

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #12**  
**October 21, 2017 – October 27, 2017**

October 28, 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 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 27, 2017, survey submissions increased by 198 from the previous week, making the total submissions 45,068. 37,938 homeowners were determined to be in Phases I – VI.
- 37,154 environmental reviews have been completed, representing 98% of the 37,938 homeowners in Phases I – VI.
- 19,759 homeowners have been invited to complete applications from Phase I - III. 10,857 (55%) homeowners have submitted their applications.
- 4,667 scopes of work have been performed, representing 43% of the 10,857 homeowners that have submitted their application.
- There have been a total of 2,305 Grant Awards offered to homeowners, amounting to \$68,827,070.08. Of those, 495 homeowners have acknowledged their grant agreements, obligating \$13,627,703.49.

- As of October 27, there were a total of 17,739 appointments held.
- 86,815 calls were completed by the call center. 65,204 of the completed calls were inbound calls and 21,611 of the completed calls were outbound calls.
- The Program has completed 2 outreach events for this reporting period. The following events are scheduled for the week of October 30, 2017 – November 5, 2017.
  - 10/30 – Livingston Parish Long-Term Recovery Organization
  - 11/1 – Housing Rebuilds Team Meeting – United Way of Acadiana

**Table 1: Outreach Events**

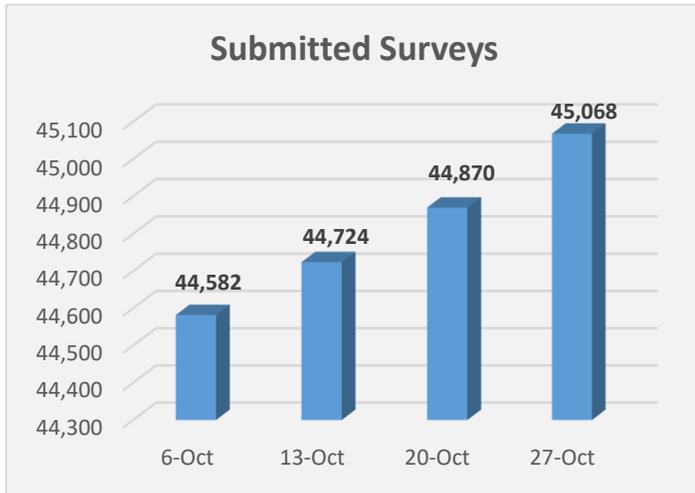
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
<b>Total</b>	<b>104</b>

**Table 2: Homeowner Program Snapshot**

Activity	As of 10/20/17	Weekly Activity	As of 10/27/17	
<b>Surveys Recorded</b>				<b>Percentage</b>
Total Number of Recorded Surveys	52,658	309	52,967	
<i>Non-Submitted Surveys</i>	7,788	111	7,899	
<i>Submitted Surveys</i>	44,870	198	45,068	
<i>Phase I - VI Subtotal</i>	37,812	126	37,938	84.18%
<i>Phase I</i>	5,890	30	5,920	13.14%
<i>Phase II</i>	5,518	21	5,539	12.29%
<i>Phase III</i>	9,406	35	9,441	20.95%
<i>Phase IV</i>	9,110	14	9,124	20.24%
<i>Phase V</i>	1,285	11	1,296	2.88%
<i>Phase VI</i>	6,603	15	6,618	14.68%
<i>Duplicate Address</i>	1,978	44	2,022	4.49%
<i>Undetermined</i>	137	3	140	0.31%
<i>Not Currently In A Phase</i>	4,943	25	4,968	11.02%
<b>Environmental Reviews</b>				
Environmental Reviews Available to Work	1,112	-328	784	
Environmental Reviews Completed	36,700	454	37,154	
<b>Applications Invited</b>				
Total Number of Invited Applications	18,476	1,283	19,759	
Applications Submitted	10,427	430	10,857	
Zero Award	533	89	622	
Ineligible	320	315	635	
<b>Scope of Work: Prospective/Completed</b>				
Scope of Work Available to Work	6,170	20	6,190	
Total Scope of Work Completed	4,257	410	4,667	
<b>Grant Awards</b>				<b>Total Dollars</b>
Grant Awards Offered	1,972	333	2,305	68,827,070.08
Grant Awards Obligated	399	96	495	13,627,703.49
<i>Solution 1 Only</i>	7	2	9	262,352.89
<i>Solution 2 Only</i>	10	0	10	276,828.77
<i>Solution 3 Only</i>	90	30	120	2,851,306.81
<i>Solution 3 and 1</i>	64	37	101	3,330,454.25
<i>Solution 3 and 2</i>	228	27	255	6,906,760.77
<b>Disbursements</b>				
Total Disbursements	51	28	79	1,748,527.25
<i>Solution 1</i>	0	0	0	0.00
<i>Solution 2</i>	15	4	19	113,426.65
<i>Solution 3</i>	36	24	60	1,635,100.60

Key Program Statistics

**Table 3: Key Program Statistics**



**37,938 of the 45,068 meet requirements for Phases I – VI.**

**Invited 19,759 Homeowners to complete Applications.**

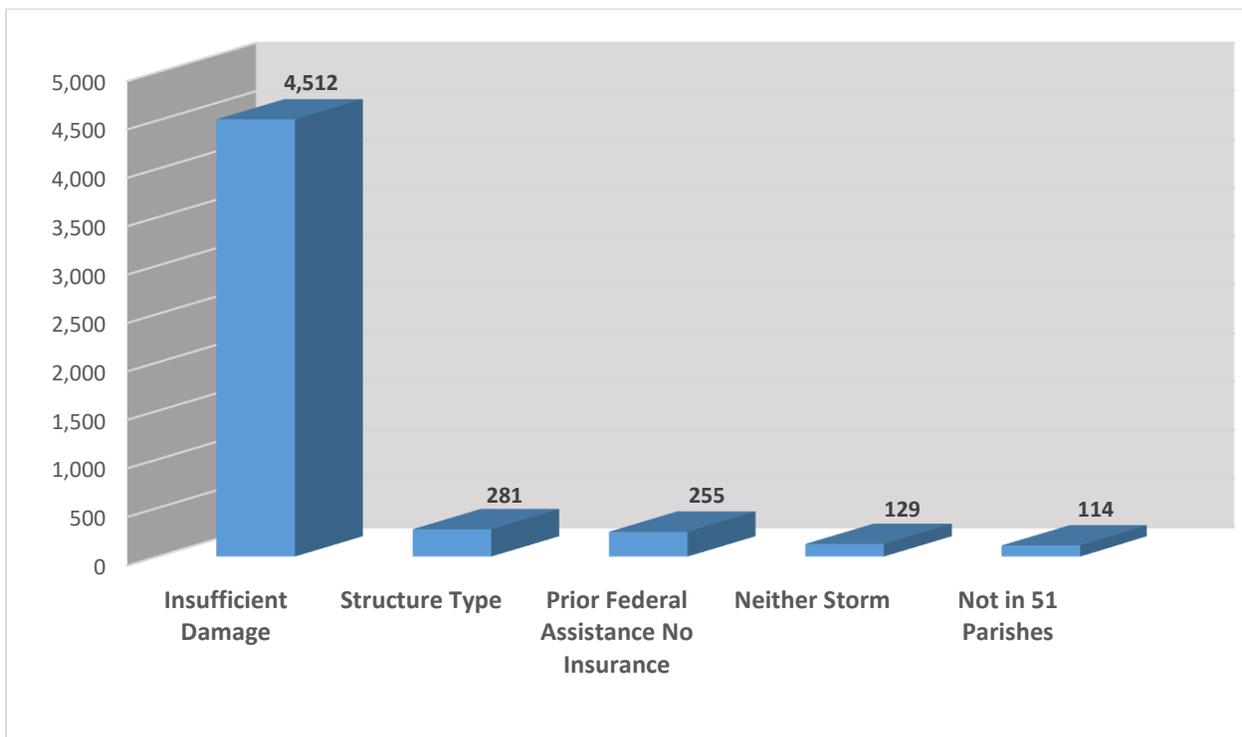


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

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

Activity	As of 10/20/2017	Weekly Activity	As of 10/27/2017
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	4,943	25	4,968
Total Submitted Surveys Undetermined	137	3	140
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	5,265	26	5,291
<i>Insufficient Damage</i>	4,492	20	4,512
<i>Structure Type</i>	276	5	281
<i>Prior Federal Assistance No Insurance</i>	255	0	255
<i>Neither Storm</i>	128	1	129
<i>Not in 51 Parishes</i>	114	0	114
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	137	3	140
<i>Flood Plain (Not determined)</i>	137	3	140

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



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

As of October 27, 2017, there are 23,825 homeowners, 52.86% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,417 homeowners, 36.43% 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)	5,920	100.00%	5,920
Phase Two (II)	5,539	100.00%	5,539
Phase Three (III)	3,253	34.46%	9,441
Phase Four (IV)	2,829	31.01%	9,124
Phase Five (V)	666	51.39%	1,296
Phase Six (VI)	1,153	17.42%	6,618
Duplicate Address	1,209	59.79%	2,022
Undetermined	109	77.86%	140
Not In Phase	3,147	63.35%	4,968
<b>Total</b>	<b>23,825</b>	<b>52.86%</b>	<b>45,068</b>

	Submitted Surveys	Percentage
Most Impacted LMI	20,537	45.57%
Most Impacted Urgent Need	19,991	44.36%
LMI	3,288	7.30%
Urgent Need	1,252	2.78%
<b>Total</b>	<b>45,068</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)	4,154	70.17%	3,789	64.00%	5,920
Phase Two (II)	4,225	76.28%	3,221	58.15%	5,539
Phase Three (III)	1,793	18.99%	955	10.12%	9,441
Phase Four (IV)	1,919	21.03%	940	10.30%	9,124
Phase Five (V)	196	15.12%	120	9.26%	1,296
Phase Six (VI)	1,652	24.96%	623	9.41%	6,618
Duplicate Address	724	35.81%	609	30.12%	2,022
Undetermined	56	40.00%	53	37.86%	140
Not In Phase	1,698	34.18%	1,583	31.86%	4,968
<b>Total</b>	<b>16,417</b>	<b>36.43%</b>	<b>11,893</b>	<b>26.39%</b>	<b>45,068</b>

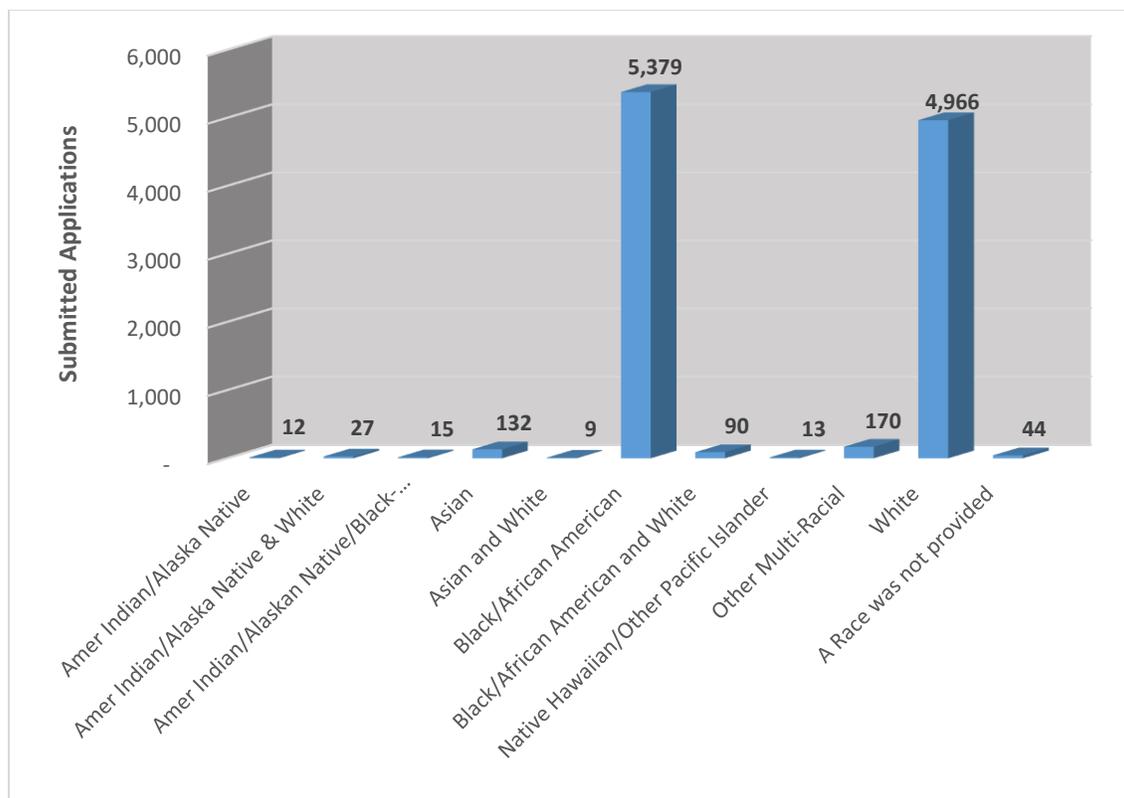
\*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	12	0.11%
American Indian/Alaska Native and White	27	0.25%
American Indian/Alaskan Native/Black-African American	15	0.14%
Asian	132	1.22%
Asian and White	9	0.08%
Black/African American	5,379	49.54%
Black/African American and White	90	0.83%
Native Hawaiian/Other Pacific Islander	13	0.12%
Other Multi-Racial	170	1.57%
White	4,966	45.74%
A Race was not provided	44	0.40%
<b>Total</b>	<b>10,857</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 10/20/2017	Weekly Activity	As of 10/27/2017
<b>Appointments</b>			
Total Number of Appointments	18,057	1,194	19,251
<i>Walk-ins</i>	8,329	510	8,839
<i>Scheduled</i>	9,728	684	10,412
<i>Held at office</i>	8,058	579	8,637
<i>Home visit</i>	255	8	263
<i>Cancelled</i>	989	61	1,050
<i>No Show</i>	426	36	462
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	11,838	781	12,619
<i>Walk-ins</i>	5,777	365	6,142
<i>Scheduled</i>	6,061	416	6,477
<i>Held at office</i>	5,184	365	5,549
<i>Home visit</i>	45	0	45
<i>Cancelled</i>	707	40	747
<i>No Show</i>	125	11	136
<b>Hammond</b>			
Total Number of Appointments	3,240	206	3,446
<i>Walk-ins</i>	1,559	91	1,650
<i>Scheduled</i>	1,681	115	1,796
<i>Held at office</i>	1,183	89	1,272
<i>Home visit</i>	193	8	201
<i>Cancelled</i>	167	9	176
<i>No Show</i>	138	9	147
<b>Lafayette</b>			
Total Number of Appointments	1,360	90	1,450
<i>Walk-ins</i>	326	23	349
<i>Scheduled</i>	1,034	67	1,101
<i>Held at office</i>	915	57	972
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	71	6	77
<i>No Show</i>	42	4	46
<b>Monroe</b>			
Total Number of Appointments	1,619	117	1,736
<i>Walk-ins</i>	667	31	698
<i>Scheduled</i>	952	86	1,038
<i>Held at office</i>	776	68	844
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	44	6	50
<i>No Show</i>	121	12	133

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 10/20/2017	Weekly Activity	As of 10/27/2017
<b>Call Center</b>			
Total Calls	85,025	4,090	89,115
<i>Total Calls Abandoned</i>	2,236	64	2,300
<i>Abandoned %</i>	2.63%	-0.05%	2.58%
<i>Total Calls Processed</i>	82,789	4,026	86,815
<i>Inbound</i>	62,162	3,042	65,204
<i>Outbound</i>	20,627	984	21,611
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	62,162	3,042	65,204
Average Wait Time	1.16 min		1.14 min
Average Call Time	6.28 min		6.24 min
<i>Program Inquiry</i>	22,391	569	22,960
<i>Surveys Status Update</i>	1,382	176	1,558
<i>Surveys Completed</i>	6,920	62	6,982
<i>Case Manager Request</i>	1,561	415	1,976
<i>Application Status Update</i>	21,744	1,464	23,208
<i>Applications Completed</i>	70	9	79
<i>Damage Assessment Inquiry</i>	2,024	20	2,044
<i>Award Acknowledgement Inquiry</i>	494	91	585
<i>Construction Inquiry</i>	144	42	186
<i>Appeals</i>	8	10	18
<i>Outbound Project</i>	13	0	13
<i>Invalid Number/ No Answer / Busy / Left Message</i>	3,344	162	3,506
<i>Call Transferred</i>	2,067	22	2,089
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	20,627	984	21,611
Average Call Time	2.21 min		2.18 min
<i>Program Inquiry</i>	4,196	19	4,215
<i>Survey Status Update</i>	22	4	26
<i>Surveys Completed</i>	633	3	636
<i>Case Manager Request</i>	32	7	39
<i>Application Status Update</i>	2,371	145	2,516
<i>Applications Completed</i>	4	0	4
<i>Damage Assessment Inquiry</i>	4	1	5
<i>Award Acknowledgement Inquiry</i>	14	2	16
<i>Construction Inquiry</i>	242	4	246
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	8,339	198	8,537
<i>Call Transferred</i>	4,426	601	5,027

**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	1,514	429
2	47	10	37	108	12	73	1,187	272
3	31	2	38	149	19	74	300	63
4	72	12	39	175	19	75	327	74
5	20	3	40	167	32	76	33	4
6	4	0	41	224	28	77	219	29
7	50	9	42	273	55	78	2	0
8	22	2	43	471	71	80	1	0
9	151	13	44	101	24	81	1,842	410
10	157	19	45	148	15	83	3	0
11	58	8	46	220	45	84	2	0
12	87	20	47	529	96	85	1	0
13	92	17	48	527	106	86	677	149
14	367	49	49	321	39	88	2,540	352
15	68	19	50	32	0	89	3	0
16	488	114	51	2	0	90	22	1
17	1,069	324	53	4	0	91	4	0
18	154	23	54	2	0	92	3	0
19	264	69	55	4	0	93	6	0
20	76	19	56	2	0	95	1,953	433
21	83	16	57	10	0	96	460	103
22	128	20	58	201	42	97	7	0
23	116	12	59	583	95	98	1	0
24	109	18	60	73	8	99	4	0
25	10	2	61	1,360	390	100	7	0
26	45	6	62	503	115	101	5,113	2,194
27	24	10	63	871	240	102	6	0
28	117	9	64	2,938	688	103	2	0
29	1,562	614	65	5,232	1,291	104	6	2
30	20	1	66	1,510	220	105	3	0
31	1,075	241	67	151	36	Unknown	29	0
32	43	6	68	66	4	<b>Total</b>	<b>45,068</b>	<b>10,857</b>
33	56	9	69	204	31			
34	16	1	70	90	8			
35	3	0	71	4,788	906			

**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	8	22	803	165
2	306	54	23	1,638	307
3	11	0	24	516	87
4	12	0	25	317	44
5	8	0	26	1,354	260
6	7,678	1,814	27	21	1
7	7	0	28	363	46
8	8	0	29	178	33
9	1	0	30	206	23
10	2	0	31	209	31
11	835	148	32	246	59
12	1,925	473	33	621	114
13	8,155	1,600	34	1,501	432
14	1,726	499	35	267	48
15	9,134	3,464	36	300	35
16	478	61	37	97	12
17	833	173	38	110	19
18	4,874	819	39	181	24
19	8	0	Unknown	0	0
20	4	0	<b>Total</b>	<b>45,068</b>	<b>10,857</b>
21	71	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	382	61
Allen	75	17	3
Ascension	6,353	3,559	524
Avoyelles	274	122	9
Beauregard	113	34	4
Bienville	209	44	8
Bossier	607	226	26
Caddo	589	259	39
Calcasieu	266	134	15
Caldwell	154	37	7
Catahoula	72	17	6
Claiborne	208	38	4
De Soto	141	46	7
East Baton Rouge	24,248	18,444	5,618
East Carroll	237	37	9
East Feliciana	617	222	44
Evangeline	522	103	12
Franklin	58	14	3
Grant	280	65	14
Iberia	1,478	444	83
Iberville	357	98	14
Jackson	74	11	1
Jefferson Davis	508	106	12
Lafayette	4,753	2,326	459
LaSalle	73	21	4
Lincoln	152	24	3

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,142	1,858
Madison	85	49	8
Morehouse	1,005	221	48
Natchitoches	598	132	15
Ouachita	3,418	1,876	488
Pointe Coupee	444	129	21
Rapides	145	79	18
Red River	46	13	1
Richland	445	106	30
Sabine	100	55	10
St. Helena	976	292	76
St. James	162	68	12
St. Landry	1,615	333	58
St. Martin	1,301	405	83
St. Tammany	1,057	380	54
Tangipahoa	6,183	3,239	801
Union	399	80	20
Vermilion	1,786	804	132
Vernon	306	62	6
Washington	1,222	371	87
Webster	525	110	10
West Baton Rouge	110	30	3
West Carroll	336	53	10
West Feliciana	154	50	10
Winn	181	44	9
<b>Total</b>	<b>82,440</b>	<b>44,953</b>	<b>10,857</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	3	0
<b>Total</b>	<b>115</b>	<b>0</b>

**APPENDIX C**

**Table 14: Grant Awards by Parish**

<b>Parish</b>	<b>Grant Awards Offered Count</b>	<b>Grant Awards Offered Amount</b>	<b>Grant Awards Obligated Count</b>	<b>Grant Awards Obligated Amount</b>	<b>Disbursed Count</b>	<b>Disbursed Amount</b>
Acadia	7	\$176,049.99	0	\$0.00	0	\$0.00
Ascension	102	\$3,296,558.74	24	\$698,242.89	3	\$51,354.37
Bossier	4	\$163,672.70	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	1,406	\$41,268,955.41	353	\$9,803,105.64	46	\$1,116,535.70
East Carroll	1	\$7,496.41	0	\$0.00	0	\$0.00
East Feliciana	5	\$156,948.69	0	\$0.00	0	\$0.00
Grant	1	\$24,525.79	0	\$0.00	0	\$0.00
Iberia	13	\$444,726.26	1	\$7,180.42	1	\$7,180.42
Iberville	4	\$152,408.52	0	\$0.00	0	\$0.00
Lafayette	90	\$2,001,534.22	14	\$338,692.03	5	\$86,346.06
Livingston	463	\$14,231,592.32	86	\$2,292,793.32	14	\$330,624.44
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	1	\$12,123.90	0	\$0.00	0	\$0.00
Natchitoches	1	\$90,062.72	0	\$0.00	0	\$0.00
Ouachita	28	\$749,332.41	2	\$63,552.45	1	\$39,056.52
Pointe Coupee	2	\$53,541.98	0	\$0.00	0	\$0.00
St. Helena	3	\$96,248.32	0	\$0.00	0	\$0.00
St. Landry	2	\$31,735.95	0	\$0.00	0	\$0.00
St. Martin	7	\$279,429.91	0	\$0.00	0	\$0.00
St. Tammany	1	\$29,991.10	0	\$0.00	0	\$0.00
Tangipahoa	130	\$4,400,369.84	13	\$393,434.34	3	\$96,148.08
Union	1	\$36,713.58	0	\$0.00	0	\$0.00
Vermilion	21	\$626,925.98	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
<b>Total</b>	<b>2,305</b>	<b>\$68,827,070.08</b>	<b>495</b>	<b>\$13,627,703.49</b>	<b>74</b>	<b>\$1,748,527.25</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.