

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #15
November 11, 2017 – November 17, 2017

November 18, 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 November 17, 2017, survey submissions increased by 183 from the previous week, making the total submissions 45,655. 38,261 homeowners were determined to be in Phases I – VI.
- 37,786 environmental reviews have been completed, representing 99% of the 38,261 homeowners in Phases I – VI.
- 26,658 homeowners have been invited to complete applications from Phase I - VI. 12,984 (49%) homeowners have submitted their applications.
- 6,891 scopes of work have been performed, representing 53% of the 12,984 homeowners that have submitted their application.
- There have been a total of 3,075 Grant Awards offered to homeowners, amounting to \$89,743,686.41. Of those, 806 homeowners have acknowledged their grant agreements, obligating \$22,909,042.05.

- As of November 17, 2017, there were a total of 21,599 appointments held.
- 100,258 calls were completed by the call center. 74,910 of the completed calls were inbound calls and 25,348 of the completed calls were outbound calls.
- The Program has completed 4 outreach events for this reporting period. There are no events scheduled for the week of November 20, 2017 – November 26, 2017.

Table 1: Outreach Events

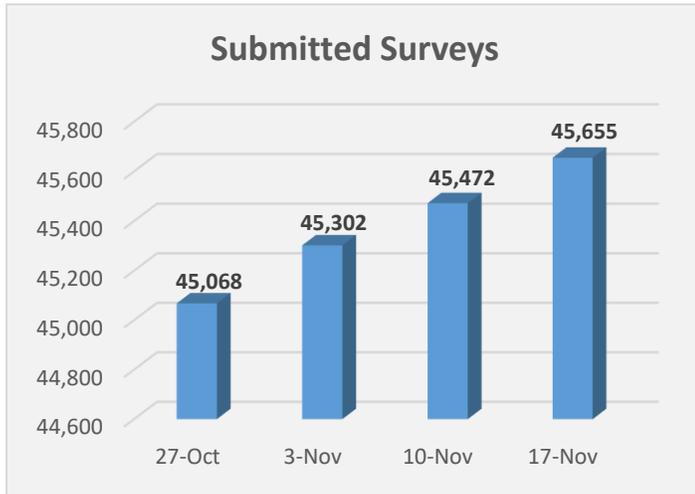
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
Total	119

Table 2: Homeowner Program Snapshot

Activity	As of 11/10/17	Weekly Activity	As of 11/17/17	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	53,587	305	53,892	
<i>Non-Submitted Surveys</i>	8,115	122	8,237	
<i>Submitted Surveys</i>	45,472	183	45,655	
<i>Phase I - VI Subtotal</i>	38,166	95	38,261	83.80%
<i>Phase I</i>	5,965	21	5,986	13.11%
<i>Phase II</i>	5,577	9	5,586	12.24%
<i>Phase III</i>	9,497	28	9,525	20.86%
<i>Phase IV</i>	9,188	20	9,208	20.17%
<i>Phase V</i>	1,303	9	1,312	2.87%
<i>Phase VI</i>	6,636	8	6,644	14.55%
<i>Duplicate Address</i>	2,138	41	2,179	4.77%
<i>Undetermined</i>	156	20	176	0.39%
<i>Not Currently In A Phase</i>	5,012	27	5,039	11.04%
Environmental Reviews				
Environmental Reviews Available to Work	527	-52	475	
Environmental Reviews Completed	37,639	147	37,786	
Applications Invited				
Total Number of Invited Applications	25,192	1,466	26,658	
Applications Submitted	12,217	767	12,984	
Zero Award	799	128	927	
Ineligible	729	54	783	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	5,977	116	6,093	
Total Scope of Work Completed	6,240	651	6,891	
Grant Awards				Total Dollars
Grant Awards Offered	2,768	307	3,075	89,743,686.41
Grant Awards Obligated	692	114	806	22,909,042.05
<i>Solution 1 Only</i>	10	4	14	417,773.58
<i>Solution 2 Only</i>	18	9	27	873,814.07
<i>Solution 3 Only</i>	177	16	193	4,502,980.13
<i>Solution 3 and 1</i>	146	24	170	5,514,190.17
<i>Solution 3 and 2</i>	341	61	402	11,600,284.10
Disbursements				
Total Disbursements	130	410	540	10,293,783.57
<i>Solution 1</i>	0	0	0	0.00
<i>Solution 2</i>	25	0	25	148,246.67
<i>Solution 3</i>	105	410	515	10,145,536.90

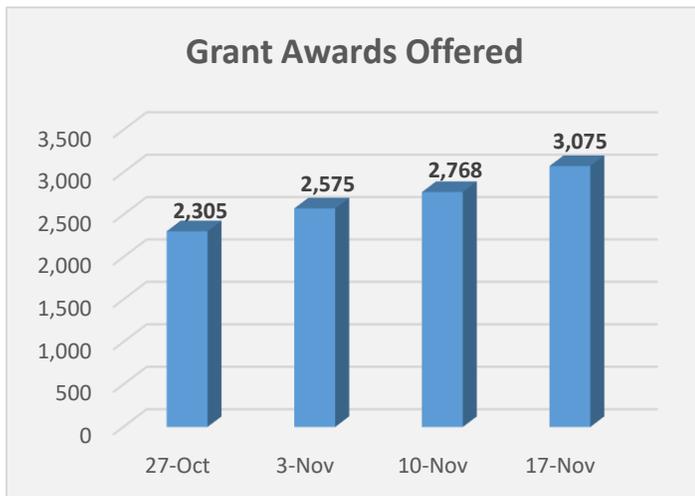
Key Program Statistics

Table 3: Key Program Statistics



38,261 of the 45,655 meet requirements for Phases I – VI.

Invited 26,658 Homeowners to complete Applications.

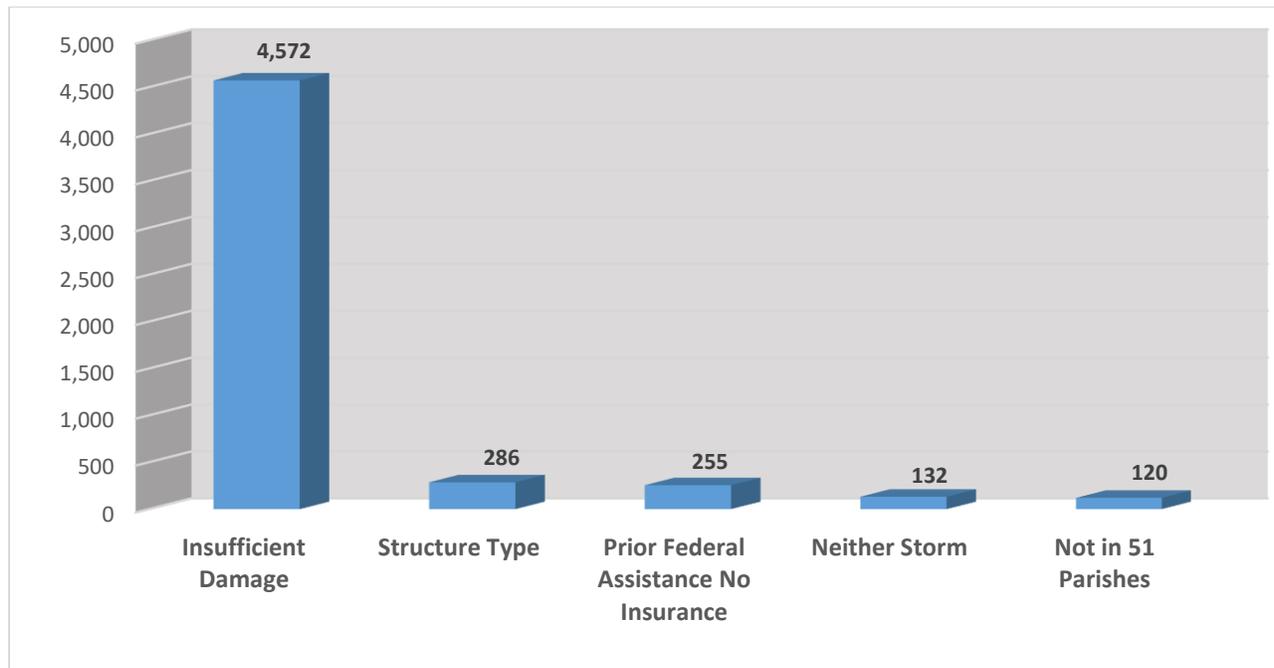


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 11/10/17	Weekly Activity	As of 11/17/17
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,012	27	5,039
Total Submitted Surveys Undetermined	156	20	176
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,337	28	5,365
<i>Insufficient Damage</i>	4,551	21	4,572
<i>Structure Type</i>	287	-1	286
<i>Prior Federal Assistance No Insurance</i>	253	2	255
<i>Neither Storm</i>	132	0	132
<i>Not in 51 Parishes</i>	114	6	120
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	156	20	176
<i>Flood Plain (Not determined)</i>	156	20	176

Figure 1: Not Currently In A Phase Reasons



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

As of November 17, 2017, there are 24,176 homeowners, 52.95% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,613 homeowners, 36.39% 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)	5,986	100.00%	5,986
Phase Two (II)	5,586	100.00%	5,586
Phase Three (III)	3,288	34.52%	9,525
Phase Four (IV)	2,863	31.09%	9,208
Phase Five (V)	675	51.45%	1,312
Phase Six (VI)	1,152	17.34%	6,644
Duplicate Address	1,292	59.29%	2,179
Undetermined	137	77.84%	176
Not In Phase	3,197	63.45%	5,039
Total	24,176	52.95%	45,655

	Submitted Surveys	Percentage
Most Impacted LMI	20,812	45.59%
Most Impacted Urgent Need	20,210	44.27%
LMI	3,364	7.37%
Urgent Need	1,269	2.78%
Total	45,655	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)	4,194	70.06%	3,839	64.13%	5,986
Phase Two (II)	4,259	76.24%	3,250	58.18%	5,586
Phase Three (III)	1,811	19.01%	969	10.17%	9,525
Phase Four (IV)	1,928	20.94%	948	10.30%	9,208
Phase Five (V)	197	15.02%	123	9.38%	1,312
Phase Six (VI)	1,659	24.97%	630	9.48%	6,644
Duplicate Address	774	35.52%	650	29.83%	2,179
Undetermined	68	38.64%	70	39.77%	176
Not In Phase	1,723	34.19%	1,611	31.97%	5,039
Total	16,613	36.39%	12,090	26.48%	45,655

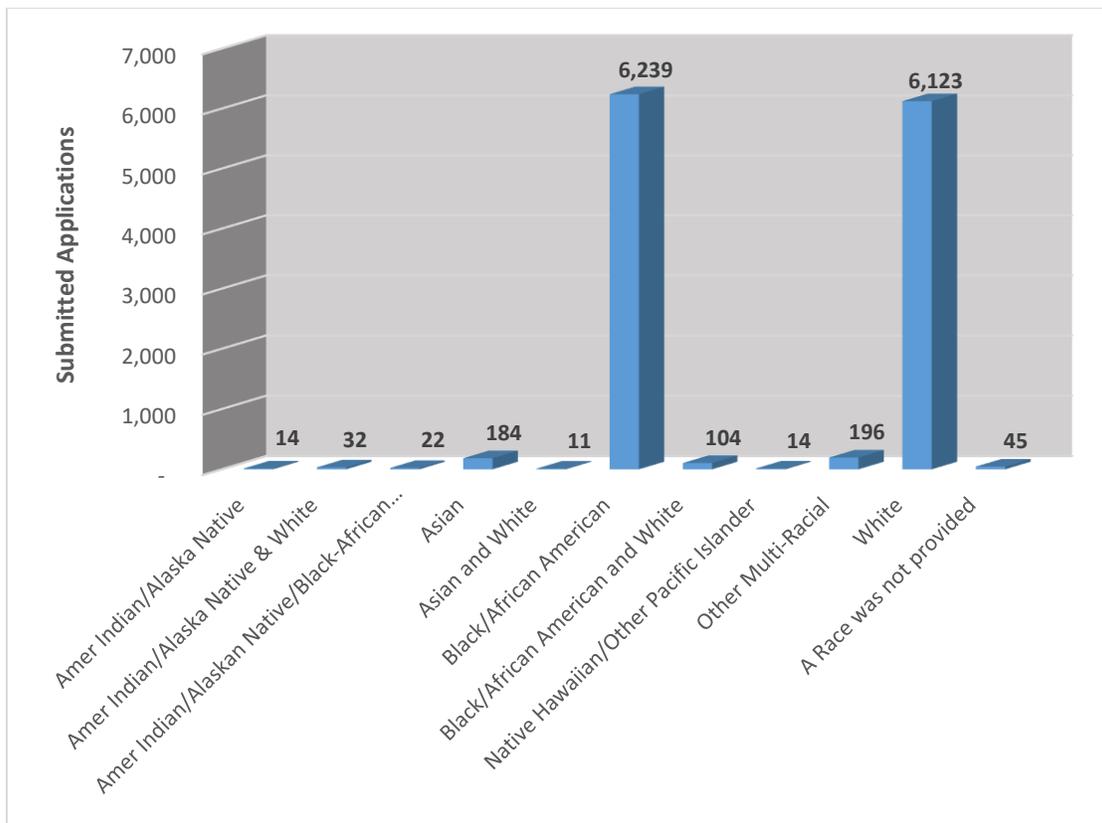
*A Senior Adult is anyone 62 years of age or older.

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	32	0.24%
American Indian/Alaskan Native/Black-African American	22	0.17%
Asian	184	1.42%
Asian and White	11	0.08%
Black/African American	6,239	48.05%
Black/African American and White	104	0.80%
Native Hawaiian/Other Pacific Islander	14	0.11%
Other Multi-Racial	196	1.51%
White	6,123	47.16%
A Race was not provided	45	0.35%
Total	12,984	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 11/10/2017	Weekly Activity	As of 11/17/2017
Appointments			
Total Number of Appointments	21,819	1,591	23,410
<i>Walk-ins</i>	10,072	801	10,873
<i>Scheduled</i>	11,747	790	12,537
<i>Held at office</i>	9,705	668	10,373
<i>Home visit</i>	330	23	353
<i>Cancelled</i>	1,205	72	1,277
<i>No Show</i>	507	27	534
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	14,326	999	15,325
<i>Walk-ins</i>	7,002	508	7,510
<i>Scheduled</i>	7,324	491	7,815
<i>Held at office</i>	6,216	418	6,634
<i>Home visit</i>	101	15	116
<i>Cancelled</i>	860	52	912
<i>No Show</i>	147	6	153
Hammond			
Total Number of Appointments	3,934	357	4,291
<i>Walk-ins</i>	1,913	218	2,131
<i>Scheduled</i>	2,021	139	2,160
<i>Held at office</i>	1,440	103	1,543
<i>Home visit</i>	212	8	220
<i>Cancelled</i>	203	14	217
<i>No Show</i>	166	14	180
Lafayette			
Total Number of Appointments	1,647	115	1,762
<i>Walk-ins</i>	387	20	407
<i>Scheduled</i>	1,260	95	1,355
<i>Held at office</i>	1,113	88	1,201
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	86	1	87
<i>No Show</i>	55	6	61
Monroe			
Total Number of Appointments	1,912	120	2,032
<i>Walk-ins</i>	770	55	825
<i>Scheduled</i>	1,142	65	1,207
<i>Held at office</i>	936	59	995
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	56	5	61
<i>No Show</i>	139	1	140

Call Center Activity

Table 10: Call Center Activity

Activity	As of 11/10/2017	Weekly Activity	As of 11/17/2017
Call Center			
Total Calls	97,701	5,384	103,085
<i>Total Calls Abandoned</i>	2,613	214	2,827
<i>Abandoned %</i>	2.67%	0.07%	2.74%
<i>Total Calls Processed</i>	95,088	5,170	100,258
<i>Inbound</i>	71,245	3,665	74,910
<i>Outbound</i>	23,843	1,505	25,348
Completed Inbound Calls Details			
Total Inbound Calls Completed	71,245	3,665	74,910
Average Wait Time	1.14 min		1.14 min
Average Call Time	6.17 min		6.17 min
<i>Program Inquiry</i>	24,155	658	24,813
<i>Surveys Status Update</i>	1,868	139	2,007
<i>Surveys Completed</i>	7,075	52	7,127
<i>Case Manager Request</i>	2,670	467	3,137
<i>Application Status Update</i>	26,300	1,915	28,215
<i>Applications Completed</i>	96	5	101
<i>Damage Assessment Inquiry</i>	2,073	9	2,082
<i>Award Acknowledgement Inquiry</i>	757	102	859
<i>Construction Inquiry</i>	302	82	384
<i>Appeals</i>	42	57	99
<i>Outbound Project</i>	13	0	13
<i>Invalid Number/ No Answer / Busy / Left Message</i>	3,779	162	3,941
<i>Call Transferred</i>	2,115	17	2,132
Completed Outbound Calls Details			
Total Outbound Calls Completed	23,843	1,505	25,348
Average Call Time	2.14 min		2.10 min
<i>Program Inquiry</i>	4,258	11	4,269
<i>Survey Status Update</i>	37	2	39
<i>Surveys Completed</i>	642	1	643
<i>Case Manager Request</i>	50	3	53
<i>Application Status Update</i>	2,926	293	3,219
<i>Applications Completed</i>	6	3	9
<i>Damage Assessment Inquiry</i>	6	0	6
<i>Award Acknowledgement Inquiry</i>	23	1	24
<i>Construction Inquiry</i>	250	2	252
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	9,122	433	9,555
<i>Call Transferred</i>	6,179	756	6,935

APPENDIX A

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

House District	Survey Count	Application Count
1	68	13
2	50	11
3	33	3
4	73	16
5	20	5
6	4	0
7	53	9
8	24	3
9	152	20
10	158	21
11	59	8
12	88	21
13	93	20
14	369	53
15	69	21
16	493	133
17	1,086	397
18	155	28
19	270	79
20	76	22
21	86	20
22	130	24
23	119	14
24	109	18
25	10	2
26	46	6
27	24	11
28	118	11
29	1,576	674
30	20	1
31	1,084	284
32	43	7
33	56	9
34	18	3
35	4	1

House District	Survey Count	Application Count
36	2	0
37	110	15
38	150	19
39	177	25
40	169	38
41	226	38
42	279	66
43	475	82
44	103	25
45	148	18
46	226	52
47	535	108
48	533	132
49	331	46
50	37	0
51	2	0
53	4	0
54	2	0
55	4	0
56	3	0
57	10	0
58	207	49
59	594	116
60	75	12
61	1,371	459
62	508	139
63	884	279
64	2,969	853
65	5,289	1,552
66	1,529	284
67	153	40
68	68	5
69	208	37
70	92	11
71	4,854	1,189

House District	Survey Count	Application Count
72	1,555	513
73	1,212	313
74	307	80
75	331	87
76	33	5
77	222	30
78	2	0
80	1	0
81	1,875	517
83	3	0
84	2	0
85	1	0
86	688	188
88	2,575	468
89	3	0
90	22	2
91	4	0
92	3	0
93	6	0
95	1,986	549
96	471	123
97	7	0
98	1	0
99	4	0
100	7	0
101	5,152	2,450
102	6	0
103	2	0
104	8	2
105	3	0
Unknown	0	0
Total	45,655	12,984

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

Senate District	Survey Count	Application Count
1	64	10
2	312	65
3	11	0
4	12	0
5	8	0
6	7,771	2,187
7	7	0
8	8	0
9	1	0
10	2	0
11	850	171
12	1,961	570
13	8,272	2,085
14	1,738	580
15	9,219	3,911
16	485	84
17	844	207
18	4,948	1,048
19	9	0
20	4	0
21	81	6

Senate District	Survey Count	Application Count
22	819	185
23	1,649	370
24	525	104
25	324	55
26	1,372	305
27	24	4
28	364	54
29	180	39
30	206	26
31	212	33
32	246	72
33	632	127
34	1,523	519
35	269	55
36	303	45
37	100	14
38	115	23
39	185	30
Unknown	0	0
Total	45,655	12,984

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	389	77
Allen	75	17	3
Ascension	6,353	3,609	680
Avoyelles	274	123	11
Beauregard	113	34	5
Bienville	209	45	9
Bossier	607	229	36
Caddo	589	269	48
Calcasieu	266	137	20
Caldwell	154	37	8
Catahoula	72	17	6
Claiborne	208	39	4
De Soto	141	46	8
East Baton Rouge	24,248	18,620	6,494
East Carroll	237	39	11
East Feliciana	617	224	53
Evangeline	522	103	12
Franklin	58	14	4
Grant	280	66	14
Iberia	1,478	459	91
Iberville	357	103	19
Jackson	74	11	1
Jefferson Davis	508	108	15
Lafayette	4,753	2,349	552
LaSalle	73	21	6
Lincoln	152	24	3

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,281	2,413
Madison	85	50	11
Morehouse	1,005	225	53
Natchitoches	598	136	18
Ouachita	3,418	1,896	585
Pointe Coupee	444	130	26
Rapides	145	80	19
Red River	46	13	1
Richland	445	109	33
Sabine	100	55	10
St. Helena	976	306	93
St. James	162	68	12
St. Landry	1,615	338	66
St. Martin	1,301	410	96
St. Tammany	1,057	386	61
Tangipahoa	6,183	3,298	960
Union	399	81	21
Vermilion	1,786	812	155
Vernon	306	62	6
Washington	1,222	376	102
Webster	525	111	12
West Baton Rouge	110	30	4
West Carroll	336	55	12
West Feliciana	154	50	13
Winn	181	44	12
Total	82,440	45,534	12,984

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	2	0
St. John the Baptist	11	0
St. Mary	35	0
Tensas	2	0
Terrebonne	3	0
Total	121	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	12	\$303,480.09	1	\$1,617.30	0	\$0.00
Ascension	149	\$4,766,430.89	33	\$961,209.83	23	\$635,698.67
Bossier	4	\$163,672.70	0	\$0.00	0	\$0.00
Caddo	4	\$126,789.81	0	\$0.00	0	\$0.00
Calcasieu	3	\$127,766.31	0	\$0.00	0	\$0.00
Caldwell	1	\$7,707.58	0	\$0.00	0	\$0.00
East Baton Rouge	1,820	\$51,894,582.01	568	\$16,408,972.10	369	\$6,843,013.61
East Carroll	1	\$7,496.41	1	\$7,496.41	0	\$0.00
East Feliciana	7	\$211,545.87	2	\$59,807.02	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	18	\$593,828.02	1	\$7,180.42	1	\$7,180.42
Iberville	3	\$72,420.02	0	\$0.00	0	\$0.00
Lafayette	139	\$3,122,622.33	27	\$660,013.93	20	\$410,768.45
Livingston	623	\$18,920,608.44	145	\$4,017,384.55	100	\$1,983,224.08
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	38	\$1,166,589.49	2	\$63,552.45	2	\$57,750.28
Pointe Coupee	3	\$71,751.99	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	8	\$270,310.81	1	\$26,454.24	0	\$0.00
St. James	1	\$39,445.54	0	\$0.00	0	\$0.00
St. Landry	3	\$68,743.36	0	\$0.00	0	\$0.00
St. Martin	9	\$348,384.50	1	\$40,274.11	1	\$30,113.29
St. Tammany	7	\$194,972.32	0	\$0.00	0	\$0.00
Tangipahoa	173	\$5,644,426.03	20	\$549,018.07	14	\$295,733.73
Union	1	\$36,713.58	0	\$0.00	0	\$0.00
Vermilion	27	\$770,520.56	3	\$52,028.41	2	\$30,301.04
Vernon	1	\$30,141.86	0	\$0.00	0	\$0.00
Washington	5	\$159,371.65	1	\$54,033.21	0	\$0.00
Webster	1	\$14,588.41	0	\$0.00	0	\$0.00
West Baton Rouge	2	\$103,233.43	0	\$0.00	0	\$0.00
West Carroll	3	\$147,646.12	0	\$0.00	0	\$0.00
West Feliciana	1	\$45,000.00	0	\$0.00	0	\$0.00
Total	3,075	\$89,743,686.41	806	\$22,909,042.05	532	\$10,293,783.57

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.