

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #20
December 16, 2017 – December 22, 2017

December 23, 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 22, 2017, survey submissions increased by 184 from the previous week, making the total submissions 46,464. 38,773 homeowners were determined to be in Phases I – VI.
- 38,267 environmental reviews have been completed, representing 99% of the 38,773 homeowners in Phases I – VI.
- 37,815 homeowners have been invited to complete applications from Phase I - VI. 18,729 (50%) homeowners have submitted their applications.
- 9,496 scopes of work have been completed, representing 51% of the 18,729 homeowners that have submitted their application.
- There have been a total of 4,420 Grant Awards offered to homeowners, amounting to \$128,437,030.85. Of those, 1,738 homeowners have acknowledged their grant agreements, obligating \$50,175,319.50.

- As of December 22, 2017, there were a total of 27,698 appointments held.
- 122,658 calls were completed by the call center. 90,304 of the completed calls were inbound calls and 32,354 of the completed calls were outbound calls.
- The Program has completed 1 outreach event for this reporting period. There are no events scheduled for the week of December 25, 2017 – December 31, 2017:

Table 1: Outreach Events

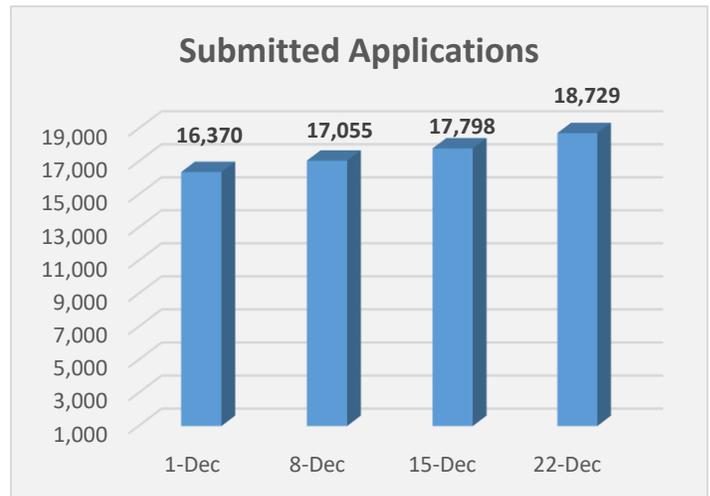
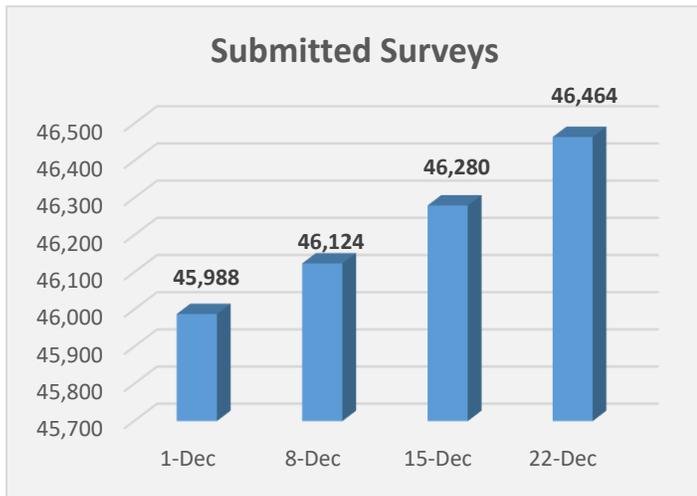
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
Total	127

Table 2: Homeowner Program Snapshot

Activity	As of 12/15/2017	Weekly Activity	As of 12/22/2017	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	54,999	320	55,319	
<i>Non-Submitted Surveys</i>	8,719	136	8,855	
<i>Submitted Surveys</i>	46,280	184	46,464	
<i>Phase I - VI Subtotal</i>	38,665	108	38,773	83.45%
<i>Phase I</i>	6,093	20	6,113	13.16%
<i>Phase II</i>	5,635	10	5,645	12.15%
<i>Phase III</i>	9,607	26	9,633	20.73%
<i>Phase IV</i>	9,279	29	9,308	20.03%
<i>Phase V</i>	1,343	1	1,344	2.89%
<i>Phase VI</i>	6,708	22	6,730	14.48%
<i>Duplicate Address</i>	2,407	46	2,453	5.28%
<i>Undetermined</i>	140	8	148	0.32%
<i>Not Currently In A Phase</i>	5,068	22	5,090	10.95%
Environmental Reviews				
Environmental Reviews Available to Work	527	-21	506	
Environmental Reviews Completed	38,138	129	38,267	
Applications Invited				
Total Number of Invited Applications	35,738	2,077	37,815	
Applications Submitted	17,798	931	18,729	
Zero Award	1,340	93	1,433	
Ineligible	907	145	1,052	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	8,684	549	9,233	
Total Scope of Work Completed	9,114	382	9,496	
Grant Awards				Total Dollars
Grant Awards Offered	4,138	282	4,420	128,437,030.85
Grant Awards Obligated	1,450	288	1,738	50,175,319.50
<i>Solution 1 Only</i>	25	1	26	851,637.92
<i>Solution 2 Only</i>	82	17	99	3,235,795.57
<i>Solution 3 Only</i>	306	33	339	7,348,834.47
<i>Solution 3 and 1</i>	217	44	261	8,588,215.43
<i>Solution 3 and 2</i>	820	193	1,013	30,150,836.11
Disbursements				
Total Disbursements	994	288	1,282	23,227,855.17
<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>	42	11	53	352,571.18
<i>Solution 2 - Progress Payment</i>	18	5	23	233,034.54
<i>Solution 2 - Final Payment</i>	24	6	30	119,536.64
<i>Solution 3</i>	951	277	1,228	22,853,598.38

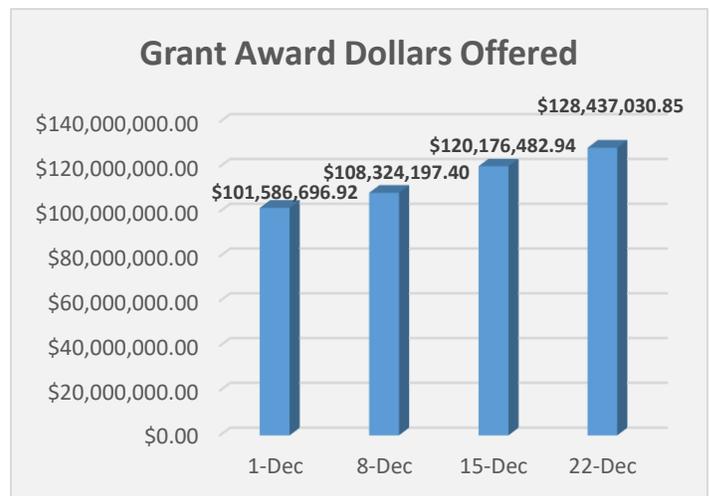
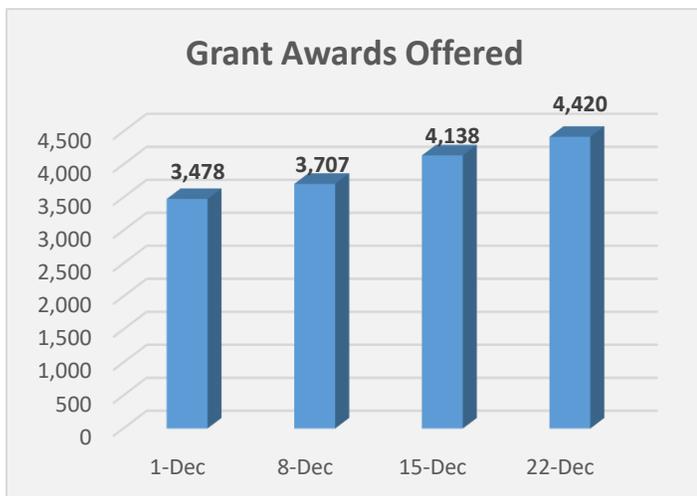
Key Program Statistics

Table 3: Key Program Statistics



38,773 of the 46,464 meet requirements for Phases I – VI.

Invited 37,815 Homeowners to complete Applications.

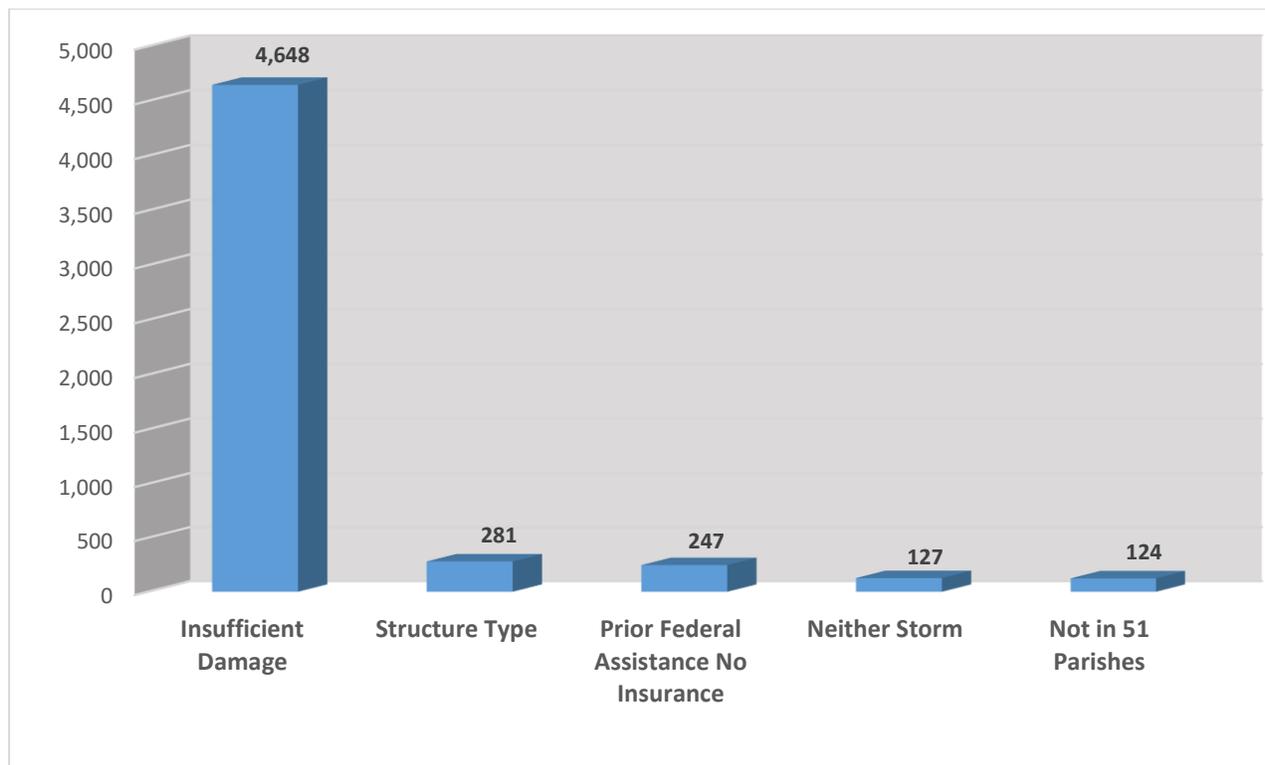


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 12/15/17	Weekly Activity	As of 12/22/17
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,068	22	5,090
Total Submitted Surveys Undetermined	140	8	148
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,402	25	5,427
<i>Insufficient Damage</i>	4,630	18	4,648
<i>Structure Type</i>	274	7	281
<i>Prior Federal Assistance No Insurance</i>	250	-3	247
<i>Neither Storm</i>	126	1	127
<i>Not in 51 Parishes</i>	122	2	124
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	140	8	148
<i>Flood Plain (Not determined)</i>	140	8	148

Figure 1: Not Currently In A Phase Reasons



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

As of December 22, 2017, there are 24,638 homeowners, 53.03% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,879 homeowners, 36.33% 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)	6,113	100.00%	6,113
Phase Two (II)	5,645	100.00%	5,645
Phase Three (III)	3,338	34.65%	9,633
Phase Four (IV)	2,907	31.23%	9,308
Phase Five (V)	694	51.64%	1,344
Phase Six (VI)	1,166	17.33%	6,730
Duplicate Address	1,415	57.68%	2,453
Undetermined	117	79.05%	148
Not In Phase	3,243	63.71%	5,090
Total	24,638	53.03%	46,464

	Submitted Surveys	Percentage
Most Impacted LMI	21,173	45.57%
Most Impacted Urgent Need	20,521	44.16%
LMI	3,465	7.46%
Urgent Need	1,305	2.81%
Total	46,464	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)	4,280	70.01%	3,930	64.29%	6,113
Phase Two (II)	4,302	76.21%	3,279	58.09%	5,645
Phase Three (III)	1,826	18.96%	974	10.11%	9,633
Phase Four (IV)	1,945	20.90%	956	10.27%	9,308
Phase Five (V)	205	15.25%	128	9.52%	1,344
Phase Six (VI)	1,678	24.93%	639	9.49%	6,730
Duplicate Address	843	34.37%	702	28.62%	2,453
Undetermined	58	39.19%	56	37.84%	148
Not In Phase	1,742	34.22%	1,632	32.06%	5,090
Total	16,879	36.33%	12,296	26.46%	46,464

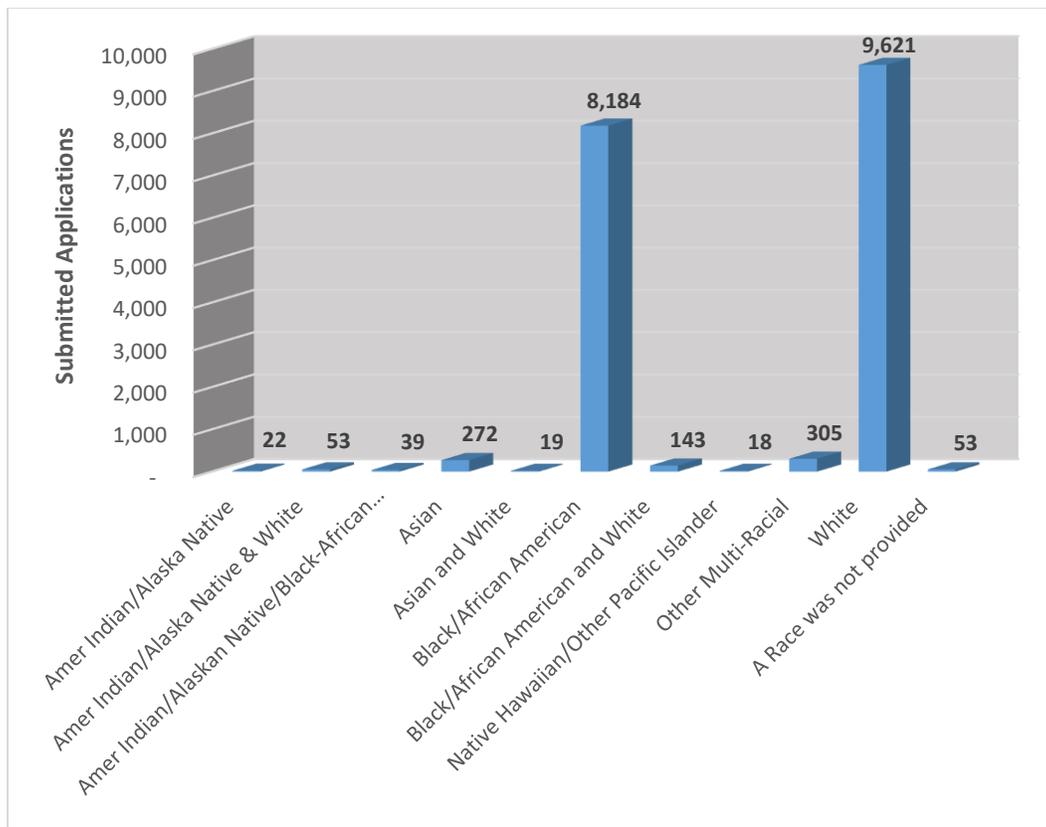
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	22	0.12%
American Indian/Alaska Native and White	53	0.28%
American Indian/Alaskan Native/Black-African American	39	0.21%
Asian	272	1.45%
Asian and White	19	0.10%
Black/African American	8,184	43.70%
Black/African American and White	143	0.76%
Native Hawaiian/Other Pacific Islander	18	0.10%
Other Multi-Racial	305	1.63%
White	9,621	51.37%
A Race was not provided	53	0.28%
Total	18,729	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 12/15/2017	Weekly Activity	As of 12/22/2017
Appointments			
Total Number of Appointments	28,477	1,476	29,953
<i>Walk-ins</i>	13,302	794	14,096
<i>Scheduled</i>	15,175	682	15,857
<i>Held at office</i>	12,662	571	13,233
<i>Home visit</i>	367	2	369
<i>Cancelled</i>	1,515	67	1,582
<i>No Show</i>	631	42	673
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	18,613	1,018	19,631
<i>Walk-ins</i>	9,117	540	9,657
<i>Scheduled</i>	9,496	478	9,974
<i>Held at office</i>	8,111	404	8,515
<i>Home visit</i>	117	0	117
<i>Cancelled</i>	1,086	54	1,140
<i>No Show</i>	182	20	202
Hammond			
Total Number of Appointments	5,257	284	5,541
<i>Walk-ins</i>	2,733	184	2,917
<i>Scheduled</i>	2,524	100	2,624
<i>Held at office</i>	1,816	72	1,888
<i>Home visit</i>	233	2	235
<i>Cancelled</i>	256	10	266
<i>No Show</i>	219	16	235
Lafayette			
Total Number of Appointments	2,216	95	2,311
<i>Walk-ins</i>	486	25	511
<i>Scheduled</i>	1,730	70	1,800
<i>Held at office</i>	1,550	65	1,615
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	101	2	103
<i>No Show</i>	73	3	76
Monroe			
Total Number of Appointments	2,391	79	2,470
<i>Walk-ins</i>	966	45	1,011
<i>Scheduled</i>	1,425	34	1,459
<i>Held at office</i>	1,185	30	1,215
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	72	1	73
<i>No Show</i>	157	3	160

Call Center Activity

Table 10: Call Center Activity

Activity	As of 12/15/2017	Weekly Activity	As of 12/22/2017
Call Center			
Total Calls	120,922	5,699	126,621
<i>Total Calls Abandoned</i>	3,843	120	3,963
<i>Abandoned %</i>	3.18%	-0.05%	3.13%
<i>Total Calls Processed</i>	117,079	5,579	122,658
<i>Inbound</i>	87,011	3,293	90,304
<i>Outbound</i>	30,068	2,286	32,354
Completed Inbound Calls Details			
Total Inbound Calls Completed	87,011	3,293	90,304
Average Wait Time	1.22 min		1.20 min
Average Call Time	6.05 min		6.05 min
<i>Program Inquiry</i>	27,396	732	28,128
<i>Surveys Status Update</i>	2,331	46	2,377
<i>Surveys Completed</i>	7,288	54	7,342
<i>Case Manager Request</i>	4,672	416	5,088
<i>Application Status Update</i>	29,780	1,387	31,167
<i>Application In Progress</i>	20	61	81
<i>Application Submitted (Pending Document Upload)</i>	4,512	187	4,699
<i>Applications Completed</i>	142	17	159
<i>Damage Assessment Inquiry</i>	2,124	17	2,141
<i>Award Acknowledgement Inquiry</i>	1,138	88	1,226
<i>Construction Inquiry</i>	643	52	695
<i>Appeals</i>	188	31	219
<i>Outbound Project</i>	14	0	14
<i>Invalid Number/ No Answer / Busy / Left Message</i>	4,562	189	4,751
<i>Call Transferred</i>	2,201	16	2,217
Completed Outbound Calls Details			
Total Outbound Calls Completed	30,068	2,286	32,354
Average Call Time	2.03 min		2.01 min
<i>Program Inquiry</i>	4,321	28	4,349
<i>Survey Status Update</i>	47	2	49
<i>Surveys Completed</i>	646	1	647
<i>Case Manager Request</i>	65	3	68
<i>Application Status Update</i>	3,799	578	4,377
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	348	26	374
<i>Applications Completed</i>	20	9	29
<i>Damage Assessment Inquiry</i>	7	0	7
<i>Award Acknowledgement Inquiry</i>	28	3	31
<i>Construction Inquiry</i>	261	0	261
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	10,956	1,020	11,976
<i>Call Transferred</i>	9,226	616	9,842

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	69	19	36	3	0	71	4,934	1,940
2	50	15	37	114	27	72	1,606	667
3	35	7	38	152	35	73	1,235	419
4	76	22	39	179	39	74	312	102
5	20	8	40	171	53	75	337	114
6	4	0	41	230	61	76	33	6
7	54	13	42	285	99	77	230	46
8	25	6	43	481	135	78	2	0
9	159	36	44	104	30	80	1	0
10	165	36	45	148	32	81	1,916	765
11	65	12	46	229	75	83	3	0
12	92	28	47	537	167	84	2	0
13	96	23	48	540	197	85	1	0
14	378	94	49	336	95	86	714	254
15	70	22	50	38	1	88	2,619	815
16	503	171	51	2	0	89	3	0
17	1,105	473	52	1	0	90	22	4
18	158	44	53	4	0	91	4	0
19	280	107	54	2	0	92	3	0
20	84	29	55	4	0	93	6	0
21	86	29	56	4	0	95	2,023	861
22	132	40	57	11	0	96	480	168
23	124	29	58	211	62	97	7	0
24	111	30	59	604	211	98	1	0
25	11	3	60	77	21	99	5	0
26	47	8	61	1,400	643	100	7	0
27	25	13	62	527	211	101	5,213	3,069
28	121	19	63	894	389	102	6	0
29	1,597	852	64	3,018	1,292	103	2	0
30	20	1	65	5,340	2,362	104	10	3
31	1,101	401	66	1,555	485	105	3	0
32	44	11	67	154	51	Unknown	5	0
33	56	19	68	68	12	Total	46,464	18,729
34	19	4	69	215	69			
35	5	1	70	94	17			

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

Senate District	Survey Count	Application Count
1	64	14
2	318	98
3	11	0
4	13	0
5	8	0
6	7,890	3,280
7	7	0
8	8	0
9	1	0
10	2	0
11	867	232
12	2,014	749
13	8,420	3,355
14	1,768	777
15	9,335	5,068
16	493	153
17	876	320
18	5,036	1,720
19	11	0
20	5	0
21	86	10

Senate District	Survey Count	Application Count
22	829	272
23	1,669	554
24	533	147
25	331	90
26	1,389	461
27	27	5
28	372	90
29	185	54
30	206	57
31	219	52
32	255	94
33	655	191
34	1,553	640
35	275	67
36	319	73
37	102	27
38	119	33
39	188	46
Unknown	5	0
Total	46,464	18,729

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	397	113
Allen	75	19	5
Ascension	6,353	3,675	1,170
Avoyelles	274	126	19
Beauregard	113	34	8
Bienville	209	45	13
Bossier	607	242	61
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	18,871	8,977
East Carroll	237	41	17
East Feliciana	617	232	89
Evangeline	522	104	24
Franklin	58	22	4
Grant	280	68	23
Iberia	1,478	467	138
Iberville	357	105	32
Jackson	74	13	1
Jefferson Davis	508	111	26
Lafayette	4,753	2,381	795
LaSalle	73	21	8
Lincoln	152	25	5

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,452	3,822
Madison	85	51	17
Morehouse	1,005	231	87
Natchitoches	598	140	34
Ouachita	3,418	1,929	719
Pointe Coupee	444	132	39
Rapides	145	83	24
Red River	46	13	2
Richland	445	112	45
Sabine	100	57	12
St. Helena	976	324	132
St. James	162	68	16
St. Landry	1,615	342	102
St. Martin	1,301	415	138
St. Tammany	1,057	398	93
Tangipahoa	6,183	3,381	1,256
Union	399	85	27
Vermilion	1,786	818	261
Vernon	306	62	16
Washington	1,222	383	131
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	46,338	18,728

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	3	0
St. John the Baptist	12	0
St. Mary	37	1
Tensas	2	0
Terrebonne	4	0
Total	126	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	6	\$139,742.25	3	\$50,739.80
Allen	1	\$38,213.24	0	\$0.00	0	\$0.00
Ascension	202	\$6,293,849.81	76	\$2,504,735.46	55	\$1,427,182.59
Bienville	1	\$27,322.54	0	\$0.00	0	\$0.00
Bossier	7	\$281,909.90	0	\$0.00	0	\$0.00
Caddo	5	\$129,465.25	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	2,581	\$72,509,527.25	1,160	\$33,741,046.74	836	\$14,974,130.67
East Carroll	1	\$7,496.41	1	\$7,496.41	0	\$0.00
East Feliciana	11	\$384,174.53	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	2	\$24,882.63	0	\$0.00	0	\$0.00
Iberia	22	\$778,190.91	2	\$41,578.51	2	\$21,160.65
Iberville	5	\$186,607.07	2	\$79,838.03	1	\$5,474.92
Lafayette	229	\$5,296,478.38	83	\$1,943,191.62	66	\$1,083,004.93
Livingston	873	\$26,569,946.73	301	\$8,656,328.03	220	\$4,559,627.60
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	8	\$217,142.37	0	\$0.00	0	\$0.00
Natchitoches	2	\$194,226.58	0	\$0.00	0	\$0.00
Ouachita	68	\$2,195,568.79	14	\$351,904.10	8	\$202,163.95
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	5	\$233,137.30	0	\$0.00	0	\$0.00
Sabine	1	\$34,202.65	0	\$0.00	0	\$0.00
St. Helena	12	\$491,981.48	4	\$189,666.41	1	\$4,019.44
St. James	1	\$38,535.35	0	\$0.00	0	\$0.00
St. Landry	7	\$217,907.66	1	\$14,725.72	1	\$8,366.93
St. Martin	18	\$701,346.33	2	\$79,880.57	1	\$30,113.29
St. Tammany	12	\$292,876.16	3	\$30,714.12	3	\$30,210.05
Tangipahoa	242	\$7,992,544.28	58	\$1,677,414.57	34	\$608,445.30
Union	3	\$77,152.90	0	\$0.00	0	\$0.00
Vermilion	42	\$1,251,950.80	13	\$342,224.35	8	\$148,202.99
Vernon	2	\$47,240.70	0	\$0.00	0	\$0.00
Washington	13	\$470,760.91	4	\$139,148.49	2	\$13,551.24
Webster	1	\$30,207.10	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	4,420	\$128,437,030.85	1,738	\$50,175,319.50	1,244	\$23,227,855.17

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.