

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #14
November 4, 2017 – November 10, 2017

November 11, 2017

Table of Contents

Program Overview1
 Executive Summary4
 Key Program Statistics6
 Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons7
 Low to Moderate Income (LMI), Senior Adults and Disabled Reported.....8
 Demographics for Submitted Applications9
 Housing Assistance Center Activity (HAC)10
 Call Center Activity11
 APPENDIX A12
 APPENDIX B14
 APPENDIX C15
 APPENDIX D16
 APPENDIX E17
 APPENDIX F18
 Glossary19

List of Tables

Table 1: Outreach Events.....4
 Table 2: Homeowner Program Snapshot5
 Table 3: Key Program Statistics6
 Table 4: Not In Phase and Undetermined Reasons.....7
 Table 5 & 6: Surveys with LMI and Urgent Need Data8
 Table 7: Submitted Surveys with Senior Adult or Disabled Reported.....8
 Table 8: Submitted Applications by Race9
 Table 9: Housing Assistance Center Activity10
 Table 10: Call Center Activity11
 Table 11: Submitted Surveys and Submitted Applications by Louisiana House Districts.....12
 Table 12: Submitted Surveys and Submitted Applications by Louisiana Senate Districts.....13
 Table 13: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish.....14
 Table 14: Grant Awards by Parish.....15

List of Figures

Figure 1: Not Currently In A Phase Reasons.....7
 Figure 2: Submitted Applications by Race9
 Figure 3: Requested Assistance.....16
 Figure 4: Phase and Tiers17
 Figure 5: Housing Assistance Centers18

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 November 10, 2017, survey submissions increased by 170 from the previous week, making the total submissions 45,472. 38,166 homeowners were determined to be in Phases I – VI.
- 37,639 environmental reviews have been completed, representing 99% of the 38,166 homeowners in Phases I – VI.
- 25,192 homeowners have been invited to complete applications from Phase I - III. 12,217 (48%) homeowners have submitted their applications.
- 6,240 scopes of work have been performed, representing 51% of the 12,217 homeowners that have submitted their application.
- There have been a total of 2,768 Grant Awards offered to homeowners, amounting to \$81,825,751.12. Of those, 692 homeowners have acknowledged their grant agreements, obligating \$19,553,374.42.

- As of November 10, 2017, there were a total of 20,107 appointments held.
- 95,088 calls were completed by the call center. 71,245 of the completed calls were inbound calls and 23,843 of the completed calls were outbound calls.
- The Program has completed 0 outreach events for this reporting period. There are no events scheduled for the week of November 13, 2017 – November 19, 2017.

Table 1: Outreach Events

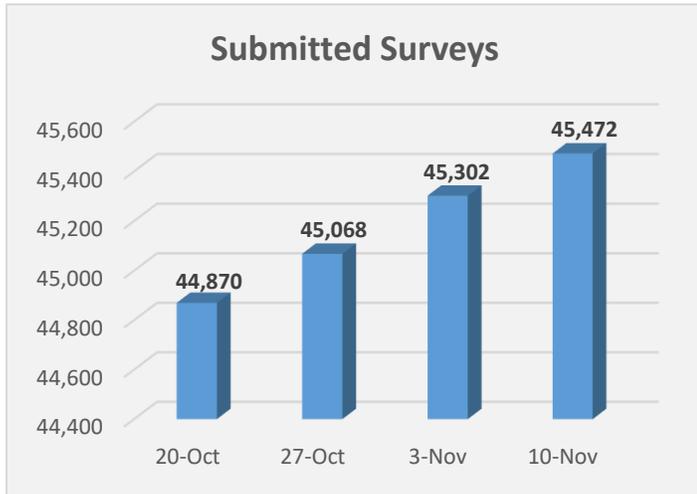
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
Total	119

Table 2: Homeowner Program Snapshot

Activity	As of 11/3/17	Weekly Activity	As of 11/10/17	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	53,305	282	53,587	
<i>Non-Submitted Surveys</i>	8,003	112	8,115	
<i>Submitted Surveys</i>	45,302	170	45,472	
<i>Phase I - VI Subtotal</i>	38,081	85	38,166	83.93%
<i>Phase I</i>	5,945	20	5,965	13.12%
<i>Phase II</i>	5,568	9	5,577	12.26%
<i>Phase III</i>	9,481	16	9,497	20.89%
<i>Phase IV</i>	9,164	24	9,188	20.21%
<i>Phase V</i>	1,300	3	1,303	2.87%
<i>Phase VI</i>	6,623	13	6,636	14.59%
<i>Duplicate Address</i>	2,074	64	2,138	4.70%
<i>Undetermined</i>	152	4	156	0.34%
<i>Not Currently In A Phase</i>	4,995	17	5,012	11.02%
Environmental Reviews				
Environmental Reviews Available to Work	738	-211	527	
Environmental Reviews Completed	37,343	296	37,639	
Applications Invited				
Total Number of Invited Applications	22,671	2,521	25,192	
Applications Submitted	11,470	747	12,217	
Zero Award	713	86	799	
Ineligible	678	51	729	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	6,063	-86	5,977	
Total Scope of Work Completed	5,407	833	6,240	
Grant Awards				Total Dollars
Grant Awards Offered	2,575	193	2,768	81,825,751.12
Grant Awards Obligated	597	95	692	19,553,374.42
<i>Solution 1 Only</i>	10	0	10	312,086.37
<i>Solution 2 Only</i>	13	5	18	579,200.83
<i>Solution 3 Only</i>	148	29	177	4,198,536.53
<i>Solution 3 and 1</i>	116	30	146	4,823,928.75
<i>Solution 3 and 2</i>	310	31	341	9,639,621.94
Disbursements				
Total Disbursements	102	28	130	2,639,531.88
<i>Solution 1</i>	0	0	0	0.00
<i>Solution 2</i>	19	6	25	148,246.67
<i>Solution 3</i>	83	22	105	2,491,285.21

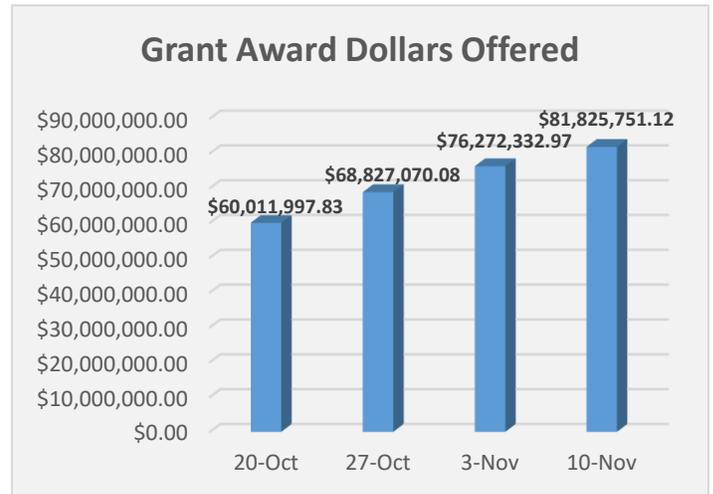
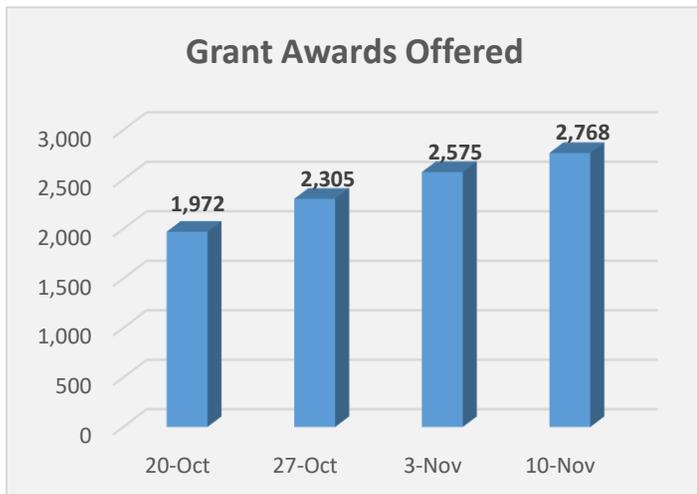
Key Program Statistics

Table 3: Key Program Statistics



38,166 of the 45,472 meet requirements for Phases I – VI.

Invited 25,192 Homeowners to complete Applications.

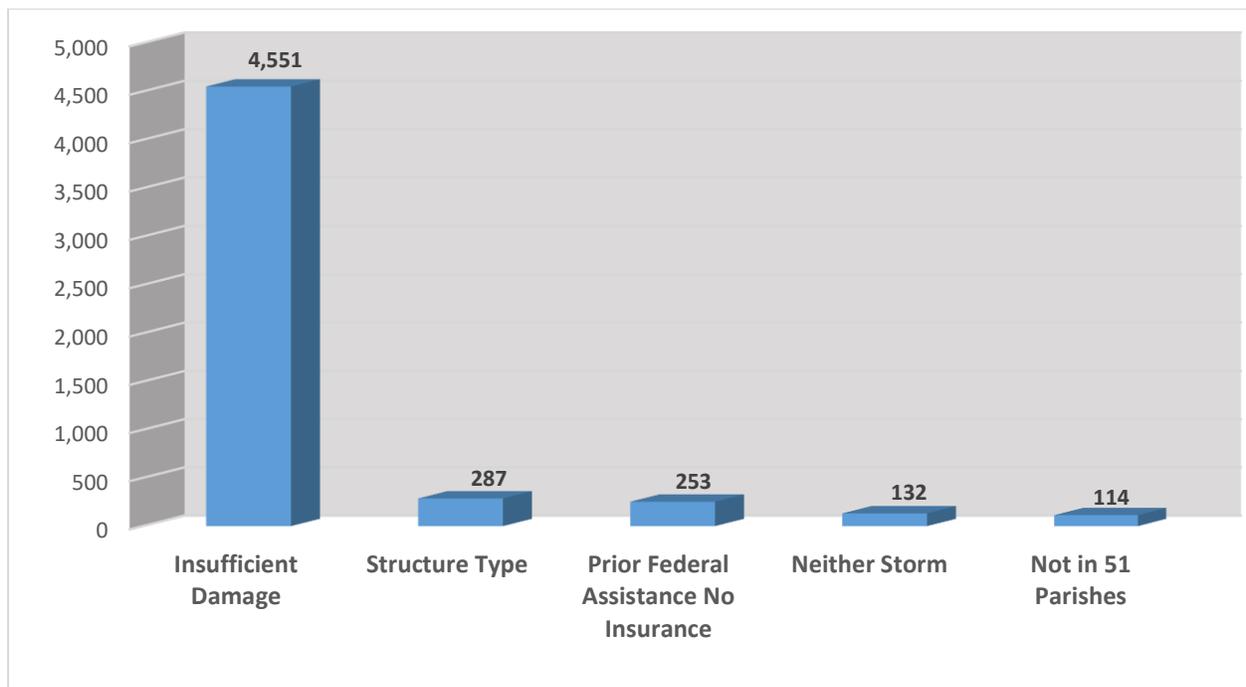


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 11/3/17	Weekly Activity	As of 11/10/17
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	4,995	17	5,012
Total Submitted Surveys Undetermined	152	4	156
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,319	18	5,337
<i>Insufficient Damage</i>	4,534	17	4,551
<i>Structure Type</i>	286	1	287
<i>Prior Federal Assistance No Insurance</i>	254	-1	253
<i>Neither Storm</i>	131	1	132
<i>Not in 51 Parishes</i>	114	0	114
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	152	4	156
<i>Flood Plain (Not determined)</i>	152	4	156

Figure 1: Not Currently In A Phase Reasons



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

As of November 10, 2017, there are 24,061 homeowners, 52.91% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,561 homeowners, 36.42% 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)	5,965	100.00%	5,965
Phase Two (II)	5,577	100.00%	5,577
Phase Three (III)	3,275	34.48%	9,497
Phase Four (IV)	2,853	31.05%	9,188
Phase Five (V)	669	51.34%	1,303
Phase Six (VI)	1,151	17.34%	6,636
Duplicate Address	1,272	59.49%	2,138
Undetermined	125	80.13%	156
Not In Phase	3,174	63.33%	5,012
Total	24,061	52.91%	45,472

	Submitted Surveys	Percentage
Most Impacted LMI	20,732	45.59%
Most Impacted Urgent Need	20,151	44.32%
LMI	3,329	7.32%
Urgent Need	1,260	2.77%
Total	45,472	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)	4,181	70.09%	3,823	64.09%	5,965
Phase Two (II)	4,252	76.24%	3,245	58.19%	5,577
Phase Three (III)	1,803	18.98%	963	10.14%	9,497
Phase Four (IV)	1,926	20.96%	947	10.31%	9,188
Phase Five (V)	196	15.04%	122	9.36%	1,303
Phase Six (VI)	1,659	25.00%	630	9.49%	6,636
Duplicate Address	763	35.69%	639	29.89%	2,138
Undetermined	62	39.74%	62	39.74%	156
Not In Phase	1,719	34.30%	1,598	31.88%	5,012
Total	16,561	36.42%	12,029	26.45%	45,472

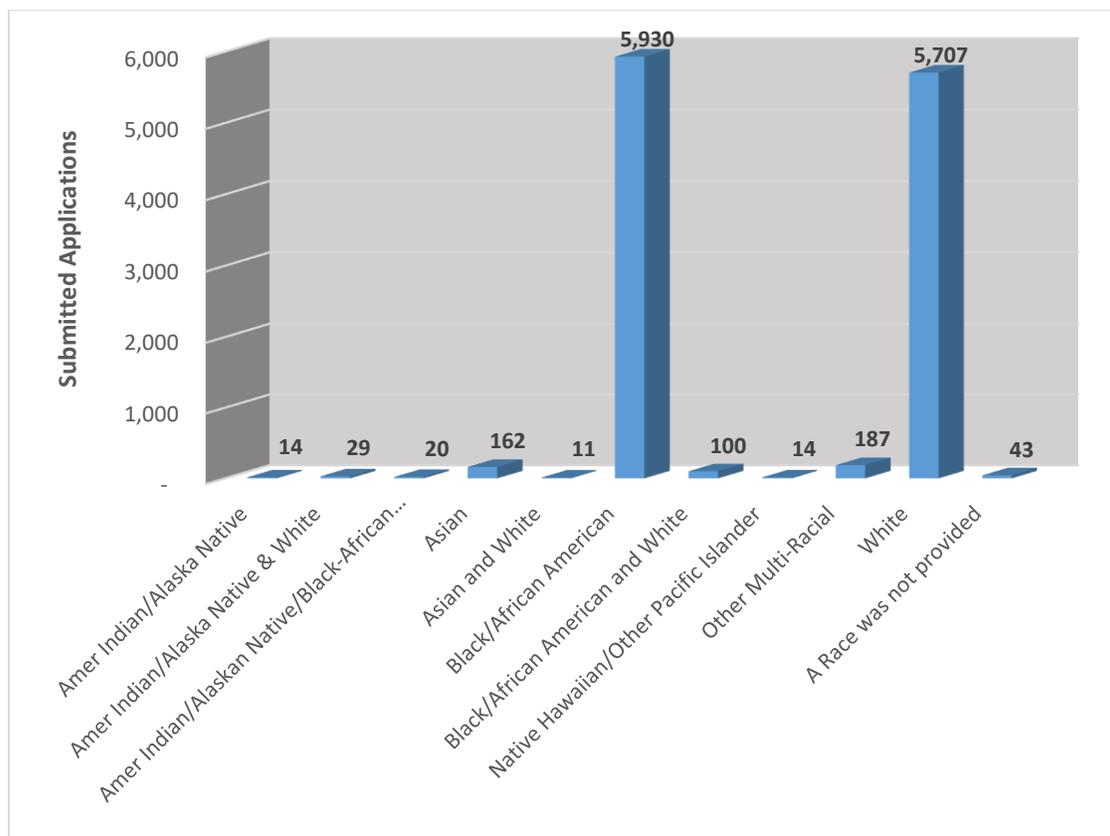
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	14	0.11%
American Indian/Alaska Native and White	29	0.24%
American Indian/Alaskan Native/Black-African American	20	0.17%
Asian	162	1.33%
Asian and White	11	0.09%
Black/African American	5,930	48.54%
Black/African American and White	100	0.82%
Native Hawaiian/Other Pacific Islander	14	0.11%
Other Multi-Racial	187	1.53%
White	5,707	46.71%
A Race was not provided	43	0.35%
Total	12,217	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 11/3/2017	Weekly Activity	As of 11/10/2017
Appointments			
Total Number of Appointments	20,536	1,283	21,819
<i>Walk-ins</i>	9,457	615	10,072
<i>Scheduled</i>	11,079	668	11,747
<i>Held at office</i>	9,147	558	9,705
<i>Home visit</i>	323	7	330
<i>Cancelled</i>	1,124	81	1,205
<i>No Show</i>	485	22	507
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	13,448	878	14,326
<i>Walk-ins</i>	6,538	464	7,002
<i>Scheduled</i>	6,910	414	7,324
<i>Held at office</i>	5,867	349	6,216
<i>Home visit</i>	101	0	101
<i>Cancelled</i>	800	60	860
<i>No Show</i>	142	5	147
Hammond			
Total Number of Appointments	3,722	212	3,934
<i>Walk-ins</i>	1,820	93	1,913
<i>Scheduled</i>	1,902	119	2,021
<i>Held at office</i>	1,352	88	1,440
<i>Home visit</i>	205	7	212
<i>Cancelled</i>	190	13	203
<i>No Show</i>	155	11	166
Lafayette			
Total Number of Appointments	1,547	100	1,647
<i>Walk-ins</i>	366	21	387
<i>Scheduled</i>	1,181	79	1,260
<i>Held at office</i>	1,040	73	1,113
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	82	4	86
<i>No Show</i>	53	2	55
Monroe			
Total Number of Appointments	1,819	93	1,912
<i>Walk-ins</i>	733	37	770
<i>Scheduled</i>	1,086	56	1,142
<i>Held at office</i>	888	48	936
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	52	4	56
<i>No Show</i>	135	4	139

Call Center Activity

Table 10: Call Center Activity

Activity	As of 11/3/2017	Weekly Activity	As of 11/10/2017
Call Center			
Total Calls	93,549	4,152	97,701
<i>Total Calls Abandoned</i>	2,473	140	2,613
<i>Abandoned %</i>	2.64%	0.03%	2.67%
<i>Total Calls Processed</i>	91,076	4,012	95,088
<i>Inbound</i>	68,376	2,869	71,245
<i>Outbound</i>	22,700	1,143	23,843
Completed Inbound Calls Details			
Total Inbound Calls Completed	68,376	2,869	71,245
Average Wait Time	1.15 min		1.14 min
Average Call Time	6.20 min		6.17 min
<i>Program Inquiry</i>	23,572	583	24,155
<i>Surveys Status Update</i>	1,753	115	1,868
<i>Surveys Completed</i>	7,038	37	7,075
<i>Case Manager Request</i>	2,307	363	2,670
<i>Application Status Update</i>	24,838	1,462	26,300
<i>Applications Completed</i>	92	4	96
<i>Damage Assessment Inquiry</i>	2,067	6	2,073
<i>Award Acknowledgement Inquiry</i>	678	79	757
<i>Construction Inquiry</i>	241	61	302
<i>Appeals</i>	36	6	42
<i>Outbound Project</i>	13	0	13
<i>Invalid Number/ No Answer / Busy / Left Message</i>	3,632	147	3,779
<i>Call Transferred</i>	2,109	6	2,115
Completed Outbound Calls Details			
Total Outbound Calls Completed	22,700	1,143	23,843
Average Call Time	2.16 min		2.14 min
<i>Program Inquiry</i>	4,246	12	4,258
<i>Survey Status Update</i>	33	4	37
<i>Surveys Completed</i>	641	1	642
<i>Case Manager Request</i>	45	5	50
<i>Application Status Update</i>	2,704	222	2,926
<i>Applications Completed</i>	4	2	6
<i>Damage Assessment Inquiry</i>	6	0	6
<i>Award Acknowledgement Inquiry</i>	21	2	23
<i>Construction Inquiry</i>	248	2	250
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	8,792	330	9,122
<i>Call Transferred</i>	5,616	563	6,179

APPENDIX A

Table 11: Submitted Surveys and Submitted Applications by Louisiana House Districts

House District	Survey Count	Application Count
1	67	11
2	49	10
3	32	3
4	73	13
5	20	3
6	4	0
7	52	9
8	22	2
9	152	16
10	157	19
11	58	8
12	87	20
13	92	18
14	368	49
15	69	21
16	491	124
17	1,082	380
18	155	25
19	269	75
20	76	20
21	84	19
22	129	23
23	118	14
24	109	18
25	10	2
26	45	6
27	24	10
28	117	11
29	1,573	649
30	20	1
31	1,084	268
32	43	6
33	56	9
34	18	3
35	3	1

House District	Survey Count	Application Count
36	2	0
37	109	13
38	149	19
39	175	24
40	169	36
41	226	36
42	277	62
43	474	80
44	103	24
45	148	16
46	225	48
47	534	107
48	531	123
49	327	43
50	32	0
51	2	0
53	4	0
54	2	0
55	4	0
56	2	0
57	10	0
58	205	47
59	590	106
60	73	11
61	1,368	433
62	508	129
63	880	267
64	2,959	800
65	5,270	1,456
66	1,524	260
67	153	39
68	67	5
69	208	32
70	92	10
71	4,833	1,092

House District	Survey Count	Application Count
72	1,539	479
73	1,204	291
74	302	72
75	331	82
76	33	5
77	222	29
78	2	0
80	1	0
81	1,869	482
83	3	0
84	2	0
85	1	0
86	686	177
88	2,570	423
89	3	0
90	22	2
91	4	0
92	3	0
93	6	0
95	1,976	505
96	468	109
97	7	0
98	1	0
99	4	0
100	7	0
101	5,144	2,375
102	6	0
103	2	0
104	8	2
105	3	0
Unknown	0	0
Total	45,472	12,217

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

Senate District	Survey Count	Application Count
1	64	10
2	308	61
3	11	0
4	12	0
5	8	0
6	7,743	2,045
7	7	0
8	8	0
9	1	0
10	2	0
11	845	160
12	1,944	537
13	8,232	1,918
14	1,736	549
15	9,200	3,767
16	482	77
17	842	192
18	4,934	959
19	8	0
20	4	0
21	75	4

Senate District	Survey Count	Application Count
22	813	171
23	1,647	351
24	523	96
25	322	48
26	1,367	292
27	23	4
28	363	54
29	178	35
30	206	25
31	212	33
32	246	66
33	627	119
34	1,516	493
35	268	54
36	301	38
37	98	12
38	113	20
39	183	27
Unknown	0	0
Total	45,472	12,217

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	388	72
Allen	75	17	3
Ascension	6,353	3,599	619
Avoyelles	274	122	11
Beauregard	113	34	4
Bienville	209	44	8
Bossier	607	227	29
Caddo	589	265	42
Calcasieu	266	136	20
Caldwell	154	37	7
Catahoula	72	17	6
Claiborne	208	38	4
De Soto	141	46	8
East Baton Rouge	24,248	18,574	6,194
East Carroll	237	38	11
East Feliciana	617	224	49
Evangeline	522	103	12
Franklin	58	14	3
Grant	280	65	14
Iberia	1,478	454	86
Iberville	357	99	18
Jackson	74	11	1
Jefferson Davis	508	107	13
Lafayette	4,753	2,343	518
LaSalle	73	21	6
Lincoln	152	24	3

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,238	2,221
Madison	85	49	10
Morehouse	1,005	223	48
Natchitoches	598	135	17
Ouachita	3,418	1,891	559
Pointe Coupee	444	130	23
Rapides	145	79	18
Red River	46	13	1
Richland	445	109	31
Sabine	100	55	10
St. Helena	976	301	84
St. James	162	68	12
St. Landry	1,615	336	64
St. Martin	1,301	409	87
St. Tammany	1,057	385	58
Tangipahoa	6,183	3,275	897
Union	399	80	20
Vermilion	1,786	810	149
Vernon	306	62	6
Washington	1,222	374	96
Webster	525	110	10
West Baton Rouge	110	30	3
West Carroll	336	54	11
West Feliciana	154	50	10
Winn	181	44	11
Total	82,440	45,357	12,217

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	9	\$226,897.83	0		0	
Ascension	127	\$4,138,364.49	30	\$901,219.86	6	\$110,818.17
Bossier	4	\$163,672.70	0		0	
Caddo	4	\$126,789.81	0		0	
Calcasieu	3	\$127,766.31	0		0	
Caldwell	1	\$7,707.58	0		0	
East Baton Rouge	1,651	\$47,558,949.10	483	\$13,778,756.61	76	\$1,650,359.63
East Carroll	1	\$7,496.41	0		0	
East Feliciana	7	\$211,545.87	1	\$27,892.63	0	
Franklin	1	\$45,000.00	0		0	
Grant	1	\$24,525.79	0		0	
Iberia	16	\$553,461.70	1	\$7,180.42	1	\$7,180.42
Iberville	3	\$72,420.02	0		0	
Lafayette	117	\$2,722,240.44	22	\$544,978.01	8	\$131,911.43
Livingston	565	\$17,436,518.19	133	\$3,648,337.05	28	\$582,775.97
Madison	1	\$31,984.43	0		0	
Morehouse	1	\$12,123.90	0		0	
Natchitoches	1	\$90,062.72	0		0	
Ouachita	36	\$1,073,543.10	2	\$63,552.45	1	\$39,056.52
Pointe Coupee	3	\$73,382.91	0		0	
Rapides	2	\$74,996.79	0		0	
Sabine	1	\$34,202.65	0		0	
St. Helena	6	\$211,859.79	0		0	
St. James	1	\$39,445.54	0		0	
St. Landry	2	\$31,735.95	0		0	
St. Martin	9	\$348,384.50	1	\$40,274.11	0	
St. Tammany	5	\$174,563.11	0		0	
Tangipahoa	152	\$4,969,928.21	15	\$435,121.66	3	\$96,148.08
Union	1	\$36,713.58	0		0	
Vermilion	26	\$747,288.54	3	\$52,028.41	1	\$21,281.66
Washington	4	\$141,711.20	1	\$54,033.21	0	
Webster	1	\$14,588.41	0		0	
West Baton Rouge	2	\$103,233.43	0		0	
West Carroll	3	\$147,646.12	0		0	
West Feliciana	1	\$45,000.00	0		0	
Total	2,768	\$81,825,751.12	692	\$19,553,374.42	124	\$2,639,531.88

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.