



BUILDING A SAFER, STRONGER, SMARTER LOUISIANA

## **Road Home Policy and Procedure Changes for Implementation of Act 709**

Act 709 requires changes to the Road Home grant recovery process including the timing of activities, methods of delivery and information included in grant recovery letters.

The Road Home suspended grant recovery efforts June 11, 2014 to develop and implement the new procedures. The procedures, which become effective October 1, 2014, are listed below.

### **Letters Sent by Certified Mail**

- All grant recovery letters issued will be sent via both certified and regular mail, with a notation on each letter that a duplicate has been sent.
- The Road Home grant recovery procedures have been modified to include the use of certified mail for all recovery letters.

### **Reasons for Non-Compliance**

- All new grant recapture letters issued for non-compliance within the Road Home program will state the reason for non-compliance and a list of all documentation that is missing in the homeowner's file.
- Letters for overpayment will continue to state the specific reason for grant recovery.

### **90-Day Response Time for Homeowners**

- Grant recovery letters will allow 90 days for response, with reminder letters sent at 45 days.
- A third letter, if required, will come from the collections firm, which will also provide additional time for a response beyond the required 90 days.

### **60-Day Response Time by Road Home**

- All submittals of information by Road Home participants will receive a response by program staff within 60 days, whether the outcome of the submittal is that the participant is compliant, still needs to provide further documentation or still needs to have an expressed unmet need verified.

The Road Home will continue to work with homeowners to help them identify unmet needs or become compliant. To speak to a case manager or set up a meeting, contact the Road Home at 1-888-762-3252, extension 2.