

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #13**  
**October 28, 2017 – November 3, 2017**

November 4, 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>
-------------------

**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 November 3, 2017, survey submissions increased by 234 from the previous week, making the total submissions 45,302. 38,081 homeowners were determined to be in Phases I – VI.
- 37,343 environmental reviews have been completed, representing 98% of the 38,081 homeowners in Phases I – VI.
- 22,671 homeowners have been invited to complete applications from Phase I - III. 11,470 (51%) homeowners have submitted their applications.
- 5,407 scopes of work have been performed, representing 47% of the 11,470 homeowners that have submitted their application.
- There have been a total of 2,575 Grant Awards offered to homeowners, amounting to \$76,272,332.97. Of those, 597 homeowners have acknowledged their grant agreements, obligating \$16,539,631.10.

- As of November 3, 2017, there were a total of 18,927 appointments held.
- 91,076 calls were completed by the call center. 68,376 of the completed calls were inbound calls and 22,700 of the completed calls were outbound calls.
- The Program has completed 2 outreach events for this reporting period. There are no events scheduled for the week of November 6, 2017 – November 12, 2017.

**Table 1: Outreach Events**

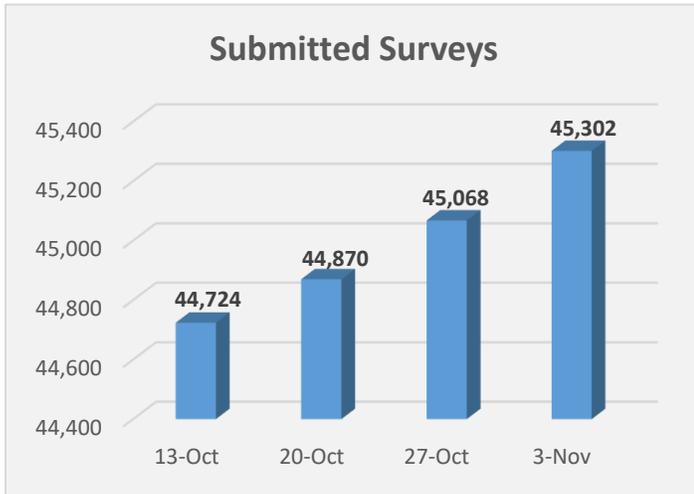
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
<b>Total</b>	<b>119</b>

**Table 2: Homeowner Program Snapshot**

Activity	As of 10/27/17	Weekly Activity	As of 11/3/17	
<b>Surveys Recorded</b>				<b>Percentage</b>
Total Number of Recorded Surveys	52,967	338	53,305	
<i>Non-Submitted Surveys</i>	7,899	104	8,003	
<i>Submitted Surveys</i>	45,068	234	45,302	
<i>Phase I - VI Subtotal</i>	37,938	143	38,081	84.06%
<i>Phase I</i>	5,920	25	5,945	13.12%
<i>Phase II</i>	5,539	29	5,568	12.29%
<i>Phase III</i>	9,441	40	9,481	20.93%
<i>Phase IV</i>	9,124	40	9,164	20.23%
<i>Phase V</i>	1,296	4	1,300	2.87%
<i>Phase VI</i>	6,618	5	6,623	14.62%
<i>Duplicate Address</i>	2,022	52	2,074	4.58%
<i>Undetermined</i>	140	12	152	0.34%
<i>Not Currently In A Phase</i>	4,968	27	4,995	11.03%
<b>Environmental Reviews</b>				
Environmental Reviews Available to Work	784	-46	738	
Environmental Reviews Completed	37,154	189	37,343	
<b>Applications Invited</b>				
Total Number of Invited Applications	19,759	2,912	22,671	
Applications Submitted	10,857	613	11,470	
Zero Award	622	91	713	
Ineligible	635	43	678	
<b>Scope of Work: Prospective/Completed</b>				
Scope of Work Available to Work	6,190	-127	6,063	
Total Scope of Work Completed	4,667	740	5,407	
<b>Grant Awards</b>				<b>Total Dollars</b>
Grant Awards Offered	2,305	270	2,575	76,272,332.97
Grant Awards Obligated	495	102	597	16,539,631.10
<i>Solution 1 Only</i>	9	1	10	312,086.37
<i>Solution 2 Only</i>	10	3	13	347,521.23
<i>Solution 3 Only</i>	120	28	148	3,423,251.73
<i>Solution 3 and 1</i>	101	15	116	3,906,203.54
<i>Solution 3 and 2</i>	255	55	310	8,550,568.23
<b>Disbursements</b>				
Total Disbursements	79	23	102	2,129,124.43
<i>Solution 1</i>	0	0	0	0.00
<i>Solution 2</i>	19	0	19	113,426.65
<i>Solution 3</i>	60	23	83	2,015,697.78

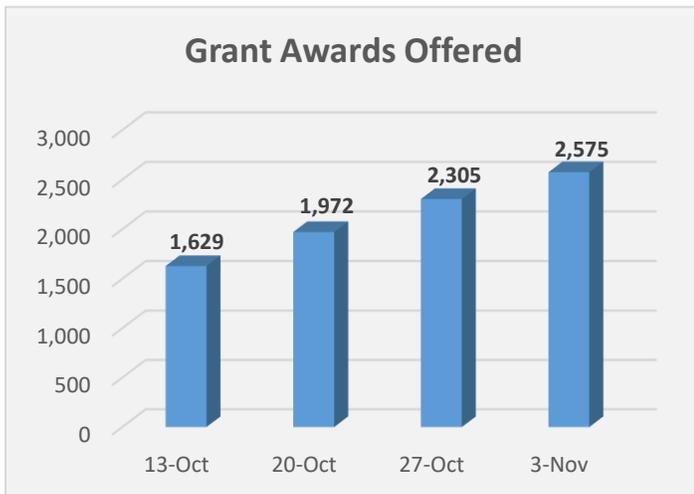
Key Program Statistics

**Table 3: Key Program Statistics**



**38,081 of the 45,302 meet requirements for Phases I – VI.**

**Invited 22,671 Homeowners to complete Applications.**

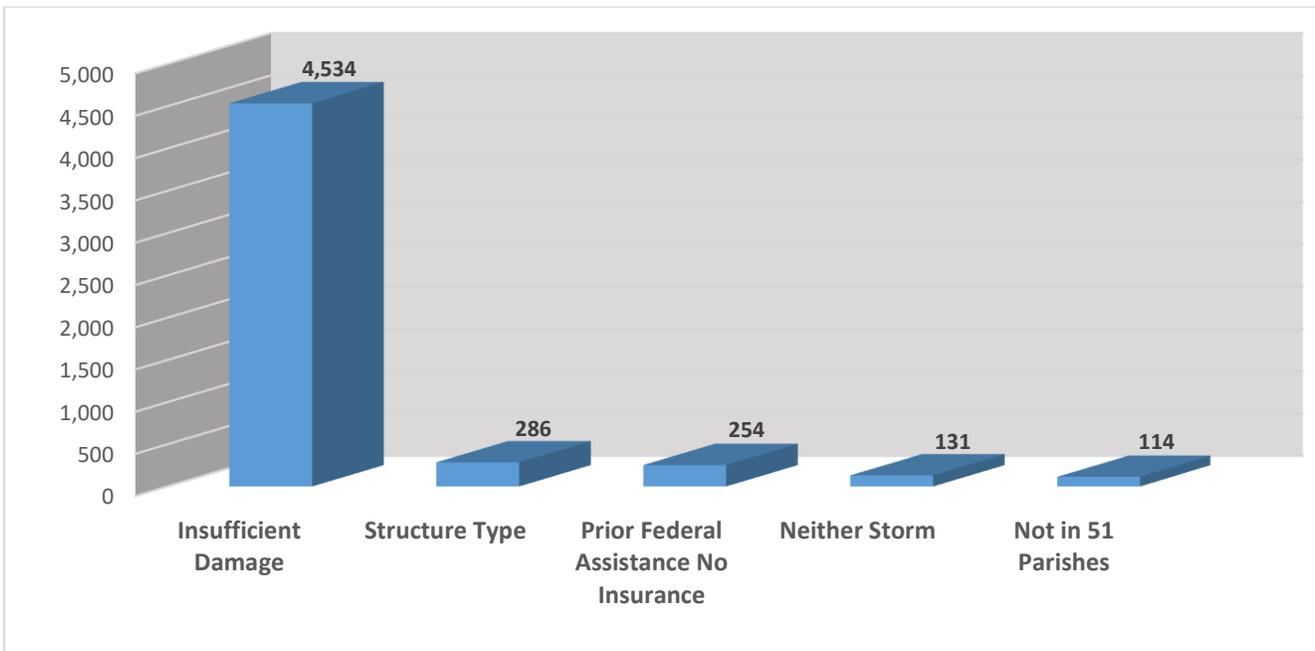


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

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

Activity	As of 10/27/2017	Weekly Activity	As of 11/3/17
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	4,968	27	4,995
Total Submitted Surveys Undetermined	140	12	152
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	5,291	28	5,319
<i>Insufficient Damage</i>	4,512	22	4,534
<i>Structure Type</i>	281	5	286
<i>Prior Federal Assistance No Insurance</i>	255	-1	254
<i>Neither Storm</i>	129	2	131
<i>Not in 51 Parishes</i>	114	0	114
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	140	12	152
<i>Flood Plain (Not determined)</i>	140	12	152

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



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

As of November 3, 2017, there are 23,960 homeowners, 52.89% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,495 homeowners, 36.41% 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)	5,945	100.00%	5,945
Phase Two (II)	5,568	100.00%	5,568
Phase Three (III)	3,269	34.48%	9,481
Phase Four (IV)	2,842	31.01%	9,164
Phase Five (V)	669	51.46%	1,300
Phase Six (VI)	1,150	17.36%	6,623
Duplicate Address	1,237	59.64%	2,074
Undetermined	120	78.95%	152
Not In Phase	3,160	63.26%	4,995
<b>Total</b>	<b>23,960</b>	<b>52.89%</b>	<b>45,302</b>

	Submitted Surveys	Percentage
Most Impacted LMI	20,651	45.59%
Most Impacted Urgent Need	20,086	44.34%
LMI	3,309	7.30%
Urgent Need	1,256	2.77%
<b>Total</b>	<b>45,302</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)	4,169	70.13%	3,806	64.02%	5,945
Phase Two (II)	4,246	76.26%	3,240	58.19%	5,568
Phase Three (III)	1,798	18.96%	958	10.10%	9,481
Phase Four (IV)	1,921	20.96%	944	10.30%	9,164
Phase Five (V)	196	15.08%	120	9.23%	1,300
Phase Six (VI)	1,654	24.97%	625	9.44%	6,623
Duplicate Address	743	35.82%	621	29.94%	2,074
Undetermined	58	38.16%	56	36.84%	152
Not In Phase	1,710	34.23%	1,590	31.83%	4,995
<b>Total</b>	<b>16,495</b>	<b>36.41%</b>	<b>11,960</b>	<b>26.40%</b>	<b>45,302</b>

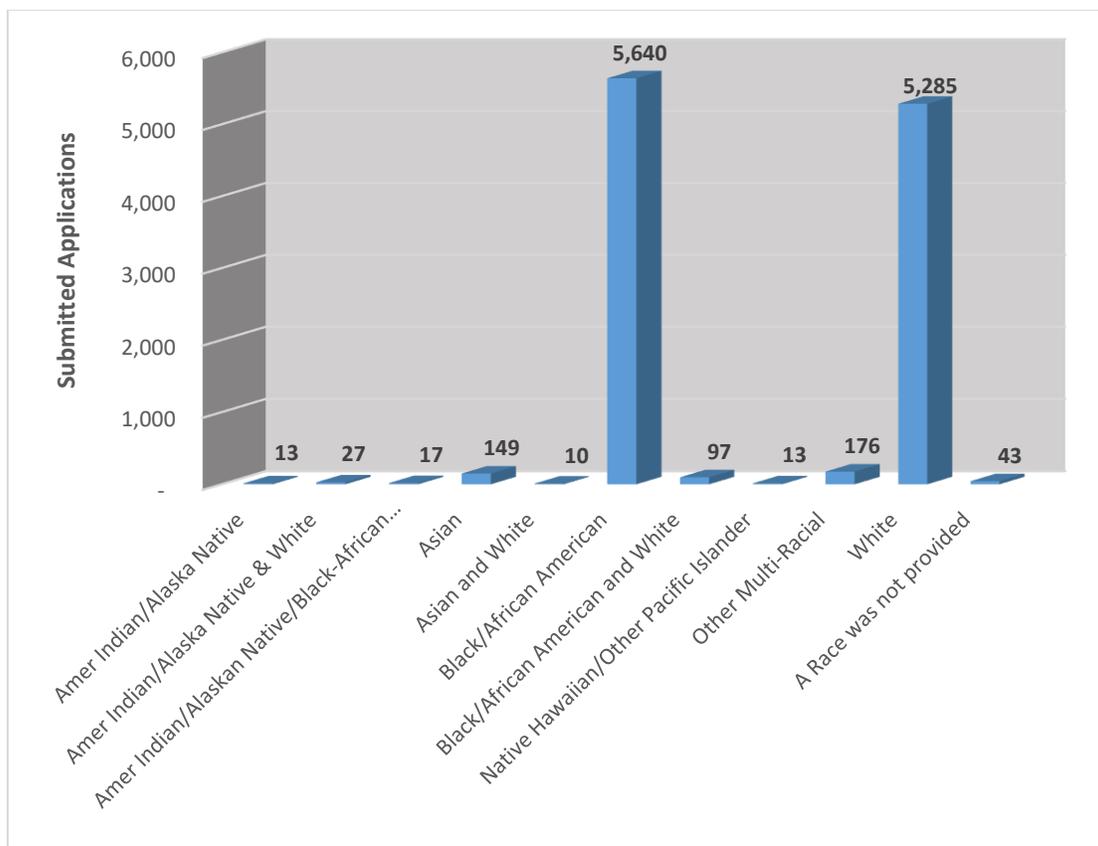
\*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	13	0.11%
American Indian/Alaska Native and White	27	0.24%
American Indian/Alaskan Native/Black-African American	17	0.15%
Asian	149	1.30%
Asian and White	10	0.09%
Black/African American	5,640	49.17%
Black/African American and White	97	0.85%
Native Hawaiian/Other Pacific Islander	13	0.11%
Other Multi-Racial	176	1.53%
White	5,285	46.08%
A Race was not provided	43	0.37%
<b>Total</b>	<b>11,470</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 10/27/2017	Weekly Activity	As of 11/3/2017
<b>Appointments</b>			
Total Number of Appointments	19,251	1,285	20,536
<i>Walk-ins</i>	8,839	618	9,457
<i>Scheduled</i>	10,412	667	11,079
<i>Held at office</i>	8,637	510	9,147
<i>Home visit</i>	263	60	323
<i>Cancelled</i>	1,050	74	1,124
<i>No Show</i>	462	23	485
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	12,619	829	13,448
<i>Walk-ins</i>	6,142	396	6,538
<i>Scheduled</i>	6,477	433	6,910
<i>Held at office</i>	5,549	318	5,867
<i>Home visit</i>	45	56	101
<i>Cancelled</i>	747	53	800
<i>No Show</i>	136	6	142
<b>Hammond</b>			
Total Number of Appointments	3,446	276	3,722
<i>Walk-ins</i>	1,650	170	1,820
<i>Scheduled</i>	1,796	106	1,902
<i>Held at office</i>	1,272	80	1,352
<i>Home visit</i>	201	4	205
<i>Cancelled</i>	176	14	190
<i>No Show</i>	147	8	155
<b>Lafayette</b>			
Total Number of Appointments	1,450	97	1,547
<i>Walk-ins</i>	349	17	366
<i>Scheduled</i>	1,101	80	1,181
<i>Held at office</i>	972	68	1,040
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	77	5	82
<i>No Show</i>	46	7	53
<b>Monroe</b>			
Total Number of Appointments	1,736	83	1,819
<i>Walk-ins</i>	698	35	733
<i>Scheduled</i>	1,038	48	1,086
<i>Held at office</i>	844	44	888
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	50	2	52
<i>No Show</i>	133	2	135

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 10/27/2017	Weekly Activity	As of 11/3/2017
<b>Call Center</b>			
Total Calls	89,115	4,434	93,549
<i>Total Calls Abandoned</i>	2,300	173	2,473
<i>Abandoned %</i>	2.58%	0.06%	2.64%
<i>Total Calls Processed</i>	86,815	4,261	91,076
<i>Inbound</i>	65,204	3,172	68,376
<i>Outbound</i>	21,611	1,089	22,700
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	65,204	3,172	68,376
Average Wait Time	1.14 min		1.15 min
Average Call Time	6.24 min		6.20 min
<i>Program Inquiry</i>	22,960	612	23,572
<i>Surveys Status Update</i>	1,558	195	1,753
<i>Surveys Completed</i>	6,982	56	7,038
<i>Case Manager Request</i>	1,976	331	2,307
<i>Application Status Update</i>	23,208	1,630	24,838
<i>Applications Completed</i>	79	13	92
<i>Damage Assessment Inquiry</i>	2,044	23	2,067
<i>Award Acknowledgement Inquiry</i>	585	93	678
<i>Construction Inquiry</i>	186	55	241
<i>Appeals</i>	18	18	36
<i>Outbound Project</i>	13	0	13
<i>Invalid Number/ No Answer / Busy / Left Message</i>	3,506	126	3,632
<i>Call Transferred</i>	2,089	20	2,109
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	21,611	1,089	22,700
Average Call Time	2.18 min		2.16 min
<i>Program Inquiry</i>	4,215	31	4,246
<i>Survey Status Update</i>	26	7	33
<i>Surveys Completed</i>	636	5	641
<i>Case Manager Request</i>	39	6	45
<i>Application Status Update</i>	2,516	188	2,704
<i>Applications Completed</i>	4	0	4
<i>Damage Assessment Inquiry</i>	5	1	6
<i>Award Acknowledgement Inquiry</i>	16	5	21
<i>Construction Inquiry</i>	246	2	248
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	8,537	255	8,792
<i>Call Transferred</i>	5,027	589	5,616

**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	67	11	36	2	0	72	1,533	454
2	47	10	37	108	13	73	1,199	286
3	32	3	38	149	19	74	301	66
4	73	12	39	175	22	75	330	76
5	20	3	40	168	35	76	33	4
6	4	0	41	224	29	77	222	29
7	51	9	42	275	59	78	2	0
8	22	2	43	473	77	80	1	0
9	151	14	44	101	24	81	1,861	447
10	157	19	45	148	15	83	3	0
11	58	8	46	223	47	84	2	0
12	87	20	47	533	102	85	1	0
13	92	17	48	531	113	86	686	163
14	367	49	49	323	39	88	2,558	385
15	68	20	50	32	0	89	3	0
16	488	118	51	2	0	90	22	2
17	1,076	347	53	4	0	91	4	0
18	154	23	54	2	0	92	3	0
19	267	73	55	4	0	93	6	0
20	76	19	56	2	0	95	1,963	464
21	83	16	57	10	0	96	465	108
22	129	21	58	204	43	97	7	0
23	117	12	59	587	98	98	1	0
24	109	18	60	73	9	99	4	0
25	10	2	61	1,365	410	100	7	0
26	45	6	62	506	123	101	5,132	2,295
27	24	10	63	877	252	102	6	0
28	117	9	64	2,945	730	103	2	0
29	1,569	633	65	5,257	1,366	104	7	2
30	20	1	66	1,521	238	105	3	0
31	1,082	256	67	152	38	Unknown	0	0
32	43	6	68	67	5	<b>Total</b>	<b>45,302</b>	<b>11,470</b>
33	56	9	69	208	31			
34	17	2	70	92	9			
35	3	0	71	4,811	965			

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

Senate District	Survey Count	Application Count
1	64	9
2	307	57
3	11	0
4	12	0
5	8	0
6	7,723	1,924
7	7	0
8	8	0
9	1	0
10	2	0
11	842	157
12	1,939	502
13	8,187	1,715
14	1,730	517
15	9,177	3,624
16	481	64
17	839	183
18	4,912	884
19	8	0
20	4	0
21	72	4

Senate District	Survey Count	Application Count
22	809	167
23	1,646	332
24	518	94
25	319	45
26	1,362	274
27	22	2
28	363	49
29	178	34
30	206	24
31	211	31
32	246	63
33	622	115
34	1,508	455
35	267	52
36	300	36
37	97	12
38	112	19
39	182	26
Unknown	0	0
<b>Total</b>	<b>45,302</b>	<b>11,470</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	385	65
Allen	75	17	3
Ascension	6,353	3,581	566
Avoyelles	274	122	9
Beauregard	113	34	4
Bienville	209	44	8
Bossier	607	226	27
Caddo	589	262	41
Calcasieu	266	135	17
Caldwell	154	37	7
Catahoula	72	17	6
Claiborne	208	38	4
De Soto	141	46	7
East Baton Rouge	24,248	18,527	5,896
East Carroll	237	37	9
East Feliciana	617	223	47
Evangeline	522	103	12
Franklin	58	14	3
Grant	280	65	14
Iberia	1,478	448	83
Iberville	357	98	15
Jackson	74	11	1
Jefferson Davis	508	106	13
Lafayette	4,753	2,338	493
LaSalle	73	21	4
Lincoln	152	24	3

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,190	1,997
Madison	85	49	8
Morehouse	1,005	221	48
Natchitoches	598	134	15
Ouachita	3,418	1,881	519
Pointe Coupee	444	129	21
Rapides	145	79	18
Red River	46	13	1
Richland	445	109	30
Sabine	100	55	10
St. Helena	976	299	79
St. James	162	68	12
St. Landry	1,615	334	61
St. Martin	1,301	408	86
St. Tammany	1,057	383	56
Tangipahoa	6,183	3,266	854
Union	399	80	20
Vermilion	1,786	808	139
Vernon	306	62	6
Washington	1,222	373	89
Webster	525	110	10
West Baton Rouge	110	30	3
West Carroll	336	53	11
West Feliciana	154	50	10
Winn	181	44	10
<b>Total</b>	<b>82,440</b>	<b>45,187</b>	<b>11,470</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**

Parish	Grant Awards Offered Count	Grant Awards Offered Amount	Grant Awards Obligated Count	Grant Awards Obligated Amount	Disbursed Count	Disbursed Amount
Acadia	8	\$220,471.24	0	\$0.00	0	\$0.00
Ascension	121	\$3,874,568.75	27	\$807,682.55	4	\$56,571.04
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	1,539	\$44,741,697.94	414	\$11,637,602.64	58	\$1,350,064.64
East Carroll	1	\$7,496.41	0	\$0.00	0	\$0.00
East Feliciana	6	\$184,841.32	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	15	\$513,532.10	1	\$7,180.42	1	\$7,180.42
Iberville	4	\$152,408.52	0	\$0.00	0	\$0.00
Lafayette	107	\$2,452,207.83	20	\$487,661.71	6	\$93,297.97
Livingston	533	\$16,248,314.65	115	\$3,029,853.16	22	\$465,524.10
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	30	\$814,955.66	2	\$63,552.45	1	\$39,056.52
Pointe Coupee	3	\$73,382.91	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	4	\$141,248.32	0	\$0.00	0	\$0.00
St. James	1	\$39,445.54	0	\$0.00	0	\$0.00
St. Landry	2	\$31,735.95	0	\$0.00	0	\$0.00
St. Martin	8	\$320,599.26	1	\$40,274.11	0	\$0.00
St. Tammany	1	\$29,991.10	0	\$0.00	0	\$0.00
Tangipahoa	142	\$4,678,003.52	15	\$435,121.66	3	\$96,148.08
Union	1	\$36,713.58	0	\$0.00	0	\$0.00
Vermilion	24	\$689,500.33	2	\$30,702.40	1	\$21,281.66
Washington	3	\$119,076.95	0	\$0.00	0	\$0.00
West Baton Rouge	1	\$45,000.00	0	\$0.00	0	\$0.00
West Carroll	3	\$147,646.12	0	\$0.00	0	\$0.00
<b>Total</b>	<b>2,575</b>	<b>\$76,272,332.97</b>	<b>597</b>	<b>\$16,539,631.10</b>	<b>96</b>	<b>\$2,129,124.43</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.