

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #67
November 10, 2018 – November 16, 2018
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November 17, 2018

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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.

ALL PHASES

Must have major/severe home damage.

PHASE I	PHASE II	PHASE III
<ul style="list-style-type: none"> • Low-to-moderate income* • Elderly or persons with disabilities • Outside the floodplain 	<ul style="list-style-type: none"> • Low-to-moderate income* • Elderly or persons with disabilities • Inside the floodplain 	<ul style="list-style-type: none"> • Reside within one of the 10 most impacted or distressed parishes • Outside the floodplain • No priority due to income
PHASE IV	PHASE V	PHASE VI
<ul style="list-style-type: none"> • Reside within one of the 10 most impacted or distressed parishes • Inside the floodplain • No priority due to income 	<ul style="list-style-type: none"> • All other disaster-declared parishes • Inside and outside the floodplain • No priority due to income 	<ul style="list-style-type: none"> • 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 • No priority due to income

** 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.

Solution 1 PROGRAM MANAGED	Solution 2 HOMEOWNER MANAGED	Solution 3 REIMBURSEMENT
<ul style="list-style-type: none"> • Program manages and completes construction process • Homeowners do not select contractors or deal directly with the contractor • The program’s contractors will repair or reconstruct damaged properties • Economy-grade materials/finishes only 	<ul style="list-style-type: none"> • Homeowners manage repair or reconstruction work • Homeowners select contractors and deal directly with the contractor • Program provides advisory services and monitoring • Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes 	<ul style="list-style-type: none"> • 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 December 31, 2018, whichever is sooner.

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



TAKE THE SURVEY

The deadline to complete an initial program survey, which was the required first step in requesting assistance from the program, was October 19, 2018. Homeowners who submitted a survey and qualified for one of the six phases were invited to continue in the program.



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. Reviews were conducted without appointment and from the road or right-of-way.



COMPLETE THE FORMAL APPLICATION

Qualified homeowners were invited to complete the formal application. The deadline to complete an application for assistance through the Restore Louisiana Homeowner Assistance program was November 16, 2018.



ELIGIBILITY REVIEW

The Program will review the homeowner's application and supporting documentation to ensure that the information provided confirms that the homeowner meets the eligibility requirements for the program.



DAMAGE AND LEAD ASSESSMENT

During this scheduled appointment, inspectors will utilize industry-standard software to inspect the home, document completed work, and determine a scope of work for remaining repairs. Homes constructed before 1978 will receive a lead-based paint inspection. At least one homeowner must be present for all inspections.



REVIEW GRANT AWARD

Once eligibility has been determined, the homeowner will receive a grant award. The homeowner may request to speak to a case manager, accept the award, or appeal the award.



SIGN GRANT AWARD

Once a homeowner accepts their award, a program representative will reach out to discuss next steps which will depend on which solution is selected.



REIMBURSEMENT/ REPAIR

Once the grant award is signed, if a homeowner is eligible for reimbursement, funding will be requested and a check will be mailed within 3-4 weeks. Funding for repairs will be disbursed in accordance with the signed grant award.

Executive Summary

- 45,683 environmental reviews have been completed, representing 99% of the 45,711 homeowners in Phases I – VI.
 - 45,802 homeowners have been invited to complete applications from Phase I - VI. 37,137 (81%) homeowners have submitted their applications.
 - 34,937 scopes of work have been completed, representing 94% of the 37,137 homeowners that have submitted their application.
 - There have been a total of 15,116 Grant Awards offered to homeowners, amounting to \$519,692,861.11. Of those, 12,060 homeowners have acknowledged their grant agreements, obligating \$405,437,682.21.
 - 6,197 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of November 16, 2018, there were a total of 75,951 appointments held.
 - 308,070 calls were completed by the call center. 193,707 of the completed calls were inbound calls and 114,363 of the completed calls were outbound calls.
 - The Program has completed 5 outreach events for this reporting period. There are no events scheduled for the week of November 19 – November 25, 2018.

Table 1: Outreach Events

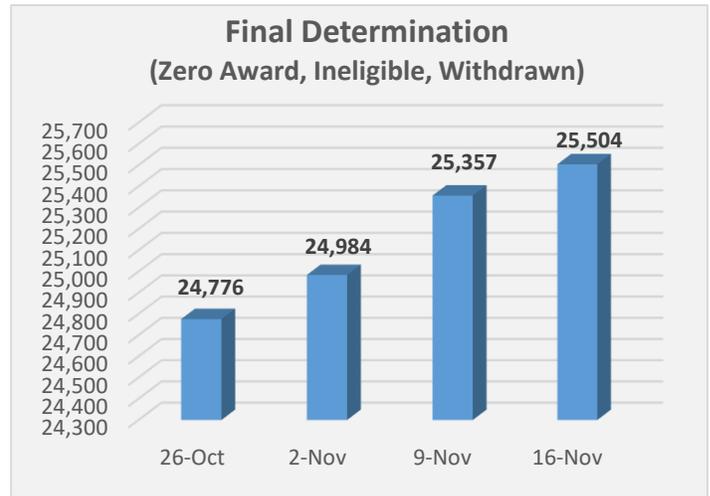
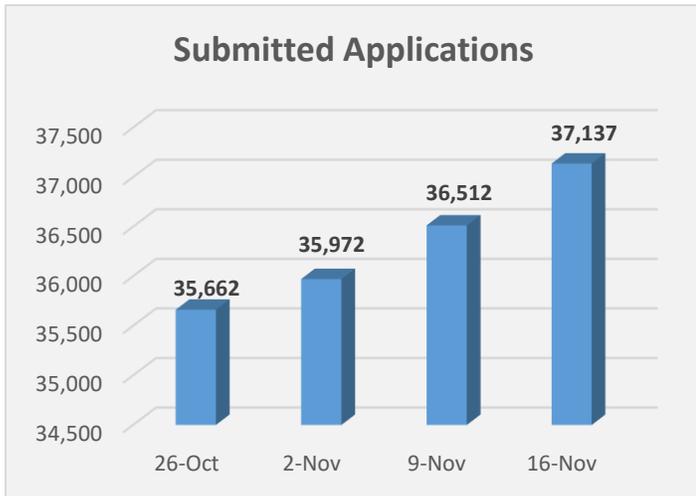
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
October 2018	30
Total	305

Table 2: Homeowner Program Snapshot

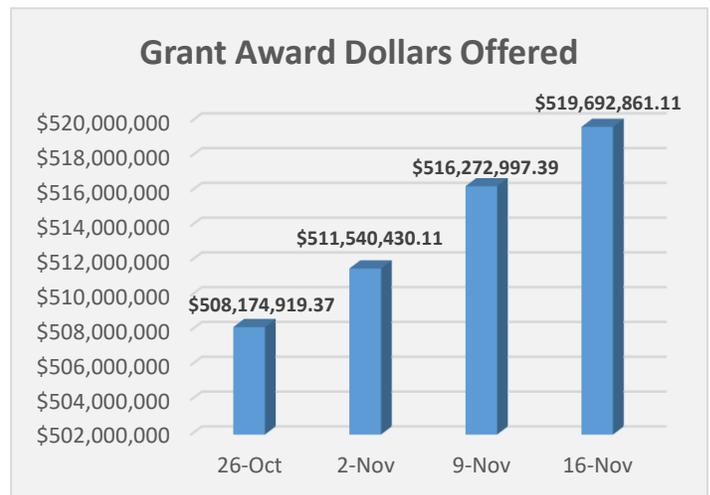
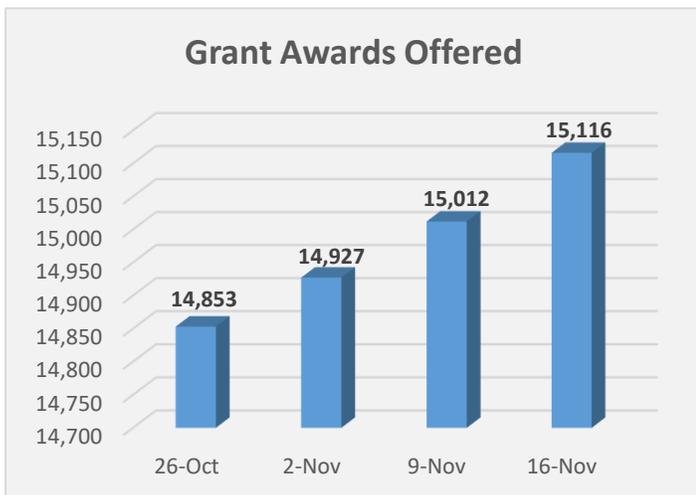
	As of 11/9/18	Weekly Activity	As of 11/16/18	Percentage	
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	56,220	1	56,221		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,706	5	45,711	81%	
<i>Duplicate Address</i>	4,297	2	4,299	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,217	-6	6,211	11%	
Environmental Reviews					
Environmental Reviews Available to Work	61	-33	28		
Environmental Reviews Completed	45,645	38	45,683		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	1,055	280	1,335		
Total Scope of Work Completed	34,609	328	34,937		
Applications In Process					
Total Number of Invited Applications	45,757	45	45,802		
Applications Not Submitted	3,291	-597	2,694		11/16/2018 deadline
Applications Available For Grant Determination	42,466	642	43,108		
Pending Grant Determination	2,097	391	2,488	6%	
Grant Determinations			94% Grant Determinations		
Zero Award	10,905	58	10,963	25%	
Ineligible Determination	9,120	62	9,182	21%	
Withdrawn By Applicant	5,332	27	5,359	13%	
Grant Award Offered To Applicant	15,012	104	15,116	35%	
Appeals In Progress	198	-10	188		
Grant Awards					Total Dollars
Grant Awards Offered	15,012	104	15,116		519,692,861.11
Grant Awards Obligated	11,929	131	12,060		405,437,682.21
<i>Solution 1 Only</i>	352	8	360		20,476,730.20
<i>Solution 2 Only</i>	1,569	31	1,600		53,247,762.14
<i>Solution 3 Only</i>	2,397	27	2,424		64,485,337.67
<i>Solution 3 and 1</i>	1,810	15	1,825		70,977,337.01
<i>Solution 3 and 2</i>	5,801	50	5,851		196,250,515.19
Disbursements					
Total Disbursements	10,679	57	10,736		295,207,688.68
<i>Solution 1 Only</i>	104	17	121		3,818,991.35
<i>Solution 2 Only</i>	747	6	753		18,849,349.23
<i>Solution 3 Only</i>	2,345	10	2,355		62,329,511.53
<i>Solution 3 and 1</i>	1,776	9	1,785		51,317,776.67
<i>Solution 3 and 2</i>	5,707	15	5,722		158,892,059.90
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	6,105	92	6,197		
<i>Solution 1</i>	1,691	31	1,722		
<i>Solution 2</i>	2,080	51	2,131		
<i>Solution 3 Only</i>	2,334	10	2,344		

Key Program Statistics

Table 3: Key Program Statistics



Invited 45,802 Homeowners to complete Applications.



Completed Appeals

As of November 16, 2018; 5,010 resolved appeals are accounted for in the table below. 188 appeals are currently in process.

Table 4: Status of Appeals

Resolved Cases	Appeals	%	Award Change	Average Award
Additional Funds Awarded	1,148	31%	17,340,098.72	15,104.62
Reduction of Award	240	6%	(2,439,902.06)	(10,166.26)
No Change	2,336	63%		
Total	3,724	100%		

Figure 1: Award Appeals

Resolved Cases	Appeals	%
Eligibility Approved	317	25%
Eligibility Denied	943	75%
Total	1,260	100%

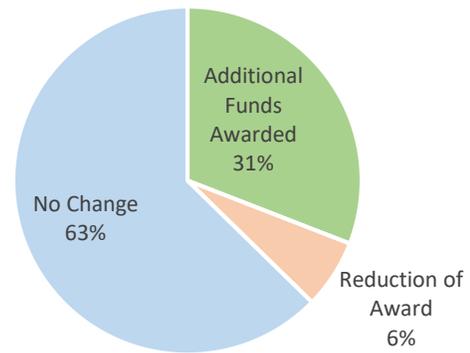
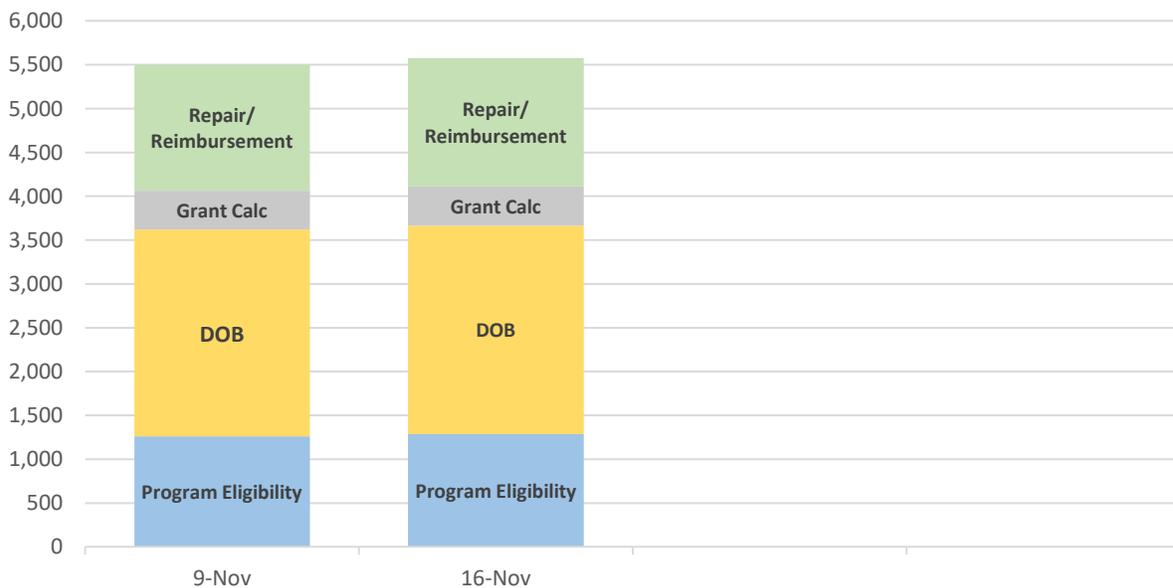


Figure 2: Reason Codes



In Figure 2, Multiple Reason Codes per appeal result in higher Reason Code count than appeals count

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

As of November 16, 2018, there are 20,987 homeowners, 56.51% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,815 homeowners, 37.20% of the homeowners who submitted applications, that reported they were 62 years of age or older.

Table 5 & 6: Submitted Applications with LMI and Urgent Need Data

Phase	Submitted Applications with LMI Reported	% LMI of Submitted Applications by Phase	Total Submitted Applications
Phase One (I)	5,648	100.00%	5,648
Phase Two (II)	6,401	100.00%	6,401
Phase Three (III)	2,350	32.31%	7,274
Phase Four (IV)	2,804	34.06%	8,232
Phase Five (V)	558	54.23%	1,029
Phase Six (VI)	1,382	20.83%	6,635
Undetermined	2	100.00%	2
Not In Phase	1,842	96.14%	1,916
Total	20,987	56.51%	37,137

	Submitted Applications	Percentage
Most Impacted LMI	18,315	49.32%
Most Impacted Urgent Need	15,426	41.54%
LMI	2,672	7.19%
Urgent Need	724	1.95%
Total	37,137	100.00%

Table 7: Submitted Applications with Senior Adult or Disabled Reported

Phase	Submitted Applications with Senior Adults Reported	% Senior Adults of Submitted Applications by Phase	Submitted Applications with Disabled Reported	% Disabled of Submitted Applications by Phase	Total Submitted Applications
Phase One (I)	3,512	62.18%	3,784	67.00%	5,648
Phase Two (II)	4,480	69.99%	3,624	56.62%	6,401
Phase Three (III)	1,403	19.29%	773	10.63%	7,274
Phase Four (IV)	1,739	21.12%	1,005	12.21%	8,232
Phase Five (V)	177	17.20%	166	16.13%	1,029
Phase Six (VI)	1,768	26.65%	832	12.54%	6,635
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	735	38.36%	1,538	80.27%	1,916
Total	13,815	37.20%	11,724	31.57%	37,137

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

LMI/Most Impacted Parish Data for Obligated/Disbursed Grants

Table 8: Obligated/Disbursed Grants LMI/Most Impacted Data

	Obligated Grants			Disbursed Grants		
	Count	Total Dollars	Percentage	Count	Total Dollars	Percentage
Total Grants	12,060	405,437,682.21		10,736	295,207,688.68	
LMI	6,133	222,826,837.85	55.0%	5,295	151,049,442.42	51.2%
Urgent Need	5,927	182,610,844.36	45.0%	5,441	144,158,246.26	48.8%
Most Impacted Parishes	11,547	385,827,049.97	95.2%	10,360	285,451,554.16	96.7%
LMI	5,808	209,373,219.89	51.7%	5,076	145,460,793.26	49.3%
Urgent Need	5,739	176,453,830.08	43.5%	5,284	139,990,760.90	47.4%
Other Parishes	513	19,610,632.24	4.8%	376	9,756,134.52	3.3%
LMI	325	13,453,617.96	3.3%	219	5,588,649.16	1.9%
Urgent Need	188	6,157,014.28	1.5%	57	4,167,485.36	1.4%

Demographics for Submitted Applications

Table 9: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	49	0.13%
American Indian/Alaska Native and White	87	0.23%
American Indian/Alaskan Native/Black-African American	57	0.15%
Asian	503	1.36%
Asian and White	50	0.14%
Black/African American	14,319	38.56%
Black/African American and White	267	0.72%
Native Hawaiian/Other Pacific Islander	35	0.09%
Other Multi-Racial	626	1.69%
White	21,091	56.79%
A Race was not provided	53	0.14%
Total	37,137	100.00%

Housing Assistance Center Activity (HAC)

Table 10: Housing Assistance Center Activity

Activity	As of 11/9/2018	Weekly Activity	As of 11/16/2018
Appointments			
Total Number of Appointments	79,429	642	80,071
<i>Walk-ins</i>	46,114	516	46,630
<i>Scheduled</i>	33,315	126	33,441
<i>Held at office</i>	28,609	109	28,718
<i>Home visit</i>	594	9	603
<i>Cancelled</i>	2,709	5	2,714
<i>No Show</i>	1,403	3	1,406
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	52,007	387	52,394
<i>Walk-ins</i>	33,178	346	33,524
<i>Scheduled</i>	18,829	41	18,870
<i>Held at office</i>	16,362	32	16,394
<i>Home visit</i>	230	8	238
<i>Cancelled</i>	1,831	1	1,832
<i>No Show</i>	406	0	406
Hammond			
Total Number of Appointments	15,865	176	16,041
<i>Walk-ins</i>	9,532	140	9,672
<i>Scheduled</i>	6,333	36	6,369
<i>Held at office</i>	4,803	30	4,833
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	534	3	537
<i>No Show</i>	650	3	653
Lafayette			
Total Number of Appointments	6,681	68	6,749
<i>Walk-ins</i>	1,456	22	1,478
<i>Scheduled</i>	5,225	46	5,271
<i>Held at office</i>	4,893	44	4,937
<i>Home visit</i>	6	1	7
<i>Cancelled</i>	217	1	218
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,876	11	4,887
<i>Walk-ins</i>	1,948	8	1,956
<i>Scheduled</i>	2,928	3	2,931
<i>Held at office</i>	2,551	3	2,554
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	127	0	127
<i>No Show</i>	238	0	238

Call Center Activity

Table 11: Call Center Activity

Activity	As of 11/9/2018	Weekly Activity	As of 11/16/2018
Call Center			
Total Calls	314,489	3,296	317,785
Total Calls Abandoned	9,676	39	9,715
Abandoned %	3.08%	-0.02%	3.06%
Total Calls Processed	304,813	3,257	308,070
Inbound	191,718	1,989	193,707
Outbound	113,095	1,268	114,363
Completed Inbound Calls Details			
Total Inbound Calls Completed	191,718	1,989	193,707
Average Wait Time	1.29 min		1.28 min
Average Call Time	5.56 min		5.55 min
Program Inquiry	55,330	701	56,031
Surveys Status Update	4,373	25	4,398
Surveys Completed	10,349	0	10,349
Case Manager Request	21,284	292	21,576
Application Status Update	67,821	556	68,377
Application In Progress	1,049	30	1,079
Application Submitted (Pending Document Upload)	6,388	149	6,537
Applications Completed	278	7	285
Damage Assessment Inquiry	2,276	0	2,276
Award Acknowledgement Inquiry	2,809	10	2,819
Construction Inquiry	4,079	97	4,176
Appeals	1,795	16	1,811
Outbound Project	87	0	87
Invalid Number/ No Answer / Busy / Left Message	11,051	98	11,149
Call Transferred	2,749	8	2,757
Completed Outbound Calls Details			
Total Outbound Calls Completed	113,095	1,268	114,363
Average Call Time	1.54 min		1.54 min
Program Inquiry	6,058	29	6,087
Survey Status Update	3,469	2	3,471
Surveys Completed	1,060	0	1,060
Case Manager Request	180	2	182
Application Status Update	19,023	224	19,247
Application In Progress	24	7	31
Application Submitted (Pending Document Upload)	722	25	747
Applications Completed	52	2	54
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	305	0	305
Appeals	5	1	6
Outbound Project	6,782	73	6,855
Invalid Number/ No Answer / Busy / Left Message	40,937	465	41,402
Call Transferred	34,420	438	34,858

APPENDIX A

Table 12: Submitted Applications and Grants Offered by Louisiana House Districts

House District	Application Count	Offered Count	House District	Application Count	Offered Count	House District	Application Count	Offered Count
1	49	11	36	2	0	71	4,111	1,568
2	27	0	37	69	15	72	1,495	363
3	16	1	38	110	29	73	924	326
4	51	9	39	116	32	74	223	59
5	13	2	40	116	34	75	234	50
6	2	0	41	164	48	76	20	4
7	30	10	42	225	67	77	154	44
8	13	0	43	323	145	78	0	0
9	91	26	44	51	5	79	0	0
10	99	30	45	90	25	80	0	0
11	38	9	46	150	46	81	1,651	636
12	69	12	47	343	105	83	0	0
13	46	14	48	410	189	84	0	0
14	251	63	49	226	76	85	0	0
15	42	14	50	1	0	86	574	171
16	382	101	51	0	0	88	2,197	755
17	812	296	52	0	0	89	1	0
18	88	21	53	0	0	90	7	0
19	236	75	54	0	0	91	0	0
20	63	17	55	0	0	92	0	0
21	45	8	56	0	0	93	0	0
22	96	29	57	0	0	94	0	0
23	63	14	58	187	43	95	1,835	848
24	69	17	59	503	161	96	351	106
25	5	0	60	53	10	97	0	0
26	18	0	61	1,141	510	98	0	0
27	16	8	62	431	164	99	0	0
28	49	6	63	717	345	100	0	0
29	1,294	720	64	2,574	1,139	101	4,420	2,637
30	9	1	65	4,380	1,990	102	0	0
31	793	331	66	1,218	394	103	0	0
32	31	11	67	101	17	104	5	0
33	43	20	68	52	15	105	0	0
34	21	2	69	152	49	Unknown	0	0
35	5	0	70	55	18	Total	37,137	15,116

Table 13: Submitted Applications and Grants Offered by Louisiana Senate Districts

Senate District	Application Count	Offered Count
1	31	5
2	247	59
3	0	0
4	0	0
5	0	0
6	6,553	2,669
7	0	0
8	0	0
9	0	0
10	0	0
11	587	197
12	1,626	422
13	7,160	2,899
14	1,348	602
15	7,847	4,349
16	364	123
17	743	233
18	4,246	1,489
19	0	0
20	0	0
21	32	5

Senate District	Application Count	Offered Count
22	602	189
23	1,188	526
24	331	66
25	240	60
26	943	341
27	26	2
28	233	64
29	96	22
30	151	53
31	115	33
32	184	52
33	508	124
34	1,142	388
35	165	44
36	187	51
37	59	15
38	63	16
39	120	18
Unknown	0	0
Total	37,137	15,116

APPENDIX B

Table 14: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	585	308
Allen	75	23	14
Ascension	6,353	4,479	3,060
Avoyelles	274	138	49
Beauregard	113	56	22
Bienville	209	60	25
Bossier	607	298	139
Caddo	589	320	170
Calcasieu	266	209	104
Caldwell	154	62	37
Catahoula	72	21	7
Claiborne	208	57	24
De Soto	141	85	55
East Baton Rouge	24,248	21,431	15,535
East Carroll	237	55	32
East Feliciana	617	304	192
Evangeline	522	149	78
Franklin	58	29	13
Grant	280	83	45
Iberia	1,478	689	343
Iberville	357	159	95
Jackson	74	13	4
Jefferson Davis	508	137	65
Lafayette	4,753	2,870	1,649
LaSalle	73	31	17
Lincoln	152	42	23

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,512	8,075
Madison	85	57	29
Morehouse	1,005	354	210
Natchitoches	598	173	83
Ouachita	3,418	2,275	1,364
Pointe Coupee	444	169	78
Rapides	145	93	39
Red River	46	18	8
Richland	445	154	87
Sabine	100	64	19
St. Helena	976	590	375
St. James	162	107	52
St. Landry	1,615	468	235
St. Martin	1,301	569	296
St. Tammany	1,057	480	270
Tangipahoa	6,183	4,430	2,689
Union	399	111	68
Vermilion	1,786	1,012	524
Vernon	306	102	54
Washington	1,222	510	267
Webster	525	136	73
West Baton Rouge	110	40	12
West Carroll	336	84	47
West Feliciana	154	77	48
Winn	181	54	23
Total	*82,440	56,024	37,130

* 82,440 with FVL: 57,244 FEMA Major/Severe; 25,196 FEMA Minor

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	9	1
Cameron	0	0
Concordia	7	2
Jefferson	22	1
Lafourche	5	1
Orleans	56	0
Plaquemines	4	1
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	34	0
St. Mary	49	1
Tensas	2	0
Terrebonne	5	0
Total	197	7

APPENDIX C

Table 15: 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	95	\$3,355,539.99	66	\$2,126,681.09	51	\$1,165,470.15
Allen	4	\$120,259.56	3	\$81,577.88	2	\$35,080.40
Ascension	1,024	\$34,743,913.82	776	\$25,172,504.88	674	\$18,453,748.36
Avoyelles	6	\$188,514.56	3	\$54,511.76	2	\$6,305.68
Beauregard	8	\$388,184.25	6	\$229,839.57	5	\$142,517.12
Bienville	7	\$283,759.61	3	\$98,576.84	3	\$73,464.14
Bossier	35	\$1,298,776.42	14	\$555,300.49	9	\$340,166.36
Caddo	29	\$1,074,768.64	16	\$519,870.09	11	\$219,452.50
Calcasieu	34	\$1,201,564.76	21	\$811,445.17	16	\$457,479.95
Caldwell	13	\$524,185.01	5	\$155,492.83	2	\$66,176.59
Catahoula	2	\$74,104.83	0	\$0.00	0	\$0.00
Claiborne	6	\$215,412.16	2	\$63,314.51	0	\$0.00
Concordia	2	\$73,680.27	2	\$73,680.27	2	\$71,670.49
De Soto	28	\$1,106,094.39	19	\$605,160.34	15	\$394,422.82
East Baton Rouge	7,600	\$253,090,917.24	6,512	\$219,307,709.50	6,017	\$168,251,384.61
East Carroll	11	\$440,443.14	7	\$238,115.48	6	\$133,011.38
East Feliciana	70	\$2,443,369.83	42	\$1,450,439.58	37	\$923,595.70
Evangeline	26	\$839,688.93	18	\$469,202.96	15	\$309,247.81
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	14	\$645,670.24	7	\$308,832.40	6	\$113,232.37
Iberia	96	\$3,430,054.46	55	\$2,009,351.31	38	\$923,119.81
Iberville	23	\$1,267,092.45	12	\$546,209.24	6	\$132,314.68
Jefferson Davis	14	\$710,105.33	8	\$379,120.81	6	\$121,024.98
Lafayette	678	\$19,850,153.17	595	\$17,040,241.15	549	\$13,828,599.17
LaSalle	6	\$180,964.67	6	\$180,964.67	4	\$104,764.64
Lincoln	6	\$239,260.16	3	\$91,144.88	3	\$89,988.22
Livingston	3,247	\$113,393,604.53	2,499	\$83,063,840.30	2,222	\$62,131,940.02
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	58	\$2,803,550.30	38	\$1,564,837.50	28	\$417,200.14
Natchitoches	22	\$1,044,262.09	9	\$326,827.49	6	\$172,995.51
Ouachita	444	\$16,368,574.18	314	\$11,212,636.35	254	\$6,093,192.88
Plaquemines	1	\$60,987.39	1	\$60,987.39	0	\$0.00
Pointe Coupee	18	\$692,113.88	8	\$321,344.56	7	\$124,551.05
Rapides	8	\$309,254.64	2	\$50,712.64	2	\$50,712.64
Red River	4	\$186,103.64	2	\$67,067.02	1	\$15,281.74
Richland	30	\$1,489,409.33	14	\$735,652.05	6	\$134,745.58
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$18,076.84
St. Helena	76	\$3,188,669.30	39	\$1,719,122.01	25	\$819,783.21
St. James	10	\$522,919.50	5	\$305,465.11	3	\$124,385.11
St. Landry	57	\$2,414,875.92	27	\$1,083,391.91	18	\$464,214.84
St. Martin	93	\$3,996,715.68	65	\$2,489,485.63	53	\$1,597,770.70
St. Tammany	84	\$3,174,378.52	59	\$1,839,128.89	53	\$1,318,015.80
Tangipahoa	789	\$29,753,335.02	553	\$20,067,031.61	392	\$10,654,123.67
Union	14	\$518,483.87	9	\$270,392.01	7	\$169,033.65
Vermilion	174	\$5,794,224.92	134	\$4,364,059.65	114	\$2,692,720.08
Vernon	12	\$482,303.98	5	\$225,949.79	5	\$208,670.88
Washington	57	\$2,835,084.85	39	\$1,633,216.55	34	\$862,359.42
Webster	22	\$990,192.34	12	\$355,142.95	12	\$313,297.70
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	1	\$59,835.05
West Carroll	12	\$527,623.13	8	\$435,612.39	2	\$120,969.46
West Feliciana	11	\$423,414.93	8	\$320,056.79	7	\$215,543.14
Winn	8	\$563,683.86	3	\$63,019.15	3	\$27,031.64
Total	15,116	\$519,692,861.11	12,060	\$405,437,682.21	10,736	\$295,207,688.68

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		
TOTALS	\$1,656,972,000	\$51,435,020	\$1,708,407,020	\$3,737,800,000	\$2,095,671,860

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%	100%	100%	100%	100%
	PROSPECTIVE CONSTRUCTION	100%	100%	100%	100%	100%	N/A

* Applicants who have completed partial or full repairs on their home before applying to the Program may be eligible for reimbursement of eligible expenses incurred prior to the application process, which includes inspection, to the Program or prior to December 31, 2018, whichever occurs first.

Notes:

- The deadline to complete the homeowner survey was October 19, 2018.
- The deadline to complete the homeowner application was November 16, 2018.
- On August 18, 2017, the program was expanded to include homeowners with structural flood insurance and on July 20, 2018 the program was expanded to increase the reimbursement amount from 50 percent to 100 percent for homeowners in phases 3-6 which has been applied retroactively.

APPENDIX F

The Housing Assistance Centers will be open 8 a.m. - 5 p.m. Monday through Friday to help homeowners 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.