

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #18
December 2, 2017 – December 8, 2017

December 9, 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 can be completed online at RESTORE.LA.GOV or by calling 866.735.2001. Personal assistance is also available 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

Qualified homeowners will be invited to complete the formal application. The application may be completed online, over the phone, or by scheduling an appointment at one of the Housing Assistance Centers. Homeowners will be required to provide supporting documentation.

4



ELIGIBILITY REVIEW

The Program will review the homeowner's application and supporting documentation to ensure that the information provided confirms that the homeowner meets the eligibility requirements for the program.

5



DAMAGE AND LEAD ASSESSMENT

During this scheduled appointment, inspectors will utilize industry-standard software to inspect the home, document completed work, and determine a scope of work for remaining repairs. Homes constructed before 1978 will receive a lead-based paint inspection. At least one homeowner must be present for all inspections.

6



REVIEW GRANT AWARD

Once eligibility has been determined, the homeowner will receive a grant award. The homeowner may request to speak to a case manager, accept the award, or appeal the award.

7



SIGN GRANT AWARD

Once a homeowner accepts their award, a program representative will reach out to discuss next steps which will depend on which solution is selected.

8



REIMBURSEMENT/ REPAIR

Once the grant award is signed, if a homeowner is eligible for reimbursement, funding will be requested and a check will be mailed within 3-4 weeks. Funding for repairs will be disbursed in accordance with the signed grant award.

Executive Summary

- As of December 8, 2017, survey submissions increased by 136 from the previous week, making the total submissions 46,124. 38,509 homeowners were determined to be in Phases I – VI.
- 38,075 environmental reviews have been completed, representing 99% of the 38,509 homeowners in Phases I – VI.
- 32,856 homeowners have been invited to complete applications from Phase I - VI. 17,055 (52%) homeowners have submitted their applications.
- 8,518 scopes of work have been completed, representing 50% of the 17,055 homeowners that have submitted their application.
- There have been a total of 3,707 Grant Awards offered to homeowners, amounting to \$108,324,197.40. Of those, 1,260 homeowners have acknowledged their grant agreements, obligating \$36,506,364.66.

- As of December 8, 2017, there were a total of 25,028 appointments held.
- 112,152 calls were completed by the call center. 83,777 of the completed calls were inbound calls and 28,375 of the completed calls were outbound calls.
- The Program has completed 1 outreach event for this reporting period. The following events are scheduled for the week of December 11, 2017 – December 17, 2017:
 - 12/11: EBR LTRC Full Committee Meeting
 - 12/12: Sen. Barrow/Rep. James Town Hall – Greenwell Springs Library

Table 1: Outreach Events

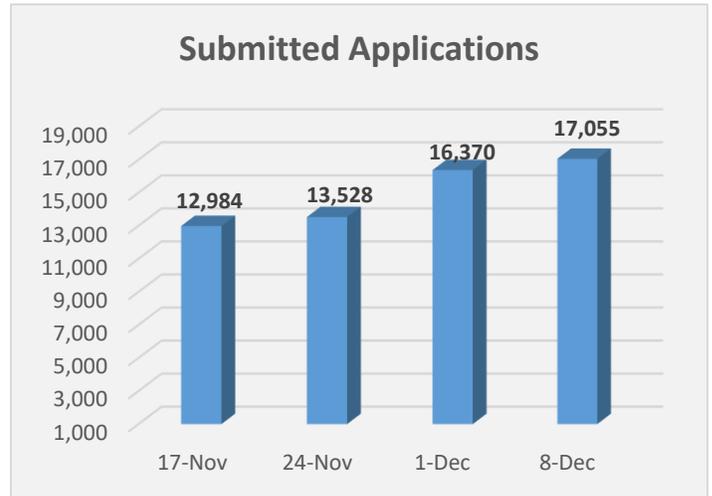
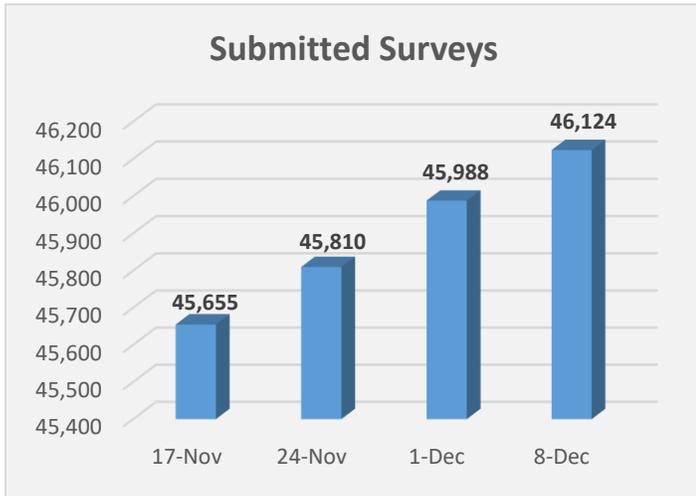
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November	8
Total	127

Table 2: Homeowner Program Snapshot

Activity	As of 12/1/17	Weekly Activity	As of 12/8/17	Percentage
Surveys Recorded				
Total Number of Recorded Surveys	54,482	257	54,739	
<i>Non-Submitted Surveys</i>	8,494	121	8,615	
<i>Submitted Surveys</i>	45,988	136	46,124	
<i>Phase I - VI Subtotal</i>	38,439	70	38,509	83.49%
<i>Phase I</i>	6,029	19	6,048	13.11%
<i>Phase II</i>	5,606	8	5,614	12.17%
<i>Phase III</i>	9,572	10	9,582	20.77%
<i>Phase IV</i>	9,233	16	9,249	20.05%
<i>Phase V</i>	1,326	4	1,330	2.88%
<i>Phase VI</i>	6,673	13	6,686	14.50%
<i>Duplicate Address</i>	2,302	48	2,350	5.09%
<i>Undetermined</i>	206	11	217	0.47%
<i>Not Currently In A Phase</i>	5,041	7	5,048	10.94%
Environmental Reviews				
Environmental Reviews Available to Work	550	-116	434	
Environmental Reviews Completed	37,889	186	38,075	
Applications Invited				
Total Number of Invited Applications	30,700	2,156	32,856	
Applications Submitted	16,370	685	17,055	
Zero Award	1,117	45	1,162	
Ineligible	815	21	836	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	8,621	-84	8,537	
Total Scope of Work Completed	7,749	769	8,518	
Grant Awards				Total Dollars
Grant Awards Offered	3,478	229	3,707	108,324,197.40
Grant Awards Obligated	1,080	180	1,260	36,506,364.66
<i>Solution 1 Only</i>	17	3	20	589,898.87
<i>Solution 2 Only</i>	44	12	56	1,944,852.90
<i>Solution 3 Only</i>	252	36	288	6,440,135.60
<i>Solution 3 and 1</i>	191	16	207	6,806,994.04
<i>Solution 3 and 2</i>	576	113	689	20,724,483.25
Disbursements				
Total Disbursements	773	0	773	14,582,523.81
<i>Solution 1</i>	1	0	1	21,685.61
<i>Solution 1 - Progress Payment</i>	1	0	1	21,685.61
<i>Solution 1 - Final Payment</i>	0	0	0	0.00
<i>Solution 2</i>	28	0	28	212,561.47
<i>Solution 2 - Progress Payment</i>	12	0	12	138,210.27
<i>Solution 2 - Final Payment</i>	16	0	16	74,351.20
<i>Solution 3</i>	744	0	744	14,348,276.73

Key Program Statistics

Table 3: Key Program Statistics



38,509 of the 46,124 meet requirements for Phases I – VI.

Invited 32,856 Homeowners to complete Applications.

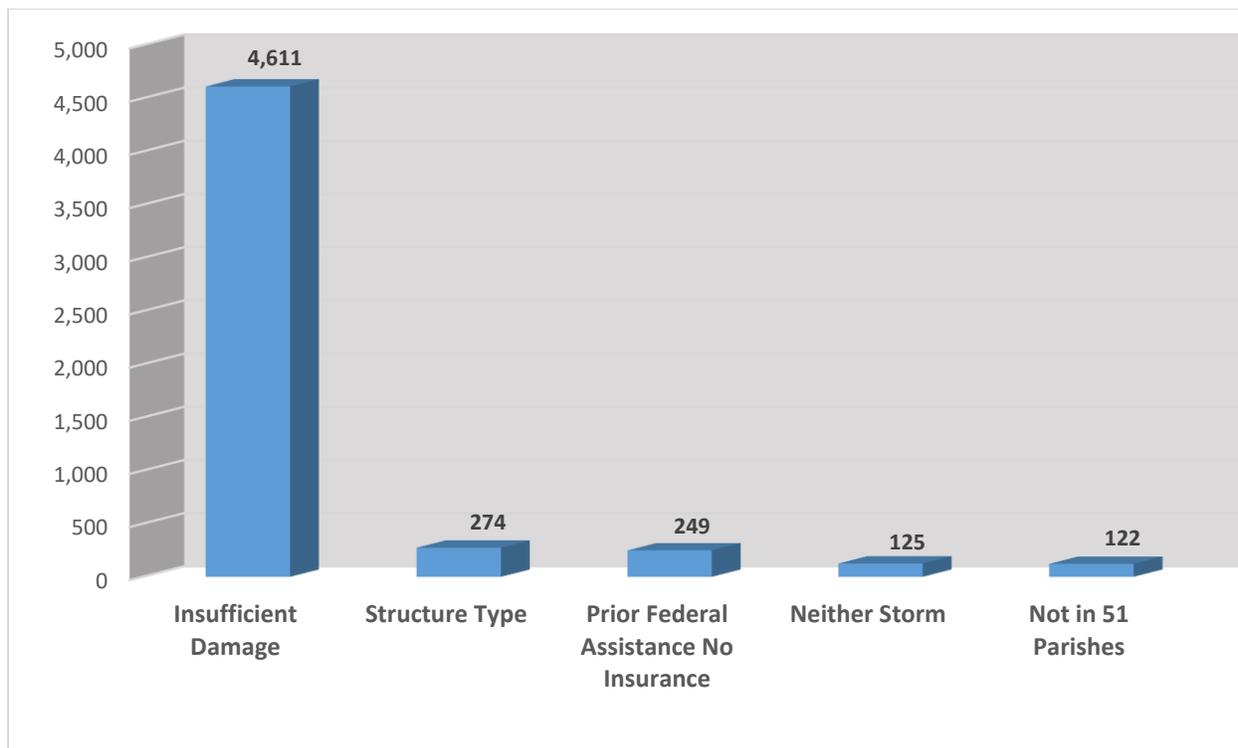


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 12/1/17	Weekly Activity	As of 12/8/17
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,041	7	5,048
Total Submitted Surveys Undetermined	206	11	217
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,371	10	5,381
<i>Insufficient Damage</i>	4,600	11	4,611
<i>Structure Type</i>	278	-4	274
<i>Prior Federal Assistance No Insurance</i>	249	0	249
<i>Neither Storm</i>	122	3	125
<i>Not in 51 Parishes</i>	122	0	122
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	206	11	217
<i>Flood Plain (Not determined)</i>	206	11	217

Figure 1: Not Currently In A Phase Reasons



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

As of December 8, 2017, there are 24,463 homeowners, 53.04% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,764 homeowners, 36.35% 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)	6,048	100.00%	6,048
Phase Two (II)	5,614	100.00%	5,614
Phase Three (III)	3,315	34.60%	9,582
Phase Four (IV)	2,883	31.17%	9,249
Phase Five (V)	683	51.35%	1,330
Phase Six (VI)	1,160	17.35%	6,686
Duplicate Address	1,380	58.72%	2,350
Undetermined	167	76.96%	217
Not In Phase	3,213	63.65%	5,048
Total	24,463	53.04%	46,124

	Submitted Surveys	Percentage
Most Impacted LMI	21,036	45.61%
Most Impacted Urgent Need	20,369	44.16%
LMI	3,427	7.43%
Urgent Need	1,292	2.80%
Total	46,124	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)	4,238	70.07%	3,885	64.24%	6,048
Phase Two (II)	4,278	76.20%	3,264	58.14%	5,614
Phase Three (III)	1,821	19.00%	971	10.13%	9,582
Phase Four (IV)	1,934	20.91%	951	10.28%	9,249
Phase Five (V)	203	15.26%	126	9.47%	1,330
Phase Six (VI)	1,670	24.98%	635	9.50%	6,686
Duplicate Address	813	34.60%	686	29.19%	2,350
Undetermined	82	37.79%	81	37.33%	217
Not In Phase	1,725	34.17%	1,619	32.07%	5,048
Total	16,764	36.35%	12,218	26.49%	46,124

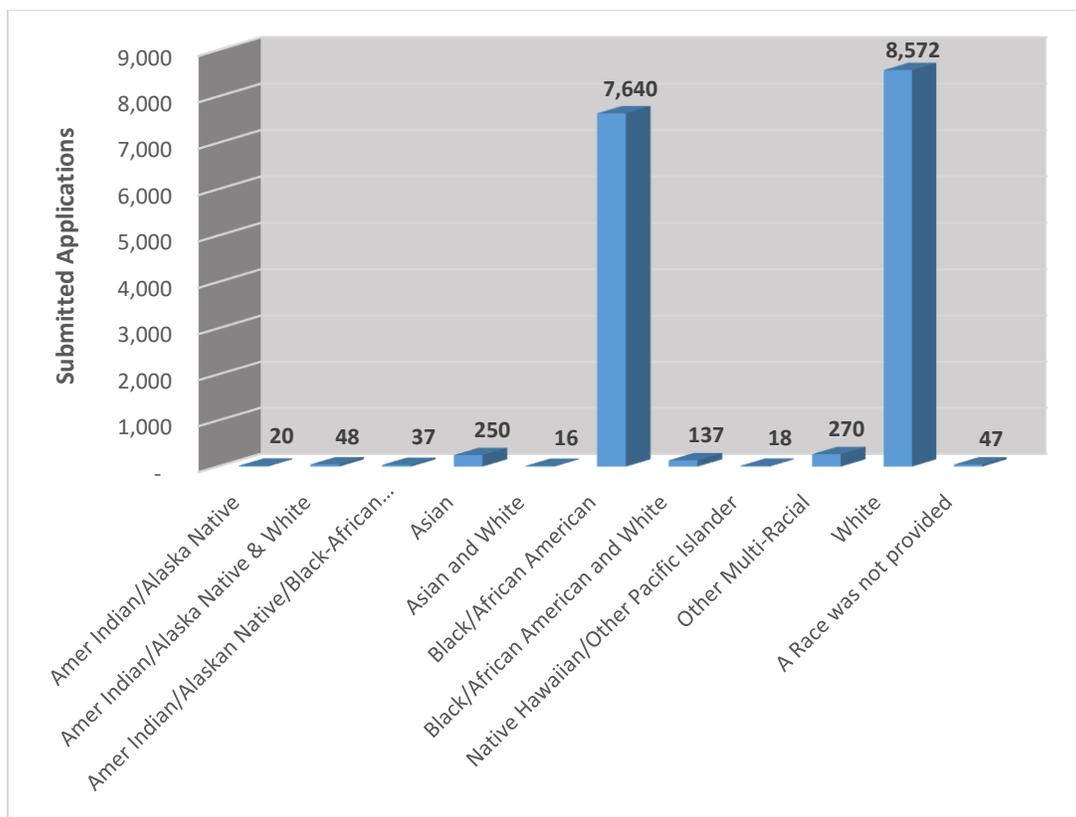
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	20	0.12%
American Indian/Alaska Native and White	48	0.28%
American Indian/Alaskan Native/Black-African American	37	0.22%
Asian	250	1.47%
Asian and White	16	0.09%
Black/African American	7,640	44.80%
Black/African American and White	137	0.80%
Native Hawaiian/Other Pacific Islander	18	0.10%
Other Multi-Racial	270	1.58%
White	8,572	50.26%
A Race was not provided	47	0.28%
Total	17,055	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 12/1/2017	Weekly Activity	As of 12/8/2017
Appointments			
Total Number of Appointments	25,904	1,181	27,085
<i>Walk-ins</i>	12,043	520	12,563
<i>Scheduled</i>	13,861	661	14,522
<i>Held at office</i>	11,520	580	12,100
<i>Home visit</i>	362	3	365
<i>Cancelled</i>	1,389	61	1,450
<i>No Show</i>	590	17	607
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	16,904	782	17,686
<i>Walk-ins</i>	8,281	364	8,645
<i>Scheduled</i>	8,623	418	9,041
<i>Held at office</i>	7,350	367	7,717
<i>Home visit</i>	116	1	117
<i>Cancelled</i>	988	45	1,033
<i>No Show</i>	169	5	174
Hammond			
Total Number of Appointments	4,797	183	4,980
<i>Walk-ins</i>	2,428	100	2,528
<i>Scheduled</i>	2,369	83	2,452
<i>Held at office</i>	1,702	64	1,766
<i>Home visit</i>	229	2	231
<i>Cancelled</i>	238	10	248
<i>No Show</i>	200	7	207
Lafayette			
Total Number of Appointments	1,977	127	2,104
<i>Walk-ins</i>	439	23	462
<i>Scheduled</i>	1,538	104	1,642
<i>Held at office</i>	1,367	99	1,466
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	97	1	98
<i>No Show</i>	68	4	72
Monroe			
Total Number of Appointments	2,226	89	2,315
<i>Walk-ins</i>	895	33	928
<i>Scheduled</i>	1,331	56	1,387
<i>Held at office</i>	1,101	50	1,151
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	66	5	71
<i>No Show</i>	153	1	154

Call Center Activity

Table 10: Call Center Activity

Activity	As of 12/1/2017	Weekly Activity	As of 12/8/2017
Call Center			
Total Calls	111,688	4,085	115,773
<i>Total Calls Abandoned</i>	3,439	182	3,621
<i>Abandoned %</i>	3.08%	0.05%	3.13%
<i>Total Calls Processed</i>	108,249	3,903	112,152
<i>Inbound</i>	80,780	2,997	83,777
<i>Outbound</i>	27,469	906	28,375
Completed Inbound Calls Details			
Total Inbound Calls Completed	80,780	2,997	83,777
Average Wait Time	1.21 min		1.21 min
Average Call Time	6.09 min		6.08 min
<i>Program Inquiry</i>	26,009	656	26,665
<i>Surveys Status Update</i>	2,212	63	2,275
<i>Surveys Completed</i>	7,217	36	7,253
<i>Case Manager Request</i>	3,866	341	4,207
<i>Application Status Update</i>	31,169	1,571	32,740
<i>Applications Completed</i>	116	15	131
<i>Damage Assessment Inquiry</i>	2,099	11	2,110
<i>Award Acknowledgement Inquiry</i>	1,002	52	1,054
<i>Construction Inquiry</i>	523	66	589
<i>Appeals</i>	142	22	164
<i>Outbound Project</i>	13	0	13
<i>Invalid Number/ No Answer / Busy / Left Message</i>	4,258	140	4,398
<i>Call Transferred</i>	2,154	24	2,178
Completed Outbound Calls Details			
Total Outbound Calls Completed	27,469	906	28,375
Average Call Time	2.09 min		2.05 min
<i>Program Inquiry</i>	4,290	14	4,304
<i>Survey Status Update</i>	40	1	41
<i>Surveys Completed</i>	645	1	646
<i>Case Manager Request</i>	60	2	62
<i>Application Status Update</i>	3,557	196	3,753
<i>Applications Completed</i>	11	2	13
<i>Damage Assessment Inquiry</i>	6	0	6
<i>Award Acknowledgement Inquiry</i>	27	0	27
<i>Construction Inquiry</i>	257	3	260
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	10,138	227	10,365
<i>Call Transferred</i>	8,094	460	8,554

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	68	19	36	3	0	72	1,589	622
2	50	15	37	114	24	73	1,225	388
3	35	7	38	151	33	74	311	94
4	76	21	39	178	36	75	334	110
5	20	8	40	170	52	76	33	6
6	4	0	41	229	55	77	226	37
7	54	13	42	282	91	78	2	0
8	24	6	43	479	110	80	1	0
9	158	26	44	104	28	81	1,904	689
10	164	34	45	148	24	83	3	0
11	64	12	46	229	71	84	2	0
12	90	27	47	536	157	85	1	0
13	94	22	48	539	181	86	707	233
14	374	79	49	336	83	88	2,593	714
15	69	22	50	38	1	89	3	0
16	502	159	51	2	0	90	22	3
17	1,094	455	53	4	0	91	4	0
18	156	43	54	2	0	92	3	0
19	277	101	55	4	0	93	6	0
20	80	26	56	4	0	95	2,008	781
21	86	28	57	11	0	96	475	150
22	132	38	58	210	60	97	7	0
23	122	24	59	599	178	98	1	0
24	111	28	60	77	18	99	4	0
25	10	3	61	1,390	583	100	7	0
26	46	7	62	517	195	101	5,185	2,914
27	24	13	63	892	362	102	6	0
28	120	19	64	2,991	1,168	103	2	0
29	1,587	802	65	5,311	2,095	104	9	2
30	20	1	66	1,542	408	105	3	0
31	1,097	358	67	154	50	Unknown	0	0
32	43	9	68	68	9	Total	46,124	17,055
33	56	17	69	210	52			
34	19	4	70	93	15			
35	5	1	71	4,900	1,726			

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

Senate District	Survey Count	Application Count
1	64	13
2	317	89
3	11	0
4	12	0
5	8	0
6	7,835	2,940
7	7	0
8	8	0
9	1	0
10	2	0
11	861	211
12	2,001	696
13	8,356	2,992
14	1,759	721
15	9,276	4,738
16	487	122
17	858	296
18	4,994	1,520
19	11	0
20	4	0
21	86	8

Senate District	Survey Count	Application Count
22	825	249
23	1,663	482
24	530	134
25	329	84
26	1,385	420
27	27	5
28	369	86
29	182	53
30	206	51
31	217	46
32	251	90
33	648	174
34	1,539	607
35	271	63
36	316	65
37	101	22
38	119	33
39	188	45
Unknown	0	0
Total	46,124	17,055

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	393	105
Allen	75	18	5
Ascension	6,353	3,639	1,019
Avoyelles	274	125	19
Beauregard	113	34	6
Bienville	209	45	12
Bossier	607	238	49
Caddo	589	275	71
Calcasieu	266	141	37
Caldwell	154	37	13
Catahoula	72	17	6
Claiborne	208	43	6
De Soto	141	47	12
East Baton Rouge	24,248	18,750	8,222
East Carroll	237	41	16
East Feliciana	617	226	83
Evangeline	522	103	23
Franklin	58	18	4
Grant	280	68	22
Iberia	1,478	465	126
Iberville	357	105	29
Jackson	74	11	1
Jefferson Davis	508	111	23
Lafayette	4,753	2,372	699
LaSalle	73	21	7
Lincoln	152	25	5

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,385	3,430
Madison	85	51	17
Morehouse	1,005	229	84
Natchitoches	598	138	29
Ouachita	3,418	1,914	677
Pointe Coupee	444	130	38
Rapides	145	80	23
Red River	46	13	1
Richland	445	110	40
Sabine	100	57	12
St. Helena	976	312	123
St. James	162	68	15
St. Landry	1,615	341	97
St. Martin	1,301	414	125
St. Tammany	1,057	392	78
Tangipahoa	6,183	3,356	1,166
Union	399	83	26
Vermilion	1,786	816	238
Vernon	306	62	14
Washington	1,222	380	126
Webster	525	114	23
West Baton Rouge	110	32	7
West Carroll	336	59	13
West Feliciana	154	51	20
Winn	181	45	12
Total	82,440	46,000	17,054

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	16	0
Lafourche	4	0
Orleans	35	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	12	0
St. Mary	37	1
Tensas	2	0
Terrebonne	3	0
Total	124	1

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	17	\$474,885.58	4	\$96,059.06	1	\$1,617.30
Ascension	181	\$5,703,847.90	56	\$1,791,879.62	32	\$860,395.84
Bienville	1	\$27,322.54	0	\$0.00	0	\$0.00
Bossier	6	\$238,164.10	0	\$0.00	0	\$0.00
Caddo	4	\$105,935.94	1	\$8,158.09	0	\$0.00
Calcasieu	4	\$145,515.82	0	\$0.00	0	\$0.00
Caldwell	1	\$7,707.58	1	\$7,707.58	0	\$0.00
East Baton Rouge	2,169	\$61,569,057.47	851	\$25,076,633.19	529	\$9,579,997.23
East Carroll	1	\$7,496.41	1	\$7,496.41	0	\$0.00
East Feliciana	10	\$355,052.92	2	\$59,807.02	2	\$58,457.15
Evangeline	2	\$81,449.35	0	\$0.00	0	\$0.00
Franklin	1	\$45,000.00	1	\$45,000.00	0	\$0.00
Grant	1	\$24,525.79	0	\$0.00	0	\$0.00
Iberia	20	\$651,592.28	1	\$7,180.42	1	\$7,180.42
Iberville	5	\$185,407.07	1	\$19,622.94	0	\$0.00
Lafayette	177	\$4,069,303.54	57	\$1,296,323.02	27	\$554,153.76
Livingston	752	\$22,955,376.12	220	\$6,272,949.52	138	\$2,984,777.63
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	5	\$153,190.79	0	\$0.00	0	\$0.00
Natchitoches	2	\$194,226.58	0	\$0.00	0	\$0.00
Ouachita	54	\$1,680,490.16	11	\$322,330.81	2	\$57,750.28
Pointe Coupee	5	\$155,292.11	0	\$0.00	0	\$0.00
Rapides	2	\$74,996.79	0	\$0.00	0	\$0.00
Richland	1	\$37,308.50	0	\$0.00	0	\$0.00
Sabine	1	\$34,202.65	0	\$0.00	0	\$0.00
St. Helena	8	\$279,313.92	1	\$26,454.24	1	\$4,019.44
St. James	1	\$39,445.54	0	\$0.00	0	\$0.00
St. Landry	3	\$68,743.36	1	\$14,725.72	0	\$0.00
St. Martin	11	\$427,137.54	1	\$40,274.11	1	\$30,113.29
St. Tammany	11	\$282,735.91	1	\$16,907.03	0	\$0.00
Tangipahoa	198	\$6,568,719.93	40	\$1,156,952.86	21	\$392,434.42
Union	2	\$52,770.25	0	\$0.00	0	\$0.00
Vermilion	32	\$919,180.23	7	\$168,209.36	3	\$51,627.05
Vernon	2	\$47,240.70	0	\$0.00	0	\$0.00
Washington	9	\$319,109.64	2	\$71,693.66	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	3,707	\$108,324,197.40	1,260	\$36,506,364.66	758	\$14,582,523.81

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.