



Please submit all completed forms to Bettie Norton (bnorton@road2la.org)

CCB Form

(All Change Proposals received by noon each Tuesday will be reviewed by the Change Control Board (CCB) which meets each Wednesday)

Date: 1/19/07	Initiator: Gary Clendenin	Team/Dept: Home Evaluation
Tracking No.: 74-B	Mail: gclendenin@icfi.com	Phone: 714-478-2690

Title of Proposed Change: Recommended protocols for conducting home evaluations on single-family, multi-unit (greater than two) attached structures when they are all owner occupied.

Description: Home evaluation protocols are in place for single-owner and multiple-owner duplexes/doubles. However, due to more complex wall, roof, elevation, etc., sharing scenarios a protocol for conducting home evaluations on attached row homes (more commonly referred to as townhomes) has not been developed to date. After considering a number of options, which are presented below in the discussion section, the following recommendations are offered:

- Roof – Each applicant would receive a pro-rata share of the total roof area, which is the same policy that is used for duplex structures,
- Elevation – Each applicant would receive a pro-rata share of the total slab footprint area, which is the same policy that is used for duplex structures, and
- Wall Sharing – Applicants sharing an internal wall would each receive full compensation to repair/rebuild (i.e., estimate each unit's wall independently of the others).

Discussion:

Roofs and Elevation

The recommended protocol will be explained using a 4 unit attached row home example, all of which are individually owned (See Attachment 1). Facing this hypothetical complex from the street imagine the units are numbered 1 through 4, from right to left. Also assume that the roof is a continuous structure that is equally shared by all 4 units. Also assume that the "footprint" of each unit is identical. In this example, an individual unit (applicant) would receive a pro rata share (1/4) of the total roof area for roof repair/replacement. This is the same basic protocol used for duplexes. For non-standard construction where the roof, foundation, and other structural components are not equally shared, evaluators will be instructed to make their best field estimate to fairly apportion those components.

The apportionment of an elevation allowance for a townhouse applicant would be based on a pro rata share (1/4, in the attached illustration) of the total footprint area. This is the same basic protocol used for duplexes. For non-standard construction where the foundation is not equally shared, evaluators will be instructed to make their best field estimate to fairly apportion those components.

Grant pro rata share for elevation. Why? All homeowners in The Road Home program have received an elevation allowance pending local parish and other requirements. Owners of townhomes should not be treated differently. The elevation funding from CDBG can be considered as additional compensation and if a unit is in the flood zone and required to elevate, they must elevate or will not be eligible for NFIP.

Wall Sharing

The apportionment of structural or other damage to shared walls can be assessed using Attachment 1 as a guideline. (It should be noted that "end" units in a row of townhouses have three unshared walls and thus will always potentially receive more compensation for wall damage.)

This solution would assign a 100% allowance to each applicant that shares a wall. For example, if Unit 1 and 2 are both applicants and if Wall D was damaged, each applicant would receive a full allowance to either repair or



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rebuild Wall D. Similarly, if Unit 2 and 3 are both applicants, each would receive a full allowance to either repair or rebuild Wall G.

Interior Components

Interior components of the respective units would be evaluated using the protocols established for single family detached structures.

Impact on Program

Home Evaluation and Training: Home evaluation subcontractors will be informed of the changes and will be provided with appropriate training to ensure that townhomes are properly evaluated. The home evaluation team will work with Training to develop and deliver appropriate training materials.

Additional Cost to The Road Home Program: The inclusion of townhomes in the homeowner program is not a change. The effect of Elevation issue on the cost to the program should not be significant. The effect of Wall issue on program cost is also minimal and will occur primarily when adjacent townhome neighbors are both applicants and the wall is structurally damaged requiring a rebuild. The absolute cost associated with implementing wall sharing issue cannot be calculated, but is not thought to be significant.

Communications: No direct impact on communications; however, communications should make announcements, as appropriate, to the public.

MIS: No anticipated impact on MIS.

Reason(s) for Change Proposal: Acceptance of this protocol will allow the home evaluation team to conduct damage assessments on single-owner attached row homes.

CCB Decision: Date: 1.24.07 Approve Reject Put on Hold 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 checked="" type="checkbox"/> Center Managers / Team Leads		
<input checked="" type="checkbox"/> Communications		
<input type="checkbox"/> Community Outreach		
<input type="checkbox"/> Compliance		
<input checked="" type="checkbox"/> Fraud Prevention		
<input checked="" type="checkbox"/> Hazard Mitigation		
<input type="checkbox"/> Homeowner Assistance		



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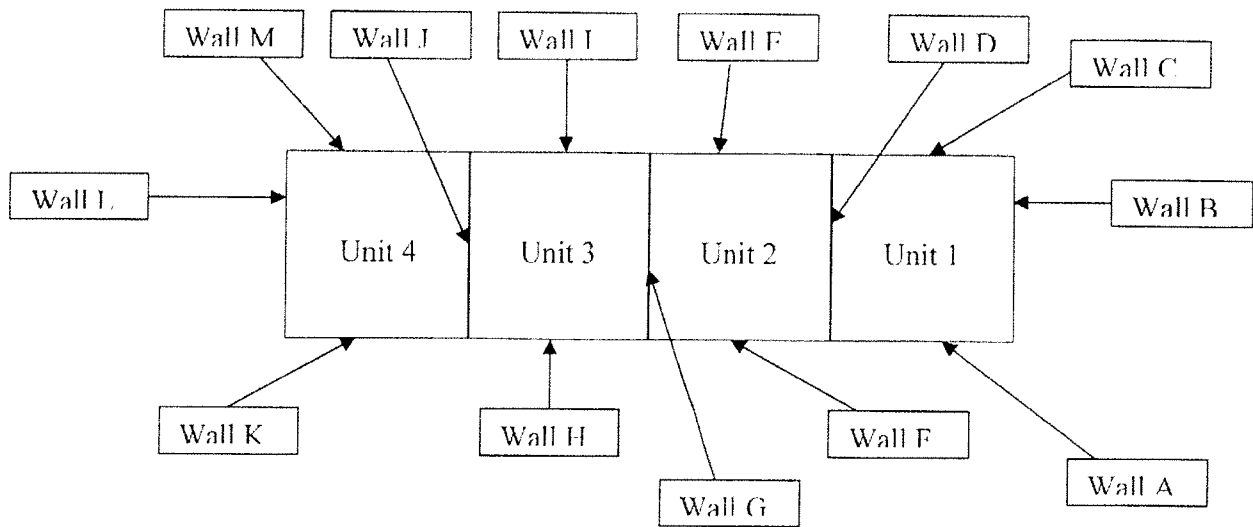
<input checked="" type="checkbox"/> Home Evaluation / Inspection		
<input type="checkbox"/> Logistics / Facility / Security		
<input checked="" type="checkbox"/> MIS / Technical		
<input checked="" type="checkbox"/> Policy & Planning		
<input type="checkbox"/> PMO		
<input type="checkbox"/> Public Information Office		
<input type="checkbox"/> QA / QC		
<input checked="" type="checkbox"/> Small Rental		
<input type="checkbox"/> Special Needs		
<input checked="" type="checkbox"/> Training		
<input type="checkbox"/> Other (please specify lead responsibility)		

Client	Signature	Date
Suzie Elkins, OCD	<i>Suzie Elkins</i>	2-7-07
Andy Kopplin, LRA	<i>Andy Kopplin</i>	2-7-07 <i>[Signature]</i>



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Attachment 1





Please submit all completed forms to Pam Dorland (pdorland@icfi.com)

CCB Form

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Date: 12/21/2006_	Initiator: Michael Spletto;	Team/Dept: _____
Tracking No.: 75A	Mail: _____	Phone: _____

Title of Proposed Change:

Permitting homeowners to go to closing while continuing to appeal their grant determination who have received their options letters but disagree with the final compensation amount go to closing.

Description: (Give a high level summary. Attach additional procedures or specific recommendations)

At the current time, a homeowner who disagrees with their compensation determined by the Road Home Program, cannot access their compensation until completion of the resolutions and/or appeals process. This process could take several weeks or longer, holding up getting needed funds to homeowners. The new policy steps will allow homeowners to progress through the program while continuing to appeal items related to their application. The proposed policy will work as follows:

1. Options letter is mailed to the homeowner;
2. Homeowner indicates a disagreement with compensation amount and both requests resolution and a desire to go to closing with the amount listed on the option letter or sends in the attachment that states that they want to go to resolution first. This attachment is part of the options letters package;
3. If the homeowner chooses to go to closing, their paper work is completed and transferred to closing. While the closing verifications are taking place, the RH resolution team continues to work on the file to determine if a resolution can be created prior to closing. If not, the closing goes on as scheduled.
4. After the closing and an agreeable resolution is found, the homeowner will receive a second closing or second disbursement;
5. After the closing and the homeowner disagrees with the resolution compensation recommendation, they may formally request an appeal to the Road Home ICF appeals process;
6. If during the formal appeals process it is determined that more funds should have been provided to the homeowner a second closing or disbursement will be scheduled;
7. If the home owner disagrees with the compensation based on the ICF Road Home Appeals process they may appeal to the State.
8. If after the State appeal process has been completed and it is determined that additional funds should be provided to the applicant, an additional closing or disbursement is scheduled. If the State Appeals process agrees with the resolution compensation, no further action is needed. The decision of the State Appeal step is final.

Homeowners who have already returned their options letters, but have not gone to closing, and who have already gone to closing:

1. ICF must contact each homeowner in writing or by phone, to request that individuals who would like to dispute a component of their Road Home offer or award are invited to call to the Resolution team to ask that their file be re-examined. (If this option was available in the new options letters, they do not have to call again.) They will be asked to provide an explanation of why they believe their compensation offer or payment was incorrect (damage inspection error, insured value is higher than PSV, etc). If the Road Home determines that the file has a reasonable basis to require reevaluation, the Road Home will re-evaluate their compensation offer or payment on the grounds presented. If regarding PSV, the review will be based on new PSV policies that are being used as of 12/20/2006 to determine PSV.
2. If the homeowner has returned their options letter but has not gone to closing yet, the Road Home will continue to move their original offer through the process but will re-examine the file based on the concerns raised by the homeowner. If a higher amount is determined by an appraisal or otherwise, the



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- homeowner will receive a second disbursement.
3. ICF will review each file that has gone to closing and determine if they have a data set with that file's PSV available from within the existing data sets. If so, each homeowner that has a higher PSV based on the most recent data available will receive a second disbursement.
 4. Homeowners who have not had their PSV calculated by an appraisal method will receive letters stating that new policies have been created to determine PSV. If they have an existing post-storm appraisal of pre-storm value, they are invited to submit it, in accordance with the PSV guidelines of 12/20/06. If not, and if they would like to have their home appraised, the RH program will send out a certified LA Appraiser to reevaluate their home. If a higher amount is determined by the appraisal, the homeowner will receive a second disbursement.

Reason(s) for Change Proposal:

New policy to determine pre-storm value and allow families to access funds in a more timely manner.

CCB Decision: Date: 2/8/07 Approve Reject Put on Hold Elevate to Client

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<input type="checkbox"/> Homeowner Assistance		
<input type="checkbox"/> Home Evaluation / Inspection		
<input type="checkbox"/> Logistics / Facility / Security		
<input type="checkbox"/> MIS / Technical		
<input type="checkbox"/> Policy & Planning		
<input type="checkbox"/> PMO		
<input type="checkbox"/> Public Information Office		
<input type="checkbox"/> QA / QC		
<input type="checkbox"/> Small Rental		
<input type="checkbox"/> Special Needs		



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<input type="checkbox"/> Training		
<input type="checkbox"/> Other (please specify lead responsibility)		

CCB Decision: Date: _____ Approve Reject Put on Hold Elevate to Client

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