

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #19
December 9, 2017 – December 15, 2017

December 16, 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 15, 2017, survey submissions increased by 156 from the previous week, making the total submissions 46,280. 38,665 homeowners were determined to be in Phases I – VI.
- 38,138 environmental reviews have been completed, representing 99% of the 38,665 homeowners in Phases I – VI.
- 35,738 homeowners have been invited to complete applications from Phase I - VI. 17,798 (50%) homeowners have submitted their applications.
- 9,114 scopes of work have been completed, representing 51% of the 17,798 homeowners that have submitted their application.
- There have been a total of 4,138 Grant Awards offered to homeowners, amounting to \$120,176,482.94. Of those, 1,450 homeowners have acknowledged their grant agreements, obligating \$42,057,569.50.

- As of December 15, 2017, there were a total of 26,331 appointments held.
- 117,079 calls were completed by the call center. 87,011 of the completed calls were inbound calls and 30,068 of the completed calls were outbound calls.
- The Program has completed 2 outreach events for this reporting period. The following event is scheduled for the week of December 18, 2017 – December 24, 2017:
 - 12/18 – 5pm: Sen. Barrow – The Gift of Christmas Giveaway – Interdenominational Faith Assembly

Table 1: Outreach Events

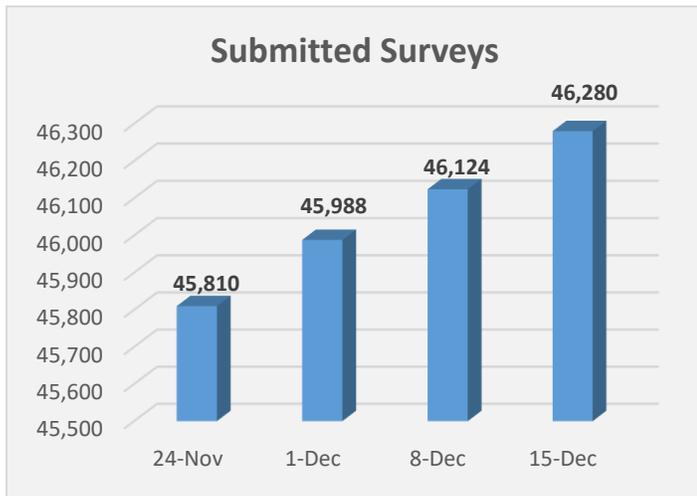
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
Total	127

Table 2: Homeowner Program Snapshot

Activity	As of 12/8/17	Weekly Activity	As of 12/15/17	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	54,739	260	54,999	
<i>Non-Submitted Surveys</i>	8,615	104	8,719	
<i>Submitted Surveys</i>	46,124	156	46,280	
<i>Phase I - VI Subtotal</i>	38,509	156	38,665	83.55%
<i>Phase I</i>	6,048	45	6,093	13.17%
<i>Phase II</i>	5,614	21	5,635	12.18%
<i>Phase III</i>	9,582	25	9,607	20.76%
<i>Phase IV</i>	9,249	30	9,279	20.05%
<i>Phase V</i>	1,330	13	1,343	2.90%
<i>Phase VI</i>	6,686	22	6,708	14.49%
<i>Duplicate Address</i>	2,350	57	2,407	5.20%
<i>Undetermined</i>	217	-77	140	0.30%
<i>Not Currently In A Phase</i>	5,048	20	5,068	10.95%
Environmental Reviews				
Environmental Reviews Available to Work	434	93	527	
Environmental Reviews Completed	38,075	63	38,138	
Applications Invited				
Total Number of Invited Applications	32,856	2,882	35,738	
Applications Submitted	17,055	743	17,798	
Zero Award	1,162	178	1,340	
Ineligible	836	71	907	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	8,537	147	8,684	
Total Scope of Work Completed	8,518	596	9,114	
Grant Awards				Total Dollars
Grant Awards Offered	3,707	431	4,138	120,176,482.94
Grant Awards Obligated	1,260	190	1,450	42,057,569.50
<i>Solution 1 Only</i>	20	5	25	806,817.34
<i>Solution 2 Only</i>	56	26	82	2,767,151.54
<i>Solution 3 Only</i>	288	18	306	6,720,281.63
<i>Solution 3 and 1</i>	207	10	217	7,121,484.49
<i>Solution 3 and 2</i>	689	131	820	24,641,834.50
Disbursements				
Total Disbursements	773	221	994	18,381,057.89
<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	14	42	318,340.17
<i>Solution 2 - Progress Payment</i>	12	6	18	204,110.70
<i>Solution 2 - Final Payment</i>	16	8	24	114,229.47
<i>Solution 3</i>	744	207	951	18,041,032.11

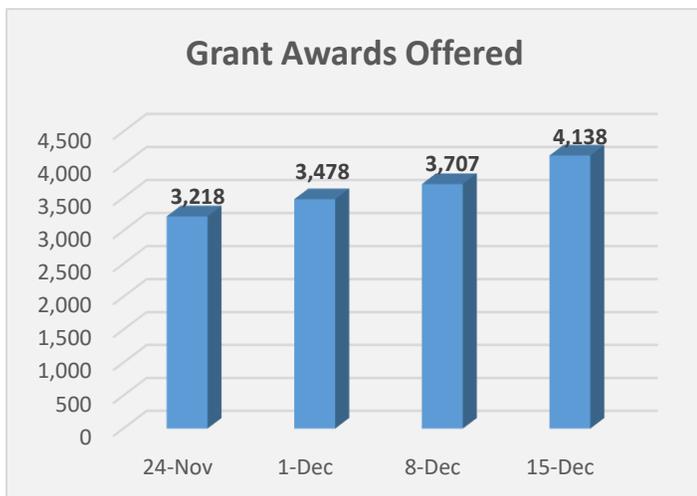
Key Program Statistics

Table 3: Key Program Statistics



38,665 of the 46,280 meet requirements for Phases I – VI.

Invited 35,738 Homeowners to complete Applications.

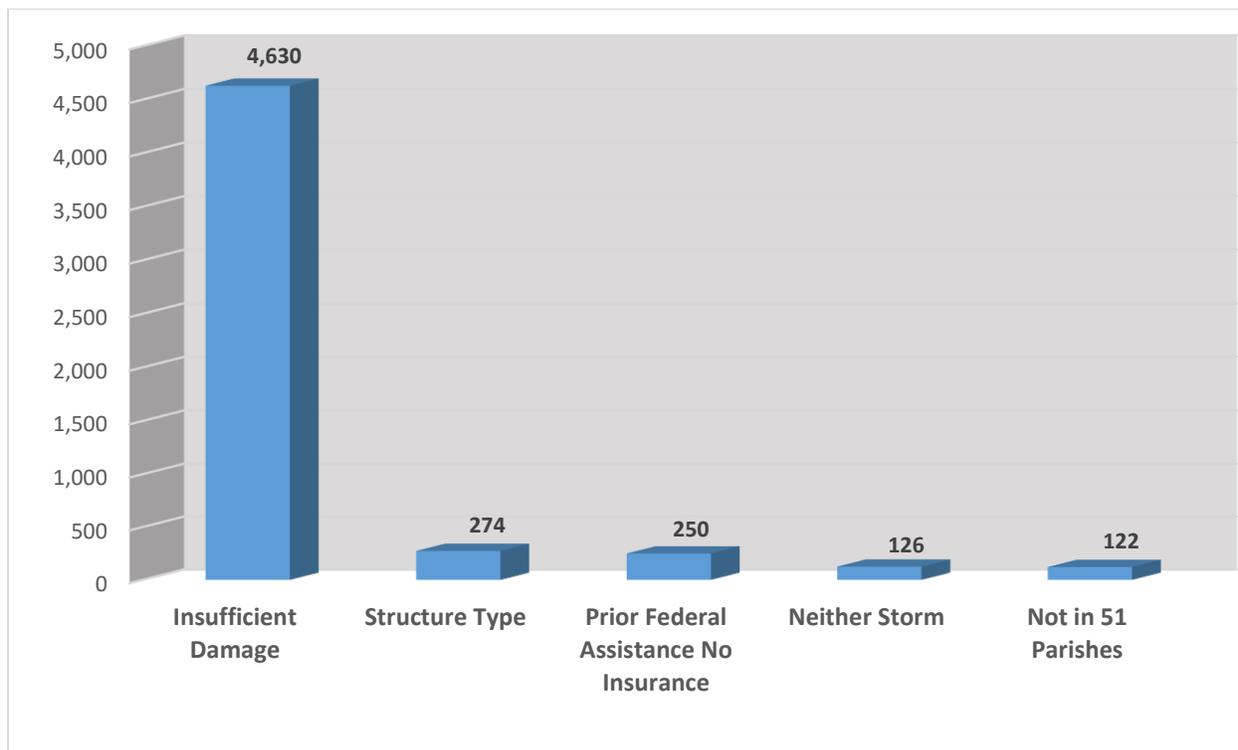


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 12/8/17	Weekly Activity	As of 12/15/17
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,048	20	5,068
Total Submitted Surveys Undetermined	217	-77	140
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,381	21	5,402
<i>Insufficient Damage</i>	4,611	19	4,630
<i>Structure Type</i>	274	0	274
<i>Prior Federal Assistance No Insurance</i>	249	1	250
<i>Neither Storm</i>	125	1	126
<i>Not in 51 Parishes</i>	122	0	122
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	217	-77	140
<i>Flood Plain (Not determined)</i>	217	-77	140

Figure 1: Not Currently In A Phase Reasons



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

As of December 15, 2017, there are 24,548 homeowners, 53.04% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,822 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)	6,093	100.00%	6,093
Phase Two (II)	5,635	100.00%	5,635
Phase Three (III)	3,327	34.63%	9,607
Phase Four (IV)	2,897	31.22%	9,279
Phase Five (V)	693	51.60%	1,343
Phase Six (VI)	1,166	17.38%	6,708
Duplicate Address	1,399	58.12%	2,407
Undetermined	109	77.86%	140
Not In Phase	3,229	63.71%	5,068
Total	24,548	53.04%	46,280

	Submitted Surveys	Percentage
Most Impacted LMI	21,102	45.60%
Most Impacted Urgent Need	20,436	44.16%
LMI	3,446	7.44%
Urgent Need	1,296	2.80%
Total	46,280	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)	4,265	70.00%	3,920	64.34%	6,093
Phase Two (II)	4,295	76.22%	3,274	58.10%	5,635
Phase Three (III)	1,824	18.99%	973	10.13%	9,607
Phase Four (IV)	1,940	20.91%	953	10.27%	9,279
Phase Five (V)	205	15.26%	128	9.53%	1,343
Phase Six (VI)	1,674	24.96%	638	9.51%	6,708
Duplicate Address	833	34.61%	695	28.87%	2,407
Undetermined	54	38.57%	52	37.14%	140
Not In Phase	1,732	34.18%	1,626	32.08%	5,068
Total	16,822	36.35%	12,259	26.49%	46,280

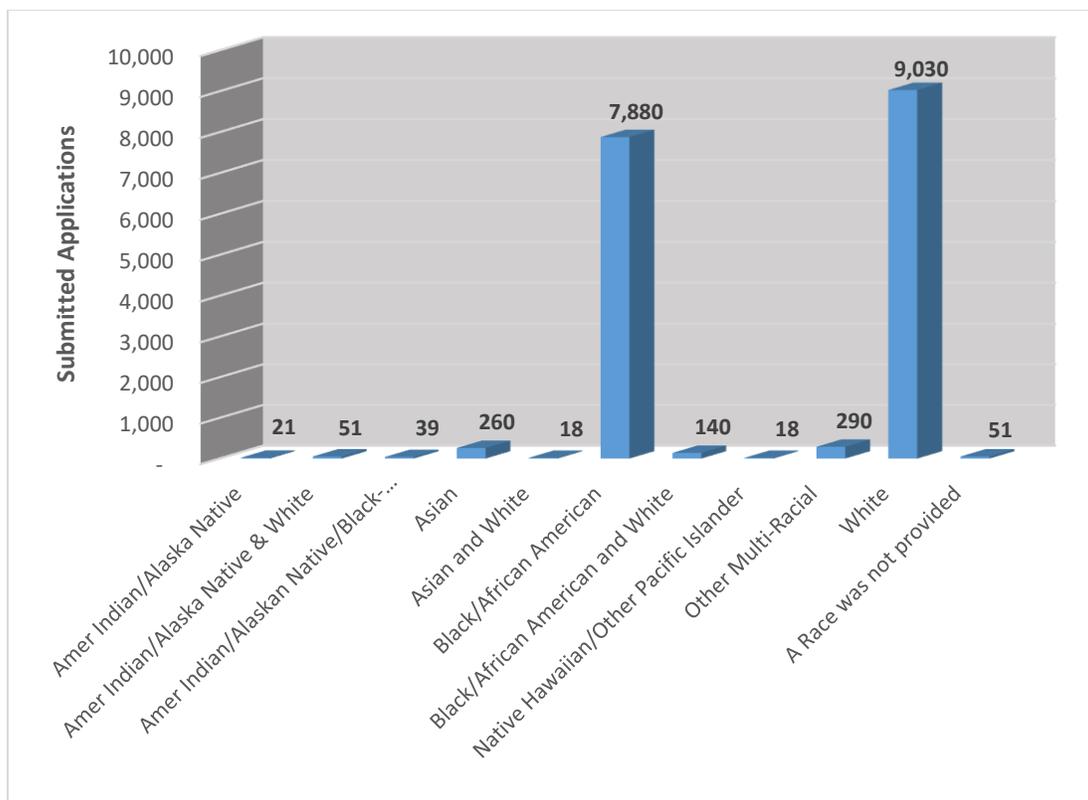
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	21	0.12%
American Indian/Alaska Native and White	51	0.29%
American Indian/Alaskan Native/Black-African American	39	0.22%
Asian	260	1.46%
Asian and White	18	0.10%
Black/African American	7,880	44.27%
Black/African American and White	140	0.79%
Native Hawaiian/Other Pacific Islander	18	0.10%
Other Multi-Racial	290	1.63%
White	9,030	50.73%
A Race was not provided	51	0.29%
Total	17,798	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 12/8/2017	Weekly Activity	As of 12/15/2017
Appointments			
Total Number of Appointments	27,085	1,392	28,477
<i>Walk-ins</i>	12,563	739	13,302
<i>Scheduled</i>	14,522	653	15,175
<i>Held at office</i>	12,100	562	12,662
<i>Home visit</i>	365	2	367
<i>Cancelled</i>	1,450	65	1,515
<i>No Show</i>	607	24	631
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	17,686	927	18,613
<i>Walk-ins</i>	8,645	472	9,117
<i>Scheduled</i>	9,041	455	9,496
<i>Held at office</i>	7,717	394	8,111
<i>Home visit</i>	117	0	117
<i>Cancelled</i>	1,033	53	1,086
<i>No Show</i>	174	8	182
Hammond			
Total Number of Appointments	4,980	277	5,257
<i>Walk-ins</i>	2,528	205	2,733
<i>Scheduled</i>	2,452	72	2,524
<i>Held at office</i>	1,766	50	1,816
<i>Home visit</i>	231	2	233
<i>Cancelled</i>	248	8	256
<i>No Show</i>	207	12	219
Lafayette			
Total Number of Appointments	2,104	112	2,216
<i>Walk-ins</i>	462	24	486
<i>Scheduled</i>	1,642	88	1,730
<i>Held at office</i>	1,466	84	1,550
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	98	3	101
<i>No Show</i>	72	1	73
Monroe			
Total Number of Appointments	2,315	76	2,391
<i>Walk-ins</i>	928	38	966
<i>Scheduled</i>	1,387	38	1,425
<i>Held at office</i>	1,151	34	1,185
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	71	1	72
<i>No Show</i>	154	3	157

Call Center Activity

Table 10: Call Center Activity

Activity	As of 12/8/2017	Weekly Activity	As of 12/15/2017
Call Center			
Total Calls	115,773	5,149	120,922
<i>Total Calls Abandoned</i>	3,621	222	3,843
<i>Abandoned %</i>	3.13%	0.05%	3.18%
<i>Total Calls Processed</i>	112,152	4,927	117,079
<i>Inbound</i>	83,777	3,234	87,011
<i>Outbound</i>	28,375	1,693	30,068
Completed Inbound Calls Details			
Total Inbound Calls Completed	83,777	3,234	87,011
Average Wait Time	1.21 min		1.22 min
Average Call Time	6.08 min		6.05 min
<i>Program Inquiry</i>	26,665	731	27,396
<i>Surveys Status Update</i>	2,275	56	2,331
<i>Surveys Completed</i>	7,253	35	7,288
<i>Case Manager Request</i>	4,207	465	4,672
<i>Application Status Update</i>	32,740	-2,960	29,780
<i>Application In Progress</i>	0	20	20
<i>Application Submitted (Pending Document Upload)</i>	0	4,512	4,512
<i>Applications Completed</i>	131	11	142
<i>Damage Assessment Inquiry</i>	2,110	14	2,124
<i>Award Acknowledgement Inquiry</i>	1,054	84	1,138
<i>Construction Inquiry</i>	589	54	643
<i>Appeals</i>	164	24	188
<i>Outbound Project</i>	13	1	14
<i>Invalid Number/ No Answer / Busy / Left Message</i>	4,398	164	4,562
<i>Call Transferred</i>	2,178	23	2,201
Completed Outbound Calls Details			
Total Outbound Calls Completed	28,375	1,693	30,068
Average Call Time	2.05 min		2.03 min
<i>Program Inquiry</i>	4,304	17	4,321
<i>Survey Status Update</i>	41	6	47
<i>Surveys Completed</i>	646	0	646
<i>Case Manager Request</i>	62	3	65
<i>Application Status Update</i>	3,753	46	3,799
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	0	348	348
<i>Applications Completed</i>	13	7	20
<i>Damage Assessment Inquiry</i>	6	1	7
<i>Award Acknowledgement Inquiry</i>	27	1	28
<i>Construction Inquiry</i>	260	1	261
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	10,365	591	10,956
<i>Call Transferred</i>	8,554	672	9,226

APPENDIX A

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

House District	Survey Count	Application Count
1	69	19
2	50	15
3	35	7
4	76	22
5	20	8
6	4	0
7	54	13
8	24	6
9	158	31
10	165	34
11	65	12
12	91	27
13	95	23
14	375	85
15	69	22
16	502	162
17	1,100	465
18	157	43
19	279	106
20	83	29
21	86	28
22	132	38
23	122	26
24	111	30
25	10	3
26	47	8
27	25	13
28	120	19
29	1,592	822
30	20	1
31	1,098	376
32	43	9
33	56	19
34	19	4
35	5	1

House District	Survey Count	Application Count
36	3	0
37	114	25
38	151	35
39	178	38
40	170	53
41	229	57
42	283	95
43	480	120
44	104	30
45	148	26
46	229	71
47	537	164
48	540	187
49	336	90
50	38	1
51	2	0
53	4	0
54	2	0
55	4	0
56	4	0
57	11	0
58	210	60
59	602	193
60	77	20
61	1,396	612
62	523	204
63	893	376
64	3,005	1,225
65	5,325	2,208
66	1,546	451
67	154	51
68	68	9
69	214	59
70	93	16
71	4,919	1,823

House District	Survey Count	Application Count
72	1,595	642
73	1,232	402
74	312	95
75	336	111
76	33	6
77	228	41
78	2	0
80	1	0
81	1,913	727
83	3	0
84	2	0
85	1	0
86	709	242
88	2,601	751
89	3	0
90	22	4
91	4	0
92	3	0
93	6	0
95	2,014	813
96	477	159
97	7	0
98	1	0
99	4	0
100	7	0
101	5,194	2,978
102	6	0
103	2	0
104	10	2
105	3	0
Unknown	0	0
Total	46,280	17,798

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

Senate District	Survey Count	Application Count
1	64	14
2	317	94
3	11	0
4	12	0
5	8	0
6	7,860	3,086
7	7	0
8	8	0
9	1	0
10	2	0
11	865	220
12	2,007	717
13	8,390	3,152
14	1,763	748
15	9,301	4,890
16	489	136
17	869	305
18	5,013	1,604
19	11	0
20	4	0
21	86	8

Senate District	Survey Count	Application Count
22	827	259
23	1,666	511
24	530	143
25	330	85
26	1,386	443
27	27	5
28	369	87
29	184	54
30	206	55
31	217	48
32	254	94
33	651	180
34	1,546	624
35	273	64
36	318	68
37	101	25
38	119	33
39	188	46
Unknown	0	0
Total	46,280	17,798

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	394	107
Allen	75	18	5
Ascension	6,353	3,653	1,079
Avoyelles	274	125	19
Beauregard	113	34	6
Bienville	209	45	13
Bossier	607	240	54
Caddo	589	275	72
Calcasieu	266	141	39
Caldwell	154	37	15
Catahoula	72	17	6
Claiborne	208	44	6
De Soto	141	47	12
East Baton Rouge	24,248	18,802	8,559
East Carroll	237	41	16
East Feliciana	617	231	87
Evangeline	522	103	24
Franklin	58	21	4
Grant	280	68	22
Iberia	1,478	466	131
Iberville	357	105	31
Jackson	74	12	1
Jefferson Davis	508	111	24
Lafayette	4,753	2,375	742
LaSalle	73	21	8
Lincoln	152	25	5

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,424	3,608
Madison	85	51	17
Morehouse	1,005	229	84
Natchitoches	598	138	30
Ouachita	3,418	1,921	696
Pointe Coupee	444	131	38
Rapides	145	82	24
Red River	46	13	2
Richland	445	111	44
Sabine	100	57	12
St. Helena	976	315	124
St. James	162	68	15
St. Landry	1,615	341	101
St. Martin	1,301	415	129
St. Tammany	1,057	396	84
Tangipahoa	6,183	3,366	1,205
Union	399	84	26
Vermilion	1,786	817	251
Vernon	306	62	16
Washington	1,222	382	127
Webster	525	114	23
West Baton Rouge	110	32	7
West Carroll	336	60	14
West Feliciana	154	51	21
Winn	181	45	12
Total	82,440	46,156	17,797

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	18	\$479,026.91	5	\$128,990.01	1	\$1,617.30
Ascension	195	\$6,106,561.22	67	\$2,168,090.58	40	\$1,094,181.58
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	1	\$3,003.67
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	2,417	\$68,208,439.48	962	\$28,332,880.60	666	\$12,154,798.43
East Carroll	1	\$7,496.41	1	\$7,496.41	0	\$0.00
East Feliciana	10	\$355,052.92	3	\$111,766.83	2	\$58,457.15
Evangeline	4	\$135,792.73	0	\$0.00	0	\$0.00
Franklin	1	\$44,259.64	1	\$45,000.00	0	\$0.00
Grant	1	\$24,525.79	0	\$0.00	0	\$0.00
Iberia	23	\$812,434.80	2	\$41,578.51	1	\$7,180.42
Iberville	5	\$185,407.07	1	\$19,622.94	0	\$0.00
Lafayette	209	\$4,761,380.10	72	\$1,733,798.05	47	\$809,636.87
Livingston	825	\$24,959,268.73	252	\$7,151,630.92	169	\$3,572,524.16
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	6	\$157,479.55	0	\$0.00	0	\$0.00
Natchitoches	2	\$194,226.58	0	\$0.00	0	\$0.00
Ouachita	63	\$2,021,520.47	13	\$338,169.66	3	\$62,078.45
Pointe Coupee	4	\$137,082.10	1	\$30,214.05	0	\$0.00
Rapides	3	\$108,322.79	0	\$0.00	0	\$0.00
Richland	2	\$93,327.93	0	\$0.00	0	\$0.00
Sabine	1	\$34,202.65	0	\$0.00	0	\$0.00
St. Helena	11	\$447,862.12	2	\$71,454.24	1	\$4,019.44
St. James	1	\$38,535.35	0	\$0.00	0	\$0.00
St. Landry	6	\$188,857.87	1	\$14,725.72	1	\$8,366.93
St. Martin	16	\$587,537.01	2	\$79,880.57	1	\$30,113.29
St. Tammany	11	\$282,735.91	3	\$30,714.12	0	\$0.00
Tangipahoa	221	\$7,178,943.63	47	\$1,392,119.99	29	\$509,901.91
Union	3	\$77,152.90	0	\$0.00	0	\$0.00
Vermilion	39	\$1,127,337.01	9	\$216,405.15	3	\$51,627.05
Vernon	2	\$47,240.70	0	\$0.00	0	\$0.00
Washington	13	\$470,760.91	3	\$94,327.91	2	\$13,551.24
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	4	\$184,259.41	1	\$32,837.57	0	\$0.00
West Feliciana	1	\$45,000.00	0	\$0.00	0	\$0.00
Total	4,138	\$120,176,482.94	1,450	\$42,057,569.50	967	\$18,381,057.89

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.