

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #11
October 14, 2017 – October 20, 2017

October 21, 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.

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 September 8, 2018, whichever is sooner.

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 20, 2017, survey submissions increased by 146 from the previous week, making the total submissions 44,870. 37,812 homeowners were determined to be in Phases I – VI.
- 36,700 environmental reviews have been completed, representing 97% of the 37,812 homeowners in Phases I – VI.
- 18,476 homeowners have been invited to complete applications from Phase I - III. 10,427 (56%) homeowners have submitted their applications.
- 4,257 scopes of work have been performed, representing 41% of the 10,427 homeowners that have submitted their application.
- There have been a total of 1,972 Grant Awards offered to homeowners, amounting to \$60,011,997.83. Of those, 399 homeowners have acknowledged their grant agreements, obligating \$10,809,531.30.

- As of October 20, there were a total of 16,642 appointments held.
- 82,789 calls were completed by the call center. 62,162 of the completed calls were inbound calls and 20,627 of the completed calls were outbound calls.
- The Program has completed 4 outreach events for this reporting period. The following events are scheduled for the week of October 23, 2017 – October 29, 2017.
 - 10/23 – East Baton Rouge Long Term Recovery Organization Committee Meeting
 - 10/27 – Restore Louisiana Task Force Meeting in Covington

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
Total	104

Table 2: Homeowner Program Snapshot

Activity	As of 10/13/17	Weekly Activity	As of 10/20/17	Percentage
Surveys Recorded				
Total Number of Recorded Surveys	52,416	242	52,658	
<i>Non-Submitted Surveys</i>	7,692	96	7,788	
<i>Submitted Surveys</i>	44,724	146	44,870	
<i>Phase I - VI Subtotal</i>	37,726	86	37,812	84.27%
<i>Phase I</i>	5,872	18	5,890	13.13%
<i>Phase II</i>	5,497	21	5,518	12.30%
<i>Phase III</i>	9,380	26	9,406	20.96%
<i>Phase IV</i>	9,104	6	9,110	20.30%
<i>Phase V</i>	1,277	8	1,285	2.86%
<i>Phase VI</i>	6,596	7	6,603	14.72%
<i>Duplicate Address</i>	1,955	23	1,978	4.41%
<i>Undetermined</i>	116	21	137	0.31%
<i>Not Currently In A Phase</i>	4,927	16	4,943	11.02%
Environmental Reviews				
Environmental Reviews Available to Work	1,977	-865	1,112	
Environmental Reviews Completed	35,749	951	36,700	
Applications Invited				
Total Number of Invited Applications	16,208	2,268	18,476	
Applications Submitted	10,119	308	10,427	
Zero Award	449	84	533	
Ineligible	296	24	320	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	6,408	-238	6,170	
Total Scope of Work Completed	3,711	546	4,257	
Grant Awards				Total Dollars
Grant Awards Offered	1,629	343	1,972	60,011,997.83
Grant Awards Obligated	294	105	399	10,809,531.30
<i>Solution 1 Only</i>	3	4	7	185,129.82
<i>Solution 2 Only</i>	10	0	10	276,828.77
<i>Solution 3 Only</i>	66	24	90	2,205,730.43
<i>Solution 3 and 1</i>	45	19	64	2,077,776.31
<i>Solution 3 and 2</i>	170	58	228	6,064,065.97
Disbursements				
Total Disbursements	23	28	51	1,046,287.13
<i>Solution 1</i>	0	0	0	0.00
<i>Solution 2</i>	5	10	15	59,628.59
<i>Solution 3</i>	18	18	36	986,658.54

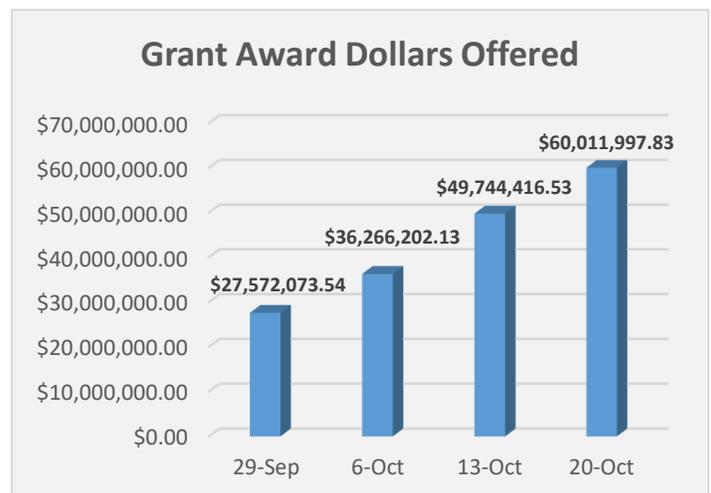
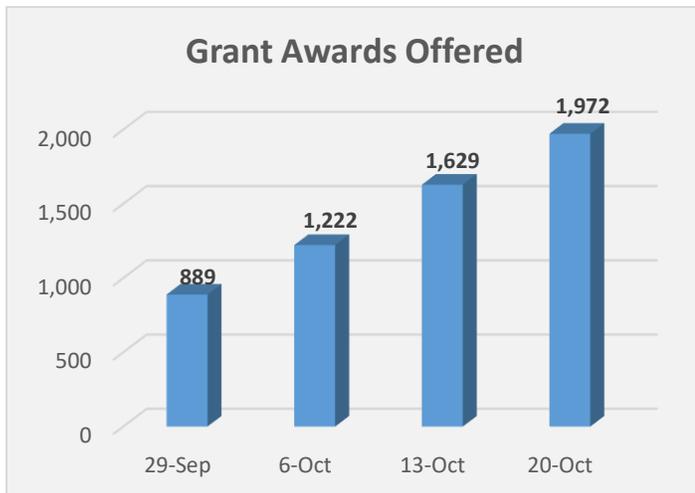
Key Program Statistics

Table 3: Key Program Statistics



37,812 of the 44,870 meet requirements for Phases I – VI.

Invited 18,476 Homeowners to complete Applications.

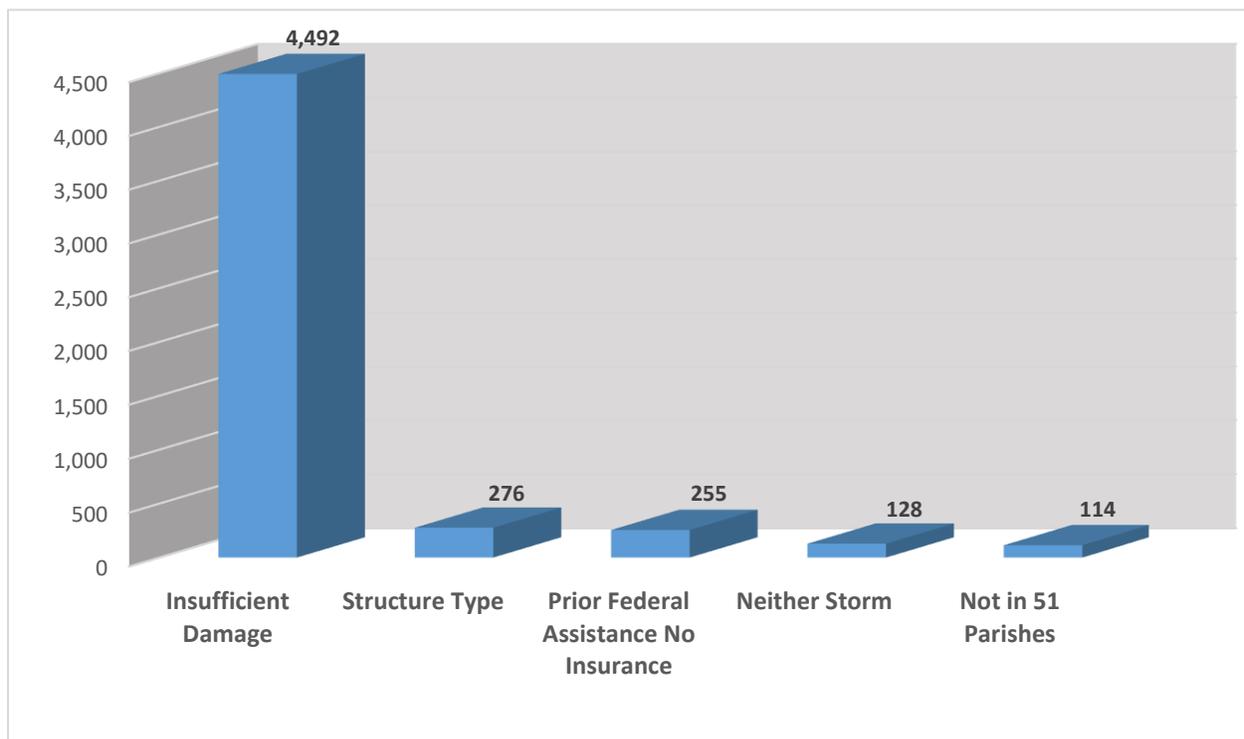


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 10/13/2017	Weekly Activity	As of 10/20/2017
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	4,927	16	4,943
Total Submitted Surveys Undetermined	116	21	137
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,248	17	5,265
<i>Insufficient Damage</i>	4,472	20	4,492
<i>Structure Type</i>	277	-1	276
<i>Prior Federal Assistance No Insurance</i>	257	-2	255
<i>Neither Storm</i>	129	-1	128
<i>Not in 51 Parishes</i>	113	1	114
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	116	21	137
<i>Flood Plain (Not determined)</i>	116	21	137

Figure 1: Not Currently In A Phase Reasons



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

As of October 20, 2017, there are 23,686 homeowners, 52.79% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,352 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)	5,890	100.00%	5,890
Phase Two (II)	5,518	100.00%	5,518
Phase Three (III)	3,228	34.32%	9,406
Phase Four (IV)	2,819	30.94%	9,110
Phase Five (V)	658	51.21%	1,285
Phase Six (VI)	1,149	17.40%	6,603
Duplicate Address	1,180	59.66%	1,978
Undetermined	108	78.83%	137
Not In Phase	3,136	63.44%	4,943
Total	23,686	52.79%	44,870

	Submitted Surveys	Percentage
Most Impacted LMI	20,423	45.52%
Most Impacted Urgent Need	19,937	44.43%
LMI	3,263	7.27%
Urgent Need	1,247	2.78%
Total	44,870	100.00%

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)	4,133	70.17%	3,766	63.94%	5,890
Phase Two (II)	4,208	76.26%	3,210	58.17%	5,518
Phase Three (III)	1,792	19.05%	951	10.11%	9,406
Phase Four (IV)	1,917	21.04%	941	10.33%	9,110
Phase Five (V)	194	15.10%	121	9.42%	1,285
Phase Six (VI)	1,652	25.02%	623	9.44%	6,603
Duplicate Address	711	35.95%	591	29.88%	1,978
Undetermined	56	40.88%	54	39.42%	137
Not In Phase	1,689	34.17%	1,576	31.88%	4,943
Total	16,352	36.44%	11,833	26.37%	44,870

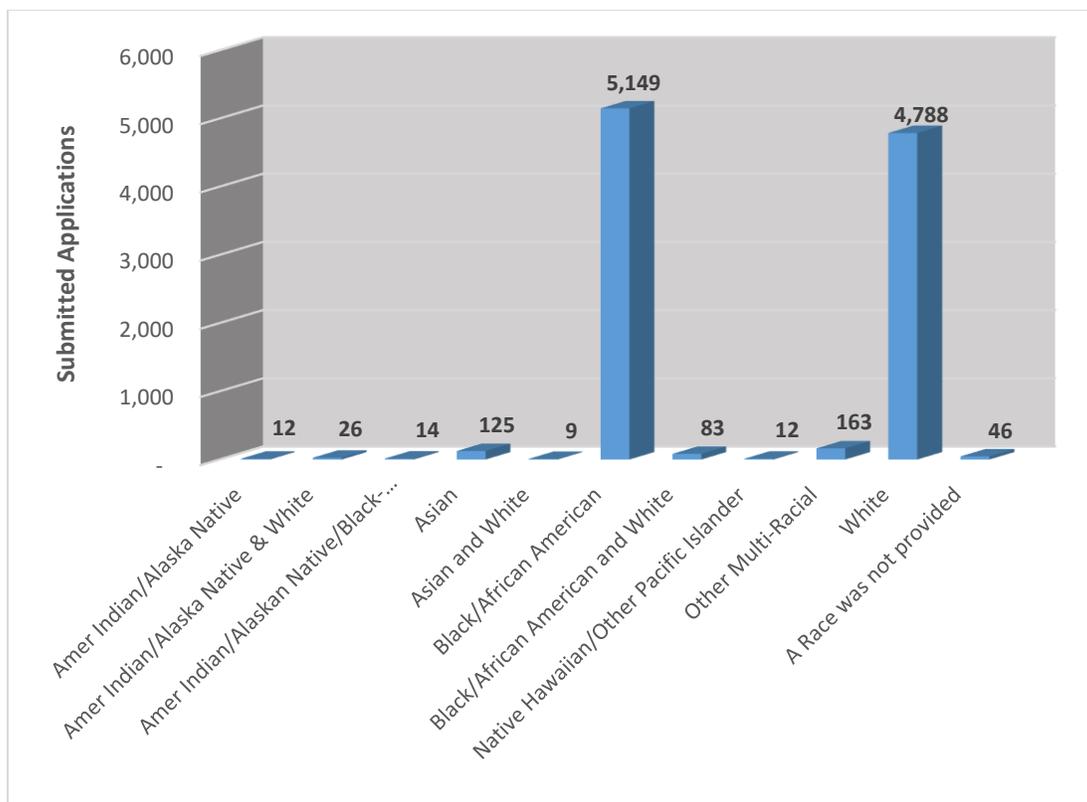
*A Senior Adult is anyone 62 years of age or older.

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	26	0.25%
American Indian/Alaskan Native/Black-African American	14	0.13%
Asian	125	1.20%
Asian and White	9	0.08%
Black/African American	5,149	49.38%
Black/African American and White	83	0.80%
Native Hawaiian/Other Pacific Islander	12	0.12%
Other Multi-Racial	163	1.56%
White	4,788	45.92%
A Race was not provided	46	0.44%
Total	10,427	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 10/13/2017	Weekly Activity	As of 10/20/2017
Appointments			
Total Number of Appointments	16,998	1,059	18,057
<i>Walk-ins</i>	7,841	488	8,329
<i>Scheduled</i>	9,157	571	9,728
<i>Held at office</i>	7,582	476	8,058
<i>Home visit</i>	241	14	255
<i>Cancelled</i>	928	61	989
<i>No Show</i>	406	20	426
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	11,121	717	11,838
<i>Walk-ins</i>	5,421	356	5,777
<i>Scheduled</i>	5,700	361	6,061
<i>Held at office</i>	4,878	306	5,184
<i>Home visit</i>	41	4	45
<i>Cancelled</i>	661	46	707
<i>No Show</i>	120	5	125
Hammond			
Total Number of Appointments	3,046	194	3,240
<i>Walk-ins</i>	1,464	95	1,559
<i>Scheduled</i>	1,582	99	1,681
<i>Held at office</i>	1,108	75	1,183
<i>Home visit</i>	183	10	193
<i>Cancelled</i>	160	7	167
<i>No Show</i>	131	7	138
Lafayette			
Total Number of Appointments	1,290	70	1,360
<i>Walk-ins</i>	314	12	326
<i>Scheduled</i>	976	58	1,034
<i>Held at office</i>	864	51	915
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	66	5	71
<i>No Show</i>	40	2	42
Monroe			
Total Number of Appointments	1,541	78	1,619
<i>Walk-ins</i>	642	25	667
<i>Scheduled</i>	899	53	952
<i>Held at office</i>	732	44	776
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	41	3	44
<i>No Show</i>	115	6	121

Call Center Activity

Table 10: Call Center Activity

Activity	As of 10/13/2017	Weekly Activity	As of 10/20/2017
Call Center			
Total Calls	81,234	3,791	85,025
<i>Total Calls Abandoned</i>	2,162	74	2,236
<i>Abandoned %</i>	2.66%	-0.03%	2.63%
<i>Total Calls Processed</i>	79,072	3,717	82,789
<i>Inbound</i>	59,502	2,660	62,162
<i>Outbound</i>	19,570	1,057	20,627
Completed Inbound Calls Details			
Total Inbound Calls Completed	59,502	2,660	62,162
Average Wait Time	1.18 min		1.16 min
Average Call Time	6.32 min		6.28 min
<i>Program Inquiry</i>	21,948	443	22,391
<i>Surveys Status Update</i>	1,130	252	1,382
<i>Surveys Completed</i>	6,875	45	6,920
<i>Case Manager Request</i>	1,237	324	1,561
<i>Application Status Update</i>	20,526	1,218	21,744
<i>Applications Completed</i>	55	15	70
<i>Damage Assessment Inquiry</i>	2,013	11	2,024
<i>Award Acknowledgement Inquiry</i>	365	129	494
<i>Construction Inquiry</i>	94	50	144
<i>Appeals</i>	0	8	8
<i>Outbound Project</i>	13	0	13
<i>Invalid Number/ No Answer / Busy / Left Message</i>	2,994	350	3,344
<i>Call Transferred</i>	2,252	-185	2,067
Completed Outbound Calls Details			
Total Outbound Calls Completed	19,570	1,057	20,627
Average Call Time	2.24 min		2.21 min
<i>Program Inquiry</i>	4,172	24	4,196
<i>Survey Status Update</i>	18	4	22
<i>Surveys Completed</i>	632	1	633
<i>Case Manager Request</i>	17	15	32
<i>Application Status Update</i>	2,151	220	2,371
<i>Applications Completed</i>	4	0	4
<i>Damage Assessment Inquiry</i>	4	0	4
<i>Award Acknowledgement Inquiry</i>	10	4	14
<i>Construction Inquiry</i>	164	78	242
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	7,684	655	8,339
<i>Call Transferred</i>	4,370	56	4,426

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	66	10	36	2	0	72	1,500	395
2	47	10	37	108	12	73	1,179	260
3	31	2	38	149	18	74	298	60
4	72	11	39	173	19	75	323	72
5	20	3	40	166	29	76	33	4
6	4	0	41	221	24	77	218	26
7	50	9	42	273	52	78	2	0
8	22	2	43	470	66	80	1	0
9	151	13	44	100	21	81	1,834	395
10	156	19	45	146	14	83	3	0
11	57	7	46	221	44	84	2	0
12	86	18	47	527	92	85	1	0
13	92	15	48	525	102	86	677	143
14	366	47	49	320	36	88	2,529	338
15	67	18	50	31	0	89	3	0
16	483	106	51	2	0	90	22	1
17	1,064	292	53	4	0	91	4	0
18	154	21	54	2	0	92	3	0
19	262	66	55	4	0	93	6	0
20	76	18	56	2	0	95	1,947	418
21	81	16	57	10	0	96	458	96
22	128	19	58	198	36	97	7	0
23	115	11	59	579	94	98	1	0
24	107	18	60	72	8	99	4	0
25	10	2	61	1,352	377	100	7	0
26	45	6	62	500	110	101	5,099	2,133
27	24	10	63	869	229	102	6	0
28	117	9	64	2,928	667	103	2	0
29	1,560	596	65	5,222	1,246	104	6	2
30	20	1	66	1,506	210	105	3	0
31	1,072	231	67	149	35	Unknown	0	0
32	44	6	68	66	4	Total	44,870	10,427
33	55	9	69	203	30			
34	16	0	70	90	8			
35	3	0	71	4,779	880			

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	798	156
2	301	49	23	1,631	292
3	11	0	24	512	82
4	12	0	25	316	41
5	8	0	26	1,351	248
6	7,650	1,741	27	21	0
7	7	0	28	363	41
8	8	0	29	178	30
9	1	0	30	203	23
10	2	0	31	208	30
11	827	140	32	246	54
12	1,910	442	33	616	105
13	8,132	1,547	34	1,488	400
14	1,718	486	35	265	44
15	9,105	3,361	36	298	34
16	476	61	37	97	12
17	827	166	38	109	19
18	4,848	789	39	181	23
19	8	0	Unknown	0	0
20	4	0	Total	44,870	10,427
21	70	4			

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	380	57
Allen	75	18	3
Ascension	6,353	3,537	504
Avoyelles	274	122	9
Beauregard	113	34	4
Bienville	209	44	7
Bossier	607	224	26
Caddo	589	259	38
Calcasieu	266	132	14
Caldwell	154	37	7
Catahoula	72	17	5
Claiborne	208	37	4
De Soto	141	45	7
East Baton Rouge	24,248	18,386	5,444
East Carroll	237	35	9
East Feliciana	617	220	42
Evangeline	522	103	11
Franklin	58	14	3
Grant	280	65	13
Iberia	1,478	440	79
Iberville	357	96	13
Jackson	74	11	1
Jefferson Davis	508	106	12
Lafayette	4,753	2,317	438
LaSalle	73	21	4
Lincoln	152	24	2

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,111	1,793
Madison	85	49	8
Morehouse	1,005	221	46
Natchitoches	598	132	14
Ouachita	3,418	1,862	444
Pointe Coupee	444	129	19
Rapides	145	79	18
Red River	46	13	1
Richland	445	105	30
Sabine	100	54	10
St. Helena	976	288	75
St. James	162	68	11
St. Landry	1,615	329	52
St. Martin	1,301	403	78
St. Tammany	1,057	379	50
Tangipahoa	6,183	3,214	750
Union	399	79	18
Vermilion	1,786	803	124
Vernon	306	61	6
Washington	1,222	366	84
Webster	525	110	10
West Baton Rouge	110	30	3
West Carroll	336	52	10
West Feliciana	154	50	9
Winn	181	44	8
Total	82,440	44,755	10,427

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	3	0
Total	115	0

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	5	\$140,297.27	0	\$0.00	0	\$0.00
Ascension	90	\$3,336,626.88	21	\$631,683.22	1	\$1,195.88
Bossier	3	\$119,271.92	0	\$0.00	0	\$0.00
Caddo	3	\$105,159.68	0	\$0.00	0	\$0.00
Calcasieu	3	\$127,766.31	0	\$0.00	0	\$0.00
East Baton Rouge	1,212	\$35,730,220.90	283	\$7,634,361.09	27	\$628,580.72
East Carroll	1	\$7,496.41	0	\$0.00	0	\$0.00
East Feliciana	5	\$156,948.69	0	\$0.00	0	\$0.00
Iberia	11	\$388,050.99	1	\$7,180.42	1	\$7,180.42
Iberville	3	\$139,631.37	0	\$0.00	0	\$0.00
Lafayette	69	\$1,529,107.06	10	\$255,184.43	4	\$79,103.13
Livingston	398	\$12,355,378.05	69	\$1,864,345.44	9	\$194,418.86
Morehouse	2	\$42,483.43	0	\$0.00	0	\$0.00
Natchitoches	1	\$90,062.72	0	\$0.00	0	\$0.00
Ouachita	21	\$585,250.72	2	\$63,552.45	1	\$39,056.52
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. Landry	1	\$14,725.72	0	\$0.00	0	\$0.00
St. Martin	5	\$210,744.97	0	\$0.00	0	\$0.00
Tangipahoa	115	\$4,111,150.64	11	\$322,521.85	2	\$75,469.94
Union	1	\$36,713.58	0	\$0.00	0	\$0.00
Vermilion	16	\$494,250.00	2	\$30,702.40	1	\$21,281.66
Washington	2	\$83,568.80	0	\$0.00	0	\$0.00
West Carroll	3	\$147,646.12	0	\$0.00	0	\$0.00
Total	1,972	\$60,011,997.83	399	\$10,809,531.30	46	\$1,046,287.13

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%	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.