

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #24**  
**January 13, 2018 – January 19, 2018**

January 20, 2018

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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.

<b>ALL PHASES</b>
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**Must have major/severe home damage.**

PHASE I	PHASE II	PHASE III
<ul style="list-style-type: none"> <li>• Low-to-moderate income*</li> <li>• Elderly or persons with disabilities</li> <li>• Outside the floodplain</li> </ul>	<ul style="list-style-type: none"> <li>• Low-to-moderate income*</li> <li>• Elderly or persons with disabilities</li> <li>• Inside the floodplain</li> </ul>	<ul style="list-style-type: none"> <li>• Reside within one of the 10 most impacted or distressed parishes</li> <li>• Outside the floodplain</li> <li>• No priority due to income</li> </ul>
PHASE IV	PHASE V	PHASE VI
<ul style="list-style-type: none"> <li>• Reside within one of the 10 most impacted or distressed parishes</li> <li>• Inside the floodplain</li> <li>• No priority due to income</li> </ul>	<ul style="list-style-type: none"> <li>• All other disaster-declared parishes</li> <li>• Inside and outside the floodplain</li> <li>• No priority due to income</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• No priority due to income</li> </ul>

*\* 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.

<b>Solution 1</b> <b>PROGRAM MANAGED</b>	<b>Solution 2</b> <b>HOMEOWNER MANAGED</b>	<b>Solution 3</b> <b>REIMBURSEMENT</b>
<ul style="list-style-type: none"> <li>• Program manages and completes construction process</li> <li>• Homeowners do not select contractors or deal directly with the contractor</li> <li>• The program's contractors will repair or reconstruct damaged properties</li> <li>• Economy-grade materials/finishes only</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners manage repair or reconstruction work</li> <li>• Homeowners select contractors and deal directly with the contractor</li> <li>• Program provides advisory services and monitoring</li> <li>• Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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 19, 2018, survey submissions increased by 129 from the previous week, making the total submissions 47,212. 39,166 homeowners were determined to be in Phases I – VI.
  - 38,577 environmental reviews have been completed, representing 98% of the 39,166 homeowners in Phases I – VI.
  - 37,942 homeowners have been invited to complete applications from Phase I - VI. 22,702 (60%) homeowners have submitted their applications.
  - 11,786 scopes of work have been completed, representing 52% of the 22,702 homeowners that have submitted their application.
  - There have been a total of 5,384 Grant Awards offered to homeowners, amounting to \$153,473,007.40. Of those, 2,914 homeowners have acknowledged their grant agreements, obligating \$83,999,210.17.
- 
- As of January 19, 2018, there were a total of 32,721 appointments held.
  - 140,886 calls were completed by the call center. 100,716 of the completed calls were inbound calls and 40,170 of the completed calls were outbound calls.
  - The Program has completed 0 outreach event for this reporting period. The following events are scheduled for the week of January 22, 2018 – January 29, 2018:
    - 1/23 – 3-7pm: Ponchatoula High School – 19452 la. 22, East, Ponchatoula
    - 1/24 – 2-6pm: Tangipahoa Parish Library – Amite Branch – 204 NE Central Ave., Amite
    - 1/18 – 2-6pm: Fellowship Church of Prairieville – 14363 La. 73, Prairieville

**Table 1: Outreach Events**

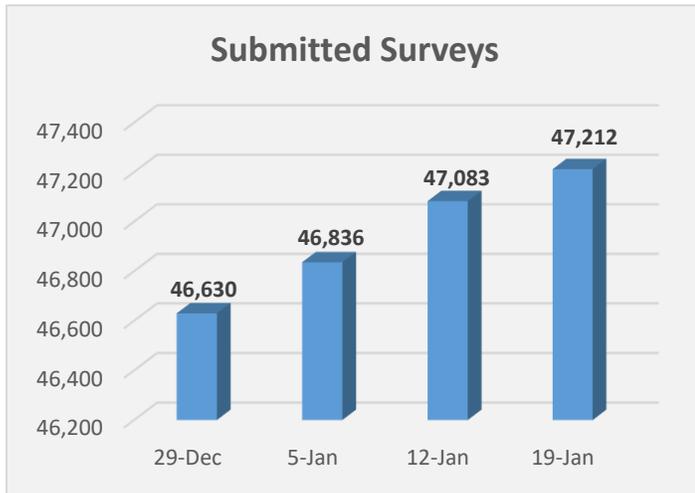
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
<b>Total</b>	<b>131</b>

**Table 2: Homeowner Program Snapshot**

Activity	As of 1/12/18	Weekly Activity	As of 1/19/18	Percentage
<b>Surveys Recorded</b>				<b>Percentage</b>
Total Number of Recorded Surveys	56,342	229	56,571	
<i>Non-Submitted Surveys</i>	9,259	100	9,359	
<i>Submitted Surveys</i>	47,083	129	47,212	
<i>Phase I - VI Subtotal</i>	39,108	58	39,166	82.96%
<i>Phase I</i>	6,163	9	6,172	13.07%
<i>Phase II</i>	5,680	3	5,683	12.04%
<i>Phase III</i>	9,713	15	9,728	20.60%
<i>Phase IV</i>	9,379	6	9,385	19.88%
<i>Phase V</i>	1,359	3	1,362	2.88%
<i>Phase VI</i>	6,814	22	6,836	14.48%
<i>Duplicate Address</i>	2,619	49	2,668	5.65%
<i>Undetermined</i>	182	9	191	0.40%
<i>Not Currently In A Phase</i>	5,174	13	5,187	10.99%
<b>Environmental Reviews</b>				
Environmental Reviews Available to Work	674	-85	589	
Environmental Reviews Completed	38,434	143	38,577	
<b>Applications Invited</b>				
Total Number of Invited Applications	37,898	44	37,942	
Applications Submitted	22,307	395	22,702	
Zero Award	1,765	125	1,890	
Ineligible	1,333	30	1,363	
<b>Scope of Work: Prospective/Completed</b>				
Scope of Work Available to Work	11,260	-344	10,916	
Total Scope of Work Completed	11,047	739	11,786	
<b>Grant Awards</b>				<b>Total Dollars</b>
Grant Awards Offered	5,091	293	5,384	153,473,007.40
Grant Awards Obligated	2,798	116	2,914	83,999,210.17
<i>Solution 1 Only</i>	38	1	39	1,311,114.26
<i>Solution 2 Only</i>	202	20	222	7,025,921.29
<i>Solution 3 Only</i>	438	11	449	9,490,191.46
<i>Solution 3 and 1</i>	324	25	349	11,599,321.17
<i>Solution 3 and 2</i>	1,796	59	1,855	54,572,661.99
<b>Disbursements</b>				
Total Disbursements	1,973	142	2,115	36,841,954.53
<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>	65	44	109	1,001,992.85
<i>Solution 2 - Progress Payment</i>	29	32	61	657,769.91
<i>Solution 2 - Final Payment</i>	36	12	48	344,222.94
<i>Solution 3</i>	1,906	98	2,004	35,766,250.90

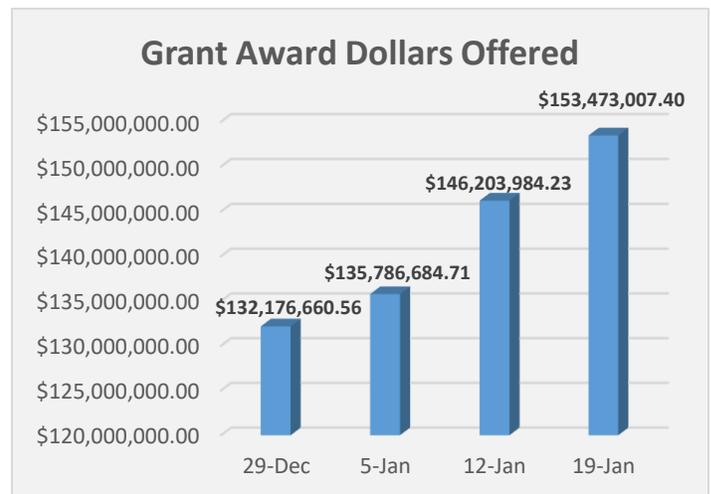
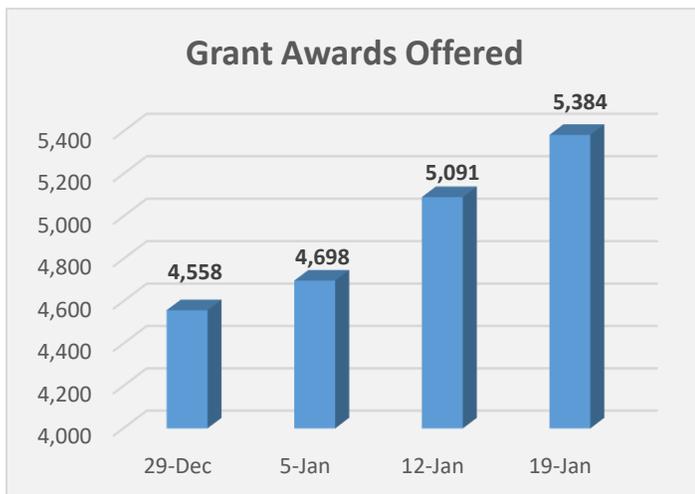
Key Program Statistics

**Table 3: Key Program Statistics**



**39,166 of the 47,212 meet requirements for Phases I – VI.**

**Invited 37,942 Homeowners to complete Applications.**

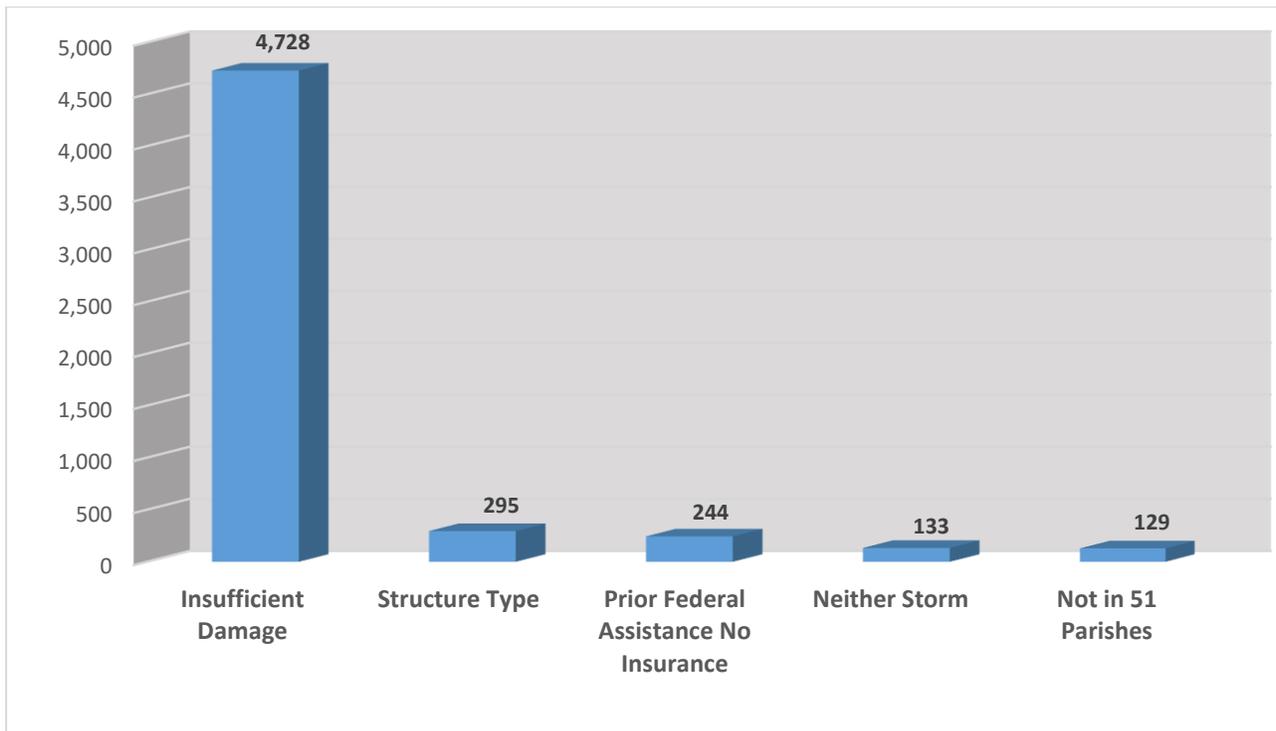


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

**Table 4: Not In Phase and Undetermined Reasons**

Activity	As of 1/12/18	Weekly Activity	As of 1/19/18
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	5,174	13	5,187
Total Submitted Surveys Undetermined	182	9	191
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	5,515	14	5,529
<i>Insufficient Damage</i>	4,720	8	4,728
<i>Structure Type</i>	291	4	295
<i>Prior Federal Assistance No Insurance</i>	243	1	244
<i>Neither Storm</i>	132	1	133
<i>Not in 51 Parishes</i>	129	0	129
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	182	9	191
<i>Flood Plain (Not determined)</i>	182	9	191

**Figure 1: Not Currently In A Phase Reasons**



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

As of January 19, 2018, there are 25,018 homeowners, 52.99% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,109 homeowners, 36.24% 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)	6,172	100.00%	6,172
Phase Two (II)	5,683	100.00%	5,683
Phase Three (III)	3,386	34.81%	9,728
Phase Four (IV)	2,941	31.34%	9,385
Phase Five (V)	705	51.76%	1,362
Phase Six (VI)	1,184	17.32%	6,836
Duplicate Address	1,494	56.00%	2,668
Undetermined	144	75.39%	191
Not In Phase	3,309	63.79%	5,187
<b>Total</b>	<b>25,018</b>	<b>52.99%</b>	<b>47,212</b>

	Submitted Surveys	Percentage
Most Impacted LMI	21,472	45.48%
Most Impacted Urgent Need	20,855	44.17%
LMI	3,546	7.51%
Urgent Need	1,339	2.84%
<b>Total</b>	<b>47,212</b>	<b>100.00%</b>

**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)	4,320	69.99%	3,971	64.34%	6,172
Phase Two (II)	4,335	76.28%	3,294	57.96%	5,683
Phase Three (III)	1,838	18.89%	983	10.10%	9,728
Phase Four (IV)	1,962	20.91%	964	10.27%	9,385
Phase Five (V)	206	15.12%	129	9.47%	1,362
Phase Six (VI)	1,703	24.91%	649	9.49%	6,836
Duplicate Address	910	34.11%	731	27.40%	2,668
Undetermined	65	34.03%	72	37.70%	191
Not In Phase	1,770	34.12%	1,661	32.02%	5,187
<b>Total</b>	<b>17,109</b>	<b>36.24%</b>	<b>12,454</b>	<b>26.38%</b>	<b>47,212</b>

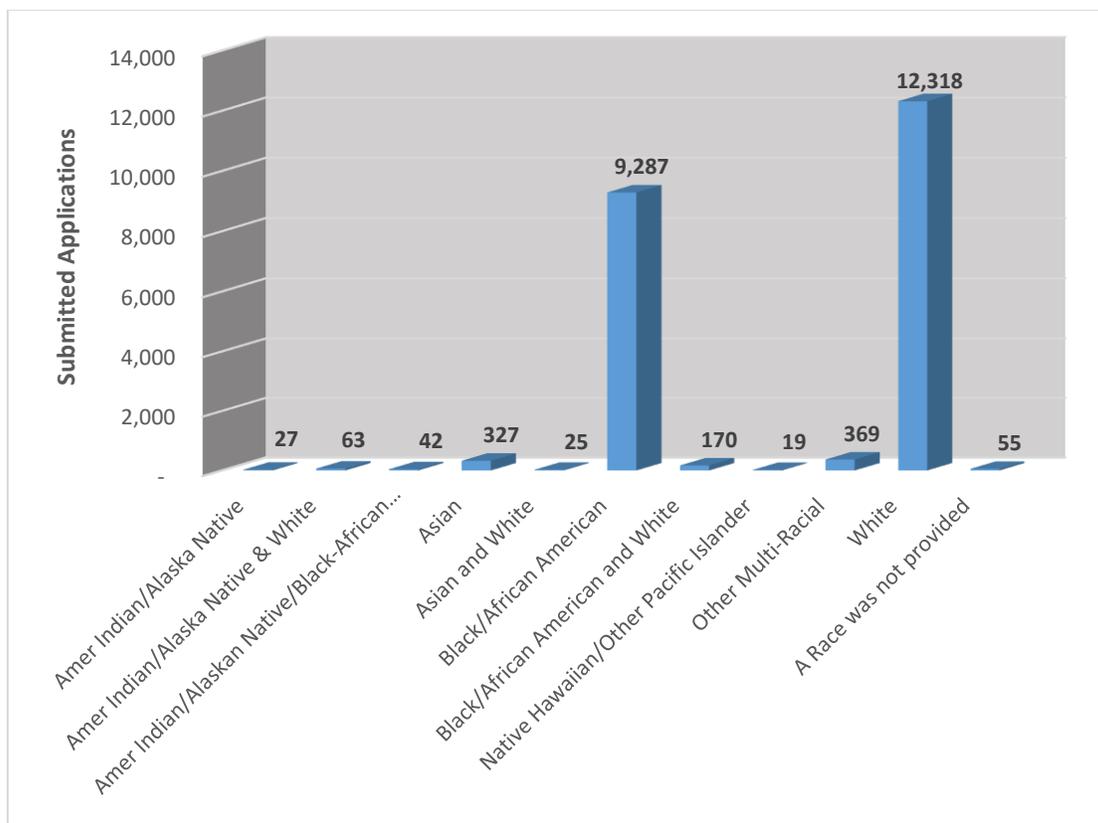
\*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	27	0.12%
American Indian/Alaska Native and White	63	0.28%
American Indian/Alaskan Native/Black-African American	42	0.18%
Asian	327	1.44%
Asian and White	25	0.11%
Black/African American	9,287	40.91%
Black/African American and White	170	0.75%
Native Hawaiian/Other Pacific Islander	19	0.08%
Other Multi-Racial	369	1.63%
White	12,318	54.26%
A Race was not provided	55	0.24%
<b>Total</b>	<b>22,702</b>	<b>100.00%</b>

**Figure 2: Submitted Applications by Race**



Housing Assistance Center Activity (HAC)

**Table 9: Housing Assistance Center Activity**

Activity	As of 1/12/2018	Weekly Activity	As of 1/19/2018
<b>Appointments</b>			
Total Number of Appointments	34,362	912	35,274
<i>Walk-ins</i>	16,547	487	17,034
<i>Scheduled</i>	17,815	425	18,240
<i>Held at office</i>	14,970	344	15,314
<i>Home visit</i>	373	0	373
<i>Cancelled</i>	1,724	63	1,787
<i>No Show</i>	748	18	766
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	22,704	624	23,328
<i>Walk-ins</i>	11,459	349	11,808
<i>Scheduled</i>	11,245	275	11,520
<i>Held at office</i>	9,630	221	9,851
<i>Home visit</i>	119	-2	117
<i>Cancelled</i>	1,251	50	1,301
<i>No Show</i>	245	6	251
<b>Hammond</b>			
Total Number of Appointments	6,309	167	6,476
<i>Walk-ins</i>	3,367	99	3,466
<i>Scheduled</i>	2,942	68	3,010
<i>Held at office</i>	2,156	60	2,216
<i>Home visit</i>	237	2	239
<i>Cancelled</i>	289	4	293
<i>No Show</i>	260	2	262
<b>Lafayette</b>			
Total Number of Appointments	2,660	66	2,726
<i>Walk-ins</i>	602	17	619
<i>Scheduled</i>	2,058	49	2,107
<i>Held at office</i>	1,865	40	1,905
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	108	8	116
<i>No Show</i>	79	1	80
<b>Monroe</b>			
Total Number of Appointments	2,689	55	2,744
<i>Walk-ins</i>	1,119	22	1,141
<i>Scheduled</i>	1,570	33	1,603
<i>Held at office</i>	1,319	23	1,342
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	76	1	77
<i>No Show</i>	164	9	173

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 1/12/2018	Weekly Activity	As of 1/19/2018
<b>Call Center</b>			
Total Calls	142,040	2,957	144,997
<i>Total Calls Abandoned</i>	4,060	51	4,111
<i>Abandoned %</i>	2.86%	-0.02%	2.84%
<i>Total Calls Processed</i>	137,980	2,906	140,886
<i>Inbound</i>	98,998	1,718	100,716
<i>Outbound</i>	38,982	1,188	40,170
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	98,998	1,718	100,716
Average Wait Time	1.13 min		1.12 min
Average Call Time	6.01 min		5.99 min
<i>Program Inquiry</i>	30,440	442	30,882
<i>Surveys Status Update</i>	2,498	17	2,515
<i>Surveys Completed</i>	7,483	21	7,504
<i>Case Manager Request</i>	6,294	254	6,548
<i>Application Status Update</i>	34,578	694	35,272
<i>Application In Progress</i>	373	29	402
<i>Application Submitted (Pending Document Upload)</i>	5,006	41	5,047
<i>Applications Completed</i>	190	0	190
<i>Damage Assessment Inquiry</i>	2,166	0	2,166
<i>Award Acknowledgement Inquiry</i>	1,412	71	1,483
<i>Construction Inquiry</i>	797	30	827
<i>Appeals</i>	289	23	312
<i>Outbound Project</i>	18	0	18
<i>Invalid Number/ No Answer / Busy / Left Message</i>	5,198	80	5,278
<i>Call Transferred</i>	2,256	16	2,272
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	38,982	1,188	40,170
Average Call Time	1.92 min		1.90 min
<i>Program Inquiry</i>	4,413	14	4,427
<i>Survey Status Update</i>	51	0	51
<i>Surveys Completed</i>	647	0	647
<i>Case Manager Request</i>	74	1	75
<i>Application Status Update</i>	6,454	269	6,723
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	412	9	421
<i>Applications Completed</i>	34	2	36
<i>Damage Assessment Inquiry</i>	7	0	7
<i>Award Acknowledgement Inquiry</i>	32	1	33
<i>Construction Inquiry</i>	264	0	264
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	14,587	481	15,068
<i>Call Transferred</i>	11,663	411	12,074

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	5,001	2,478
2	51	17	37	115	31	72	1,674	745
3	35	7	38	157	41	73	1,261	496
4	78	31	39	187	54	74	319	115
5	21	10	40	177	57	75	344	131
6	4	0	41	234	75	76	33	10
7	55	14	42	294	111	77	234	66
8	26	8	43	489	201	78	2	0
9	163	47	44	104	33	80	1	0
10	167	47	45	152	47	81	1,958	929
11	67	16	46	234	86	83	3	0
12	93	34	47	552	188	84	2	0
13	97	27	48	554	233	85	1	0
14	385	123	49	342	114	86	727	305
15	70	23	50	41	1	88	2,656	1,144
16	516	200	51	2	0	89	3	0
17	1,116	502	52	1	0	90	22	5
18	160	49	53	4	0	91	4	0
19	285	121	54	2	0	92	3	0
20	87	30	55	4	0	93	7	0
21	87	30	56	4	0	95	2,070	1,060
22	133	46	57	11	0	96	501	186
23	126	36	58	214	74	97	8	0
24	111	33	59	612	286	98	1	0
25	12	3	60	78	23	99	5	0
26	48	8	61	1,416	747	100	7	0
27	25	13	62	540	245	101	5,255	3,416
28	121	20	63	907	458	102	6	0
29	1,616	955	64	3,058	1,649	103	2	0
30	21	2	65	5,395	2,942	104	10	3
31	1,118	501	66	1,577	708	105	3	0
32	44	13	67	156	55	Unknown	0	0
33	57	20	68	69	19	<b>Total</b>	<b>47,212</b>	<b>22,702</b>
34	20	4	69	220	96			
35	6	1	70	94	26			

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

Senate District	Survey Count	Application Count
1	64	19
2	325	112
3	11	0
4	14	0
5	9	0
6	7,998	4,120
7	7	0
8	8	0
9	1	0
10	2	0
11	880	306
12	2,080	850
13	8,574	4,257
14	1,789	894
15	9,425	5,784
16	498	216
17	895	371
18	5,113	2,283
19	11	0
20	5	0
21	90	11

Senate District	Survey Count	Application Count
22	855	309
23	1,697	732
24	552	167
25	337	109
26	1,425	535
27	29	5
28	379	103
29	188	57
30	208	66
31	222	62
32	259	100
33	669	242
34	1,575	688
35	278	81
36	322	95
37	106	31
38	121	36
39	191	61
Unknown	0	0
<b>Total</b>	<b>47,212</b>	<b>22,702</b>

**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	136
Allen	75	19	6
Ascension	6,353	3,730	1,613
Avoyelles	274	126	20
Beauregard	113	34	10
Bienville	209	45	14
Bossier	607	247	77
Caddo	589	278	88
Calcasieu	266	144	44
Caldwell	154	39	16
Catahoula	72	17	6
Claiborne	208	46	9
De Soto	141	48	14
East Baton Rouge	24,248	19,073	10,716
East Carroll	237	43	18
East Feliciana	617	237	102
Evangeline	522	109	28
Franklin	58	23	4
Grant	280	68	26
Iberia	1,478	482	160
Iberville	357	106	36
Jackson	74	13	2
Jefferson Davis	508	112	30
Lafayette	4,753	2,429	1,017
LaSalle	73	21	9
Lincoln	152	25	6

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,617	4,801
Madison	85	51	19
Morehouse	1,005	238	95
Natchitoches	598	143	40
Ouachita	3,418	1,954	802
Pointe Coupee	444	134	44
Rapides	145	85	24
Red River	46	13	2
Richland	445	115	51
Sabine	100	57	13
St. Helena	976	340	151
St. James	162	68	19
St. Landry	1,615	349	114
St. Martin	1,301	433	154
St. Tammany	1,057	405	132
Tangipahoa	6,183	3,472	1,442
Union	399	86	33
Vermilion	1,786	838	298
Vernon	306	63	18
Washington	1,222	389	146
Webster	525	116	31
West Baton Rouge	110	34	7
West Carroll	336	61	18
West Feliciana	154	51	24
Winn	181	46	16
<b>Total</b>	<b>82,440</b>	<b>47,081</b>	<b>22,701</b>

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
<b>Total</b>	<b>131</b>	<b>1</b>

**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	27	\$657,491.16	9	\$234,062.69	5	\$67,867.57
Allen	1	\$38,213.24	0	\$0.00	0	\$0.00
Ascension	262	\$7,686,163.53	125	\$3,792,368.37	87	\$2,031,382.86
Bienville	1	\$27,322.54	0	\$0.00	0	\$0.00
Bossier	7	\$272,019.99	0	\$0.00	0	\$0.00
Caddo	6	\$155,207.83	1	\$8,158.09	1	\$3,003.67
Calcasieu	7	\$198,573.24	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	3,076	\$85,513,851.06	1,897	\$54,998,469.33	1,364	\$23,798,098.96
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
Grant	1	\$356.84	0	\$0.00	0	\$0.00
Iberia	24	\$859,194.94	5	\$113,409.45	5	\$56,354.95
Iberville	6	\$231,607.07	4	\$146,587.14	2	\$37,162.77
Jefferson Davis	1	\$25,224.03	0	\$0.00	0	\$0.00
Lafayette	256	\$5,917,594.96	142	\$3,190,207.61	106	\$1,763,118.10
Livingston	1,112	\$32,378,092.00	531	\$15,496,679.33	355	\$7,248,198.51
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	8	\$217,142.37	3	\$108,308.16	0	\$0.00
Natchitoches	1	\$39,893.43	0	\$0.00	0	\$0.00
Ouachita	102	\$3,154,249.45	24	\$648,130.75	10	\$211,359.69
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	19	\$768,689.45	6	\$283,234.20	4	\$104,487.53
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	8	\$166,758.77
St. Tammany	14	\$319,460.72	7	\$108,689.70	4	\$40,350.30
Tangipahoa	293	\$9,631,956.93	104	\$3,179,231.07	51	\$886,803.34
Union	6	\$181,847.59	1	\$24,382.65	0	\$0.00
Vermilion	55	\$1,688,712.21	24	\$612,729.79	16	\$227,416.03
Vernon	3	\$112,177.85	0	\$0.00	0	\$0.00
Washington	16	\$520,908.70	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	3	\$120,291.40	1	\$32,837.57	0	\$0.00
West Feliciana	1	\$45,000.00	0	\$0.00	0	\$0.00
Winn	1	\$14,616.10	0	\$0.00	0	\$0.00
<b>Total</b>	<b>5,384</b>	<b>\$153,473,007.40</b>	<b>2,914</b>	<b>\$83,999,210.17</b>	<b>2,028</b>	<b>\$36,841,954.53</b>

## 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		
<b>TOTALS</b>	<b>\$1,656,972,000</b>	<b>\$51,435,020</b>	<b>\$1,708,407,020</b>	<b>\$3,737,800,000</b>	<b>\$2,095,671,860</b>

**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.