



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

CCB Form

Date: 8/8/07 Initiated by: OCD LRA OCD and LRA Road Home
 Tracking No.: 165 A Initiator: Mike Spalletto Team/Dept: OCD DRU
 Rental Owner Category: Policy and Implementation

APPROVED

Title of Proposed Change:
Post-Closing Change from Option 1 to Option 2 or Option 3

Description: (Give a high level summary)

This change proposal, if approved, allows applicants to change their option from Option 1 to Option 2 post-closing.

Current Policy: Applicants can change their option selection up until the point that they participate and execute the closing documentation at a *Road Home* closing. Applicants are not allowed to change their option selection post-closing.

Proposed Policy: Applicants, regardless of how many *Road Home* closings they have completed or number of disbursements they have received, are allowed to change their option from Option 1 to Option 2 or 3 post-closing. Applicants must submit request in writing to *Road Home* program to change their option selection from Option 1 to Option 2 or 3. The request must be postmarked within 1 year of the date on their Option 1 closing documentation. Applicants who closed prior to the approval of this policy have 1 year from the date the policy is approved to submit request in writing to *Road Home* program to change option selection from Option 1 to Option 2 or 3. An applicant who has sold their damaged property residence since the closing cannot change from an Option 1 to an Option 2 or 3. Applicants who change from Option 1 to Option 2 or 3 post-closing are responsible for costs of executing another closing. This amount is deducted from the applicant's funding award amount.

Proposed Process:

- Applicants who contact *The Road Home* requesting to change their option selection are instructed to submit their request in writing to the following address

Post Closing Department Mailing Address
The Road Home Program
 Post Closing Department
 P.O. Box 3749
 Baton Rouge, LA 70821

Applicants are instructed to include full name, eGrants application ID, damaged property address, and reason for requesting change in written request.

- Post Closing Department receives request from applicant to change option selection from Option 1 to Option 2. Post Closing Advisor contacts the applicant to request any additional information necessary to process request including any more details as to why they are requesting option selection change.
- Post Closing Advisor prints out screenshots of eGrants application file and attaches to application file. After attaching screenshots, Post Closing Advisor contacts IT to have application file status rolled back to "Ready for Final Review"
- Post Closing Advisor completes pre-Closing review checklist and prepares file for Closing Agent.
- *If Option 1 award disbursed is greater than Option 2 award amount*, Post-Closing Advisor contacts applicant to inform them of balance owed and mails applicant the instructions for remitting funds to the State of Louisiana. File is not forwarded to Closing Agent until check is received and cleared by the State of Louisiana.
- Closing Agent completes full title search of property
- Closing Agent contacts applicant to schedule a closing where Option 2 documents will be signed.
- Closing Agent contacts recordation office and removes Option 1 covenant from public record
- *If Option 2 award is greater than Option 1 award disbursed*, post Closing works with Administration and



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

CCB Form

Closing Agent to ensure that appropriate funds (the outstanding difference) are disbursed

Reason(s) for Change Proposal:

Some applicants have requested to change their option from Option 1 to Option 2 post-closing.

Program and Budget Impact:

Budget Impact: There are not many applicants who will change their option selection from Option 1 to Option 2 post-closing and the funding difference between Option 1 and Option 2 could be negative, positive or no different. The budget impact includes the cost of removing Option 1 covenant from public record and paying for full title search and title insurance for these application files.

Program Impact: See below for full explanation of program impact by department.

Risks (as applicable):

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)

Why can't an Option 1 applicant change their option selection to Option 3 following closing?

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	Need to ensure that accounting for these application files is correct and that the appropriate funds are requested	
<input checked="" type="checkbox"/> Call Center	Provide script to agents explaining new policy and who to contact to change option selection	
<input checked="" type="checkbox"/> Closing Agents	Complete full title search for damaged property address; execute additional closing for applicants; execute new closing documents; remove Option 1 covenant from public record	
<input type="checkbox"/> Communications		
<input checked="" type="checkbox"/> Community Outreach		
<input checked="" type="checkbox"/> Compliance/Post Closing	Post-Closing team will be responsible for processing these requests including ensuring that applicant executed Option 1 closing documents within 6 months of receipt of request; changing application file in eGP; attaching sufficient documentation to eGP application file explaining change; ensuring that appropriate funds are disbursed to or collected from applicant. This adds up to a year to the long term monitoring for these application files.	



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

CCB Form

<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	Roll back status of application file in eGP to "Ready for Final Review"	
<input checked="" type="checkbox"/> Policy	Update Homeowner program policies and alert staff as to policy change	
<input type="checkbox"/> Pre-closing		
<input checked="" type="checkbox"/> QA / QC	QA/QC file before option selection change finalized.	
<input type="checkbox"/> Small Rental		
<input type="checkbox"/> Special Needs		
<input checked="" type="checkbox"/> Training	Update training modules to reflect policy change and appropriate process for handling requests.	
<input type="checkbox"/> Other (Specify lead responsibility)		

OCD/LRA Decision: Date: _____ Approve Reject Make Revisions

Client	Signature	Date
Andy Kopplin, LRA		8-27-07
Suzie Elkins, OCD		9-7-07

Client Notes: