

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #26
January 27, 2018 – February 2, 2018

February 3, 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 Applications10
 Housing Assistance Center Activity (HAC)11
 Call Center Activity.....12
 APPENDIX A13
 APPENDIX B15
 APPENDIX C16
 APPENDIX D17
 APPENDIX E18
 APPENDIX F.....19
 Glossary.....20

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: Submitted Surveys with LMI and Urgent Need Data.....8
 Table 7: Submitted Surveys with Senior Adult or Disabled Reported.....8
 Table 8 & 9: Submitted Applications with LMI and Urgent Need Data9
 Table 10: Submitted Applications with Senior Adult or Disabled Reported9
 Table 11: Submitted Applications by Race10
 Table 12: Housing Assistance Center Activity11
 Table 13: Call Center Activity12
 Table 14: Submitted Surveys and Submitted Applications by Louisiana House Districts.....13
 Table 15: Submitted Surveys and Submitted Applications by Louisiana Senate Districts.....14
 Table 16: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish.....15
 Table 17: Grant Awards by Parish.....16

List of Figures

Figure 1: Not Currently In A Phase Reasons7
 Figure 2: Submitted Applications by Race10
 Figure 3: Requested Assistance.....17
 Figure 4: Phase and Tiers18
 Figure 5: Housing Assistance Centers19

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 February 2, 2018, survey submissions increased by 243 from the previous week, making the total submissions 47,690. 39,428 homeowners were determined to be in Phases I – VI.
- 38,800 environmental reviews have been completed, representing 98% of the 39,428 homeowners in Phases I – VI.
- 38,766 homeowners have been invited to complete applications from Phase I - VI. 24,423 (63%) homeowners have submitted their applications.
- 14,043 scopes of work have been completed, representing 57% of the 24,423 homeowners that have submitted their application.
- There have been a total of 6,147 Grant Awards offered to homeowners, amounting to \$172,445,016.84. Of those, 3,523 homeowners have acknowledged their grant agreements, obligating \$100,960,164.03.

- As of February 2, 2018, there were a total of 36,029 appointments held.
- 150,614 calls were completed by the call center. 106,617 of the completed calls were inbound calls and 43,997 of the completed calls were outbound calls.
- The Program has completed 3 outreach events for this reporting period. The following events are scheduled for the week of February 5, 2018 – February 12, 2018:
 - 2/5 – 2-6pm: East Baton Rouge Parish Library – Greenwell Springs Road Regional Branch – 11300 Greenwell Springs Road, Baton Rouge
 - 2/6 – 2-6pm: Livingston Parish Library – Denham Springs - Walker Branch – 8101 U.S. 190, Denham Springs
 - 2/7 – 2-6pm: East Baton Rouge Parish Library – Baker Branch – 3501 Groom Road, Baker

Table 1: Outreach Events

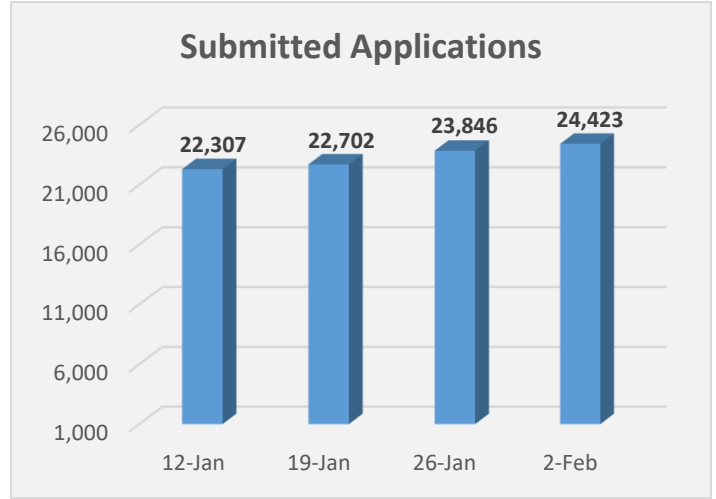
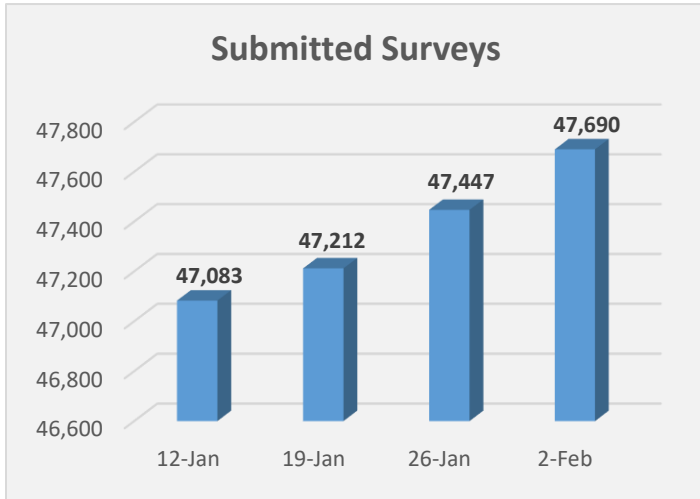
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
Total	142

Table 2: Homeowner Program Snapshot

Activity	As of 1/26/18	Weekly Activity	As of 2/2/18	Percentage
Surveys Recorded				Percentage
Total Number of Recorded Surveys	56,927	319	57,246	
<i>Non-Submitted Surveys</i>	9,480	76	9,556	
<i>Submitted Surveys</i>	47,447	243	47,690	
<i>Phase I - VI Subtotal</i>	39,284	144	39,428	82.68%
<i>Phase I</i>	6,197	22	6,219	13.04%
<i>Phase II</i>	5,692	15	5,707	11.97%
<i>Phase III</i>	9,744	30	9,774	20.49%
<i>Phase IV</i>	9,412	31	9,443	19.80%
<i>Phase V</i>	1,367	19	1,386	2.91%
<i>Phase VI</i>	6,872	27	6,899	14.47%
<i>Duplicate Address</i>	2,737	41	2,778	5.83%
<i>Undetermined</i>	208	25	233	0.49%
<i>Not Currently In A Phase</i>	5,218	33	5,251	11.01%
Environmental Reviews				
Environmental Reviews Available to Work	625	3	628	
Environmental Reviews Completed	38,659	141	38,800	
Applications Invited				
Total Number of Invited Applications	38,636	130	38,766	
Applications Submitted	23,846	577	24,423	
Zero Award	2,104	258	2,362	
Ineligible	1,795	-356	1,439	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	10,416	-36	10,380	
Total Scope of Work Completed	13,430	613	14,043	
Grant Awards				Total Dollars
Grant Awards Offered	5,814	333	6,147	172,445,016.84
Grant Awards Obligated	3,266	257	3,523	100,960,164.03
<i>Solution 1 Only</i>	51	7	58	2,018,805.18
<i>Solution 2 Only</i>	251	23	274	8,932,823.62
<i>Solution 3 Only</i>	515	44	559	11,498,047.73
<i>Solution 3 and 1</i>	409	61	470	15,675,059.84
<i>Solution 3 and 2</i>	2,040	122	2,162	62,835,427.66
Disbursements				
Total Disbursements	2,121	881	3,002	49,125,947.35
<i>Solution 1</i>	2	82	84	795,906.28
<i>Solution 1 - Progress Payment</i>	0	74	74	612,805.30
<i>Solution 1 - Final Payment</i>	2	8	10	183,100.98
<i>Solution 2</i>	111	137	248	2,168,391.39
<i>Solution 2 - Progress Payment</i>	63	104	167	1,673,148.14
<i>Solution 2 - Final Payment</i>	48	33	81	495,243.25
<i>Solution 3</i>	2,008	662	2,670	46,161,649.68

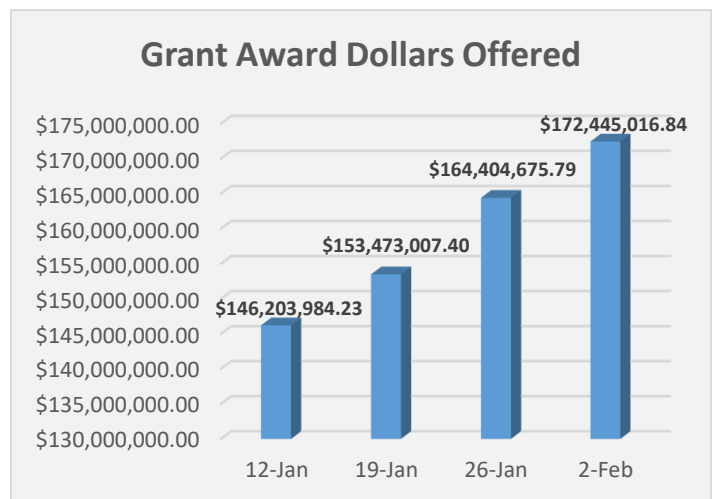
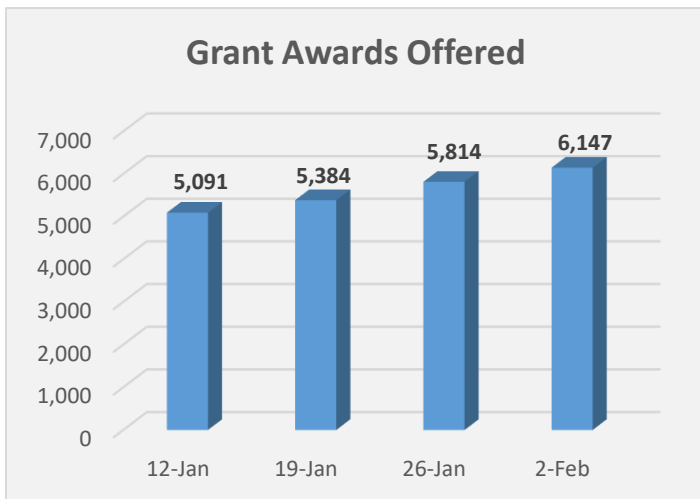
Key Program Statistics

Table 3: Key Program Statistics



39,428 of the 47,690 meet requirements for Phases I – VI.

Invited 38,766 Homeowners to complete Applications.

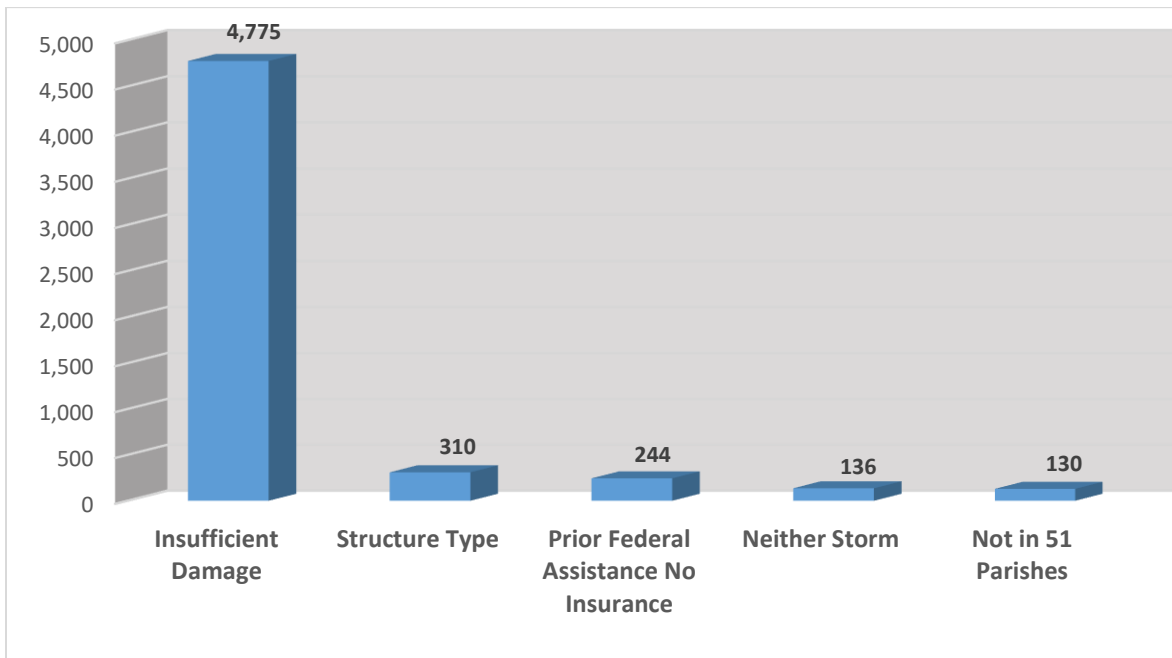


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 1/26/18	Weekly Activity	As of 2/2/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,218	33	5,251
Total Submitted Surveys Undetermined	208	25	233
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,559	36	5,595
<i>Insufficient Damage</i>	4,751	24	4,775
<i>Structure Type</i>	304	6	310
<i>Prior Federal Assistance No Insurance</i>	242	2	244
<i>Neither Storm</i>	133	3	136
<i>Not in 51 Parishes</i>	129	1	130
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	208	25	233
<i>Flood Plain (Not determined)</i>	208	25	233

Figure 1: Not Currently In A Phase Reasons



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

As of February 2, 2018, there are 25,243 homeowners, 52.93% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,274 homeowners, 36.22% of the homeowners who submitted surveys, that reported they were 62 years of age or older.

Table 5 & 6: Submitted 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)	6,219	100.00%	6,219
Phase Two (II)	5,707	100.00%	5,707
Phase Three (III)	3,406	34.85%	9,774
Phase Four (IV)	2,955	31.29%	9,443
Phase Five (V)	712	51.37%	1,386
Phase Six (VI)	1,197	17.35%	6,899
Duplicate Address	1,535	55.26%	2,778
Undetermined	178	76.39%	233
Not In Phase	3,334	63.49%	5,251
Total	25,243	52.93%	47,690

	Submitted Surveys	Percentage
Most Impacted LMI	21,655	45.41%
Most Impacted Urgent Need	21,076	44.19%
LMI	3,588	7.52%
Urgent Need	1,371	2.88%
Total	47,690	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)	4,353	70.00%	3,999	64.30%	6,219
Phase Two (II)	4,350	76.22%	3,309	57.98%	5,707
Phase Three (III)	1,852	18.95%	986	10.09%	9,774
Phase Four (IV)	1,984	21.01%	971	10.28%	9,443
Phase Five (V)	211	15.22%	132	9.52%	1,386
Phase Six (VI)	1,721	24.95%	652	9.45%	6,899
Duplicate Address	943	33.95%	750	27.00%	2,778
Undetermined	75	32.19%	90	38.63%	233
Not In Phase	1,785	33.99%	1,674	31.88%	5,251
Total	17,274	36.22%	12,563	26.34%	47,690

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

As of February 2, 2018, there are 17,762 homeowners, 72.73% of the homeowners who submitted applications, that reported their income as low to moderate. There are 10,361 homeowners, 42.42% of the homeowners who submitted applications, that reported they were 62 years of age or older.

Table 8 & 9: Submitted Applications with LMI and Urgent Need Data

Phase	Submitted Applications with LMI Reported	% LMI of Submitted Applications by Phase	Total Submitted Applications
Phase One (I)	4,658	99.98%	4,659
Phase Two (II)	5,189	99.98%	5,190
Phase Three (III)	2,255	43.39%	5,197
Phase Four (IV)	2,619	58.28%	4,494
Phase Five (V)	264	68.75%	384
Phase Six (VI)	2,268	57.14%	3,969
Undetermined	8	88.89%	9
Not In Phase	501	96.16%	521
Total	17,762	72.73%	24,423

	Submitted Applications	Percentage
Most Impacted LMI	16,249	66.53%
Most Impacted Urgent Need	6,496	26.60%
LMI	1,513	6.19%
Urgent Need	165	0.68%
Total	24,423	100.00%

Table 10: Submitted Applications with Senior Adult or Disabled Reported

Phase	Submitted Applications with Senior Adults Reported	% Senior Adults of Submitted Applications by Phase	Submitted Applications with Disabled Reported	% Disabled of Submitted Applications by Phase	Total Submitted Applications
Phase One (I)	2,906	62.37%	3,270	70.19%	4,659
Phase Two (II)	3,357	64.68%	3,390	65.32%	5,190
Phase Three (III)	1,168	22.47%	1,276	24.55%	5,197
Phase Four (IV)	1,333	29.66%	1,989	44.26%	4,494
Phase Five (V)	88	22.92%	165	42.97%	384
Phase Six (VI)	1,252	31.54%	1,963	49.46%	3,969
Undetermined	3	33.33%	8	88.89%	9
Not In Phase	254	48.75%	450	86.37%	521
Total	10,361	42.42%	12,511	51.23%	24,423

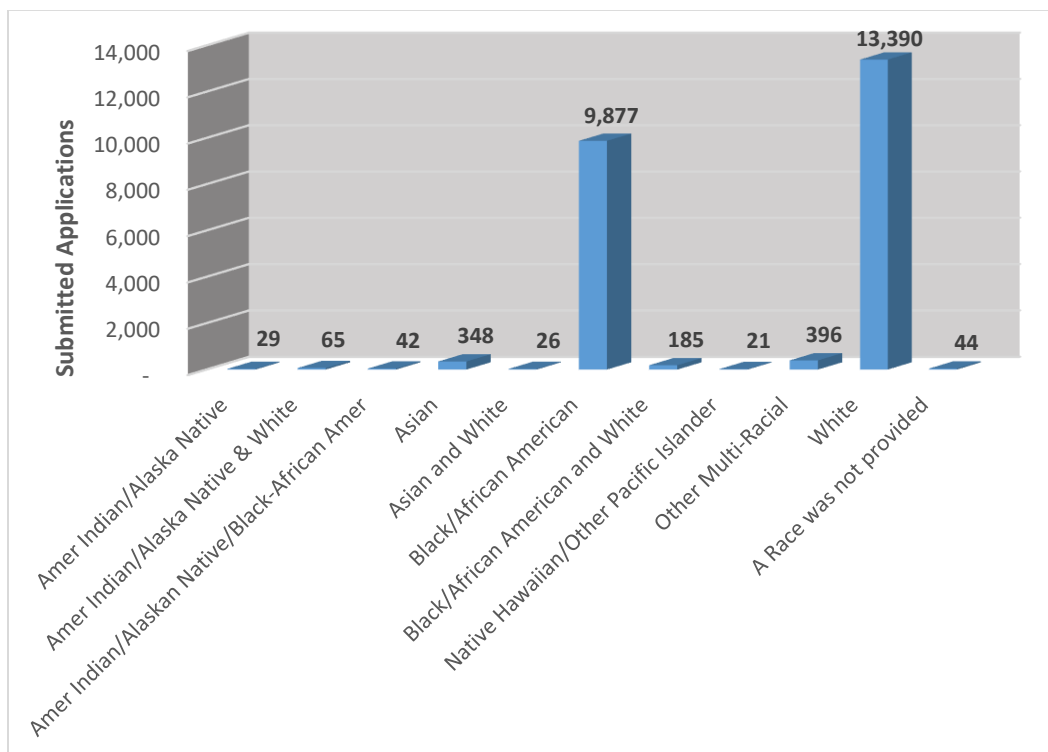
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	29	0.12%
American Indian/Alaska Native and White	65	0.27%
American Indian/Alaskan Native/Black-African American	42	0.17%
Asian	348	1.42%
Asian and White	26	0.11%
Black/African American	9,877	40.44%
Black/African American and White	185	0.76%
Native Hawaiian/Other Pacific Islander	21	0.09%
Other Multi-Racial	396	1.62%
White	13,390	54.82%
A Race was not provided	44	0.18%
Total	24,423	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 1/26/2018	Weekly Activity	As of 2/2/2018
Appointments			
Total Number of Appointments	37,012	1,773	38,785
<i>Walk-ins</i>	18,026	1,002	19,028
<i>Scheduled</i>	18,986	771	19,757
<i>Held at office</i>	15,966	648	16,614
<i>Home visit</i>	375	12	387
<i>Cancelled</i>	1,841	52	1,893
<i>No Show</i>	804	59	863
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	24,522	1,199	25,721
<i>Walk-ins</i>	12,538	742	13,280
<i>Scheduled</i>	11,984	457	12,441
<i>Held at office</i>	10,256	394	10,650
<i>Home visit</i>	119	7	126
<i>Cancelled</i>	1,334	30	1,364
<i>No Show</i>	275	26	301
Hammond			
Total Number of Appointments	6,797	372	7,169
<i>Walk-ins</i>	3,685	204	3,889
<i>Scheduled</i>	3,112	168	3,280
<i>Held at office</i>	2,298	116	2,414
<i>Home visit</i>	239	5	244
<i>Cancelled</i>	304	19	323
<i>No Show</i>	271	28	299
Lafayette			
Total Number of Appointments	2,865	130	2,995
<i>Walk-ins</i>	651	35	686
<i>Scheduled</i>	2,214	95	2,309
<i>Held at office</i>	2,004	89	2,093
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	121	3	124
<i>No Show</i>	83	3	86
Monroe			
Total Number of Appointments	2,828	72	2,900
<i>Walk-ins</i>	1,152	21	1,173
<i>Scheduled</i>	1,676	51	1,727
<i>Held at office</i>	1,408	49	1,457
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	82	0	82
<i>No Show</i>	175	2	177

Call Center Activity

Table 13: Call Center Activity

Activity	As of 1/26/2018	Weekly Activity	As of 2/2/2018
Call Center			
Total Calls	150,434	4,333	154,767
<i>Total Calls Abandoned</i>	4,131	22	4,153
<i>Abandoned %</i>	2.75%	-0.07%	2.68%
<i>Total Calls Processed</i>	146,303	4,311	150,614
<i>Inbound</i>	103,968	2,649	106,617
<i>Outbound</i>	42,335	1,662	43,997
Completed Inbound Calls Details			
Total Inbound Calls Completed	103,968	2,649	106,617
Average Wait Time	1.09 min		1.07 min
Average Call Time	5.96 min		5.94 min
<i>Program Inquiry</i>	31,751	712	32,463
<i>Surveys Status Update</i>	2,550	19	2,569
<i>Surveys Completed</i>	7,579	63	7,642
<i>Case Manager Request</i>	7,060	422	7,482
<i>Application Status Update</i>	36,562	1,003	37,565
<i>Application In Progress</i>	441	25	466
<i>Application Submitted (Pending Document Upload)</i>	5,121	63	5,184
<i>Applications Completed</i>	196	7	203
<i>Damage Assessment Inquiry</i>	2,176	5	2,181
<i>Award Acknowledgement Inquiry</i>	1,558	77	1,635
<i>Construction Inquiry</i>	901	64	965
<i>Appeals</i>	344	44	388
<i>Outbound Project</i>	19	2	21
<i>Invalid Number/ No Answer / Busy / Left Message</i>	5,427	132	5,559
<i>Call Transferred</i>	2,283	11	2,294
Completed Outbound Calls Details			
Total Outbound Calls Completed	42,335	1,662	43,997
Average Call Time	1.88 min		1.86 min
<i>Program Inquiry</i>	4,457	13	4,470
<i>Survey Status Update</i>	51	1	52
<i>Surveys Completed</i>	648	2	650
<i>Case Manager Request</i>	75	3	78
<i>Application Status Update</i>	7,078	236	7,314
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	452	13	465
<i>Applications Completed</i>	38	1	39
<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>	15,936	646	16,582
<i>Call Transferred</i>	12,952	747	13,699

APPENDIX A

Table 14: 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	71	22	36	4	0	71	5,040	2,612
2	51	17	37	117	31	72	1,727	806
3	36	8	38	161	41	73	1,279	545
4	81	32	39	189	59	74	325	126
5	21	10	40	177	58	75	346	138
6	4	1	41	240	81	76	33	12
7	57	14	42	306	117	77	234	82
8	26	8	43	494	216	78	2	0
9	169	50	44	104	33	80	1	0
10	169	51	45	153	48	81	1,992	1,014
11	68	17	46	235	88	83	3	0
12	93	37	47	561	209	84	2	0
13	97	27	48	563	250	85	1	0
14	390	130	49	345	124	86	743	331
15	72	25	50	41	1	88	2,687	1,319
16	519	213	51	2	0	89	3	0
17	1,126	526	52	1	0	90	22	5
18	161	50	53	4	0	91	4	0
19	288	126	54	2	0	92	3	0
20	88	32	55	4	0	93	7	0
21	87	30	56	4	0	95	2,095	1,133
22	133	48	57	11	0	96	503	196
23	128	38	58	217	83	97	8	0
24	112	36	59	621	326	98	1	0
25	12	3	60	78	25	99	5	0
26	48	8	61	1,425	803	100	7	0
27	25	13	62	546	258	101	5,275	3,585
28	123	21	63	914	505	102	6	0
29	1,625	1,005	64	3,081	1,781	103	2	0
30	21	3	65	5,424	3,198	104	10	3
31	1,131	533	66	1,590	786	105	3	0
32	44	13	67	157	59	Unknown	0	0
33	60	20	68	71	25	Total	47,690	24,423
34	21	4	69	221	108			
35	7	1	70	94	31			

Table 15: Submitted Surveys and Submitted Applications by Louisiana Senate Districts

Senate District	Survey Count	Application Count
1	64	21
2	327	119
3	11	0
4	14	0
5	9	0
6	8,063	4,493
7	7	0
8	8	0
9	1	0
10	2	0
11	890	352
12	2,130	915
13	8,649	4,516
14	1,797	954
15	9,480	6,139
16	504	239
17	909	401
18	5,185	2,582
19	11	0
20	5	0
21	90	11

Senate District	Survey Count	Application Count
22	860	323
23	1,719	783
24	557	174
25	352	113
26	1,441	583
27	32	5
28	385	106
29	188	57
30	214	68
31	223	67
32	262	102
33	674	261
34	1,587	717
35	283	89
36	328	100
37	109	34
38	124	37
39	196	62
Unknown	0	0
Total	47,690	24,423

APPENDIX B

Table 16: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	424	146
Allen	75	19	6
Ascension	6,353	3,776	1,871
Avoyelles	274	128	21
Beauregard	113	34	10
Bienville	209	45	14
Bossier	607	254	82
Caddo	589	285	91
Calcasieu	266	153	44
Caldwell	154	40	17
Catahoula	72	17	6
Claiborne	208	47	10
De Soto	141	50	14
East Baton Rouge	24,248	19,184	11,516
East Carroll	237	43	18
East Feliciana	617	241	107
Evangeline	522	111	29
Franklin	58	23	5
Grant	280	68	27
Iberia	1,478	484	170
Iberville	357	106	38
Jackson	74	13	2
Jefferson Davis	508	114	30
Lafayette	4,753	2,457	1,082
LaSalle	73	21	9
Lincoln	152	25	6

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,715	5,081
Madison	85	51	19
Morehouse	1,005	240	101
Natchitoches	598	144	43
Ouachita	3,418	1,972	844
Pointe Coupee	444	136	45
Rapides	145	85	24
Red River	46	13	2
Richland	445	118	53
Sabine	100	57	15
St. Helena	976	354	171
St. James	162	70	19
St. Landry	1,615	354	116
St. Martin	1,301	437	158
St. Tammany	1,057	406	159
Tangipahoa	6,183	3,544	1,562
Union	399	86	36
Vermilion	1,786	848	332
Vernon	306	64	20
Washington	1,222	392	152
Webster	525	118	33
West Baton Rouge	110	34	7
West Carroll	336	61	19
West Feliciana	154	51	24
Winn	181	46	16
Total	82,440	47,558	24,422

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	13	0
St. Mary	40	1
Tensas	2	0
Terrebonne	4	0
Total	132	1

APPENDIX C

Table 17: 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	30	\$724,985.78	11	\$255,584.91	6	\$77,183.96
Allen	1	\$38,213.24	0	\$0.00	0	\$0.00
Ascension	326	\$9,268,244.79	159	\$4,762,173.97	118	\$2,703,635.79
Bienville	1	\$27,322.54	0	\$0.00	0	\$0.00
Bossier	8	\$309,093.23	0	\$0.00	0	\$0.00
Caddo	6	\$128,783.83	2	\$19,093.43	1	\$3,003.67
Calcasieu	7	\$227,028.96	1	\$17,749.51	0	\$0.00
Caldwell	4	\$120,328.23	1	\$7,707.58	0	\$0.00
De Soto	2	\$28,699.86	0	\$0.00	0	\$0.00
East Baton Rouge	3,476	\$95,968,914.06	2,225	\$64,415,067.14	1,804	\$31,447,207.24
East Carroll	1	\$7,496.41	1	\$7,496.41	1	\$7,496.41
East Feliciana	18	\$676,778.75	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	3	\$66,776.57	0	\$0.00	0	\$0.00
Iberia	26	\$931,014.82	10	\$326,647.72	5	\$63,093.42
Iberville	6	\$231,607.07	4	\$146,587.14	2	\$37,162.77
Jefferson Davis	2	\$63,725.99	0	\$0.00	0	\$0.00
Lafayette	281	\$6,382,091.84	182	\$4,078,895.47	128	\$2,109,995.44
Livingston	1,302	\$36,391,616.02	660	\$18,813,970.36	503	\$10,079,820.33
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	8	\$217,142.37	4	\$153,308.16	2	\$48,323.34
Natchitoches	2	\$64,402.02	0	\$0.00	0	\$0.00
Ouachita	119	\$3,610,040.17	40	\$1,123,385.52	20	\$374,954.83
Pointe Coupee	5	\$182,880.27	4	\$137,082.10	2	\$42,124.37
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	8	\$369,954.99	5	\$114,026.52
St. James	2	\$80,302.16	0	\$0.00	0	\$0.00
St. Landry	13	\$422,708.11	4	\$125,861.81	2	\$19,748.00
St. Martin	25	\$954,488.94	12	\$434,087.18	10	\$203,796.25
St. Tammany	19	\$455,772.71	9	\$174,869.61	7	\$64,278.49
Tangipahoa	314	\$10,166,828.31	132	\$3,936,313.70	70	\$1,262,637.56
Union	5	\$158,249.28	2	\$61,096.23	1	\$24,382.65
Vermilion	62	\$1,830,898.37	34	\$973,212.62	21	\$279,709.02
Vernon	3	\$112,177.85	0	\$0.00	0	\$0.00
Washington	19	\$595,672.24	8	\$266,559.60	7	\$70,542.04
Webster	3	\$74,129.86	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	3	\$75,398.98	0	\$0.00	0	\$0.00
Winn	1	\$14,616.10	0	\$0.00	0	\$0.00
Total	6,147	\$172,445,016.84	3,523	\$100,960,164.03	2,718	\$49,125,947.35

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.