

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #21
December 23, 2017 – December 29, 2017

December 30, 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 29, 2017, survey submissions increased by 166 from the previous week, making the total submissions 46,630. 38,869 homeowners were determined to be in Phases I – VI.
- 38,307 environmental reviews have been completed, representing 99% of the 38,869 homeowners in Phases I – VI.
- 37,815 homeowners have been invited to complete applications from Phase I - VI. 19,460 (51%) homeowners have submitted their applications.
- 9,763 scopes of work have been completed, representing 50% of the 19,460 homeowners that have submitted their application.
- There have been a total of 4,558 Grant Awards offered to homeowners, amounting to \$132,176,660.56. Of those, 2,092 homeowners have acknowledged their grant agreements, obligating \$60,543,231.45.

- As of December 29, 2017, there were a total of 28,885 appointments held.
- 127,322 calls were completed by the call center. 92,884 of the completed calls were inbound calls and 34,438 of the completed calls were outbound calls.
- The Program has completed 0 outreach event for this reporting period. There are no events scheduled for the week of January 1, 2018 – January 7, 2018.

Table 1: Outreach Events

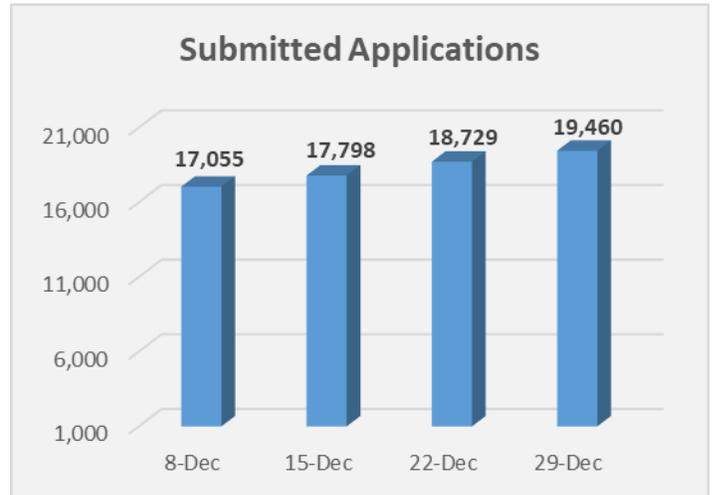
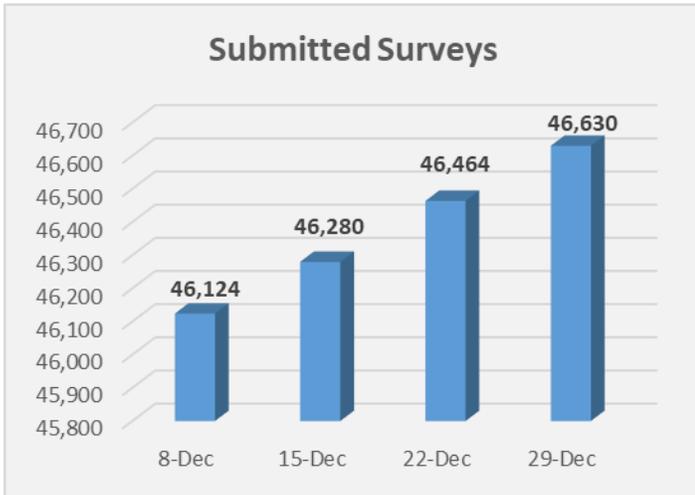
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
Total	131

Table 2: Homeowner Program Snapshot

Activity	As of 12/22/17	Weekly Activity	As of 12/29/17	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	55,319	292	55,611	
<i>Non-Submitted Surveys</i>	8,855	126	8,981	
<i>Submitted Surveys</i>	46,464	166	46,630	
<i>Phase I - VI Subtotal</i>	38,773	96	38,869	83.36%
<i>Phase I</i>	6,113	11	6,124	13.13%
<i>Phase II</i>	5,645	8	5,653	12.12%
<i>Phase III</i>	9,633	24	9,657	20.71%
<i>Phase IV</i>	9,308	23	9,331	20.01%
<i>Phase V</i>	1,344	3	1,347	2.89%
<i>Phase VI</i>	6,730	27	6,757	14.49%
<i>Duplicate Address</i>	2,453	47	2,500	5.36%
<i>Undetermined</i>	148	7	155	0.33%
<i>Not Currently In A Phase</i>	5,090	16	5,106	10.95%
Environmental Reviews				
Environmental Reviews Available to Work	506	56	562	
Environmental Reviews Completed	38,267	40	38,307	
Applications Invited				
Total Number of Invited Applications	37,815	0	37,815	
Applications Submitted	18,729	731	19,460	
Zero Award	1,433	63	1,496	
Ineligible	1,052	52	1,104	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	9,233	464	9,697	
Total Scope of Work Completed	9,496	267	9,763	
Grant Awards				Total Dollars
Grant Awards Offered	4,420	138	4,558	132,176,660.56
Grant Awards Obligated	1,738	354	2,092	60,543,231.45
<i>Solution 1 Only</i>	26	4	30	1,007,927.28
<i>Solution 2 Only</i>	99	39	138	4,337,758.53
<i>Solution 3 Only</i>	339	32	371	8,002,492.25
<i>Solution 3 and 1</i>	261	21	282	9,457,782.21
<i>Solution 3 and 2</i>	1,013	258	1,271	37,737,271.18
Disbursements				
Total Disbursements	1,282	48	1,330	24,098,920.85
<i>Solution 1</i>	1	1	2	52,025.17
<i>Solution 1 - Progress Payment</i>	1	0	1	21,685.61
<i>Solution 1 - Final Payment</i>	0	1	1	30,339.56
<i>Solution 2</i>	53	2	55	385,593.69
<i>Solution 2 - Progress Payment</i>	23	0	23	229,329.80
<i>Solution 2 - Final Payment</i>	30	2	32	156,263.89
<i>Solution 3</i>	1,228	45	1,273	23,661,301.99

Key Program Statistics

Table 3: Key Program Statistics



38,869 of the 46,630 meet requirements for Phases I – VI.

Invited 37,815 Homeowners to complete Applications.

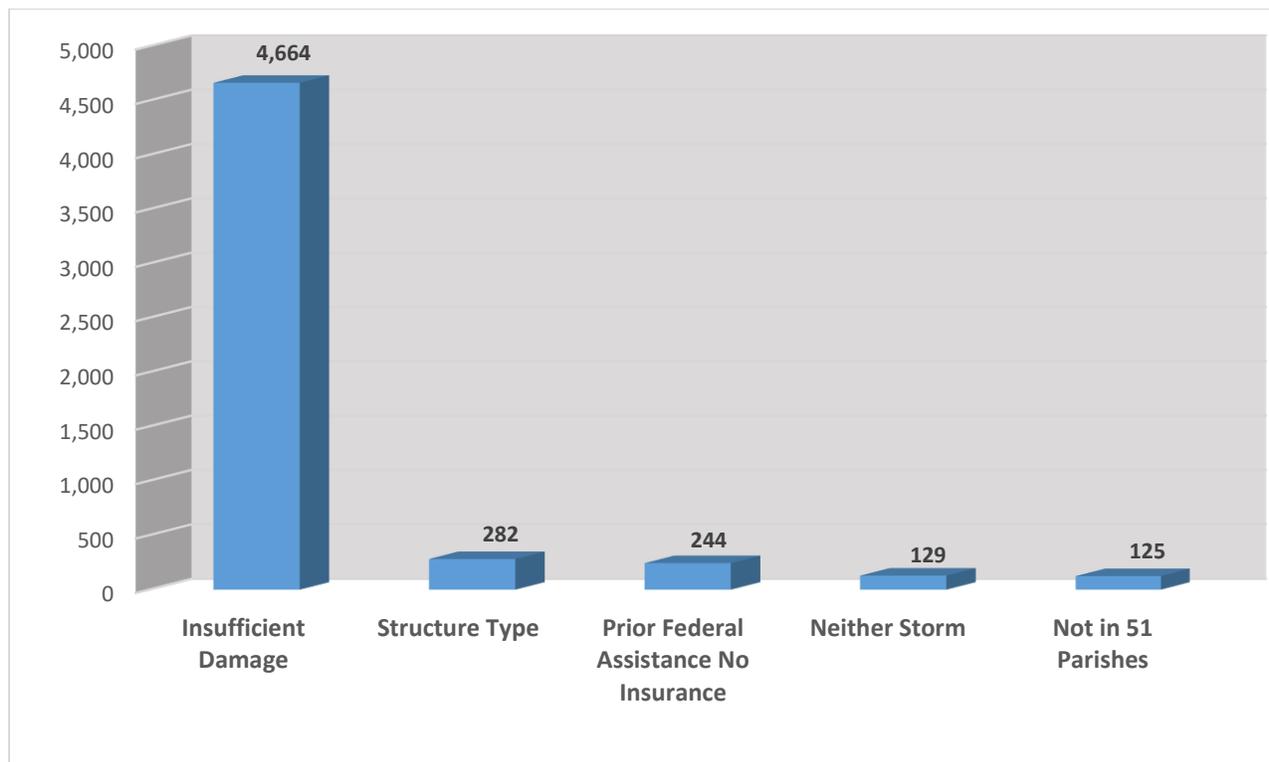


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 12/22/17	Weekly Activity	As of 12/29/17
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,090	16	5,106
Total Submitted Surveys Undetermined	148	7	155
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,427	17	5,444
<i>Insufficient Damage</i>	4,648	16	4,664
<i>Structure Type</i>	281	1	282
<i>Prior Federal Assistance No Insurance</i>	247	-3	244
<i>Neither Storm</i>	127	2	129
<i>Not in 51 Parishes</i>	124	1	125
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	148	7	155
<i>Flood Plain (Not determined)</i>	148	7	155

Figure 1: Not Currently In A Phase Reasons



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

As of December 29, 2017, there are 24,720 homeowners, 53.01% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 16,929 homeowners, 36.30% 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)	6,124	100.00%	6,124
Phase Two (II)	5,653	100.00%	5,653
Phase Three (III)	3,346	34.65%	9,657
Phase Four (IV)	2,918	31.27%	9,331
Phase Five (V)	696	51.67%	1,347
Phase Six (VI)	1,172	17.34%	6,757
Duplicate Address	1,439	57.56%	2,500
Undetermined	121	78.06%	155
Not In Phase	3,251	63.67%	5,106
Total	24,720	53.01%	46,630

	Submitted Surveys	Percentage
Most Impacted LMI	21,240	45.55%
Most Impacted Urgent Need	20,596	44.17%
LMI	3,480	7.46%
Urgent Need	1,314	2.82%
Total	46,630	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)	4,288	70.02%	3,937	64.29%	6,124
Phase Two (II)	4,310	76.24%	3,283	58.08%	5,653
Phase Three (III)	1,828	18.93%	978	10.13%	9,657
Phase Four (IV)	1,951	20.91%	959	10.28%	9,331
Phase Five (V)	205	15.22%	128	9.50%	1,347
Phase Six (VI)	1,684	24.92%	640	9.47%	6,757
Duplicate Address	861	34.44%	704	28.16%	2,500
Undetermined	56	36.13%	62	40.00%	155
Not In Phase	1,746	34.20%	1,632	31.96%	5,106
Total	16,929	36.30%	12,323	26.43%	46,630

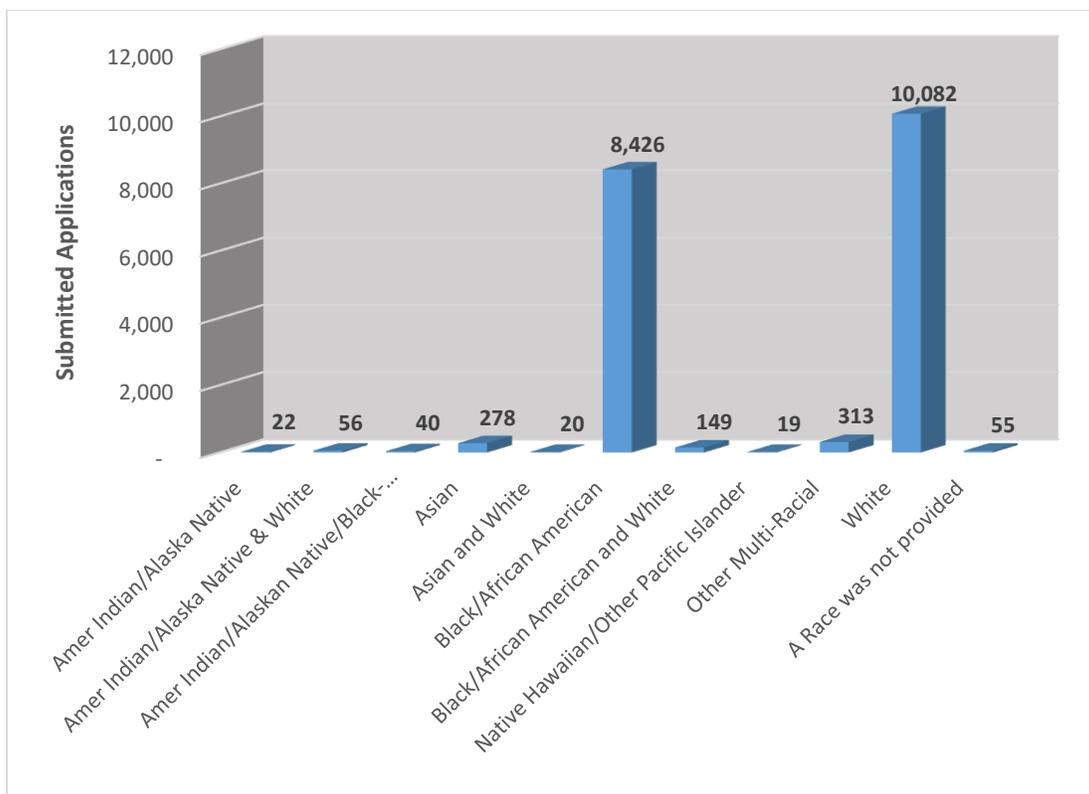
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	22	0.11%
American Indian/Alaska Native and White	56	0.29%
American Indian/Alaskan Native/Black-African American	40	0.20%
Asian	278	1.43%
Asian and White	20	0.10%
Black/African American	8,426	43.30%
Black/African American and White	149	0.77%
Native Hawaiian/Other Pacific Islander	19	0.10%
Other Multi-Racial	313	1.61%
White	10,082	51.81%
A Race was not provided	55	0.28%
Total	19,460	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 12/22/2017	Weekly Activity	As of 12/29/2017
Appointments			
Total Number of Appointments	29,953	1,260	31,213
<i>Walk-ins</i>	14,096	654	14,750
<i>Scheduled</i>	15,857	606	16,463
<i>Held at office</i>	13,233	531	13,764
<i>Home visit</i>	369	2	371
<i>Cancelled</i>	1,582	55	1,637
<i>No Show</i>	673	18	691
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	19,631	886	20,517
<i>Walk-ins</i>	9,657	459	10,116
<i>Scheduled</i>	9,974	427	10,401
<i>Held at office</i>	8,515	373	8,888
<i>Home visit</i>	117	0	117
<i>Cancelled</i>	1,140	41	1,181
<i>No Show</i>	202	13	215
Hammond			
Total Number of Appointments	5,541	209	5,750
<i>Walk-ins</i>	2,917	148	3,065
<i>Scheduled</i>	2,624	61	2,685
<i>Held at office</i>	1,888	42	1,930
<i>Home visit</i>	235	2	237
<i>Cancelled</i>	266	12	278
<i>No Show</i>	235	5	240
Lafayette			
Total Number of Appointments	2,311	107	2,418
<i>Walk-ins</i>	511	23	534
<i>Scheduled</i>	1,800	84	1,884
<i>Held at office</i>	1,615	83	1,698
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	103	1	104
<i>No Show</i>	76	0	76
Monroe			
Total Number of Appointments	2,470	58	2,528
<i>Walk-ins</i>	1,011	24	1,035
<i>Scheduled</i>	1,459	34	1,493
<i>Held at office</i>	1,215	33	1,248
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	73	1	74
<i>No Show</i>	160	0	160

Call Center Activity

Table 10: Call Center Activity

Activity	As of 12/22/2017	Weekly Activity	As of 12/29/2017
Call Center			
Total Calls	126,621	4,694	131,315
<i>Total Calls Abandoned</i>	3,963	30	3,993
<i>Abandoned %</i>	3.13%	-0.09%	3.04%
<i>Total Calls Processed</i>	122,658	4,664	127,322
<i>Inbound</i>	90,304	2,580	92,884
<i>Outbound</i>	32,354	2,084	34,438
Completed Inbound Calls Details			
Total Inbound Calls Completed	90,304	2,580	92,884
Average Wait Time	1.20 min		1.18 min
Average Call Time	6.05 min		6.04 min
<i>Program Inquiry</i>	28,128	723	28,851
<i>Surveys Status Update</i>	2,377	41	2,418
<i>Surveys Completed</i>	7,342	31	7,373
<i>Case Manager Request</i>	5,088	269	5,357
<i>Application Status Update</i>	31,167	1,013	32,180
<i>Application In Progress</i>	81	96	177
<i>Application Submitted (Pending Document Upload)</i>	4,699	121	4,820
<i>Applications Completed</i>	159	11	170
<i>Damage Assessment Inquiry</i>	2,141	13	2,154
<i>Award Acknowledgement Inquiry</i>	1,226	66	1,292
<i>Construction Inquiry</i>	695	28	723
<i>Appeals</i>	219	19	238
<i>Outbound Project</i>	14	2	16
<i>Invalid Number/ No Answer / Busy / Left Message</i>	4,751	138	4,889
<i>Call Transferred</i>	2,217	9	2,226
Completed Outbound Calls Details			
Total Outbound Calls Completed	32,354	2,084	34,438
Average Call Time	2.01 min		1.97 min
<i>Program Inquiry</i>	4,349	23	4,372
<i>Survey Status Update</i>	49	0	49
<i>Surveys Completed</i>	647	0	647
<i>Case Manager Request</i>	68	2	70
<i>Application Status Update</i>	4,377	800	5,177
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	374	9	383
<i>Applications Completed</i>	29	0	29
<i>Damage Assessment Inquiry</i>	7	0	7
<i>Award Acknowledgement Inquiry</i>	31	0	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>	11,976	829	12,805
<i>Call Transferred</i>	9,842	421	10,263

APPENDIX A

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

House District	Survey Count	Application Count
1	69	19
2	50	17
3	35	7
4	77	25
5	21	8
6	4	0
7	55	13
8	26	6
9	159	36
10	165	39
11	67	13
12	92	29
13	97	23
14	381	102
15	70	23
16	505	173
17	1,108	479
18	158	46
19	280	109
20	85	29
21	86	29
22	133	41
23	125	31
24	111	31
25	12	3
26	47	8
27	25	13
28	121	20
29	1,598	866
30	20	1
31	1,103	419
32	44	11
33	56	19
34	20	4
35	5	1

House District	Survey Count	Application Count
36	3	0
37	114	27
38	153	35
39	180	40
40	172	55
41	230	64
42	285	101
43	484	144
44	104	31
45	149	35
46	229	78
47	541	170
48	540	201
49	336	99
50	38	1
51	2	0
52	1	0
53	4	0
54	2	0
55	4	0
56	4	0
57	11	0
58	211	65
59	605	226
60	77	21
61	1,405	677
62	531	218
63	897	401
64	3,025	1,356
65	5,355	2,467
66	1,561	525
67	156	51
68	68	12
69	216	76
70	94	18

House District	Survey Count	Application Count
71	4,953	2,044
72	1,624	686
73	1,243	434
74	312	105
75	339	122
76	33	6
77	231	51
78	2	0
80	1	0
81	1,925	792
83	3	0
84	2	0
85	1	0
86	719	266
88	2,626	859
89	3	0
90	22	4
91	4	0
92	3	0
93	7	0
95	2,034	894
96	481	172
97	7	0
98	1	0
99	5	0
100	7	0
101	5,224	3,135
102	6	0
103	2	0
104	10	3
105	3	0
Unknown	0	0
Total	46,630	19,460

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

Senate District	Survey Count	Application Count
1	64	14
2	318	102
3	11	0
4	13	0
5	9	0
6	7,919	3,431
7	7	0
8	8	0
9	1	0
10	2	0
11	869	251
12	2,029	780
13	8,458	3,523
14	1,776	803
15	9,356	5,203
16	493	167
17	883	332
18	5,052	1,800
19	11	0
20	5	0
21	86	11

Senate District	Survey Count	Application Count
22	830	280
23	1,674	582
24	534	149
25	331	92
26	1,395	473
27	28	5
28	373	94
29	187	54
30	206	59
31	221	54
32	256	94
33	661	199
34	1,556	648
35	276	72
36	319	77
37	103	27
38	121	33
39	189	51
Unknown	0	0
Total	46,630	19,460

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	398	117
Allen	75	19	5
Ascension	6,353	3,684	1,235
Avoyelles	274	126	20
Beauregard	113	34	8
Bienville	209	45	13
Bossier	607	243	61
Caddo	589	276	77
Calcasieu	266	142	40
Caldwell	154	38	15
Catahoula	72	17	6
Claiborne	208	46	7
De Soto	141	48	12
East Baton Rouge	24,248	18,923	9,305
East Carroll	237	41	17
East Feliciana	617	234	95
Evangeline	522	105	24
Franklin	58	22	4
Grant	280	68	24
Iberia	1,478	467	142
Iberville	357	105	33
Jackson	74	13	1
Jefferson Davis	508	111	26
Lafayette	4,753	2,388	829
LaSalle	73	21	8
Lincoln	152	25	5

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,493	3,996
Madison	85	51	17
Morehouse	1,005	233	88
Natchitoches	598	142	35
Ouachita	3,418	1,935	735
Pointe Coupee	444	132	41
Rapides	145	84	24
Red River	46	13	2
Richland	445	112	47
Sabine	100	57	12
St. Helena	976	329	134
St. James	162	68	18
St. Landry	1,615	343	105
St. Martin	1,301	416	143
St. Tammany	1,057	400	102
Tangipahoa	6,183	3,400	1,300
Union	399	85	28
Vermilion	1,786	822	267
Vernon	306	62	17
Washington	1,222	384	138
Webster	525	114	26
West Baton Rouge	110	32	7
West Carroll	336	60	14
West Feliciana	154	51	21
Winn	181	46	13
Total	82,440	46,503	19,459

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	16	0
Lafourche	4	0
Orleans	37	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	127	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	8	\$205,572.27	3	\$50,739.80
Allen	1	\$38,213.24	0	\$0.00	0	\$0.00
Ascension	215	\$6,683,046.27	93	\$2,904,130.70	58	\$1,507,061.21
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	2,637	\$73,869,630.03	1,384	\$40,280,522.27	869	\$15,654,042.88
East Carroll	1	\$7,496.41	1	\$7,496.41	0	\$0.00
East Feliciana	12	\$425,839.53	5	\$178,870.70	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	21	\$760,617.95	3	\$76,368.79	2	\$21,160.65
Iberville	6	\$231,607.07	2	\$79,838.03	1	\$5,474.92
Lafayette	238	\$5,516,996.09	108	\$2,487,551.12	67	\$1,090,274.58
Livingston	909	\$27,492,188.76	362	\$10,627,056.65	222	\$4,601,726.43
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	72	\$2,319,527.13	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	10	\$323,583.72	1	\$14,725.72	1	\$8,366.93
St. Martin	19	\$716,826.31	7	\$282,569.55	2	\$64,954.59
St. Tammany	12	\$292,876.16	4	\$40,854.37	3	\$30,210.05
Tangipahoa	252	\$8,356,492.23	70	\$2,083,827.97	34	\$608,445.30
Union	4	\$100,751.21	0	\$0.00	0	\$0.00
Vermilion	45	\$1,315,710.16	15	\$388,702.46	9	\$152,831.86
Vernon	3	\$112,177.85	0	\$0.00	0	\$0.00
Washington	13	\$487,882.45	5	\$174,656.64	3	\$35,987.44
Webster	1	\$30,207.10	0	\$0.00	0	\$0.00
West Baton Rouge	2	\$103,233.43	1	\$45,000.00	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	4,558	\$132,176,660.56	2,092	\$60,543,231.45	1,286	\$24,098,920.85

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.