

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #16**  
**November 18, 2017 – November 24, 2017**

November 25, 2017

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## 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</b> <b>PROGRAM MANAGED</b>	<b>Solution 2</b> <b>HOMEOWNER MANAGED</b>	<b>Solution 3</b> <b>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 November 24, 2017, survey submissions increased by 155 from the previous week, making the total submissions 45,810. 38,343 homeowners were determined to be in Phases I – VI.
- 37,842 environmental reviews have been completed, representing 99% of the 38,343 homeowners in Phases I – VI.
- 27,975 homeowners have been invited to complete applications from Phase I - VI. 13,528 (48%) homeowners have submitted their applications.
- 7,190 scopes of work have been performed, representing 53% of the 13,528 homeowners that have submitted their application.
- There have been a total of 3,218 Grant Awards offered to homeowners, amounting to \$93,583,690.13. Of those, 874 homeowners have acknowledged their grant agreements, obligating \$25,009,025.94.

- As of November 24, 2017, there were a total of 22,402 appointments held.
- 103,389 calls were completed by the call center. 77,094 of the completed calls were inbound calls and 26,295 of the completed calls were outbound calls.
- The Program has completed 0 outreach events for this reporting period. The following events are scheduled for the week of November 27, 2017 – December 3, 2017:
  - 11/28: Community Outreach Meeting – Fellowship Baptist Church

**Table 1: Outreach Events**

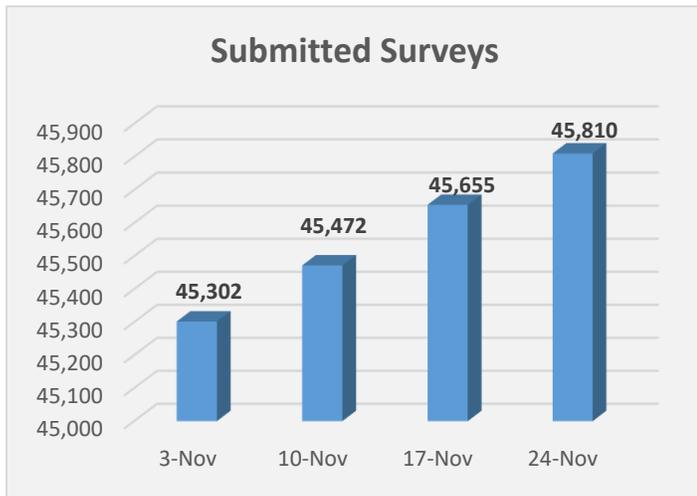
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
<b>Total</b>	<b>119</b>

**Table 2: Homeowner Program Snapshot**

Activity	As of 11/17/17	Weekly Activity	As of 11/24/17	Percentage
<b>Surveys Recorded</b>				
Total Number of Recorded Surveys	53,892	273	54,165	
<i>Non-Submitted Surveys</i>	8,237	118	8,355	
<i>Submitted Surveys</i>	45,655	155	45,810	
<i>Phase I - VI Subtotal</i>	38,261	82	38,343	83.70%
<i>Phase I</i>	5,986	20	6,006	13.11%
<i>Phase II</i>	5,586	8	5,594	12.21%
<i>Phase III</i>	9,525	20	9,545	20.84%
<i>Phase IV</i>	9,208	13	9,221	20.13%
<i>Phase V</i>	1,312	11	1,323	2.89%
<i>Phase VI</i>	6,644	10	6,654	14.53%
Duplicate Address	2,179	72	2,251	4.91%
Undetermined	176	5	181	0.40%
Not Currently In A Phase	5,039	-4	5,035	10.99%
<b>Environmental Reviews</b>				
Environmental Reviews Available to Work	475	26	501	
Environmental Reviews Completed	37,786	56	37,842	
<b>Applications Invited</b>				
Total Number of Invited Applications	26,658	1,317	27,975	
Applications Submitted	12,984	544	13,528	
Zero Award	927	66	993	
Ineligible	783	27	810	
<b>Scope of Work: Prospective/Completed</b>				
Scope of Work Available to Work	6,093	245	6,338	
Total Scope of Work Completed	6,891	299	7,190	
<b>Grant Awards</b>				<b>Total Dollars</b>
Grant Awards Offered	3,075	143	3,218	93,583,690.13
Grant Awards Obligated	806	68	874	25,009,025.94
<i>Solution 1 Only</i>	14	1	15	448,250.48
<i>Solution 2 Only</i>	27	3	30	996,073.33
<i>Solution 3 Only</i>	193	9	202	4,691,903.01
<i>Solution 3 and 1</i>	170	10	180	5,812,749.53
<i>Solution 3 and 2</i>	402	45	447	13,060,049.59
<b>Disbursements</b>				
Total Disbursements	540	77	617	11,946,349.74
<i>Solution 1</i>	0	1	1	21,685.61
<i>Solution 1 - Progress Payment</i>	0	1	1	21,685.61
<i>Solution 1 - Final Payment</i>	0	0	0	0.00
<i>Solution 2</i>	25	2	27	161,283.79
<i>Solution 2 - Progress Payment</i>	11	0	11	86,932.59
<i>Solution 2 - Final Payment</i>	14	2	16	74,351.20
<i>Solution 3</i>	515	74	589	11,763,380.34

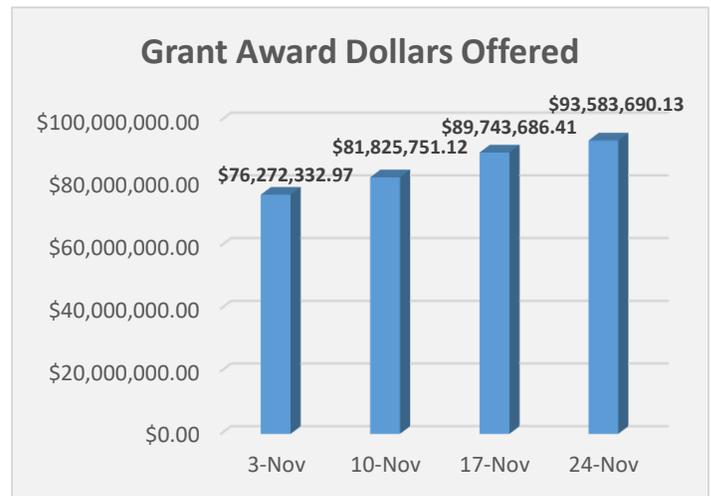
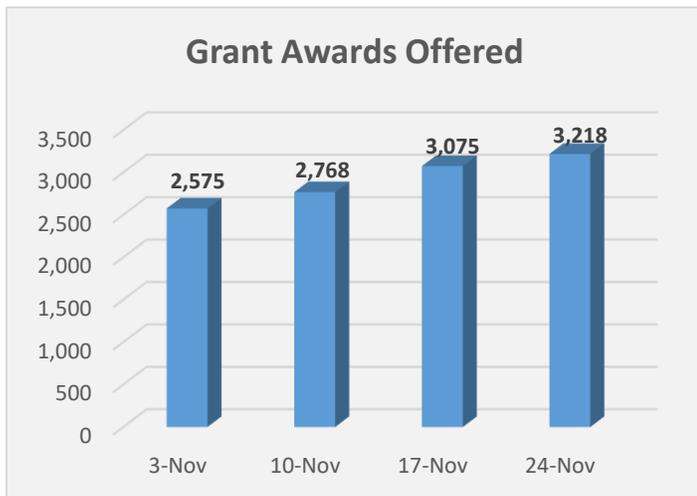
Key Program Statistics

**Table 3: Key Program Statistics**



**38,343 of the 45,810 meet requirements for Phases I – VI.**

**Invited 27,975 Homeowners to complete Applications.**

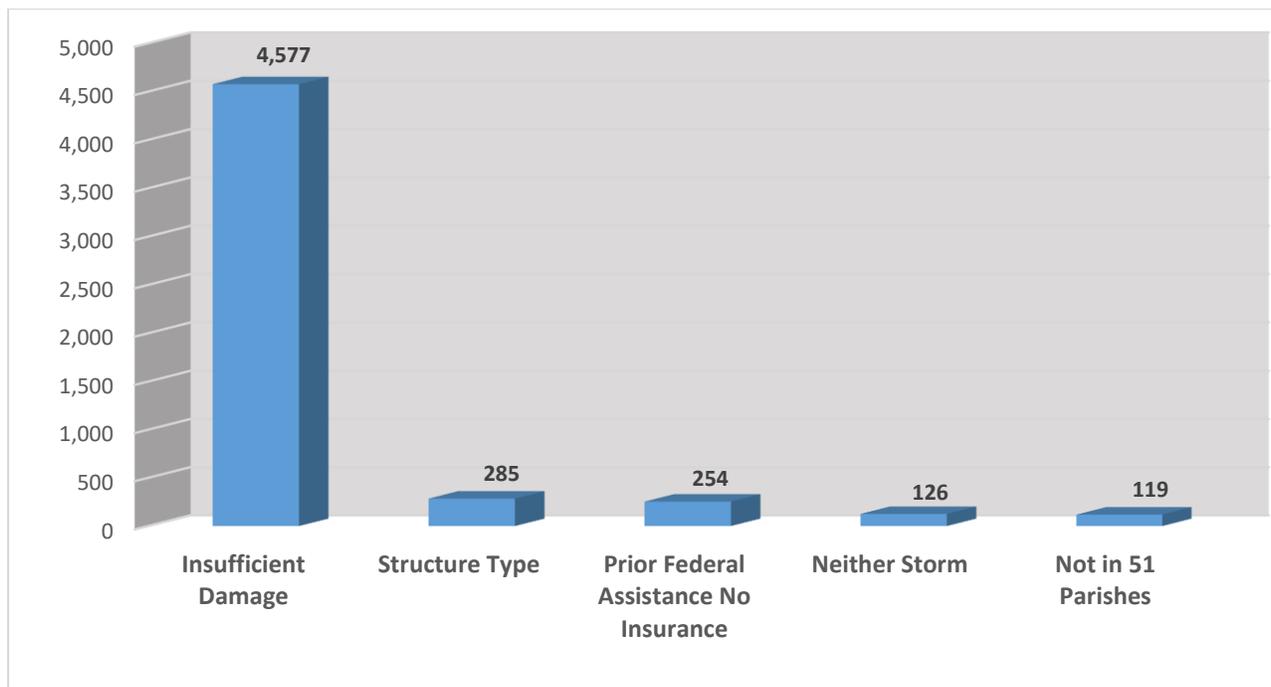


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

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

Activity	As of 11/17/17	Weekly Activity	As of 11/24/17
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	5,039	-4	5,035
Total Submitted Surveys Undetermined	176	5	181
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	5,365	-4	5,361
<i>Insufficient Damage</i>	4,572	5	4,577
<i>Structure Type</i>	286	-1	285
<i>Prior Federal Assistance No Insurance</i>	255	-1	254
<i>Neither Storm</i>	132	-6	126
<i>Not in 51 Parishes</i>	120	-1	119
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	176	5	181
<i>Flood Plain (Not determined)</i>	176	5	181

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



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

As of November 24, 2017, there are 24,278 homeowners, 53.00% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,662 homeowners, 36.37% 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)	6,006	100.00%	6,006
Phase Two (II)	5,594	100.00%	5,594
Phase Three (III)	3,297	34.54%	9,545
Phase Four (IV)	2,869	31.11%	9,221
Phase Five (V)	679	51.32%	1,323
Phase Six (VI)	1,154	17.34%	6,654
Duplicate Address	1,339	59.48%	2,251
Undetermined	143	79.01%	181
Not In Phase	3,197	63.50%	5,035
<b>Total</b>	<b>24,278</b>	<b>53.00%</b>	<b>45,810</b>

	Submitted Surveys	Percentage
Most Impacted LMI	20,893	45.61%
Most Impacted Urgent Need	20,252	44.21%
LMI	3,385	7.39%
Urgent Need	1,280	2.79%
<b>Total</b>	<b>45,810</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)	4,209	70.08%	3,854	64.17%	6,006
Phase Two (II)	4,263	76.21%	3,256	58.21%	5,594
Phase Three (III)	1,816	19.03%	970	10.16%	9,545
Phase Four (IV)	1,930	20.93%	947	10.27%	9,221
Phase Five (V)	201	15.19%	124	9.37%	1,323
Phase Six (VI)	1,661	24.96%	631	9.48%	6,654
Duplicate Address	793	35.23%	670	29.76%	2,251
Undetermined	69	38.12%	70	38.67%	181
Not In Phase	1,720	34.16%	1,611	32.00%	5,035
<b>Total</b>	<b>16,662</b>	<b>36.37%</b>	<b>12,133</b>	<b>26.49%</b>	<b>45,810</b>

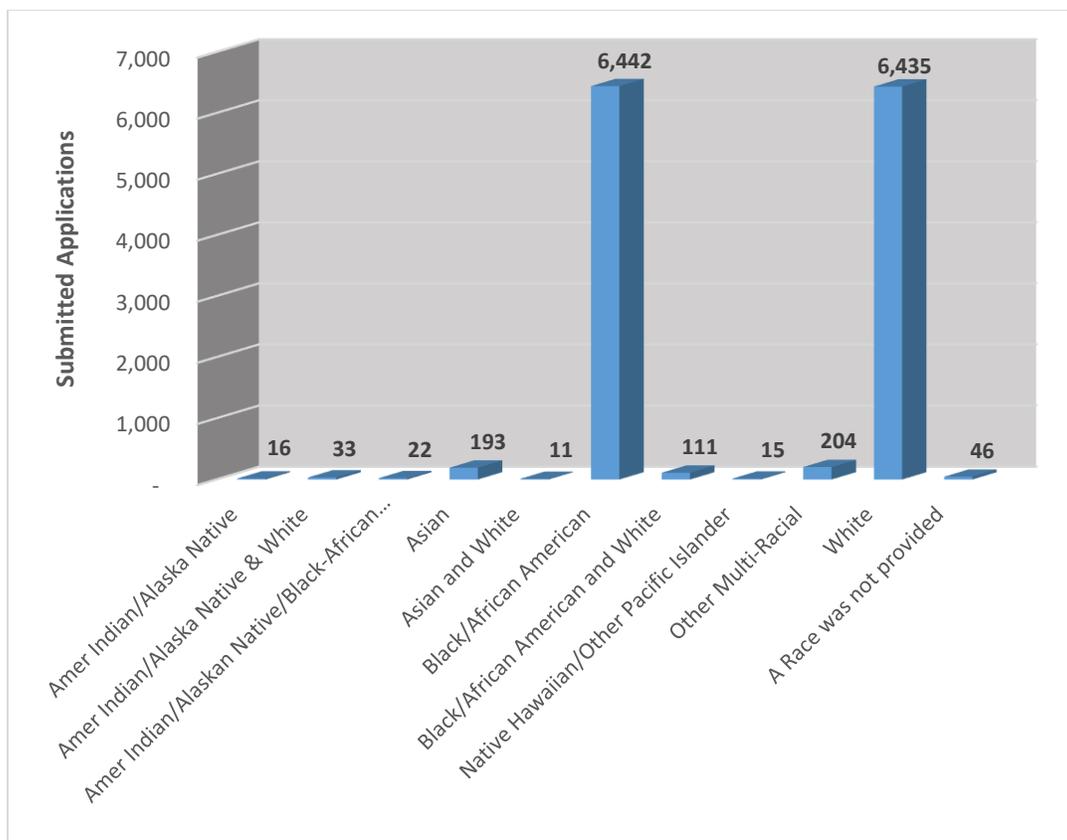
\*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	16	0.12%
American Indian/Alaska Native and White	33	0.24%
American Indian/Alaskan Native/Black-African American	22	0.16%
Asian	193	1.43%
Asian and White	11	0.08%
Black/African American	6,442	47.62%
Black/African American and White	111	0.82%
Native Hawaiian/Other Pacific Islander	15	0.11%
Other Multi-Racial	204	1.51%
White	6,435	47.57%
A Race was not provided	46	0.34%
<b>Total</b>	<b>13,528</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 11/17/2017	Weekly Activity	As of 11/24/2017
<b>Appointments</b>			
Total Number of Appointments	23,410	876	24,286
<i>Walk-ins</i>	10,873	403	11,276
<i>Scheduled</i>	12,537	473	13,010
<i>Held at office</i>	10,373	400	10,773
<i>Home visit</i>	353	0	353
<i>Cancelled</i>	1,277	47	1,324
<i>No Show</i>	534	26	560
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	15,325	567	15,892
<i>Walk-ins</i>	7,510	270	7,780
<i>Scheduled</i>	7,815	297	8,112
<i>Held at office</i>	6,634	250	6,884
<i>Home visit</i>	116	0	116
<i>Cancelled</i>	912	39	951
<i>No Show</i>	153	8	161
<b>Hammond</b>			
Total Number of Appointments	4,291	168	4,459
<i>Walk-ins</i>	2,131	104	2,235
<i>Scheduled</i>	2,160	64	2,224
<i>Held at office</i>	1,543	53	1,596
<i>Home visit</i>	220	0	220
<i>Cancelled</i>	217	4	221
<i>No Show</i>	180	7	187
<b>Lafayette</b>			
Total Number of Appointments	1,762	73	1,835
<i>Walk-ins</i>	407	10	417
<i>Scheduled</i>	1,355	63	1,418
<i>Held at office</i>	1,201	58	1,259
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	87	2	89
<i>No Show</i>	61	3	64
<b>Monroe</b>			
Total Number of Appointments	2,032	68	2,100
<i>Walk-ins</i>	825	19	844
<i>Scheduled</i>	1,207	49	1,256
<i>Held at office</i>	995	39	1,034
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	61	2	63
<i>No Show</i>	140	8	148

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 11/17/2017	Weekly Activity	As of 11/24/2017
<b>Call Center</b>			
Total Calls	103,085	3,299	106,384
<i>Total Calls Abandoned</i>	2,827	168	2,995
<i>Abandoned %</i>	2.74%	0.08%	2.82%
<i>Total Calls Processed</i>	100,258	3,131	103,389
<i>Inbound</i>	74,910	2,184	77,094
<i>Outbound</i>	25,348	947	26,295
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	74,910	2,184	77,094
Average Wait Time	1.14 min		1.15 min
Average Call Time	6.17 min		6.12 min
<i>Program Inquiry</i>	24,813	392	25,205
<i>Surveys Status Update</i>	2,007	104	2,111
<i>Surveys Completed</i>	7,127	32	7,159
<i>Case Manager Request</i>	3,137	244	3,381
<i>Application Status Update</i>	28,215	1,144	29,359
<i>Applications Completed</i>	101	3	104
<i>Damage Assessment Inquiry</i>	2,082	7	2,089
<i>Award Acknowledgement Inquiry</i>	859	79	938
<i>Construction Inquiry</i>	384	57	441
<i>Appeals</i>	99	14	113
<i>Outbound Project</i>	13	0	13
<i>Invalid Number/ No Answer / Busy / Left Message</i>	3,941	99	4,040
<i>Call Transferred</i>	2,132	9	2,141
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	25,348	947	26,295
Average Call Time	2.10 min		2.09 min
<i>Program Inquiry</i>	4,269	10	4,279
<i>Survey Status Update</i>	39	0	39
<i>Surveys Completed</i>	643	1	644
<i>Case Manager Request</i>	53	2	55
<i>Application Status Update</i>	3,219	180	3,399
<i>Applications Completed</i>	9	1	10
<i>Damage Assessment Inquiry</i>	6	0	6
<i>Award Acknowledgement Inquiry</i>	24	1	25
<i>Construction Inquiry</i>	252	0	252
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	9,555	315	9,870
<i>Call Transferred</i>	6,935	437	7,372

**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	68	14	36	2	0	72	1,561	537
2	50	11	37	113	16	73	1,216	320
3	34	3	38	150	20	74	310	82
4	74	16	39	177	27	75	332	93
5	20	6	40	169	38	76	33	5
6	4	0	41	227	38	77	223	30
7	53	9	42	279	73	78	2	0
8	24	3	43	475	85	80	1	0
9	155	21	44	103	25	81	1,889	533
10	161	21	45	148	19	83	3	0
11	62	8	46	226	53	84	2	0
12	90	21	47	536	115	85	1	0
13	93	20	48	535	145	86	696	189
14	371	60	49	333	49	88	2,578	497
15	69	22	50	37	0	89	3	0
16	496	137	51	2	0	90	22	2
17	1,091	413	53	4	0	91	4	0
18	155	29	54	2	0	92	3	0
19	273	81	55	4	0	93	6	0
20	76	22	56	3	0	95	1,994	578
21	86	22	57	10	0	96	472	123
22	132	28	58	209	49	97	7	0
23	119	15	59	596	120	98	1	0
24	109	20	60	76	13	99	4	0
25	10	2	61	1,379	469	100	7	0
26	46	6	62	513	147	101	5,161	2,509
27	24	12	63	887	296	102	6	0
28	118	11	64	2,978	904	103	2	0
29	1,580	694	65	5,296	1,629	104	8	2
30	20	1	66	1,532	304	105	3	0
31	1,086	292	67	154	40	Unknown	0	0
32	43	7	68	68	5	<b>Total</b>	<b>45,810</b>	<b>13,528</b>
33	56	11	69	208	39			
34	19	3	70	92	11			
35	4	1	71	4,866	1,257			

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

Senate District	Survey Count	Application Count
1	64	10
2	314	67
3	11	0
4	12	0
5	8	0
6	7,794	2,293
7	7	0
8	8	0
9	1	0
10	2	0
11	852	174
12	1,972	595
13	8,301	2,205
14	1,746	593
15	9,238	4,028
16	484	89
17	850	218
18	4,963	1,097
19	9	0
20	4	0
21	83	6

Senate District	Survey Count	Application Count
22	820	190
23	1,651	391
24	525	105
25	327	62
26	1,375	316
27	25	4
28	365	55
29	181	42
30	206	30
31	212	36
32	246	76
33	641	134
34	1,530	540
35	271	57
36	310	45
37	100	15
38	116	23
39	186	32
Unknown	0	0
<b>Total</b>	<b>45,810</b>	<b>13,528</b>

**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	390	84
Allen	75	17	3
Ascension	6,353	3,619	717
Avoyelles	274	123	11
Beauregard	113	34	5
Bienville	209	45	9
Bossier	607	232	37
Caddo	589	271	50
Calcasieu	266	139	24
Caldwell	154	37	9
Catahoula	72	17	6
Claiborne	208	42	4
De Soto	141	46	8
East Baton Rouge	24,248	18,665	6,734
East Carroll	237	39	12
East Feliciana	617	224	57
Evangeline	522	103	13
Franklin	58	14	4
Grant	280	68	16
Iberia	1,478	461	95
Iberville	357	104	21
Jackson	74	11	1
Jefferson Davis	508	110	15
Lafayette	4,753	2,352	575
LaSalle	73	21	6
Lincoln	152	24	3

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,317	2,540
Madison	85	50	12
Morehouse	1,005	228	57
Natchitoches	598	136	20
Ouachita	3,418	1,903	611
Pointe Coupee	444	130	26
Rapides	145	80	20
Red River	46	13	1
Richland	445	109	33
Sabine	100	55	11
St. Helena	976	309	99
St. James	162	68	12
St. Landry	1,615	338	66
St. Martin	1,301	411	97
St. Tammany	1,057	388	63
Tangipahoa	6,183	3,315	986
Union	399	83	21
Vermilion	1,786	814	164
Vernon	306	62	7
Washington	1,222	377	108
Webster	525	114	12
West Baton Rouge	110	30	5
West Carroll	336	58	12
West Feliciana	154	50	14
Winn	181	44	12
<b>Total</b>	<b>82,440</b>	<b>45,690</b>	<b>13,528</b>

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	16	0
Lafourche	4	0
Orleans	35	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	2	0
St. John the Baptist	11	0
St. Mary	35	0
Tensas	2	0
Terrebonne	3	0
<b>Total</b>	<b>120</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	14	\$373,969.13	1	\$1,617.30	0	\$0.00
Ascension	158	\$5,004,131.15	37	\$1,114,764.34	26	\$707,536.36
Bossier	4	\$163,672.70	0	\$0.00	0	\$0.00
Caddo	3	\$67,147.56	0	\$0.00	0	\$0.00
Calcasieu	3	\$127,766.31	0	\$0.00	0	\$0.00
Caldwell	1	\$7,707.58	0	\$0.00	0	\$0.00
East Baton Rouge	1,904	\$54,006,814.07	606	\$17,674,434.29	415	\$7,769,871.56
East Carroll	1	\$7,496.41	1	\$7,496.41	0	\$0.00
East Feliciana	7	\$232,145.87	2	\$59,807.02	1	\$27,892.63
Evangeline	1	\$34,418.49	0	\$0.00	0	\$0.00
Franklin	1	\$45,000.00	0	\$0.00	0	\$0.00
Grant	1	\$24,525.79	0	\$0.00	0	\$0.00
Iberia	19	\$630,743.47	1	\$7,180.42	1	\$7,180.42
Iberville	3	\$72,420.02	0	\$0.00	0	\$0.00
Lafayette	150	\$3,396,055.15	35	\$810,697.59	22	\$464,134.99
Livingston	648	\$19,663,847.71	157	\$4,394,497.16	117	\$2,518,009.20
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	2	\$36,400.34	0	\$0.00	0	\$0.00
Natchitoches	1	\$90,062.72	0	\$0.00	0	\$0.00
Ouachita	42	\$1,313,378.18	2	\$63,552.45	2	\$57,750.28
Pointe Coupee	3	\$71,751.99	0	\$0.00	0	\$0.00
Rapides	2	\$74,996.79	0	\$0.00	0	\$0.00
Sabine	1	\$34,202.65	0	\$0.00	0	\$0.00
St. Helena	8	\$270,310.81	1	\$26,454.24	0	\$0.00
St. James	1	\$39,445.54	0	\$0.00	0	\$0.00
St. Landry	3	\$68,743.36	1	\$14,725.72	0	\$0.00
St. Martin	10	\$387,531.08	1	\$40,274.11	1	\$30,113.29
St. Tammany	7	\$194,972.32	0	\$0.00	0	\$0.00
Tangipahoa	176	\$5,744,162.50	25	\$687,463.27	15	\$312,233.96
Union	1	\$36,713.58	0	\$0.00	0	\$0.00
Vermilion	29	\$831,190.96	3	\$52,028.41	3	\$51,627.05
Vernon	1	\$30,141.86	0	\$0.00	0	\$0.00
Washington	5	\$159,371.65	1	\$54,033.21	0	\$0.00
Webster	1	\$14,588.41	0	\$0.00	0	\$0.00
West Baton Rouge	2	\$103,233.43	0	\$0.00	0	\$0.00
West Carroll	3	\$147,646.12	0	\$0.00	0	\$0.00
West Feliciana	1	\$45,000.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>3,218</b>	<b>\$93,583,690.13</b>	<b>874</b>	<b>\$25,009,025.94</b>	<b>603</b>	<b>\$11,946,349.74</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.