

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #27
February 3, 2018 – February 9, 2018

February 10, 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 February 9, 2018, survey submissions increased by 245 from the previous week, making the total submissions 47,935. 39,352 homeowners were determined to be in Phases I – VI.
 - 38,926 environmental reviews have been completed, representing 99% of the 39,352 homeowners in Phases I – VI.
 - 38,767 homeowners have been invited to complete applications from Phase I - VI. 25,348 (65%) homeowners have submitted their applications.
 - 14,507 scopes of work have been completed, representing 57% of the 25,348 homeowners that have submitted their application.
 - There have been a total of 6,449 Grant Awards offered to homeowners, amounting to \$178,806,933.95. Of those, 3,764 homeowners have acknowledged their grant agreements, obligating \$107,282,742.76.
-
- As of February 9, 2018, there were a total of 37,621 appointments held.
 - 154,955 calls were completed by the call center. 109,338 of the completed calls were inbound calls and 45,617 of the completed calls were outbound calls.
 - The Program has completed 4 outreach events for this reporting period. The following event is scheduled for the week of February 12, 2018 – February 18, 2018:
 - 2/14 – 10 am-12 pm: EBR Parish Community Rating System Meeting – 1100 Laurel Street, Baton Rouge

Table 1: Outreach Events

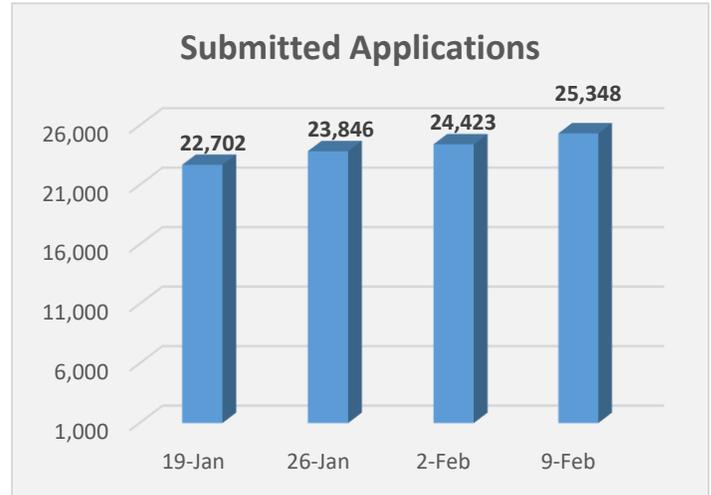
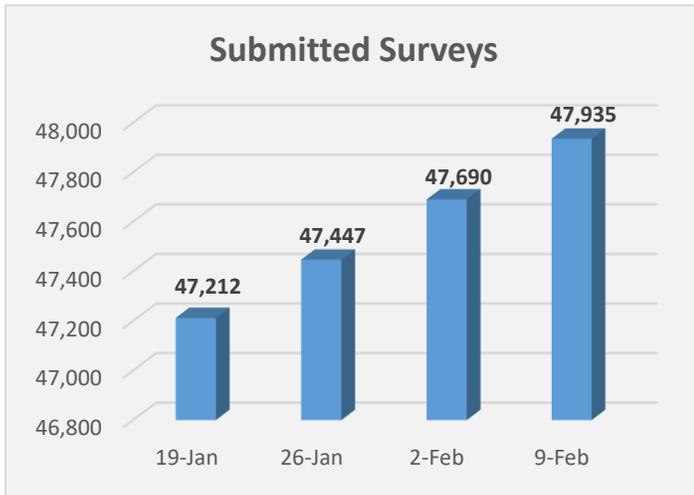
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
Total	142

Table 2: Homeowner Program Snapshot

Activity	As of 2/2/18	Weekly Activity	As of 2/9/18	Percentage
Surveys Recorded				Percentage
Total Number of Recorded Surveys	57,246	325	57,571	
<i>Non-Submitted Surveys</i>	9,556	80	9,636	
<i>Submitted Surveys</i>	47,690	245	47,935	
<i>Phase I - VI Subtotal</i>	39,428	-76	39,352	82.09%
<i>Phase I</i>	6,219	-8	6,211	12.96%
<i>Phase II</i>	5,707	-19	5,688	11.87%
<i>Phase III</i>	9,774	-34	9,740	20.32%
<i>Phase IV</i>	9,443	6	9,449	19.71%
<i>Phase V</i>	1,386	11	1,397	2.91%
<i>Phase VI</i>	6,899	-32	6,867	14.33%
<i>Duplicate Address</i>	2,778	336	3,114	6.50%
<i>Undetermined</i>	233	-86	147	0.31%
<i>Not Currently In A Phase</i>	5,251	71	5,322	11.10%
Environmental Reviews				
Environmental Reviews Available to Work	628	-202	426	
Environmental Reviews Completed	38,800	126	38,926	
Applications Invited				
Total Number of Invited Applications	38,766	1	38,767	
Applications Submitted	24,423	925	25,348	
Zero Award	2,362	189	2,551	
Ineligible	1,439	-28	1,411	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	10,380	461	10,841	
Total Scope of Work Completed	14,043	464	14,507	
Grant Awards				Total Dollars
Grant Awards Offered	6,147	302	6,449	178,806,933.95
Grant Awards Obligated	3,523	241	3,764	107,282,742.76
<i>Solution 1 Only</i>	58	4	62	2,146,443.22
<i>Solution 2 Only</i>	274	27	301	9,806,786.13
<i>Solution 3 Only</i>	559	68	627	12,742,247.92
<i>Solution 3 and 1</i>	470	36	506	16,809,073.54
<i>Solution 3 and 2</i>	2,162	106	2,268	65,778,191.95
Disbursements				
Total Disbursements	3,002	244	3,246	52,721,189.82
<i>Solution 1</i>	84	40	124	1,062,012.85
<i>Solution 1 - Progress Payment</i>	74	37	111	838,832.43
<i>Solution 1 - Final Payment</i>	10	3	13	223,180.42
<i>Solution 2</i>	248	8	256	2,236,386.54
<i>Solution 2 - Progress Payment</i>	167	7	174	1,726,995.27
<i>Solution 2 - Final Payment</i>	81	1	82	509,391.27
<i>Solution 3</i>	2,670	196	2,866	49,422,790.43

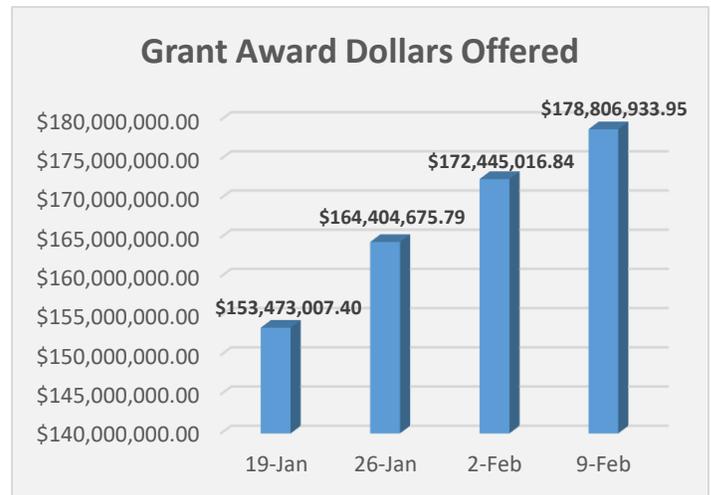
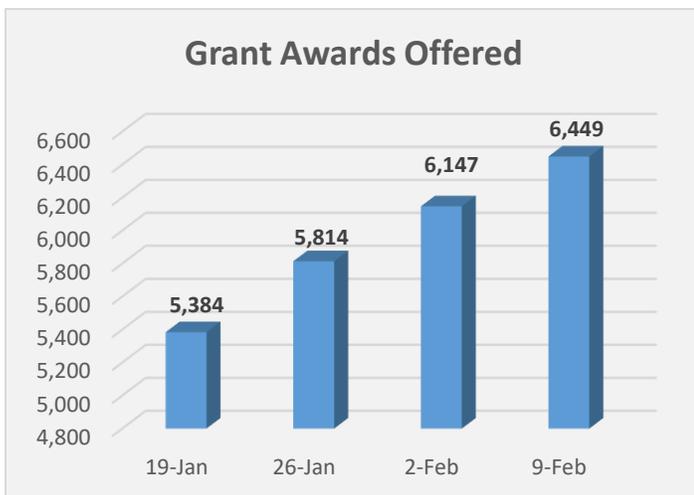
Key Program Statistics

Table 3: Key Program Statistics



39,352 of the 47,935 meet requirements for Phases I – VI.

Invited 38,767 Homeowners to complete Applications.

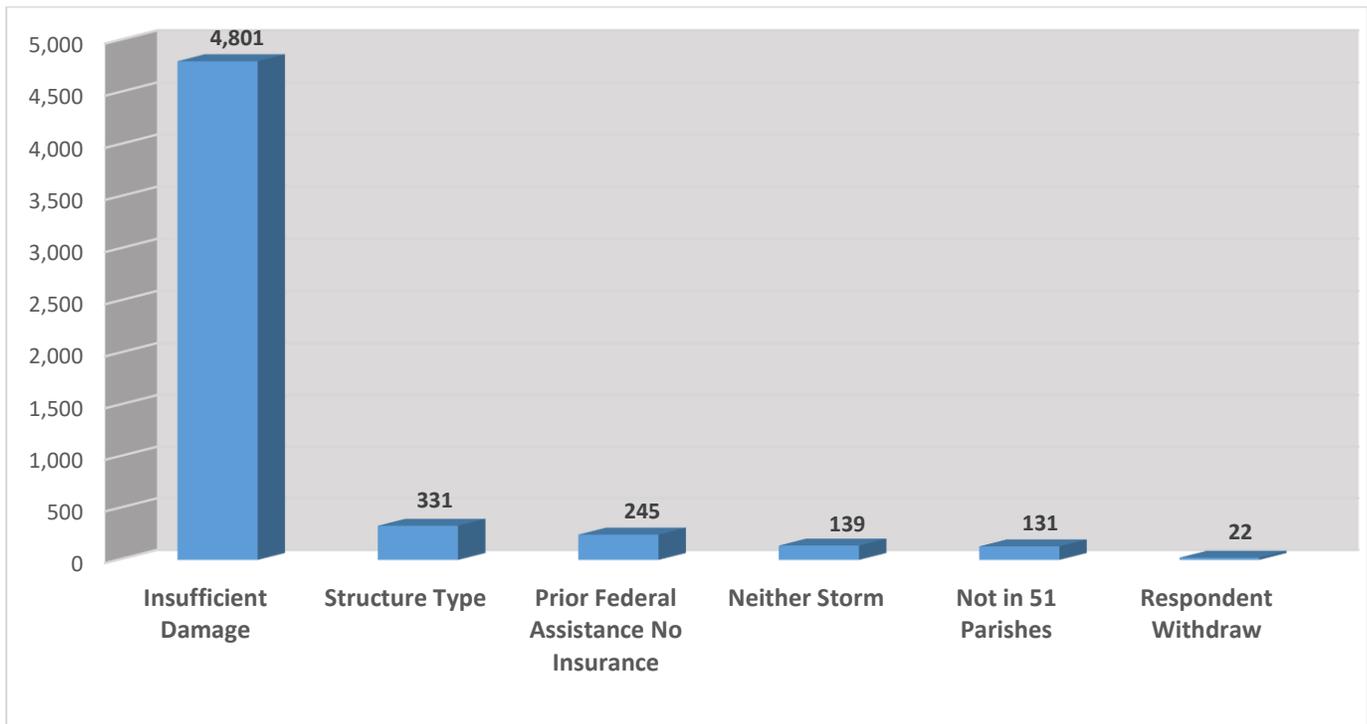


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 2/2/18	Weekly Activity	As of 2/9/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,251	71	5,322
Total Submitted Surveys Undetermined	233	-86	147
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,595	74	5,669
<i>Insufficient Damage</i>	4,775	26	4,801
<i>Structure Type</i>	310	21	331
<i>Prior Federal Assistance No Insurance</i>	244	1	245
<i>Neither Storm</i>	136	3	139
<i>Not in 51 Parishes</i>	130	1	131
<i>Respondent Withdraw</i>	0	22	22
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	233	-86	147
<i>Flood Plain (Not determined)</i>	233	-86	147

Figure 1: Not Currently In A Phase Reasons



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

As of February 9, 2018, there are 25,391 homeowners, 52.97% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,365 homeowners, 36.23% 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)	6,211	100.00%	6,211
Phase Two (II)	5,688	100.00%	5,688
Phase Three (III)	3,398	34.89%	9,740
Phase Four (IV)	2,956	31.28%	9,449
Phase Five (V)	718	51.40%	1,397
Phase Six (VI)	1,193	17.37%	6,867
Duplicate Address	1,733	55.65%	3,114
Undetermined	118	80.27%	147
Not In Phase	3,376	63.43%	5,322
Total	25,391	52.97%	47,935

	Submitted Surveys	Percentage
Most Impacted LMI	21,779	45.43%
Most Impacted Urgent Need	21,167	44.16%
LMI	3,612	7.54%
Urgent Need	1,377	2.87%
Total	47,935	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)	4,347	69.99%	3,984	64.14%	6,211
Phase Two (II)	4,339	76.28%	3,291	57.86%	5,688
Phase Three (III)	1,848	18.97%	975	10.01%	9,740
Phase Four (IV)	1,988	21.04%	970	10.27%	9,449
Phase Five (V)	208	14.89%	133	9.52%	1,397
Phase Six (VI)	1,712	24.93%	643	9.36%	6,867
Duplicate Address	1,063	34.14%	872	28.00%	3,114
Undetermined	55	37.41%	58	39.46%	147
Not In Phase	1,805	33.92%	1,692	31.79%	5,322
Total	17,365	36.23%	12,618	26.32%	47,935

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

As of February 9, 2018, there are 18,157 homeowners, 71.63% of the homeowners who submitted applications, that reported their income as low to moderate. There are 10,616 homeowners, 41.88% 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)	4,755	99.98%	4,756
Phase Two (II)	5,260	99.98%	5,261
Phase Three (III)	2,333	43.38%	5,378
Phase Four (IV)	2,779	57.13%	4,864
Phase Five (V)	267	67.59%	395
Phase Six (VI)	2,233	53.89%	4,144
Undetermined	9	100.00%	9
Not In Phase	521	96.30%	541
Total	18,157	71.63%	25,348

	Submitted Applications	Percentage
Most Impacted LMI	16,613	65.54%
Most Impacted Urgent Need	7,009	27.65%
LMI	1,544	6.09%
Urgent Need	182	0.72%
Total	25,348	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)	2,940	61.82%	3,347	70.37%	4,756
Phase Two (II)	3,422	65.04%	3,429	65.18%	5,261
Phase Three (III)	1,205	22.41%	1,303	24.23%	5,378
Phase Four (IV)	1,415	29.09%	2,035	41.84%	4,864
Phase Five (V)	90	22.78%	165	41.77%	395
Phase Six (VI)	1,290	31.13%	1,920	46.33%	4,144
Undetermined	3	33.33%	9	100.00%	9
Not In Phase	251	46.40%	460	85.03%	541
Total	10,616	41.88%	12,668	49.98%	25,348

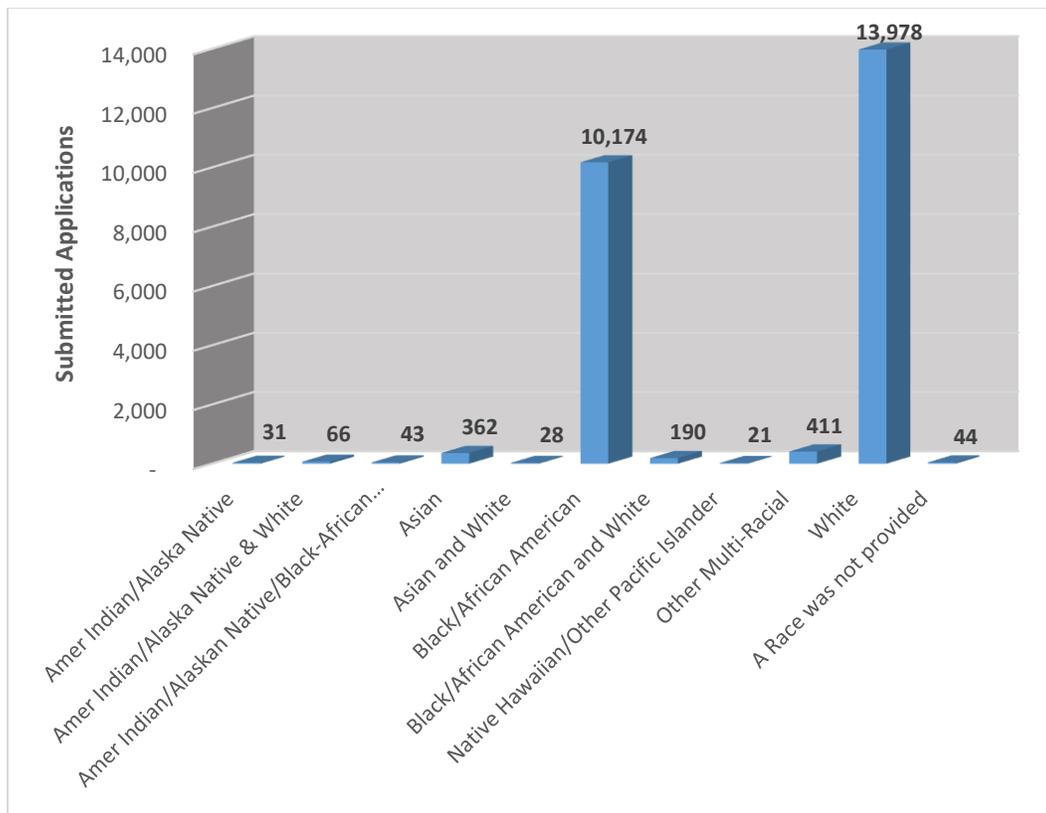
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	31	0.12%
American Indian/Alaska Native and White	66	0.26%
American Indian/Alaskan Native/Black-African American	43	0.17%
Asian	362	1.43%
Asian and White	28	0.11%
Black/African American	10,174	40.14%
Black/African American and White	190	0.75%
Native Hawaiian/Other Pacific Islander	21	0.08%
Other Multi-Racial	411	1.62%
White	13,978	55.15%
A Race was not provided	44	0.17%
Total	25,348	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 2/2/2018	Weekly Activity	As of 2/9/2018
Appointments			
Total Number of Appointments	38,785	1,660	40,445
<i>Walk-ins</i>	19,028	1,039	20,067
<i>Scheduled</i>	19,757	621	20,378
<i>Held at office</i>	16,614	549	17,163
<i>Home visit</i>	387	4	391
<i>Cancelled</i>	1,893	41	1,934
<i>No Show</i>	863	27	890
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	25,721	1,167	26,888
<i>Walk-ins</i>	13,280	803	14,083
<i>Scheduled</i>	12,441	364	12,805
<i>Held at office</i>	10,650	328	10,978
<i>Home visit</i>	126	0	126
<i>Cancelled</i>	1,364	28	1,392
<i>No Show</i>	301	8	309
Hammond			
Total Number of Appointments	7,169	336	7,505
<i>Walk-ins</i>	3,889	191	4,080
<i>Scheduled</i>	3,280	145	3,425
<i>Held at office</i>	2,414	116	2,530
<i>Home visit</i>	244	4	248
<i>Cancelled</i>	323	7	330
<i>No Show</i>	299	18	317
Lafayette			
Total Number of Appointments	2,995	100	3,095
<i>Walk-ins</i>	686	20	706
<i>Scheduled</i>	2,309	80	2,389
<i>Held at office</i>	2,093	74	2,167
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	124	5	129
<i>No Show</i>	86	1	87
Monroe			
Total Number of Appointments	2,900	57	2,957
<i>Walk-ins</i>	1,173	25	1,198
<i>Scheduled</i>	1,727	32	1,759
<i>Held at office</i>	1,457	31	1,488
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	82	1	83
<i>No Show</i>	177	0	177

Call Center Activity

Table 13: Call Center Activity

Activity	As of 2/2/2018	Weekly Activity	As of 2/9/2018
Call Center			
Total Calls	154,767	4,495	159,262
<i>Total Calls Abandoned</i>	4,153	154	4,307
<i>Abandoned %</i>	2.68%	0.02%	2.70%
<i>Total Calls Processed</i>	150,614	4,341	154,955
<i>Inbound</i>	106,617	2,721	109,338
<i>Outbound</i>	43,997	1,620	45,617
Completed Inbound Calls Details			
Total Inbound Calls Completed	106,617	2,721	109,338
Average Wait Time	1.07 min		1.12 min
Average Call Time	5.94 min		5.91 min
<i>Program Inquiry</i>	32,463	704	33,167
<i>Surveys Status Update</i>	2,569	32	2,601
<i>Surveys Completed</i>	7,642	73	7,715
<i>Case Manager Request</i>	7,482	449	7,931
<i>Application Status Update</i>	37,565	967	38,532
<i>Application In Progress</i>	466	24	490
<i>Application Submitted (Pending Document Upload)</i>	5,184	50	5,234
<i>Applications Completed</i>	203	4	207
<i>Damage Assessment Inquiry</i>	2,181	8	2,189
<i>Award Acknowledgement Inquiry</i>	1,635	65	1,700
<i>Construction Inquiry</i>	965	64	1,029
<i>Appeals</i>	388	51	439
<i>Outbound Project</i>	21	5	26
<i>Invalid Number/ No Answer / Busy / Left Message</i>	5,559	175	5,734
<i>Call Transferred</i>	2,294	50	2,344
Completed Outbound Calls Details			
Total Outbound Calls Completed	43,997	1,620	45,617
Average Call Time	1.86 min		2.33 min
<i>Program Inquiry</i>	4,470	24	4,494
<i>Survey Status Update</i>	52	1	53
<i>Surveys Completed</i>	650	2	652
<i>Case Manager Request</i>	78	3	81
<i>Application Status Update</i>	7,314	226	7,540
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	465	10	475
<i>Applications Completed</i>	39	1	40
<i>Damage Assessment Inquiry</i>	7	0	7
<i>Award Acknowledgement Inquiry</i>	33	0	33
<i>Construction Inquiry</i>	264	1	265
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	16,582	542	17,124
<i>Call Transferred</i>	13,699	810	14,509

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	24	36	4	0	71	5,061	2,718
2	51	17	37	118	32	72	1,750	842
3	36	8	38	161	41	73	1,283	575
4	81	32	39	189	61	74	326	130
5	21	10	40	177	58	75	347	140
6	4	1	41	243	84	76	33	12
7	57	14	42	307	120	77	235	87
8	26	8	43	496	222	78	2	0
9	171	52	44	104	34	79	1	0
10	169	51	45	153	49	80	1	0
11	68	17	46	236	89	81	1,996	1,056
12	93	38	47	564	214	83	3	0
13	97	28	48	567	254	84	2	0
14	391	132	49	346	127	85	1	0
15	74	26	50	41	1	86	749	345
16	522	220	51	2	0	88	2,710	1,391
17	1,132	531	52	1	0	89	3	0
18	162	51	53	4	0	90	22	5
19	291	132	54	2	0	91	4	0
20	88	34	55	4	0	92	3	0
21	87	30	56	4	0	93	7	0
22	133	48	57	11	0	95	2,107	1,179
23	128	39	58	220	88	96	505	204
24	112	36	59	621	345	97	8	0
25	12	3	60	79	28	98	1	0
26	48	8	61	1,434	835	99	5	0
27	25	13	62	549	266	100	7	0
28	123	23	63	928	528	101	5,294	3,682
29	1,634	1,042	64	3,094	1,851	102	6	0
30	21	4	65	5,450	3,331	103	2	0
31	1,133	546	66	1,600	828	104	10	3
32	44	13	67	157	62	105	3	0
33	60	20	68	71	27	Unknown	0	0
34	22	5	69	223	115	Total	47,935	25,348
35	7	1	70	94	32			

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

Senate District	Survey Count	Application Count
1	64	21
2	331	125
3	11	0
4	14	0
5	9	0
6	8,113	4,685
7	7	0
8	8	0
9	1	0
10	3	0
11	893	370
12	2,145	955
13	8,682	4,699
14	1,804	988
15	9,531	6,339
16	504	254
17	923	420
18	5,214	2,715
19	11	0
20	5	0
21	90	11

Senate District	Survey Count	Application Count
22	865	331
23	1,724	801
24	557	179
25	355	117
26	1,446	598
27	33	6
28	387	109
29	188	57
30	214	69
31	223	69
32	263	104
33	677	270
34	1,597	728
35	284	91
36	328	101
37	111	35
38	124	37
39	196	64
Unknown	0	0
Total	47,935	25,348

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	427	151
Allen	75	19	6
Ascension	6,353	3,799	1,974
Avoyelles	274	129	23
Beauregard	113	34	10
Bienville	209	45	14
Bossier	607	256	84
Caddo	589	285	93
Calcasieu	266	154	45
Caldwell	154	40	18
Catahoula	72	17	7
Claiborne	208	47	10
De Soto	141	50	14
East Baton Rouge	24,248	19,283	11,955
East Carroll	237	44	18
East Feliciana	617	241	111
Evangeline	522	111	29
Franklin	58	23	5
Grant	280	68	27
Iberia	1,478	488	177
Iberville	357	108	41
Jackson	74	13	2
Jefferson Davis	508	115	31
Lafayette	4,753	2,463	1,107
LaSalle	73	21	9
Lincoln	152	25	6

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,758	5,284
Madison	85	51	19
Morehouse	1,005	241	103
Natchitoches	598	144	44
Ouachita	3,418	1,982	858
Pointe Coupee	444	136	46
Rapides	145	85	24
Red River	46	13	2
Richland	445	120	55
Sabine	100	57	15
St. Helena	976	365	180
St. James	162	73	19
St. Landry	1,615	355	117
St. Martin	1,301	437	160
St. Tammany	1,057	407	167
Tangipahoa	6,183	3,568	1,630
Union	399	86	37
Vermilion	1,786	852	342
Vernon	306	64	21
Washington	1,222	393	154
Webster	525	118	33
West Baton Rouge	110	34	7
West Carroll	336	61	22
West Feliciana	154	51	24
Winn	181	46	17
Total	82,440	47,802	25,347

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	17	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	133	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	33	\$821,112.92	12	\$284,779.57	7	\$86,594.45
Allen	1	\$38,213.24	0	\$0.00	0	\$0.00
Ascension	348	\$9,766,432.79	177	\$5,204,792.49	128	\$2,929,293.84
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	9	\$298,882.75	2	\$61,747.31	1	\$13,723.86
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	3,629	\$99,423,490.36	2,348	\$67,754,646.61	1,915	\$33,456,164.95
East Carroll	1	\$7,496.41	1	\$7,496.41	1	\$7,496.41
East Feliciana	16	\$582,026.61	6	\$213,105.64	4	\$108,799.49
Evangeline	4	\$135,792.73	1	\$17,515.66	1	\$15,862.65
Franklin	1	\$45,000.00	1	\$45,000.00	0	\$0.00
Grant	3	\$66,776.57	0	\$0.00	0	\$0.00
Iberia	31	\$1,148,554.01	10	\$326,647.72	8	\$97,634.70
Iberville	6	\$231,607.07	4	\$146,587.14	2	\$51,310.79
Jefferson Davis	2	\$63,725.99	0	\$0.00	0	\$0.00
Lafayette	294	\$6,616,038.68	191	\$4,281,304.82	145	\$2,345,217.14
Livingston	1,363	\$36,988,905.58	723	\$20,282,000.46	542	\$10,850,017.08
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	9	\$260,736.23	4	\$153,308.16	2	\$48,323.34
Natchitoches	3	\$81,167.21	1	\$24,508.59	0	\$0.00
Ouachita	125	\$3,863,209.35	44	\$1,239,368.33	26	\$460,870.77
Pointe Coupee	6	\$212,433.30	4	\$137,082.10	3	\$77,201.66
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	3	\$120,337.70	0	\$0.00	0	\$0.00
St. Landry	13	\$422,708.11	5	\$166,080.19	3	\$54,526.39
St. Martin	30	\$1,152,358.87	12	\$434,087.18	10	\$203,796.25
St. Tammany	21	\$526,471.73	10	\$193,743.52	7	\$64,278.49
Tangipahoa	332	\$10,577,892.59	147	\$4,445,854.27	75	\$1,330,241.42
Union	5	\$158,249.28	2	\$61,096.23	1	\$24,382.65
Vermilion	68	\$1,967,239.49	36	\$1,025,288.14	23	\$307,881.26
Vernon	3	\$130,885.08	0	\$0.00	0	\$0.00
Washington	20	\$596,623.95	9	\$273,074.11	7	\$70,542.04
Webster	5	\$108,944.63	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	1	\$29,034.54	0	\$0.00
Winn	2	\$48,199.67	0	\$0.00	0	\$0.00
Total	6,449	\$178,806,933.95	3,764	\$107,282,742.76	2,917	\$52,721,189.82

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.