

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #10**  
**October 7, 2017 – October 13, 2017**

October 14, 2017

**Table of Contents**

Program Overview .....1  
 Executive Summary .....4  
 Key Program Statistics .....6  
 Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons .....7  
 Low to Moderate Income (LMI), Senior Adults and Disabled Reported.....8  
 Demographics for Submitted Applications .....9  
 Housing Assistance Center Activity (HAC) .....10  
 Call Center Activity .....11  
 APPENDIX A .....12  
 APPENDIX B .....14  
 APPENDIX C .....15  
 APPENDIX D .....16  
 APPENDIX E .....17  
 APPENDIX F .....18  
 Glossary .....19

**List of Tables**

Table 1: Outreach Events.....4  
 Table 2: Homeowner Program Snapshot .....5  
 Table 3: Key Program Statistics .....6  
 Table 4: Not In Phase and Undetermined Reasons.....7  
 Table 5 & 6: Surveys with LMI and Urgent Need Data .....8  
 Table 7: Submitted Surveys with Senior Adult or Disabled Reported.....8  
 Table 8: Submitted Applications by Race .....9  
 Table 9: Housing Assistance Center Activity .....10  
 Table 10: Call Center Activity .....11  
 Table 11: Submitted Surveys and Submitted Applications by Louisiana House Districts.....12  
 Table 12: Submitted Surveys and Submitted Applications by Louisiana Senate Districts.....13  
 Table 13: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish.....14  
 Table 14: Grant Awards by Parish.....15

**List of Figures**

Figure 1: Not Currently In A Phase Reasons .....7  
 Figure 2: Submitted Applications by Race .....9  
 Figure 3: Requested Assistance.....16  
 Figure 4: Phase and Tiers .....17  
 Figure 5: Housing Assistance Centers .....18

## Program Overview

The Restore Louisiana Homeowner Assistance Program is dedicated to helping homeowners affected by the March and/or August 2016 floods repair and restore their damaged homes, or get reimbursed for work already completed. The funding for The Restore Louisiana Homeowner Assistance Program is allocated out of the Department of Housing and Urban Development’s (HUD) Community Development Block Grant Disaster Recovery (CDBG-DR) Program. There is currently \$1.3 billion available for this program.

The Restore Louisiana Homeowner Assistance Program has been designed to serve homeowners in six phases. The State of Louisiana’s Office of Community Development – Disaster Recovery Unit (OCD-DRU) structured the program in this manner in order to ensure that the limited federal funding is provided to homeowners in the greatest need. It also ensures that the rebuilding process is not slowed by federal environmental requirements.

The first step in the process is a brief survey that all homeowners affected by the 2016 floods must complete. The purpose of this survey is to gather information about unmet needs related to the repair or reconstruction of flooded homes and responses to the survey will be used to determine which phase of the program the homeowner will be invited to apply for.

Below is a brief explanation of the six phases that are currently funded.

<b>ALL PHASES</b>
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**Must have major/severe home damage.**

PHASE I	PHASE II	PHASE III
<ul style="list-style-type: none"> <li>• Low-to-moderate income*</li> <li>• Elderly or persons with disabilities</li> <li>• Outside the floodplain</li> </ul>	<ul style="list-style-type: none"> <li>• Low-to-moderate income*</li> <li>• Elderly or persons with disabilities</li> <li>• Inside the floodplain</li> </ul>	<ul style="list-style-type: none"> <li>• Reside within one of the 10 most impacted or distressed parishes</li> <li>• Outside the floodplain</li> <li>• No priority due to income</li> </ul>
PHASE IV	PHASE V	PHASE VI
<ul style="list-style-type: none"> <li>• Reside within one of the 10 most impacted or distressed parishes</li> <li>• Inside the floodplain</li> <li>• No priority due to income</li> </ul>	<ul style="list-style-type: none"> <li>• All other disaster-declared parishes</li> <li>• Inside and outside the floodplain</li> <li>• No priority due to income</li> </ul>	<ul style="list-style-type: none"> <li>• Reimbursement for homeowners who do not qualify under Phases I or II, who have completed the rebuilding process at the time they complete the application</li> <li>• No priority due to income</li> </ul>

*\* Household income is at or below 80% of an area’s median income.*

In addition, in order to be eligible for the Program, homeowners must meet all of the eligibility criteria listed below:

- Owner occupant at time of disaster event
- Damaged address was the applicant’s primary residence at the time of disaster event
- Suffered damage as a result of the March or August 2016 Severe Storms and Flooding events
- Eligible structure as determined by program, including single family homes, duplexes, mobile homes and condominiums
- Located in one of 51 disaster declared parishes

For homeowners that do qualify and are eligible for assistance, they can choose one of three solutions based on their progress in the rebuilding process and their capacity to complete the work.

<b>Solution 1 PROGRAM MANAGED</b>	<b>Solution 2 HOMEOWNER MANAGED</b>	<b>Solution 3 REIMBURSEMENT</b>
<ul style="list-style-type: none"> <li>• Program manages and completes construction process</li> <li>• Homeowners do not select contractors or deal directly with the contractor</li> <li>• The program’s contractors will repair or reconstruct damaged properties</li> <li>• Economy-grade materials/finishes only</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners manage repair or reconstruction work</li> <li>• Homeowners select contractors and deal directly with the contractor</li> <li>• Program provides advisory services and monitoring</li> <li>• Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners who have completed partial or full repairs before applying to the assistance program may qualify for reimbursement of eligible expenses incurred before the application process or by September 8, 2018, whichever is sooner.</li> </ul>

Below is an overview of the homeowner journey in the program, from initial survey to reimbursement and/or repair.

1



### TAKE THE SURVEY

The survey will take 10-15 minutes and no documentation is required. It can be completed online at **RESTORE.LA.GOV** or by calling **866.735.2001**. Personalized assistance is also provided at our Housing Assistance Centers.

2



### ENVIRONMENTAL REVIEW RECORD

The federally-required environmental review is the process of reviewing a project and its potential environmental impact to determine whether it meets federal, state, and local environmental standards. This review is conducted without appointment and from the road or right-of-way.

3



### COMPLETE THE FORMAL APPLICATION

Once environmental reviews are completed, homeowners will be invited in phases to complete the formal application. The application can be completed online or over the phone, or by scheduling an appointment at one of our Housing Assistance Centers.

4



### ELIGIBILITY

Our program team will review the homeowner's application and supporting documentation to ensure the homeowner is able to prove that they meet all of the eligibility requirements for the program. The program has instituted a number of ways to streamline the verification process.

5



### DAMAGE AND LEAD ASSESSMENT

During this scheduled appointment, inspectors will utilize industry standard software to inspect work already completed and to determine a scope of work for prospective repairs needed to complete the home. Our team will also send inspectors to test for lead-based paint in homes constructed prior to 1978.

6



### POTENTIAL AWARD DETERMINATION

The program will use a four-step formula to calculate an Applicant's award amount. This process considers duplication of benefits already received for restoration activities and the tiered award structure.

7



### GRANT AGREEMENT EXECUTION

Once these steps are complete, a homeowner will be asked to meet with our team to review and accept their award and sign their grant agreement.

8



### REIMBURSEMENT/ REPAIR

Once the grant agreement is executed, a homeowner will be issued a reimbursement check and/or will be provided a grant award to repair or reconstruct their home.

## Executive Summary

- As of October 13, 2017, survey submissions increased by 142 from the previous week, making the total submissions 44,724. 37,726 homeowners were determined to be in Phases I – VI.
- 35,749 environmental reviews have been completed, representing 95% of the 37,726 homeowners in Phases I – VI.
- 16,208 homeowners have been invited to complete applications from Phase I - III. 10,119 (62%) homeowners have submitted their applications.
- 3,711 scopes of work have been performed, representing 37% of the 10,119 homeowners that have submitted their application.
- There have been a total of 1,629 Grant Awards offered to homeowners, amounting to \$49,744,416.53. Of those, 294 homeowners have acknowledged their grant agreements, obligating \$8,388,638.64.

- As of October 13, there were a total of 15,664 appointments held.
- 79,072 calls were completed by the call center. 59,502 of the completed calls were inbound calls and 19,570 of the completed calls were outbound calls.
- The Program has completed 7 outreach events for this reporting period. The following events are scheduled for the week of October 16, 2017 – October 22, 2017.
  - 10/16 – Baker Long-Term Community Recovery Planning Process Final Open House
  - 10/17 – South Central Louisiana Long-Term Recovery Organization
  - 10/19 – Ascension Parish Council Meeting
  - 10/19 – Greenwood Estates Civic Association

**Table 1: Outreach Events**

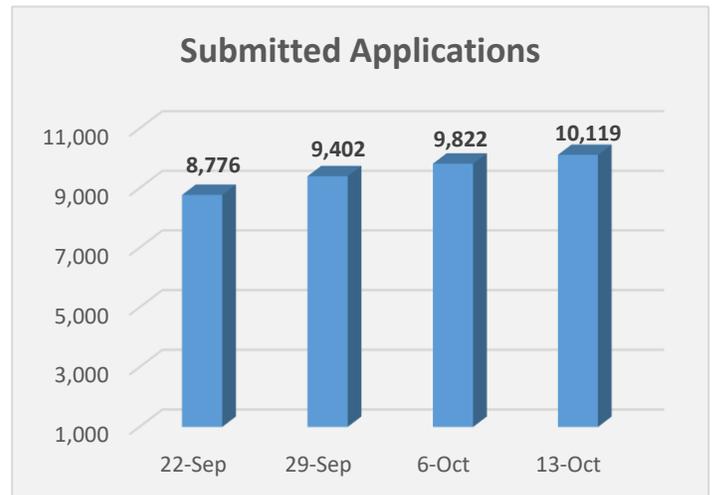
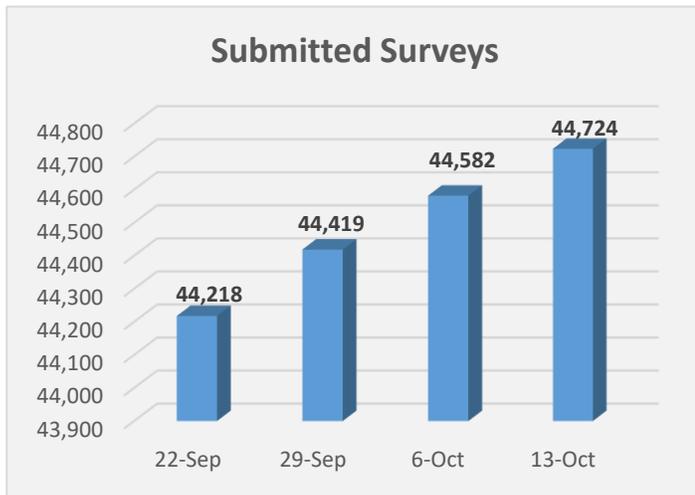
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
<b>Total</b>	<b>104</b>

**Table 2: Homeowner Program Snapshot**

Activity	As of 10/6/17	Weekly Activity	As of 10/13/17	Percentage
<b>Surveys Recorded</b>				
Total Number of Recorded Surveys	52,211	205	52,416	
<i>Non-Submitted Surveys</i>	7,629	63	7,692	
<i>Submitted Surveys</i>	44,582	142	44,724	
<i>Phase I - VI Subtotal</i>	37,627	99	37,726	84.35%
<i>Phase I</i>	5,844	28	5,872	13.13%
<i>Phase II</i>	5,475	22	5,497	12.29%
<i>Phase III</i>	9,352	28	9,380	20.97%
<i>Phase IV</i>	9,094	10	9,104	20.36%
<i>Phase V</i>	1,272	5	1,277	2.86%
<i>Phase VI</i>	6,590	6	6,596	14.75%
<i>Duplicate Address</i>	1,936	19	1,955	4.37%
<i>Undetermined</i>	106	10	116	0.26%
<i>Not Currently In A Phase</i>	4,913	14	4,927	11.02%
<b>Environmental Reviews</b>				
Environmental Reviews Available to Work	3,296	-1,319	1,977	
Environmental Reviews Completed	34,331	1,418	35,749	
<b>Applications Invited</b>				
Total Number of Invited Applications	16,208	0	16,208	
Applications Submitted	9,822	297	10,119	
Zero Award	294	155	449	
Ineligible	216	80	296	
<b>Scope of Work: Prospective/Completed</b>				
Scope of Work Available to Work	6,713	-305	6,408	
Total Scope of Work Completed	3,109	602	3,711	
<b>Grant Awards</b>				<b>Total Dollars</b>
Grant Awards Offered	1,222	407	1,629	49,744,416.53
Grant Awards Obligated	131	163	294	8,388,638.64
<i>Solution 1 Only</i>	1	2	3	83,065.00
<i>Solution 2 Only</i>	7	3	10	276,828.77
<i>Solution 3 Only</i>	33	33	66	1,806,108.86
<i>Solution 3 and 1</i>	8	37	45	1,499,656.54
<i>Solution 3 and 2</i>	82	88	170	4,722,979.47
<b>Disbursements</b>				
Total Disbursements	23	0	23	602,037.86
<i>Solution 1</i>	0	0	0	0.00
<i>Solution 2</i>	5	0	5	16,861.06
<i>Solution 3</i>	18	0	18	585,176.80

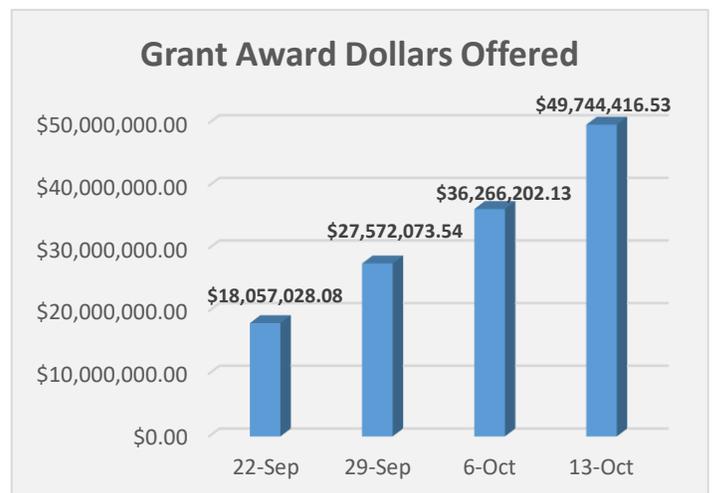
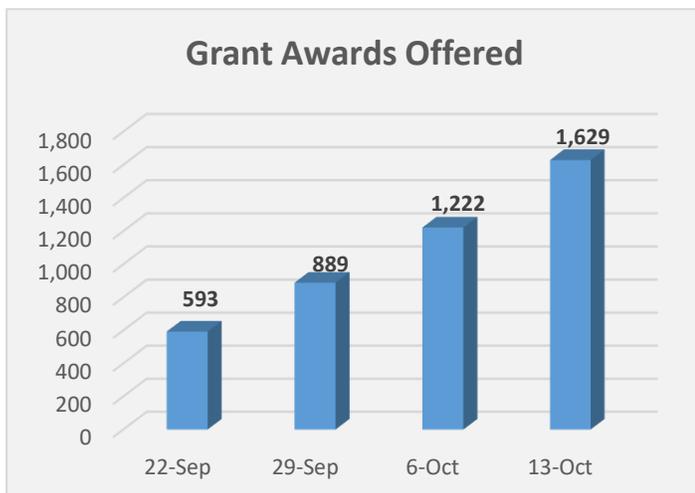
Key Program Statistics

**Table 3: Key Program Statistics**



**37,726 of the 44,724 meet requirements for Phases I – VI.**

**Invited 16,208 Homeowners to complete Applications.**

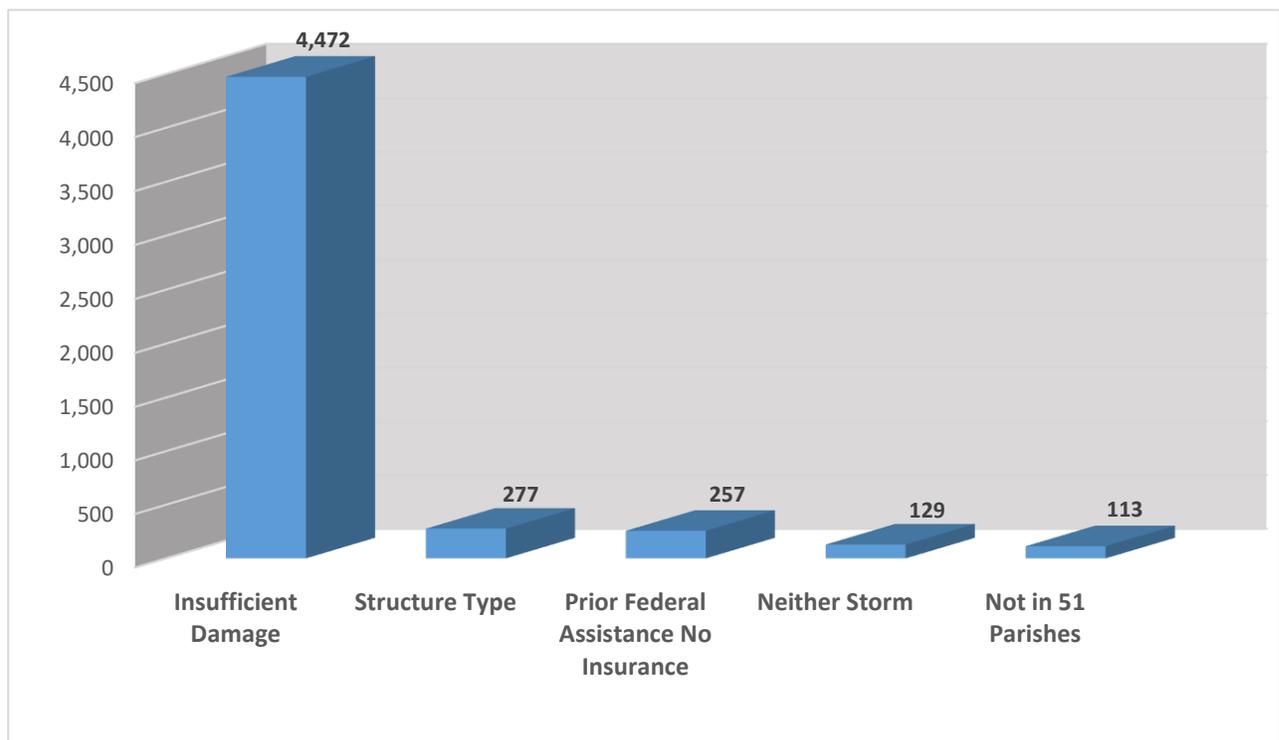


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

**Table 4: Not In Phase and Undetermined Reasons**

Activity	As of 10/6/2017	Weekly Activity	As of 10/13/2017
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	4,913	14	4,927
Total Submitted Surveys Undetermined	106	10	116
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	5,231	17	5,248
<i>Insufficient Damage</i>	4,463	9	4,472
<i>Structure Type</i>	274	3	277
<i>Prior Federal Assistance No Insurance</i>	259	-2	257
<i>Neither Storm</i>	126	3	129
<i>Not in 51 Parishes</i>	109	4	113
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	106	10	116
<i>Flood Plain (Not determined)</i>	106	10	116

**Figure 1: Not Currently In A Phase Reasons**



## Low to Moderate Income (LMI), Senior Adults and Disabled Reported

As of October 13, 2017, there are 23,591 homeowners, 52.75% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,296 homeowners, 36.44% of the homeowners who submitted surveys, that reported they were 62 years of age or older.

**Table 5 & 6: Surveys with LMI and Urgent Need Data**

Phase	Submitted Surveys with LMI Reported	% LMI of Submitted Surveys by Phase	Total Submitted Surveys
Phase One (I)	5,872	100.00%	5,872
Phase Two (II)	5,497	100.00%	5,497
Phase Three (III)	3,218	34.31%	9,380
Phase Four (IV)	2,813	30.90%	9,104
Phase Five (V)	652	51.06%	1,277
Phase Six (VI)	1,153	17.48%	6,596
Duplicate Address	1,165	59.59%	1,955
Undetermined	93	80.17%	116
Not In Phase	3,128	63.49%	4,927
<b>Total</b>	<b>23,591</b>	<b>52.75%</b>	<b>44,724</b>

	Submitted Surveys	Percentage
Most Impacted LMI	20,348	45.50%
Most Impacted Urgent Need	19,888	44.47%
LMI	3,243	7.25%
Urgent Need	1,245	2.78%
<b>Total</b>	<b>44,724</b>	<b>100.00%</b>

**Table 7: Submitted Surveys with Senior Adult or Disabled Reported**

Phase	Submitted Surveys with Senior Adults Reported	% Senior Adults of Submitted Surveys by Phase	Submitted Surveys with Disabled Reported	% Disabled of Submitted Surveys by Phase	Total Submitted Surveys
Phase One (I)	4,122	70.20%	3,752	63.90%	5,872
Phase Two (II)	4,192	76.26%	3,199	58.20%	5,497
Phase Three (III)	1,790	19.08%	947	10.10%	9,380
Phase Four (IV)	1,920	21.09%	936	10.28%	9,104
Phase Five (V)	194	15.19%	121	9.48%	1,277
Phase Six (VI)	1,648	24.98%	623	9.45%	6,596
Duplicate Address	702	35.91%	587	30.03%	1,955
Undetermined	47	40.52%	45	38.79%	116
Not In Phase	1,681	34.12%	1,569	31.84%	4,927
<b>Total</b>	<b>16,296</b>	<b>36.44%</b>	<b>11,779</b>	<b>26.34%</b>	<b>44,724</b>

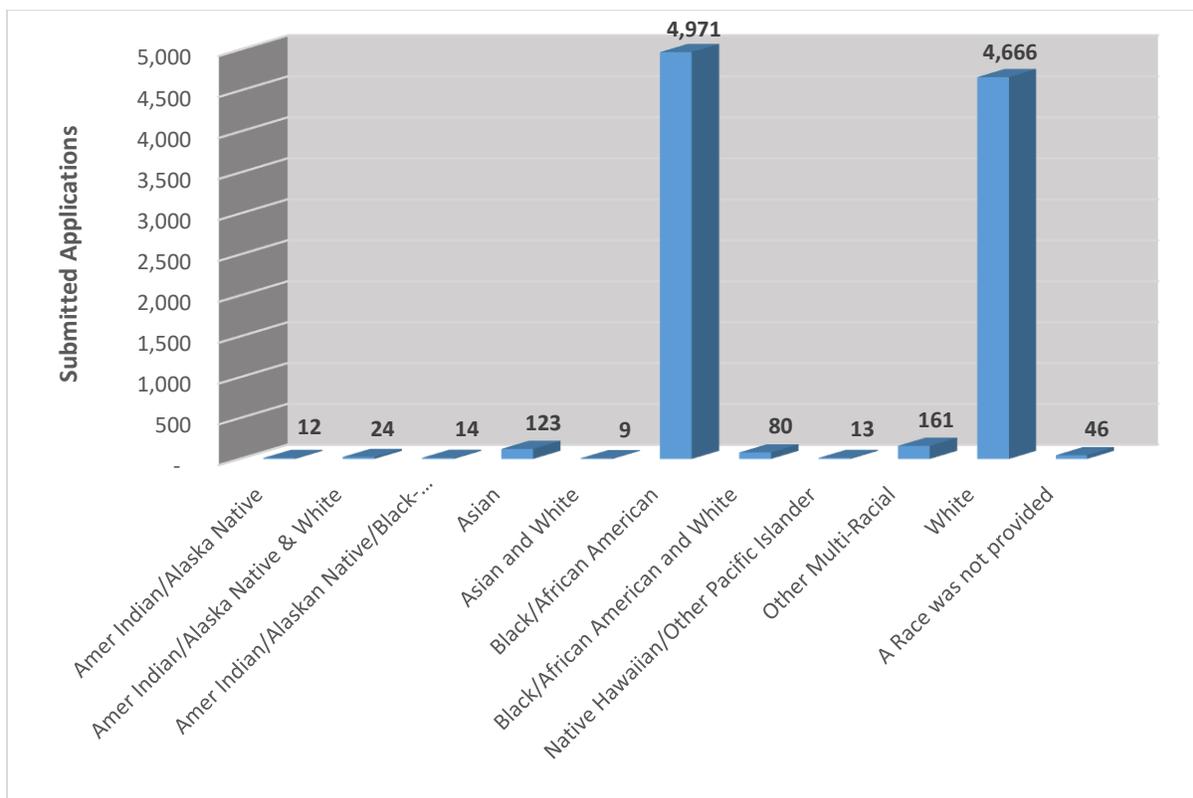
\*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	12	0.12%
American Indian/Alaska Native and White	24	0.24%
American Indian/Alaskan Native/Black-African American	14	0.14%
Asian	123	1.22%
Asian and White	9	0.09%
Black/African American	4,971	49.12%
Black/African American and White	80	0.79%
Native Hawaiian/Other Pacific Islander	13	0.13%
Other Multi-Racial	161	1.59%
White	4,666	46.11%
A Race was not provided	46	0.45%
<b>Total</b>	<b>10,119</b>	<b>100.00%</b>

**Figure 2: Submitted Applications by Race**



Housing Assistance Center Activity (HAC)

**Table 9: Housing Assistance Center Activity**

Activity	As of 10/6/2017	Weekly Activity	As of 10/13/2017
<b>Appointments</b>			
Total Number of Appointments	15,957	1,041	16,998
<i>Walk-ins</i>	7,216	625	7,841
<i>Scheduled</i>	8,741	416	9,157
<i>Held at office</i>	7,233	349	7,582
<i>Home visit</i>	223	18	241
<i>Cancelled</i>	895	33	928
<i>No Show</i>	390	16	406
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	10,370	751	11,121
<i>Walk-ins</i>	4,973	448	5,421
<i>Scheduled</i>	5,397	303	5,700
<i>Held at office</i>	4,617	261	4,878
<i>Home visit</i>	32	9	41
<i>Cancelled</i>	634	27	661
<i>No Show</i>	114	6	120
<b>Hammond</b>			
Total Number of Appointments	2,842	204	3,046
<i>Walk-ins</i>	1,324	140	1,464
<i>Scheduled</i>	1,518	64	1,582
<i>Held at office</i>	1,063	45	1,108
<i>Home visit</i>	174	9	183
<i>Cancelled</i>	156	4	160
<i>No Show</i>	125	6	131
<b>Lafayette</b>			
Total Number of Appointments	1,257	33	1,290
<i>Walk-ins</i>	304	10	314
<i>Scheduled</i>	953	23	976
<i>Held at office</i>	845	19	864
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	64	2	66
<i>No Show</i>	38	2	40
<b>Monroe</b>			
Total Number of Appointments	1,488	53	1,541
<i>Walk-ins</i>	615	27	642
<i>Scheduled</i>	873	26	899
<i>Held at office</i>	708	24	732
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	41	0	41
<i>No Show</i>	113	2	115

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 10/6/2017	Weekly Activity	As of 10/13/2017
<b>Call Center</b>			
Total Calls	77,728	3,506	81,234
<i>Total Calls Abandoned</i>	2,140	22	2,162
<i>Abandoned %</i>	2.75%	-0.09%	2.66%
<i>Total Calls Processed</i>	75,588	3,484	79,072
<i>Inbound</i>	57,085	2,417	59,502
<i>Outbound</i>	18,503	1,067	19,570
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	57,085	2,417	59,502
Average Wait Time	1.22 min		1.18 min
Average Call Time	6.37 min		6.32 min
<i>Program Inquiry</i>	21,527	421	21,948
<i>Surveys Status Update</i>	889	241	1,130
<i>Surveys Completed</i>	6,833	42	6,875
<i>Case Manager Request</i>	882	355	1,237
<i>Application Status Update</i>	19,536	990	20,526
<i>Applications Completed</i>	45	10	55
<i>Damage Assessment Inquiry</i>	2,002	11	2,013
<i>Award Acknowledgement Inquiry</i>	187	178	365
<i>Construction Inquiry</i>	51	43	94
<i>Outbound Project</i>	13	0	13
<i>No Answer / Busy / Left Message</i>	2,910	84	2,994
<i>Invalid Number / N/A</i>	2,210	42	2,252
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	18,503	1,067	19,570
Average Call Time	2.27 min		2.24 min
<i>Program Inquiry</i>	4,144	28	4,172
<i>Survey Status Update</i>	15	3	18
<i>Surveys Completed</i>	630	2	632
<i>Case Manager Request</i>	14	3	17
<i>Application Status Update</i>	2,024	127	2,151
<i>Applications Completed</i>	2	2	4
<i>Damage Assessment Inquiry</i>	3	1	4
<i>Award Acknowledgement Inquiry</i>	8	2	10
<i>Construction Inquiry</i>	2	162	164
<i>Outbound Project</i>	344	0	344
<i>No Answer / Busy / Left Message</i>	7,507	177	7,684
<i>Invalid Number / N/A</i>	3,810	560	4,370

**APPENDIX A**

**Table 11: Submitted Surveys and Submitted Applications by Louisiana House Districts**

House District	Survey Count	Application Count	House District	Survey Count	Application Count	House District	Survey Count	Application Count
1	65	9	36	2	0	72	1,490	378
2	47	9	37	108	12	73	1,172	255
3	31	2	38	149	17	74	298	57
4	72	11	39	171	19	75	322	72
5	20	3	40	165	28	76	33	4
6	4	0	41	220	24	77	217	24
7	50	9	42	272	52	78	2	0
8	22	2	43	468	63	80	1	0
9	150	11	44	100	20	81	1,827	383
10	156	19	45	146	13	83	3	0
11	57	7	46	219	43	84	2	0
12	86	16	47	525	89	85	1	0
13	92	14	48	522	99	86	677	131
14	364	43	49	318	35	88	2,524	330
15	67	18	50	31	0	89	2	0
16	480	103	51	2	0	90	22	1
17	1,062	277	53	3	0	91	4	0
18	154	21	54	1	0	92	3	0
19	261	63	55	4	0	93	6	0
20	76	16	56	2	0	95	1,939	404
21	81	16	57	10	0	96	453	92
22	128	18	58	196	36	97	7	0
23	115	11	59	576	92	98	1	0
24	106	15	60	72	8	99	4	0
25	10	2	61	1,350	366	100	7	0
26	45	6	62	496	105	101	5,091	2,072
27	24	10	63	863	221	102	6	0
28	116	9	64	2,921	654	103	2	0
29	1,553	584	65	5,207	1,213	104	6	2
30	20	1	66	1,504	206	105	3	0
31	1,067	228	67	148	34	Unknown	0	0
32	43	4	68	66	4	<b>Total</b>	<b>44,724</b>	<b>10,119</b>
33	55	8	69	203	28			
34	16	0	70	90	8			
35	3	0	71	4,771	860			

**Table 12: Submitted Surveys and Submitted Applications by Louisiana Senate Districts**

Senate District	Survey Count	Application Count	Senate District	Survey Count	Application Count
1	64	7	22	792	152
2	299	49	23	1,623	282
3	11	0	24	509	79
4	12	0	25	315	40
5	8	0	26	1,344	246
6	7,624	1,697	27	21	0
7	7	0	28	361	40
8	8	0	29	178	29
9	1	0	30	201	20
10	2	0	31	208	26
11	825	135	32	246	51
12	1,900	421	33	613	100
13	8,112	1,509	34	1,483	379
14	1,712	475	35	265	43
15	9,086	3,265	36	297	33
16	476	60	37	97	11
17	822	160	38	108	18
18	4,833	767	39	181	22
19	8	0	Unknown	0	0
20	2	0	<b>Total</b>	<b>44,724</b>	<b>10,119</b>
21	70	3			

**APPENDIX B**

**Table 13: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish**

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	378	57
Allen	75	17	3
Ascension	6,353	3,528	492
Avoyelles	274	121	9
Beauregard	113	34	2
Bienville	209	44	7
Bossier	607	223	24
Caddo	589	258	36
Calcasieu	266	131	12
Caldwell	154	37	7
Catahoula	72	17	3
Claiborne	208	37	4
De Soto	141	45	7
East Baton Rouge	24,248	18,340	5,296
East Carroll	237	35	9
East Feliciana	617	218	41
Evangeline	522	103	11
Franklin	58	14	3
Grant	280	65	12
Iberia	1,478	438	75
Iberville	357	94	13
Jackson	74	11	1
Jefferson Davis	508	106	12
Lafayette	4,753	2,303	427
LaSalle	73	21	4
Lincoln	152	24	2

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,085	1,749
Madison	85	49	8
Morehouse	1,005	218	45
Natchitoches	598	132	14
Ouachita	3,418	1,857	422
Pointe Coupee	444	129	19
Rapides	145	79	18
Red River	46	13	1
Richland	445	104	29
Sabine	100	54	7
St. Helena	976	287	72
St. James	162	68	11
St. Landry	1,615	328	50
St. Martin	1,301	400	76
St. Tammany	1,057	377	47
Tangipahoa	6,183	3,198	717
Union	399	79	16
Vermilion	1,786	800	122
Vernon	306	60	6
Washington	1,222	365	84
Webster	525	110	10
West Baton Rouge	110	30	3
West Carroll	336	52	9
West Feliciana	154	50	8
Winn	181	44	7
<b>Total</b>	<b>82,440</b>	<b>44,610</b>	<b>10,119</b>

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	16	0
Lafourche	4	0
Orleans	36	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	1	0
St. John the Baptist	11	0
St. Mary	30	0
Tensas	2	0
Terrebonne	2	0
<b>Total</b>	<b>114</b>	<b>0</b>

APPENDIX C

**Table 14: Grant Awards by Parish**

Parish	Grant Awards Offered Count	Grant Awards Offered Amount	Grant Awards Obligated Count	Grant Awards Obligated Amount	Disbursed Count	Disbursed Amount
Acadia	4	\$95,545.66	0	\$0.00	0	\$0.00
Ascension	74	\$2,872,199.66	17	\$502,869.85	0	\$0.00
Bossier	3	\$119,271.92	0	\$0.00	0	\$0.00
Caddo	3	\$105,159.68	0	\$0.00	0	\$0.00
Calcasieu	1	\$49,273.13	0	\$0.00	0	\$0.00
East Baton Rouge	996	\$29,631,319.91	208	\$5,897,058.84	17	\$435,138.93
East Carroll	1	\$7,496.41	0	\$0.00	0	\$0.00
East Feliciana	3	\$79,431.68	0	\$0.00	0	\$0.00
Iberia	10	\$348,958.69	1	\$7,180.42	0	\$0.00
Iberville	3	\$139,631.37	0	\$0.00	0	\$0.00
Lafayette	56	\$1,273,186.45	8	\$231,989.87	1	\$22,752.90
Livingston	338	\$10,277,484.63	49	\$1,442,056.53	3	\$102,752.20
Morehouse	2	\$42,483.43	0	\$0.00	0	\$0.00
Natchitoches	1	\$90,062.72	0	\$0.00	0	\$0.00
Ouachita	16	\$466,058.45	2	\$63,552.45	0	\$0.00
Pointe Coupee	1	\$30,214.05	0	\$0.00	0	\$0.00
St. Helena	1	\$29,231.55	0	\$0.00	0	\$0.00
St. Martin	4	\$170,470.86	0	\$0.00	0	\$0.00
Tangipahoa	95	\$3,333,989.71	8	\$222,649.02	1	\$41,393.83
Union	1	\$36,713.58	0	\$0.00	0	\$0.00
Vermilion	14	\$462,554.88	1	\$21,281.66	0	\$0.00
West Carroll	2	\$83,678.11	0	\$0.00	0	\$0.00
<b>Total</b>	<b>1,629</b>	<b>\$49,744,416.53</b>	<b>294</b>	<b>\$8,388,638.64</b>	<b>22</b>	<b>\$602,037.86</b>

**APPENDIX D**

In 2016, after Gov. John Bel Edwards sought federal flood recovery funding for Louisiana, Congress provided three appropriations of Community Development Block Grant-Disaster Recovery funds for nationwide recovery from several disasters. These funds were allocated by the U.S. Department of Housing and Urban Development to various states. HUD allocated \$437.8 million from the first appropriation, \$1.2 billion from the second appropriation and \$51 million from the third appropriation to Louisiana. Below is a summary of the funding requested, appropriated, and allocation across Restore Louisiana programs.

**Figure 3: Requested Assistance**

PROGRAM AREA	2016 SEVERE STORMS & FLOODING: FIRST & SECOND ALLOCATIONS	THIRD ALLOCATION	TOTAL PROGRAM BUDGETS	TOTAL CONGRESSIONAL REQUEST	APPROXIMATE UNMET NEED GAP
HOMEOWNER ASSISTANCE PROGRAM	\$1,293,693,120	\$37,470,799	\$1,331,163,919	\$2,667,800,000	\$1,336,636,081
RENTAL HOUSING	\$130,000,000	\$4,163,422	\$134,163,422	\$180,000,000	\$45,836,578
INTERIM MORTGAGE ASSISTANCE	\$0	\$0	\$0	\$40,000,000	\$40,000,000
BUSINESS AND AGRICULTURE	\$62,000,000	\$0	\$62,000,000	\$120,000,000	\$58,000,000
FEMA NONFEDERAL SHARE MATCH	\$105,000,000	\$0	\$105,000,000	\$130,000,000	\$25,000,000
INFRASTRUCTURE ENHANCEMENT	\$0	\$9,800,799	\$9,800,799	\$600,000,000	\$590,199,201
ADMIN AND PLANNING	\$66,278,880	\$0	\$66,278,880		
<b>TOTALS</b>	<b>\$1,656,972,000</b>	<b>\$51,435,020</b>	<b>\$1,708,407,020</b>	<b>\$3,737,800,000</b>	<b>\$2,095,671,860</b>

## APPENDIX E

The table below should help give you an idea of your potential for program eligibility, as well as the application phase in which you are most likely to be included and which tier of funding would most likely apply to you. Please note that to be eligible for a certain application phase, you must meet all of the checked criteria for that phase. Your survey and application results will ultimately determine your specific eligibility.

**Figure 4: Phase and Tiers**

RESTORE LOUISIANA HOMEOWNER ASSISTANCE PROGRAM		PHASE I	PHASE II	PHASE III	PHASE IV	PHASE V	PHASE VI
DAMAGE LEVEL	MAJOR AND SEVERE	✓	✓	✓	✓	✓	✓
STATUS OF REPAIRS	100% OF REPAIRS COMPLETED	✓	✓				✓
	PARTIAL REPAIRS COMPLETED	✓	✓	✓	✓	✓	
	REMAINING PROSPECTIVE WORK	✓	✓	✓	✓	✓	
GEOGRAPHY	ALL 51 IMPACTED PARISHES	✓	✓			✓	✓
	10 MOST IMPACTED PARISHES			✓	✓		
100-YEAR FLOOD PLAIN	INSIDE		✓		✓	✓	✓
	OUTSIDE	✓		✓		✓	✓
INCOME	ALL INCOME LEVELS			✓	✓	✓	✓
	LMI ONLY	✓	✓				
HOMEOWNER 62+ AND/OR PERSON WITH DISABILITY IN HOME	YES	✓	✓	✓	✓	✓	✓
	NO			✓	✓	✓	✓
TIERED AWARD	REIMBURSEMENT OF COMPLETED WORK*	100%	100%	50%	50%	50%	50%
	PROSPECTIVE CONSTRUCTION	100%	100%	100%	100%	100%	N/A

## APPENDIX F

The Housing Assistance Centers will be open 8 a.m. - 5 p.m. Monday through Friday to help homeowners respond to surveys or fill out program applications. They also help homeowners connect with a case manager and offer a view of their options for repairs, reconstruction or reimbursement. If you would like assistance in any of these areas, please visit a Housing Assistance Center.

**Figure 5: Housing Assistance Centers**

# HOUSING ASSISTANCE CENTERS

**OPEN MONDAY – FRIDAY | 8:00 A.M. – 5:00 P.M.**

### **Baton Rouge**

- **VISIT:** Oak Tree Building, 10000 Celtic Drive
- **CALL:** (866) 735-2001

### **Monroe**

- **VISIT:** Old State Farm Building, 24 Accent Drive, Suite 116
- **CALL:** (318) 267-3728

### **Lafayette**

- **VISIT:** 151 Southpark, Suite 500
- **CALL:** (337) 252-4082

### **Hammond**

- **VISIT:** 130 Robin Hood Dr
- **CALL:** (985) 520-6716

## Glossary

**Act of Donation:** A form of property transfer without exchange of payment.

**Applicant:** All homeowners who are owner-occupants of a damaged property are applicants. All owner-occupants must sign program documents.

**CDBG-DR:** Community Development Block Grant – Disaster Recovery Program

**Common Area Under Roof:** The total area under the common roof is primarily interior, conditioned spaces, and for single-story homes, equal to the footprint of the house. The term is also synonymous with the eligible area. In addition, exterior spaces such as detached porches and garages are not considered in the eligible area.

**Duplication of Benefits:** A duplication of benefit is the receipt of funding from multiple sources for the same purpose. The Robert T. Stafford Disaster Assistance and Emergency Relief Act (Stafford Act) prohibits any person, business concern or other entity from receiving financial assistance from CDBG Disaster Recovery funding with respect to any part of the loss resulting from a major disaster as to which he/she has already received financial assistance under any other program or from insurance or any other sources. It is an amount determined by the program that may result in the reduction of an award value.

**HCDA:** Housing and Community Development Act of 1974

**Housing Assistance Center (HAC):** A location where applicants meet with case managers and schedule appointments.

**HUD:** Department of Housing and Urban Development

**Low to Moderate Income (LMI) Household:** A household is considered to be of low or moderate income if the household income (including income derived from assets) is at or below 80 percent of an area's median income. All income is based on the Area Median Income limits set annually by HUD for each parish or metropolitan statistical area.

**Major/Severe Damages:** \$8,000 or more of FEMA inspected real property damage or 1 foot or more of flood damage on the first floor.

**New Construction:** A replacement home that substantially exceeds the original footprint by 20% or more on the existing lot (if permitted) or the construction of a new home in a new location.

**NFIP:** National Flood Insurance Program. When the Program refers to NFIP in the context of eligibility or duplication of benefits, the Program is referring to private and public flood insurance programs that cover structural repairs resulting from flood damages.

**Reconstruction:** Demolition and rebuilding of an existing structure based on the program's building standards. Reconstructed property is built on the same footprint as the original structure and will not substantially exceed (limited to an increase of 20% or less) the square footage of the current or demolished structure. This requirement will subordinate to the local jurisdiction's building code requirements.

**Rehabilitation:** Repairs made to an existing structure based on the program's building standards.