

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #23
January 6, 2018 – January 12, 2018

January 13, 2018

Table of Contents

Program Overview1
 Executive Summary4
 Key Program Statistics6
 Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons7
 Low to Moderate Income (LMI), Senior Adults and Disabled Reported.....8
 Demographics for Submitted Applications9
 Housing Assistance Center Activity (HAC)10
 Call Center Activity.....11
 APPENDIX A12
 APPENDIX B14
 APPENDIX C15
 APPENDIX D16
 APPENDIX E17
 APPENDIX F.....18
 Glossary.....19

List of Tables

Table 1: Outreach Events.....4
 Table 2: Homeowner Program Snapshot5
 Table 3: Key Program Statistics6
 Table 4: Not In Phase and Undetermined Reasons.....7
 Table 5 & 6: Surveys with LMI and Urgent Need Data8
 Table 7: Submitted Surveys with Senior Adult or Disabled Reported.....8
 Table 8: Submitted Applications by Race9
 Table 9: Housing Assistance Center Activity10
 Table 10: Call Center Activity11
 Table 11: Submitted Surveys and Submitted Applications by Louisiana House Districts.....12
 Table 12: Submitted Surveys and Submitted Applications by Louisiana Senate Districts.....13
 Table 13: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish.....14
 Table 14: Grant Awards by Parish.....15

List of Figures

Figure 1: Not Currently In A Phase Reasons.....7
 Figure 2: Submitted Applications by Race9
 Figure 3: Requested Assistance.....16
 Figure 4: Phase and Tiers17
 Figure 5: Housing Assistance Centers18

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 January 12, 2018, survey submissions increased by 247 from the previous week, making the total submissions 47,083. 39,108 homeowners were determined to be in Phases I – VI.
 - 38,434 environmental reviews have been completed, representing 98% of the 39,108 homeowners in Phases I – VI.
 - 37,898 homeowners have been invited to complete applications from Phase I - VI. 22,307 (59%) homeowners have submitted their applications.
 - 11,047 scopes of work have been completed, representing 50% of the 22,307 homeowners that have submitted their application.
 - There have been a total of 5,091 Grant Awards offered to homeowners, amounting to \$146,203,984.23. Of those, 2,798 homeowners have acknowledged their grant agreements, obligating \$80,627,587.04.
-
- As of January 12, 2018, there were a total of 31,890 appointments held.
 - 137,980 calls were completed by the call center. 98,998 of the completed calls were inbound calls and 38,982 of the completed calls were outbound calls.
 - The Program has completed 5 outreach event for this reporting period. The following events are scheduled for the week of January 15, 2018 – January 21, 2018:
 - 1/16 – 2-6pm: East Baton Rouge Parish Library – Greenwell Springs Road Regional Branch
11300 Greenwell Springs Road, Baton Rouge
 - 1/17 – 2-6pm: East Baton Rouge Parish Library – Baker Branch
3501 Groom Road, Baker
 - 1/18 – 2-6pm: Livingston Parish Library – Denham Springs-Walker Branch
8101 U.S. 190, Denham Springs

Table 1: Outreach Events

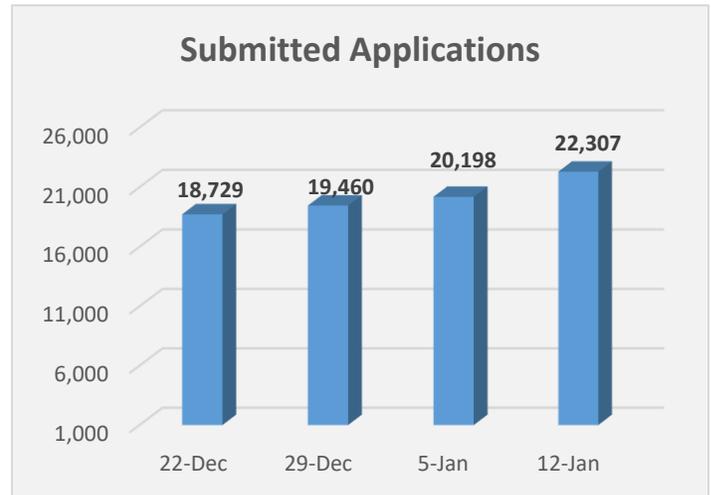
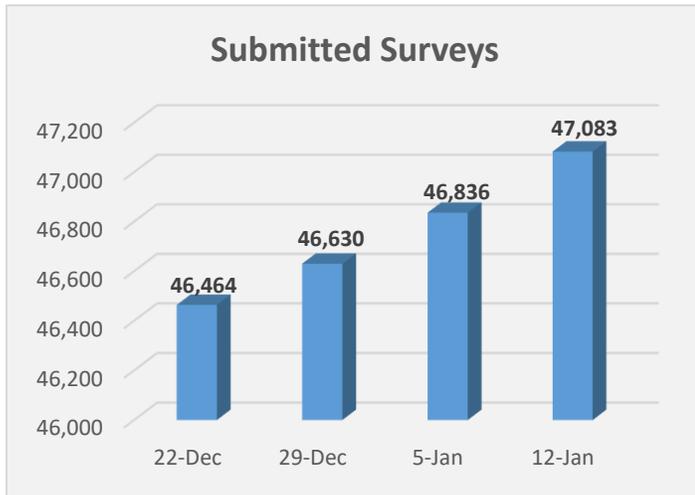
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
Total	131

Table 2: Homeowner Program Snapshot

Activity	As of 1/5/18	Weekly Activity	As of 1/12/18	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	55,946	396	56,342	
<i>Non-Submitted Surveys</i>	9,110	149	9,259	
<i>Submitted Surveys</i>	46,836	247	47,083	
<i>Phase I - VI Subtotal</i>	38,963	145	39,108	83.06%
<i>Phase I</i>	6,142	21	6,163	13.09%
<i>Phase II</i>	5,662	18	5,680	12.06%
<i>Phase III</i>	9,679	34	9,713	20.63%
<i>Phase IV</i>	9,341	38	9,379	19.92%
<i>Phase V</i>	1,352	7	1,359	2.89%
<i>Phase VI</i>	6,787	27	6,814	14.47%
<i>Duplicate Address</i>	2,551	68	2,619	5.56%
<i>Undetermined</i>	173	9	182	0.39%
<i>Not Currently In A Phase</i>	5,149	25	5,174	10.99%
Environmental Reviews				
Environmental Reviews Available to Work	576	98	674	
Environmental Reviews Completed	38,387	47	38,434	
Applications Invited				
Total Number of Invited Applications	37,815	83	37,898	
Applications Submitted	20,198	2,109	22,307	
Zero Award	1,582	183	1,765	
Ineligible	1,140	193	1,333	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	9,665	1,595	11,260	
Total Scope of Work Completed	10,533	514	11,047	
Grant Awards				Total Dollars
Grant Awards Offered	4,698	393	5,091	146,203,984.23
Grant Awards Obligated	2,493	305	2,798	80,627,587.04
<i>Solution 1 Only</i>	36	2	38	1,273,602.87
<i>Solution 2 Only</i>	167	35	202	6,314,606.94
<i>Solution 3 Only</i>	401	37	438	9,282,518.83
<i>Solution 3 and 1</i>	310	14	324	10,769,554.67
<i>Solution 3 and 2</i>	1,579	217	1,796	52,987,303.73
Disbursements				
Total Disbursements	1,469	504	1,973	34,788,660.79
<i>Solution 1</i>	2	0	2	73,710.78
<i>Solution 1 - Progress Payment</i>	0	0	0	0.00
<i>Solution 1 - Final Payment</i>	2	0	2	73,710.78
<i>Solution 2</i>	63	2	65	584,159.64
<i>Solution 2 - Progress Payment</i>	29	0	29	330,098.53
<i>Solution 2 - Final Payment</i>	34	2	36	254,061.11
<i>Solution 3</i>	1,404	502	1,906	34,130,790.37

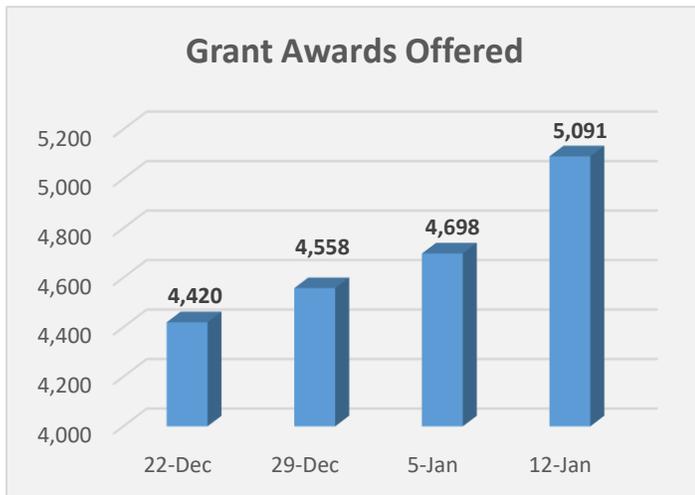
Key Program Statistics

Table 3: Key Program Statistics



39,108 of the 47,083 meet requirements for Phases I – VI.

Invited 37,898 Homeowners to complete Applications.

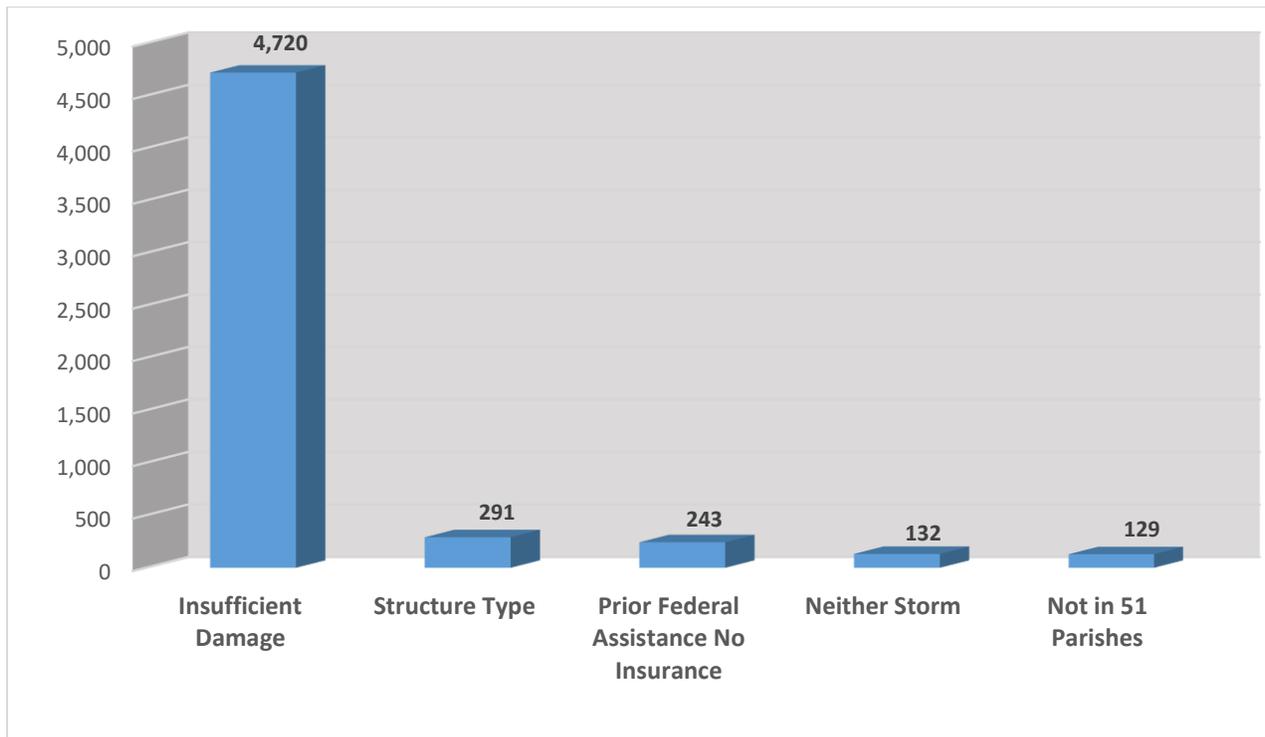


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 1/5/18	Weekly Activity	As of 1/12/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,149	25	5,174
Total Submitted Surveys Undetermined	173	9	182
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,490	25	5,515
<i>Insufficient Damage</i>	4,698	22	4,720
<i>Structure Type</i>	291	0	291
<i>Prior Federal Assistance No Insurance</i>	244	-1	243
<i>Neither Storm</i>	131	1	132
<i>Not in 51 Parishes</i>	126	3	129
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	173	9	182
<i>Flood Plain (Not determined)</i>	173	9	182

Figure 1: Not Currently In A Phase Reasons



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

As of January 12, 2018, there are 24,962 homeowners, 53.02% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,067 homeowners, 36.25% 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)	6,163	100.00%	6,163
Phase Two (II)	5,680	100.00%	5,680
Phase Three (III)	3,377	34.77%	9,713
Phase Four (IV)	2,938	31.33%	9,379
Phase Five (V)	704	51.80%	1,359
Phase Six (VI)	1,182	17.35%	6,814
Duplicate Address	1,474	56.28%	2,619
Undetermined	142	78.02%	182
Not In Phase	3,302	63.82%	5,174
Total	24,962	53.02%	47,083

	Submitted Surveys	Percentage
Most Impacted LMI	21,425	45.50%
Most Impacted Urgent Need	20,791	44.16%
LMI	3,537	7.51%
Urgent Need	1,330	2.83%
Total	47,083	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)	4,315	70.01%	3,963	64.30%	6,163
Phase Two (II)	4,334	76.30%	3,292	57.96%	5,680
Phase Three (III)	1,835	18.89%	982	10.11%	9,713
Phase Four (IV)	1,961	20.91%	965	10.29%	9,379
Phase Five (V)	205	15.08%	128	9.42%	1,359
Phase Six (VI)	1,702	24.98%	648	9.51%	6,814
Duplicate Address	890	33.98%	725	27.68%	2,619
Undetermined	62	34.07%	70	38.46%	182
Not In Phase	1,763	34.07%	1,657	32.03%	5,174
Total	17,067	36.25%	12,430	26.40%	47,083

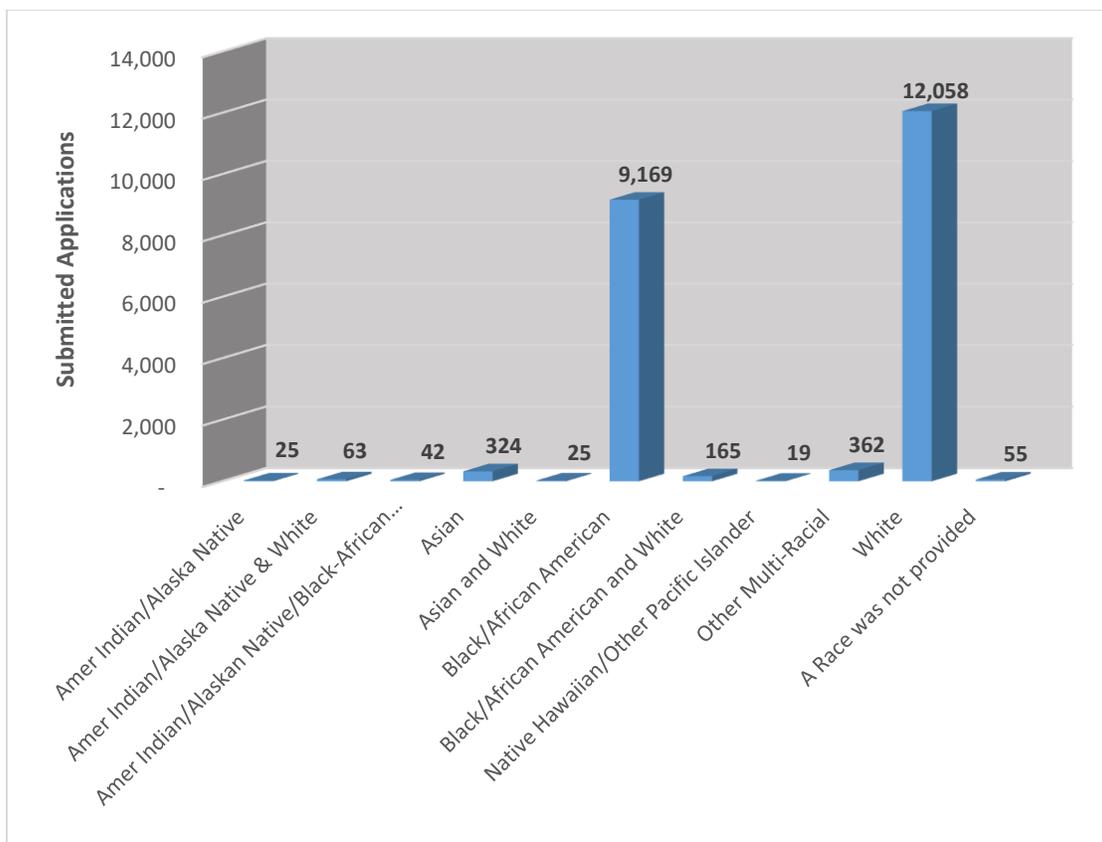
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	25	0.11%
American Indian/Alaska Native and White	63	0.28%
American Indian/Alaskan Native/Black-African American	42	0.19%
Asian	324	1.45%
Asian and White	25	0.11%
Black/African American	9,169	41.10%
Black/African American and White	165	0.74%
Native Hawaiian/Other Pacific Islander	19	0.09%
Other Multi-Racial	362	1.62%
White	12,058	54.06%
A Race was not provided	55	0.25%
Total	22,307	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 1/5/2018	Weekly Activity	As of 1/12/2018
Appointments			
Total Number of Appointments	32,531	1,831	34,362
<i>Walk-ins</i>	15,426	1,121	16,547
<i>Scheduled</i>	17,105	710	17,815
<i>Held at office</i>	14,347	623	14,970
<i>Home visit</i>	373	0	373
<i>Cancelled</i>	1,681	43	1,724
<i>No Show</i>	704	44	748
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	21,449	1,255	22,704
<i>Walk-ins</i>	10,658	801	11,459
<i>Scheduled</i>	10,791	454	11,245
<i>Held at office</i>	9,229	401	9,630
<i>Home visit</i>	119	0	119
<i>Cancelled</i>	1,218	33	1,251
<i>No Show</i>	225	20	245
Hammond			
Total Number of Appointments	5,958	351	6,309
<i>Walk-ins</i>	3,142	225	3,367
<i>Scheduled</i>	2,816	126	2,942
<i>Held at office</i>	2,055	101	2,156
<i>Home visit</i>	237	0	237
<i>Cancelled</i>	283	6	289
<i>No Show</i>	241	19	260
Lafayette			
Total Number of Appointments	2,519	141	2,660
<i>Walk-ins</i>	554	48	602
<i>Scheduled</i>	1,965	93	2,058
<i>Held at office</i>	1,777	88	1,865
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	105	3	108
<i>No Show</i>	77	2	79
Monroe			
Total Number of Appointments	2,605	84	2,689
<i>Walk-ins</i>	1,072	47	1,119
<i>Scheduled</i>	1,533	37	1,570
<i>Held at office</i>	1,286	33	1,319
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	75	1	76
<i>No Show</i>	161	3	164

Call Center Activity

Table 10: Call Center Activity

Activity	As of 1/5/2018	Weekly Activity	As of 1/12/2018
Call Center			
Total Calls	136,260	5,780	142,040
<i>Total Calls Abandoned</i>	4,030	30	4,060
<i>Abandoned %</i>	2.96%	-0.10%	2.86%
<i>Total Calls Processed</i>	132,230	5,750	137,980
<i>Inbound</i>	95,659	3,339	98,998
<i>Outbound</i>	36,571	2,411	38,982
Completed Inbound Calls Details			
Total Inbound Calls Completed	95,659	3,339	98,998
Average Wait Time	1.16 min		1.13 min
Average Call Time	6.04 min		6.01 min
<i>Program Inquiry</i>	29,569	871	30,440
<i>Surveys Status Update</i>	2,461	37	2,498
<i>Surveys Completed</i>	7,411	72	7,483
<i>Case Manager Request</i>	5,760	534	6,294
<i>Application Status Update</i>	33,306	1,272	34,578
<i>Application In Progress</i>	271	102	373
<i>Application Submitted (Pending Document Upload)</i>	4,912	94	5,006
<i>Applications Completed</i>	184	6	190
<i>Damage Assessment Inquiry</i>	2,161	5	2,166
<i>Award Acknowledgement Inquiry</i>	1,338	74	1,412
<i>Construction Inquiry</i>	762	35	797
<i>Appeals</i>	260	29	289
<i>Outbound Project</i>	17	1	18
<i>Invalid Number/ No Answer / Busy / Left Message</i>	5,004	194	5,198
<i>Call Transferred</i>	2,243	13	2,256
Completed Outbound Calls Details			
Total Outbound Calls Completed	36,571	2,411	38,982
Average Call Time	1.95 min		1.92 min
<i>Program Inquiry</i>	4,391	22	4,413
<i>Survey Status Update</i>	50	1	51
<i>Surveys Completed</i>	647	0	647
<i>Case Manager Request</i>	71	3	74
<i>Application Status Update</i>	5,889	565	6,454
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	396	16	412
<i>Applications Completed</i>	31	3	34
<i>Damage Assessment Inquiry</i>	7	0	7
<i>Award Acknowledgement Inquiry</i>	31	1	32
<i>Construction Inquiry</i>	261	3	264
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	13,647	940	14,587
<i>Call Transferred</i>	10,806	857	11,663

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	22	36	3	0	71	4,985	2,441
2	51	17	37	115	31	72	1,663	734
3	35	7	38	156	40	73	1,258	486
4	78	29	39	187	50	74	317	114
5	21	10	40	176	56	75	342	130
6	4	0	41	234	74	76	33	10
7	55	14	42	293	111	77	233	64
8	26	8	43	485	199	78	2	0
9	162	44	44	104	33	80	1	0
10	167	46	45	152	43	81	1,950	916
11	67	16	46	234	86	83	3	0
12	92	33	47	548	184	84	2	0
13	97	27	48	553	230	85	1	0
14	385	121	49	342	112	86	723	299
15	70	23	50	41	1	88	2,646	1,106
16	513	198	51	2	0	89	3	0
17	1,114	501	52	1	0	90	22	5
18	159	49	53	4	0	91	4	0
19	283	121	54	2	0	92	3	0
20	86	30	55	4	0	93	7	0
21	87	29	56	4	0	95	2,062	1,047
22	133	46	57	11	0	96	497	186
23	126	36	58	214	72	97	8	0
24	111	33	59	611	278	98	1	0
25	12	3	60	78	22	99	5	0
26	48	8	61	1,413	729	100	7	0
27	25	13	62	538	240	101	5,250	3,382
28	121	20	63	907	448	102	6	0
29	1,612	938	64	3,054	1,618	103	2	0
30	21	2	65	5,387	2,883	104	10	3
31	1,116	489	66	1,573	681	105	3	0
32	44	13	67	156	54	Unknown	0	0
33	56	20	68	68	19	Total	47,083	22,307
34	20	4	69	218	94			
35	6	1	70	94	25			

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

Senate District	Survey Count	Application Count
1	64	19
2	322	109
3	11	0
4	14	0
5	9	0
6	7,985	4,020
7	7	0
8	8	0
9	1	0
10	2	0
11	876	297
12	2,066	838
13	8,542	4,200
14	1,786	874
15	9,413	5,705
16	496	211
17	893	366
18	5,098	2,225
19	11	0
20	5	0
21	90	11

Senate District	Survey Count	Application Count
22	853	308
23	1,691	717
24	549	163
25	337	108
26	1,419	523
27	29	5
28	378	102
29	188	57
30	207	66
31	222	62
32	257	100
33	665	237
34	1,572	686
35	278	81
36	322	92
37	105	30
38	121	36
39	191	59
Unknown	0	0
Total	47,083	22,307

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	409	135
Allen	75	19	6
Ascension	6,353	3,717	1,560
Avoyelles	274	126	20
Beauregard	113	34	10
Bienville	209	45	14
Bossier	607	246	74
Caddo	589	278	86
Calcasieu	266	143	44
Caldwell	154	38	16
Catahoula	72	17	6
Claiborne	208	46	9
De Soto	141	48	14
East Baton Rouge	24,248	19,045	10,518
East Carroll	237	43	18
East Feliciana	617	237	101
Evangeline	522	108	27
Franklin	58	23	4
Grant	280	68	26
Iberia	1,478	479	159
Iberville	357	107	35
Jackson	74	13	2
Jefferson Davis	508	112	30
Lafayette	4,753	2,420	996
LaSalle	73	21	9
Lincoln	152	25	6

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,584	4,736
Madison	85	51	18
Morehouse	1,005	237	95
Natchitoches	598	143	40
Ouachita	3,418	1,950	797
Pointe Coupee	444	133	44
Rapides	145	85	24
Red River	46	13	2
Richland	445	114	51
Sabine	100	57	13
St. Helena	976	337	150
St. James	162	68	19
St. Landry	1,615	348	112
St. Martin	1,301	432	154
St. Tammany	1,057	403	129
Tangipahoa	6,183	3,456	1,417
Union	399	85	32
Vermilion	1,786	834	290
Vernon	306	63	18
Washington	1,222	387	145
Webster	525	116	30
West Baton Rouge	110	32	7
West Carroll	336	60	18
West Feliciana	154	51	24
Winn	181	46	16
Total	82,440	46,952	22,306

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	16	0
Lafourche	4	0
Orleans	38	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	12	0
St. Mary	40	1
Tensas	2	0
Terrebonne	4	0
Total	131	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	25	\$615,790.47	9	\$234,062.69	5	\$67,867.57
Allen	1	\$38,213.24	0	\$0.00	0	\$0.00
Ascension	244	\$7,304,429.81	121	\$3,687,898.33	84	\$1,996,839.12
Bienville	1	\$27,322.54	0	\$0.00	0	\$0.00
Bossier	6	\$244,313.70	0	\$0.00	0	\$0.00
Caddo	6	\$155,207.83	1	\$8,158.09	1	\$3,003.67
Calcasieu	5	\$167,486.86	0	\$0.00	0	\$0.00
Caldwell	2	\$48,640.72	1	\$7,707.58	0	\$0.00
De Soto	1	\$23,630.77	0	\$0.00	0	\$0.00
East Baton Rouge	2,909	\$81,081,190.05	1,829	\$53,039,874.92	1,301	\$22,435,843.60
East Carroll	1	\$7,496.41	1	\$7,496.41	0	\$0.00
East Feliciana	14	\$506,245.53	5	\$178,870.70	3	\$92,825.25
Evangeline	4	\$135,792.73	0	\$0.00	0	\$0.00
Franklin	1	\$45,000.00	1	\$45,000.00	0	\$0.00
Grant	2	\$24,882.63	0	\$0.00	0	\$0.00
Iberia	25	\$898,287.24	5	\$113,409.45	3	\$52,453.90
Iberville	6	\$231,607.07	3	\$133,809.99	2	\$37,162.77
Jefferson Davis	1	\$25,224.03	0	\$0.00	0	\$0.00
Lafayette	248	\$5,782,210.03	142	\$3,190,207.61	95	\$1,568,298.31
Livingston	1,051	\$31,052,336.76	500	\$14,655,880.11	335	\$6,849,936.32
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	7	\$212,853.61	3	\$108,308.16	0	\$0.00
Natchitoches	1	\$39,893.43	0	\$0.00	0	\$0.00
Ouachita	88	\$2,769,451.89	24	\$648,130.75	9	\$209,839.10
Pointe Coupee	5	\$182,880.27	3	\$98,393.19	1	\$40,690.74
Rapides	4	\$134,902.56	0	\$0.00	0	\$0.00
Richland	5	\$233,137.30	0	\$0.00	0	\$0.00
Sabine	2	\$56,546.86	0	\$0.00	0	\$0.00
St. Helena	18	\$724,927.63	5	\$240,002.44	3	\$67,690.48
St. James	1	\$39,445.54	0	\$0.00	0	\$0.00
St. Landry	13	\$422,708.11	3	\$89,307.55	1	\$8,366.93
St. Martin	19	\$740,297.01	9	\$339,755.92	7	\$151,278.79
St. Tammany	13	\$286,461.98	6	\$95,821.20	4	\$40,350.30
Tangipahoa	277	\$9,183,883.25	93	\$2,735,349.02	51	\$886,803.34
Union	6	\$181,847.59	1	\$24,382.65	0	\$0.00
Vermilion	52	\$1,558,182.37	24	\$612,729.79	15	\$221,702.04
Vernon	3	\$112,177.85	0	\$0.00	0	\$0.00
Washington	15	\$514,394.19	7	\$255,192.92	5	\$57,708.56
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	5,091	\$146,203,984.23	2,798	\$80,627,587.04	1,925	\$34,788,660.79

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.