)

**CCB Notes/Recommended Changes (as applicable)**

**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 type="checkbox"/> Administration		
<input type="checkbox"/> Call Center		
<input type="checkbox"/> Closing Agents		
<input checked="" type="checkbox"/> Communications		
<input checked="" type="checkbox"/> Community Outreach		
<input type="checkbox"/> Compliance/Post Closing		
<input type="checkbox"/> Fraud Prevention		
<input checked="" type="checkbox"/> Homeowner Assistance		
<input checked="" type="checkbox"/> Home Evaluation / Inspection		
<input type="checkbox"/> Logistics / Facility / Security		
<input checked="" type="checkbox"/> MIS / IT		
<input type="checkbox"/> Policy		
<input checked="" type="checkbox"/> Pre-closing		



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- QA / QC
- Small Rental
- Special Needs
- Training
- Other - Resolution

OCD/LRA Decision: Date: \_\_\_\_\_  Approve  Reject  Make Revisions

Client	Signature	Date
Andy Kopplin, LRA	<i>[Signature]</i>	10/26/07
Suzie Elkins, OCD	<i>[Signature]</i>	11/1/07

**Client Notes:**

*See attached email request from LRA wanting this to begin Jan. 1, 2008.*

**Lara Robertson**

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**From:** Ty Larkins  
**Sent:** Friday, October 26, 2007 1:48 PM  
**To:** Lara Robertson  
**Cc:** Adam Knapp; Andy Kopplin  
**Subject:** Fw: PDF documents

**Attachments:** ccb197b.pdf; CCB189A.pdf



ccb197b.pdf (1 MB)



CCB189A.pdf (1 MB)

Please find attached LRA signed CP's. 200A we are awaiting a discussion with Lon. Additionally, LRA would like to have the written documentation CP go into implementation Jan 1, 2008. Therefore, ICF should start training their staff asap so to avoid any lag time.

**APPROVED**

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From: Ty Larkins  
Sent: Fri Oct 26 13:40:19 2007  
Subject: FW: PDF documents

Ty:

Here are your CCBs.

**APPROVED**

**APPROVED**

**APPROVED**

**APPROVED**

**APPROVED**

Here you go.

**APPROVED**

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From: Ty Larkins  
Sent: Friday, October 26, 2007 12:48 PM  
To: Christina Stephens  
Subject: PDF documents

Hi, Christina:

Can you scan two documents for me and then e-mail them to me. Let me know when you are in your office.

Thanks for your assistance.

**APPROVED**

Louisiana Recovery Authority

**APPROVED**  
**APPROVED**  
**APPROVED**