

My name is Debbie Gordon; my damaged address is 1007 Chimney Wood Lane, New Orleans East. My community received approximately 7 to 10 ft of water but 5 ft of water sat in my house for 3 weeks; until the Corp of Engineers was able to close the breeches and pumped the remaining water out of the city.

The Administration of Road Home is dysfunctional and bureaucratic. Why? Everyone knows what is needed but in competency and politics is making it difficult for the victims to be compensated.

My personal experience with Road Home has been discouraging, frustrating and stressful. The recent announcement regarding the shortfall of money available has created additional stress and fear. I applied for my grant the same day it became available on the Web. It has been 9 months since I started this process and I am still waiting. I attended the required interview, had all required documentation and had to be subject to fingerprinting like we are the criminals. Again we had to take it thinking this will all be over in time and I get my life back to some sense of normalcy. I was displaced 3 times and was dealing with situation from afar but I did my part. My home was inspected and I thought I was on my way to an award letter. My account has been in the option letter created since October and as of this date I never received my letter nor do I have an appointment for any final closing. Being the President of our homeowners association I stay informed of all developments and heavily involved with constant changing developments. Our community of 74 homeowners is all in the same situation. One out of seventy-four homeowner's from my community has made it to the title company but has yet to be scheduled to sign and receive his grant award because the State still has it on hold with no further explanation. Where is our recourse? We have none. We are at the mercy of Road Home officials.

The responsiveness to inquiries with the Road Home counselors is a waste of time because they don't know what is going on themselves. They have been trained to remain customer friendly and close with the script "Remember Louisiana wants you to come home" which is a slap in the face when you can't get answers. If I had to grade the responsiveness on this program it would receive an "F"

Several call centers have been set up but they can't reveal any details just general information which is useless and can't answer your question. The sense of urgency is just not visible based on how many grants have been approved. The verification process should have been established long ago and should not be an excuse for delays. Each agency that is involved need to cooperate and provide information in a timely manner; and any disclosure from other government agencies need to be readily available. These delays are causing foreclosures in my community because people have given up and loss trust in our government. Just think of all the duplication of money that is being spent for two locations.

Expedite all awards like yesterday.

Beside the Road Home grants our community needs major infrastructure repairs, basic city services, hospitals, grocery stores and everything that goes with the quality of life we had before Katrina. My community had two major hospitals pre-Katrina and as of this date we have 0. The State Government has been informed of the health crisis but don't seem to care. We still don't have a major grocery store chain and none that has committed to reopening as of this date.

I suggest local, state and Federal government stop finding ways to delay the process. The fraud prevention attachments with the Road Home grants should be added to the administrators instead of the citizens. We did not commit a criminal act so why are you treating us like we did. If layers of verification are removed, streamline the process,

upgrade the E-grant system to provide current and correct information this program could be successful. The last report said 17,680 people had been paid. The last count on applicants is over 100,000. Does that sound like good results to you?

I chose to return to New Orleans not only because it is my home, I deserve the right to return and to be made whole and so does everyone that was forced out because of levee failure.

Stop the madness!