

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #25
January 20, 2018 – January 26, 2018

January 27, 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.

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 26, 2018, survey submissions increased by 235 from the previous week, making the total submissions 47,447. 39,284 homeowners were determined to be in Phases I – VI.
 - 38,659 environmental reviews have been completed, representing 98% of the 39,284 homeowners in Phases I – VI.
 - 38,636 homeowners have been invited to complete applications from Phase I - VI. 23,846 (62%) homeowners have submitted their applications.
 - 13,430 scopes of work have been completed, representing 56% of the 23,846 homeowners that have submitted their application.
 - There have been a total of 5,814 Grant Awards offered to homeowners, amounting to \$164,404,675.79. Of those, 3,266 homeowners have acknowledged their grant agreements, obligating \$93,856,719.73.
-
- As of January 26, 2018, there were a total of 34,367 appointments held.
 - 146,303 calls were completed by the call center. 103,968 of the completed calls were inbound calls and 42,335 of the completed calls were outbound calls.
 - The Program has completed 4 outreach events for this reporting period. The following events are scheduled for the week of January 29, 2018 – February 4, 2018:
 - 1/30 – 2-6pm: First Baptist Church Youngsville – 623 Lafayette St., Youngsville
 - 1/31 – 2-6pm: Vermilion Parish Library – Abbeville Branch – 405 E. St. Victor St., Abbeville
 - 2/1 – 2-6pm: Ouachita Parish Library – Sterlington Memorial Branch – 305 Keystone Road, Monroe

Table 1: Outreach Events

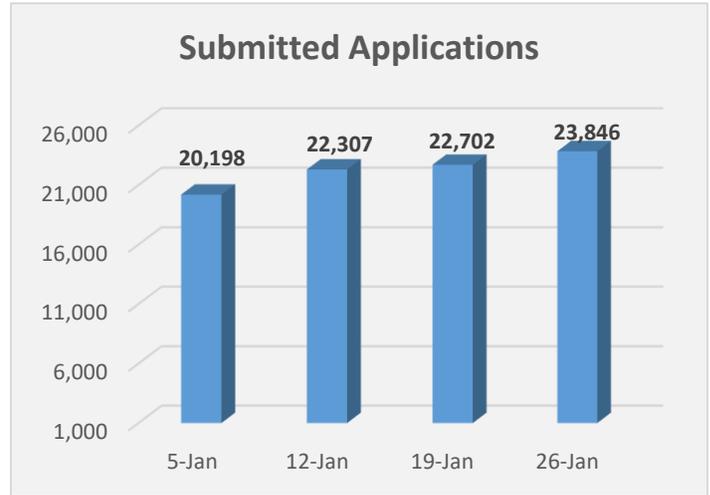
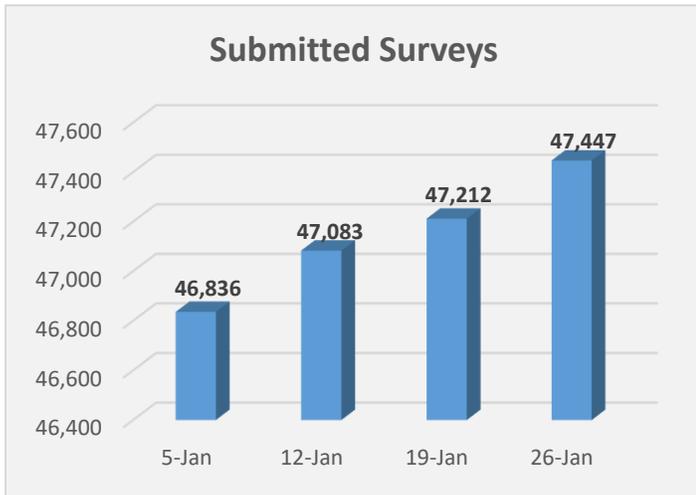
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
Total	131

Table 2: Homeowner Program Snapshot

Activity	As of 1/19/2018	Weekly Activity	As of 1/26/2018	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	56,571	356	56,927	
<i>Non-Submitted Surveys</i>	9,359	121	9,480	
<i>Submitted Surveys</i>	47,212	235	47,447	
<i>Phase I - VI Subtotal</i>	39,166	118	39,284	82.80%
<i>Phase I</i>	6,172	25	6,197	13.06%
<i>Phase II</i>	5,683	9	5,692	12.00%
<i>Phase III</i>	9,728	16	9,744	20.54%
<i>Phase IV</i>	9,385	27	9,412	19.84%
<i>Phase V</i>	1,362	5	1,367	2.88%
<i>Phase VI</i>	6,836	36	6,872	14.48%
<i>Duplicate Address</i>	2,668	69	2,737	5.77%
<i>Undetermined</i>	191	17	208	0.44%
<i>Not Currently In A Phase</i>	5,187	31	5,218	11.00%
Environmental Reviews				
Environmental Reviews Available to Work	589	36	625	
Environmental Reviews Completed	38,577	82	38,659	
Applications Invited				
Total Number of Invited Applications	37,942	694	38,636	
Applications Submitted	22,702	1,144	23,846	
Zero Award	1,890	214	2,104	
Ineligible	1,363	432	1,795	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	10,916	-500	10,416	
Total Scope of Work Completed	11,786	1,644	13,430	
Grant Awards				Total Dollars
Grant Awards Offered	5,384	430	5,814	164,404,675.79
Grant Awards Obligated	2,914	352	3,266	93,856,719.73
<i>Solution 1 Only</i>	39	12	51	1,806,967.86
<i>Solution 2 Only</i>	222	29	251	8,025,710.12
<i>Solution 3 Only</i>	449	66	515	10,794,691.52
<i>Solution 3 and 1</i>	349	60	409	13,710,997.59
<i>Solution 3 and 2</i>	1,855	185	2,040	59,518,352.64
Disbursements				
Total Disbursements	2,115	6	2,121	36,908,999.49
<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>	109	2	111	1,012,279.33
<i>Solution 2 - Progress Payment</i>	61	2	63	668,056.39
<i>Solution 2 - Final Payment</i>	48	0	48	344,222.94
<i>Solution 3</i>	2,004	4	2,008	35,823,009.38

Key Program Statistics

Table 3: Key Program Statistics



39,284 of the 47,447 meet requirements for Phases I – VI.

Invited 38,636 Homeowners to complete Applications.

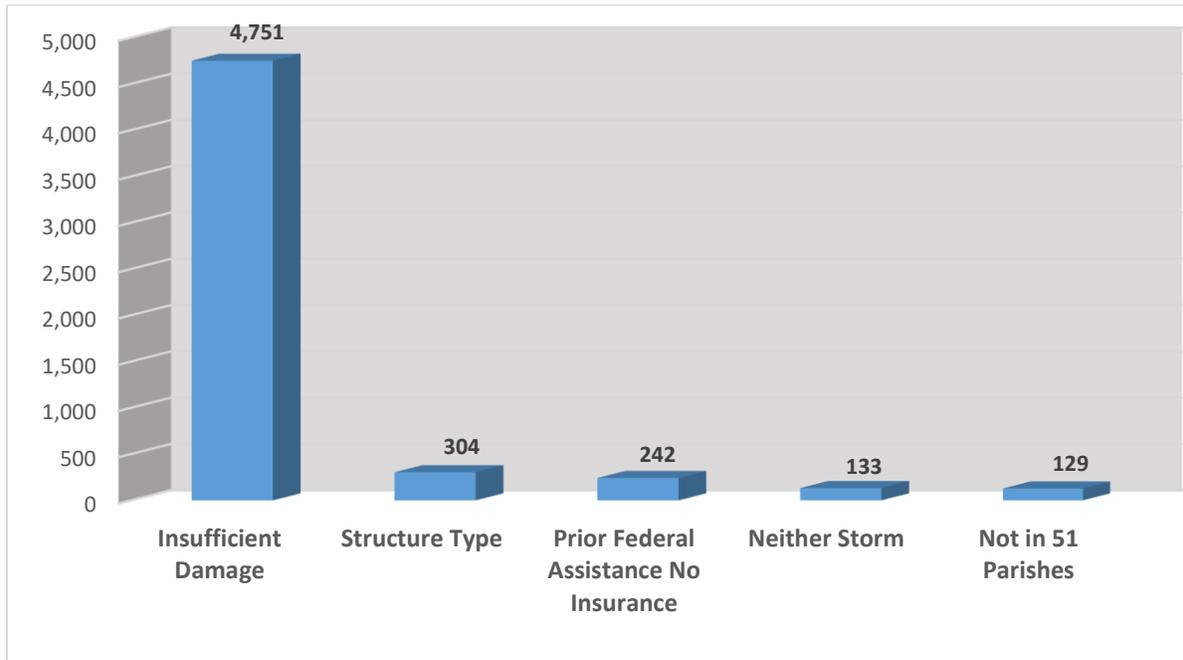


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 1/19/18	Weekly Activity	As of 1/26/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,187	31	5,218
Total Submitted Surveys Undetermined	191	17	208
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,529	30	5,559
<i>Insufficient Damage</i>	4,728	23	4,751
<i>Structure Type</i>	295	9	304
<i>Prior Federal Assistance No Insurance</i>	244	-2	242
<i>Neither Storm</i>	133	0	133
<i>Not in 51 Parishes</i>	129	0	129
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	191	17	208
<i>Flood Plain (Not determined)</i>	191	17	208

Figure 1: Not Currently In A Phase Reasons



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

As of January 26, 2018, there are 25,136 homeowners, 52.98% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,182 homeowners, 36.21% 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)	6,197	100.00%	6,197
Phase Two (II)	5,692	100.00%	5,692
Phase Three (III)	3,396	34.85%	9,744
Phase Four (IV)	2,950	31.34%	9,412
Phase Five (V)	709	51.87%	1,367
Phase Six (VI)	1,192	17.35%	6,872
Duplicate Address	1,519	55.50%	2,737
Undetermined	156	75.00%	208
Not In Phase	3,325	63.72%	5,218
Total	25,136	52.98%	47,447

	Submitted Surveys	Percentage
Most Impacted LMI	21,568	45.46%
Most Impacted Urgent Need	20,967	44.19%
LMI	3,568	7.52%
Urgent Need	1,344	2.83%
Total	47,447	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)	4,334	69.94%	3,986	64.32%	6,197
Phase Two (II)	4,338	76.21%	3,300	57.98%	5,692
Phase Three (III)	1,844	18.92%	981	10.07%	9,744
Phase Four (IV)	1,970	20.93%	968	10.28%	9,412
Phase Five (V)	205	15.00%	129	9.44%	1,367
Phase Six (VI)	1,714	24.94%	652	9.49%	6,872
Duplicate Address	929	33.94%	744	27.18%	2,737
Undetermined	68	32.69%	79	37.98%	208
Not In Phase	1,780	34.11%	1,669	31.99%	5,218
Total	17,182	36.21%	12,508	26.36%	47,447

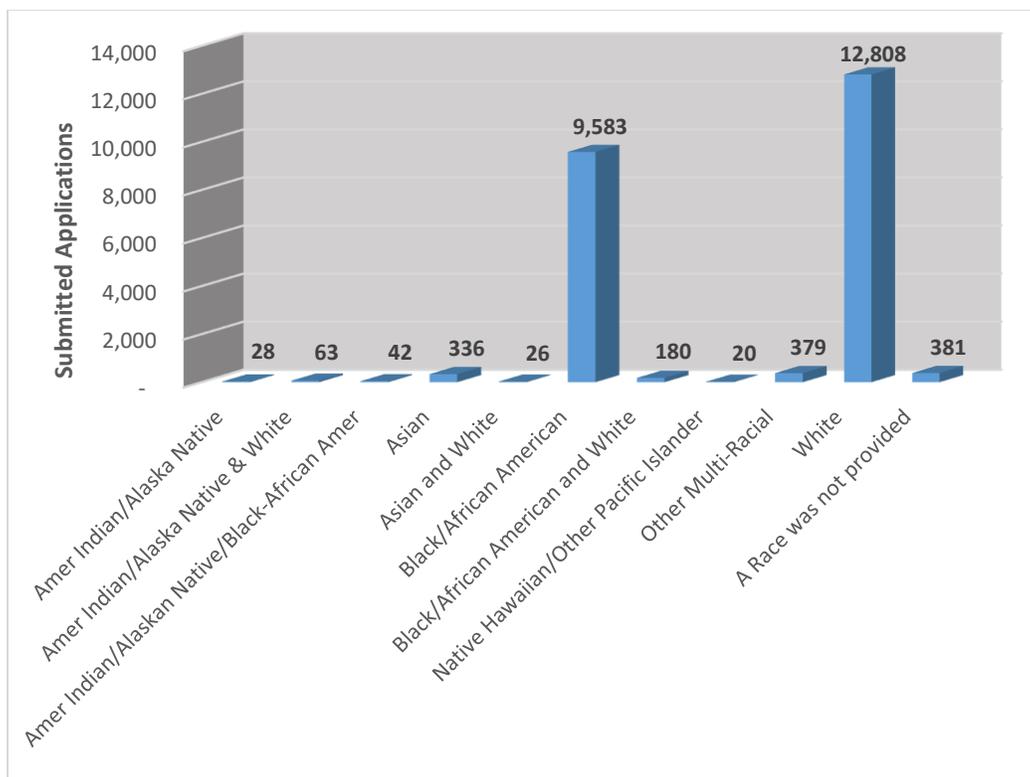
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	28	0.12%
American Indian/Alaska Native and White	63	0.26%
American Indian/Alaskan Native/Black-African American	42	0.18%
Asian	336	1.41%
Asian and White	26	0.11%
Black/African American	9,583	40.19%
Black/African American and White	180	0.75%
Native Hawaiian/Other Pacific Islander	20	0.08%
Other Multi-Racial	379	1.59%
White	12,808	53.71%
A Race was not provided	381	1.60%
Total	23,846	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 1/19/2018	Weekly Activity	As of 1/26/2018
Appointments			
Total Number of Appointments	35,274	1,738	37,012
<i>Walk-ins</i>	17,034	992	18,026
<i>Scheduled</i>	18,240	746	18,986
<i>Held at office</i>	15,314	652	15,966
<i>Home visit</i>	373	2	375
<i>Cancelled</i>	1,787	54	1,841
<i>No Show</i>	766	38	804
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	23,328	1,194	24,522
<i>Walk-ins</i>	11,808	730	12,538
<i>Scheduled</i>	11,520	464	11,984
<i>Held at office</i>	9,851	405	10,256
<i>Home visit</i>	117	2	119
<i>Cancelled</i>	1,301	33	1,334
<i>No Show</i>	251	24	275
Hammond			
Total Number of Appointments	6,476	321	6,797
<i>Walk-ins</i>	3,466	219	3,685
<i>Scheduled</i>	3,010	102	3,112
<i>Held at office</i>	2,216	82	2,298
<i>Home visit</i>	239	0	239
<i>Cancelled</i>	293	11	304
<i>No Show</i>	262	9	271
Lafayette			
Total Number of Appointments	2,726	139	2,865
<i>Walk-ins</i>	619	32	651
<i>Scheduled</i>	2,107	107	2,214
<i>Held at office</i>	1,905	99	2,004
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	116	5	121
<i>No Show</i>	80	3	83
Monroe			
Total Number of Appointments	2,744	84	2,828
<i>Walk-ins</i>	1,141	11	1,152
<i>Scheduled</i>	1,603	73	1,676
<i>Held at office</i>	1,342	66	1,408
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	77	5	82
<i>No Show</i>	173	2	175

Call Center Activity

Table 10: Call Center Activity

Activity	As of 1/19/2018	Weekly Activity	As of 1/26/2018
Call Center			
Total Calls	144,997	5,437	150,434
<i>Total Calls Abandoned</i>	4,111	20	4,131
<i>Abandoned %</i>	2.84%	-0.09%	2.75%
<i>Total Calls Processed</i>	140,886	5,417	146,303
<i>Inbound</i>	100,716	3,252	103,968
<i>Outbound</i>	40,170	2,165	42,335
Completed Inbound Calls Details			
Total Inbound Calls Completed	100,716	3,252	103,968
Average Wait Time	1.12 min		1.09 min
Average Call Time	5.99 min		5.96 min
<i>Program Inquiry</i>	30,882	869	31,751
<i>Surveys Status Update</i>	2,515	35	2,550
<i>Surveys Completed</i>	7,504	75	7,579
<i>Case Manager Request</i>	6,548	512	7,060
<i>Application Status Update</i>	35,272	1,290	36,562
<i>Application In Progress</i>	402	39	441
<i>Application Submitted (Pending Document Upload)</i>	5,047	74	5,121
<i>Applications Completed</i>	190	6	196
<i>Damage Assessment Inquiry</i>	2,166	10	2,176
<i>Award Acknowledgement Inquiry</i>	1,483	75	1,558
<i>Construction Inquiry</i>	827	74	901
<i>Appeals</i>	312	32	344
<i>Outbound Project</i>	18	1	19
<i>Invalid Number/ No Answer / Busy / Left Message</i>	5,278	149	5,427
<i>Call Transferred</i>	2,272	11	2,283
Completed Outbound Calls Details			
Total Outbound Calls Completed	40,170	2,165	42,335
Average Call Time	1.90 min		1.88 min
<i>Program Inquiry</i>	4,427	30	4,457
<i>Survey Status Update</i>	51	0	51
<i>Surveys Completed</i>	647	1	648
<i>Case Manager Request</i>	75	0	75
<i>Application Status Update</i>	6,723	355	7,078
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	421	31	452
<i>Applications Completed</i>	36	2	38
<i>Damage Assessment Inquiry</i>	7	0	7
<i>Award Acknowledgement Inquiry</i>	33	0	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>	15,068	868	15,936
<i>Call Transferred</i>	12,074	878	12,952

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	70	22	36	3	0	71	5,019	2,558
2	51	17	37	117	31	72	1,705	795
3	35	8	38	159	41	73	1,271	534
4	78	31	39	188	58	74	322	125
5	21	10	40	177	59	75	346	133
6	4	0	41	235	79	76	33	11
7	55	14	42	299	114	77	234	76
8	26	9	43	493	207	78	2	0
9	163	50	44	104	34	80	1	0
10	168	50	45	152	48	81	1,975	981
11	67	18	46	235	89	83	3	0
12	93	36	47	552	200	84	2	0
13	97	27	48	557	245	85	1	0
14	389	126	49	343	121	86	736	316
15	70	24	50	41	1	88	2,674	1,256
16	518	211	51	2	0	89	3	0
17	1,121	526	52	1	0	90	22	6
18	161	52	53	4	0	91	4	0
19	287	128	54	2	0	92	3	0
20	88	32	55	4	0	93	7	0
21	87	30	56	4	0	95	2,088	1,105
22	133	47	57	11	0	96	502	192
23	126	37	58	215	78	97	8	0
24	111	37	59	617	315	98	1	0
25	12	3	60	78	24	99	5	0
26	48	8	61	1,421	793	100	7	0
27	25	13	62	543	252	101	5,264	3,536
28	121	20	63	910	489	102	6	0
29	1,619	995	64	3,071	1,725	103	2	0
30	21	2	65	5,409	3,106	104	10	3
31	1,120	520	66	1,585	756	105	3	0
32	44	14	67	157	58	Unknown	0	0
33	58	20	68	70	22	Total	47,447	23,846
34	21	4	69	221	103			
35	6	1	70	94	29			

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

Senate District	Survey Count	Application Count
1	64	21
2	325	116
3	11	0
4	14	0
5	9	0
6	8,037	4,357
7	7	0
8	8	0
9	1	0
10	2	0
11	887	338
12	2,109	902
13	8,614	4,412
14	1,796	949
15	9,447	6,031
16	501	230
17	901	385
18	5,154	2,468
19	11	0
20	5	0
21	90	11

Senate District	Survey Count	Application Count
22	858	321
23	1,704	763
24	553	173
25	344	110
26	1,428	562
27	30	5
28	381	105
29	188	58
30	209	70
31	222	65
32	262	103
33	673	256
34	1,580	717
35	280	87
36	324	100
37	106	33
38	121	37
39	191	61
Unknown	0	0
Total	47,447	23,846

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	415	141
Allen	75	19	6
Ascension	6,353	3,756	1,777
Avoyelles	274	126	20
Beauregard	113	34	11
Bienville	209	45	14
Bossier	607	248	83
Caddo	589	278	89
Calcasieu	266	146	45
Caldwell	154	40	17
Catahoula	72	17	6
Claiborne	208	46	10
De Soto	141	48	14
East Baton Rouge	24,248	19,129	11,251
East Carroll	237	43	18
East Feliciana	617	239	103
Evangeline	522	110	28
Franklin	58	23	5
Grant	280	68	27
Iberia	1,478	483	168
Iberville	357	106	37
Jackson	74	13	2
Jefferson Davis	508	114	30
Lafayette	4,753	2,438	1,057
LaSalle	73	21	9
Lincoln	152	25	7

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,672	4,971
Madison	85	51	19
Morehouse	1,005	240	101
Natchitoches	598	143	41
Ouachita	3,418	1,963	837
Pointe Coupee	444	136	47
Rapides	145	85	24
Red River	46	13	2
Richland	445	117	53
Sabine	100	57	15
St. Helena	976	348	160
St. James	162	68	19
St. Landry	1,615	350	117
St. Martin	1,301	435	158
St. Tammany	1,057	406	151
Tangipahoa	6,183	3,513	1,536
Union	399	86	35
Vermilion	1,786	840	317
Vernon	306	63	20
Washington	1,222	391	147
Webster	525	117	32
West Baton Rouge	110	34	7
West Carroll	336	61	21
West Feliciana	154	51	24
Winn	181	46	16
Total	82,440	47,316	23,845

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	29	\$701,674.41	11	\$255,584.91	5	\$67,867.57
Allen	1	\$38,213.24	0	\$0.00	0	\$0.00
Ascension	290	\$8,250,174.72	142	\$4,317,050.81	87	\$2,031,382.86
Bienville	1	\$27,322.54	0	\$0.00	0	\$0.00
Bossier	6	\$235,096.47	0	\$0.00	0	\$0.00
Caddo	6	\$128,783.83	1	\$8,158.09	1	\$3,003.67
Calcasieu	8	\$242,066.01	1	\$17,749.51	0	\$0.00
Caldwell	4	\$120,328.23	1	\$7,707.58	0	\$0.00
De Soto	1	\$23,630.77	0	\$0.00	0	\$0.00
East Baton Rouge	3,303	\$91,505,890.40	2,087	\$60,434,964.20	1,364	\$23,826,931.98
East Carroll	1	\$7,496.41	1	\$7,496.41	0	\$0.00
East Feliciana	16	\$600,997.67	6	\$213,105.64	3	\$92,825.25
Evangeline	4	\$135,792.73	1	\$17,515.66	0	\$0.00
Franklin	1	\$45,000.00	1	\$45,000.00	0	\$0.00
Grant	1	\$356.84	0	\$0.00	0	\$0.00
Iberia	26	\$931,014.82	8	\$198,918.31	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	269	\$6,214,427.80	163	\$3,756,296.54	106	\$1,763,118.10
Livingston	1,226	\$34,869,554.54	609	\$17,492,615.83	356	\$7,286,410.45
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	8	\$217,142.37	4	\$153,308.16	0	\$0.00
Natchitoches	1	\$39,893.43	0	\$0.00	0	\$0.00
Ouachita	116	\$3,599,271.87	36	\$1,008,776.33	10	\$211,359.69
Pointe Coupee	5	\$182,880.27	4	\$137,082.10	1	\$40,690.74
Rapides	5	\$198,805.78	0	\$0.00	0	\$0.00
Richland	6	\$292,264.81	0	\$0.00	0	\$0.00
Sabine	2	\$56,546.86	0	\$0.00	0	\$0.00
St. Helena	20	\$852,667.67	6	\$283,234.20	4	\$104,487.53
St. James	2	\$80,302.16	0	\$0.00	0	\$0.00
St. Landry	13	\$422,708.11	4	\$125,861.81	1	\$8,366.93
St. Martin	24	\$909,488.94	10	\$361,975.50	8	\$166,758.77
St. Tammany	18	\$429,933.42	7	\$108,689.70	4	\$40,350.30
Tangipahoa	302	\$9,835,461.72	118	\$3,530,734.45	51	\$886,803.34
Union	5	\$158,249.28	2	\$61,096.23	0	\$0.00
Vermilion	57	\$1,767,547.26	29	\$822,813.45	16	\$227,416.03
Vernon	3	\$112,177.85	0	\$0.00	0	\$0.00
Washington	17	\$540,314.46	8	\$266,559.60	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	2	\$74,034.54	0	\$0.00	0	\$0.00
Winn	1	\$14,616.10	0	\$0.00	0	\$0.00
Total	5,814	\$164,404,675.79	3,266	\$93,856,719.73	2,029	\$36,908,999.49

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.