

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #28
February 10, 2018 – February 16, 2018

February 17, 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 16, 2018, survey submissions increased by 147 from the previous week, making the total submissions 48,082. 39,434 homeowners were determined to be in Phases I – VI.
 - 39,041 environmental reviews have been completed, representing 99% of the 39,434 homeowners in Phases I – VI.
 - 39,041 homeowners have been invited to complete applications from Phase I - VI. 25,980 (67%) homeowners have submitted their applications.
 - 14,967 scopes of work have been completed, representing 58% of the 25,980 homeowners that have submitted their application.
 - There have been a total of 6,806 Grant Awards offered to homeowners, amounting to \$189,915,202.32. Of those, 3,998 homeowners have acknowledged their grant agreements, obligating \$113,576,868.09.
-
- As of February 9, 2018, there were a total of 39,071 appointments held.
 - 158,506 calls were completed by the call center. 111,557 of the completed calls were inbound calls and 46,949 of the completed calls were outbound calls.
 - The Program has completed 1 outreach event for this reporting period. The following event is scheduled for the week of February 19, 2018 – February 25, 2018:
 - 2/21 – 1 pm-3 pm: Multi-Agency Housing Panel Meeting – GOHSEP’s Independence office

Table 1: Outreach Events

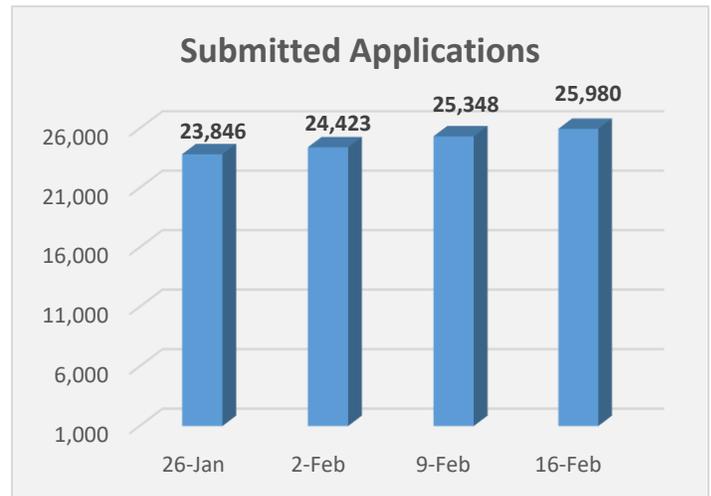
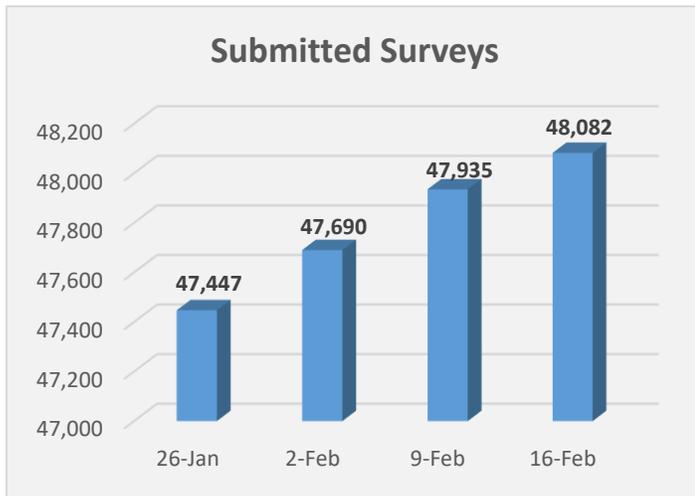
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
Total	142

Table 2: Homeowner Program Snapshot

Activity	As of 2/9/18	Weekly Activity	As of 2/16/18	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	57,571	213	57,784	
<i>Non-Submitted Surveys</i>	9,636	66	9,702	
<i>Submitted Surveys</i>	47,935	147	48,082	
<i>Phase I - VI Subtotal</i>	39,352	82	39,434	82.01%
<i>Phase I</i>	6,211	17	6,228	12.95%
<i>Phase II</i>	5,688	10	5,698	11.85%
<i>Phase III</i>	9,740	20	9,760	20.30%
<i>Phase IV</i>	9,449	18	9,467	19.69%
<i>Phase V</i>	1,397	3	1,400	2.91%
<i>Phase VI</i>	6,867	14	6,881	14.31%
<i>Duplicate Address</i>	3,114	31	3,145	6.54%
<i>Undetermined</i>	147	16	163	0.34%
<i>Not Currently In A Phase</i>	5,322	18	5,340	11.11%
Environmental Reviews				
Environmental Reviews Available to Work	426	-33	393	
Environmental Reviews Completed	38,926	115	39,041	
Applications Invited				
Total Number of Invited Applications	38,767	274	39,041	
Applications Submitted	25,348	632	25,980	
Zero Award	2,551	291	2,842	
Ineligible	1,411	544	1,955	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	10,841	172	11,013	
Total Scope of Work Completed	14,507	460	14,967	
Grant Awards				Total Dollars
Grant Awards Offered	6,449	357	6,806	189,915,202.32
Grant Awards Obligated	3,764	234	3,998	113,576,868.09
<i>Solution 1 Only</i>	62	5	67	2,393,465.03
<i>Solution 2 Only</i>	301	37	338	11,138,804.45
<i>Solution 3 Only</i>	627	49	676	13,652,798.32
<i>Solution 3 and 1</i>	506	32	538	17,947,027.68
<i>Solution 3 and 2</i>	2,268	111	2,379	68,444,772.61
Disbursements				
Total Disbursements	3,246	113	3,359	54,247,502.41
<i>Solution 1</i>	124	4	128	1,105,194.38
<i>Solution 1 - Progress Payment</i>	111	4	115	882,013.96
<i>Solution 1 - Final Payment</i>	13	0	13	223,180.42
<i>Solution 2</i>	256	22	278	2,457,460.26
<i>Solution 2 - Progress Payment</i>	174	20	194	1,941,318.80
<i>Solution 2 - Final Payment</i>	82	2	84	516,141.46
<i>Solution 3</i>	2,866	87	2,953	50,684,847.77

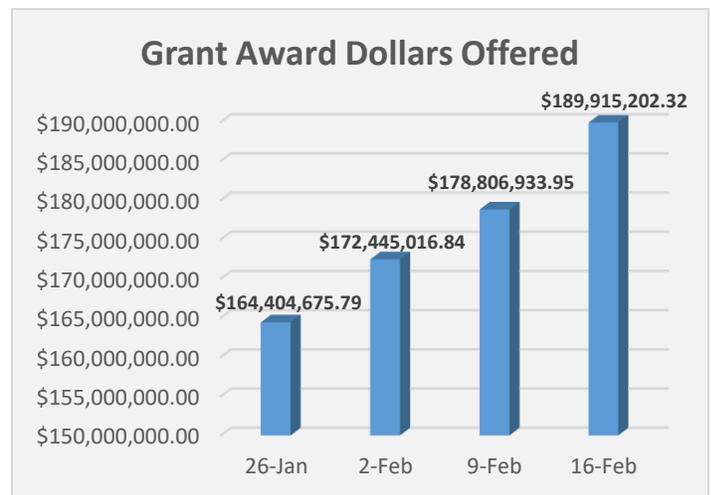
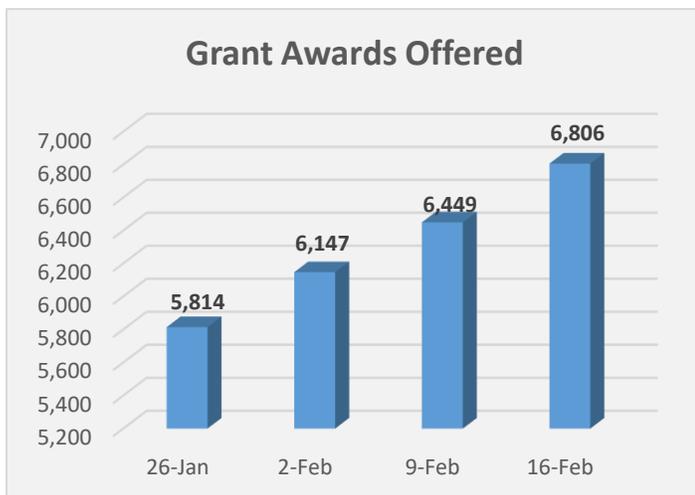
Key Program Statistics

Table 3: Key Program Statistics



39,434 of the 48,082 meet requirements for Phases I – VI.

Invited 39,041 Homeowners to complete Applications.

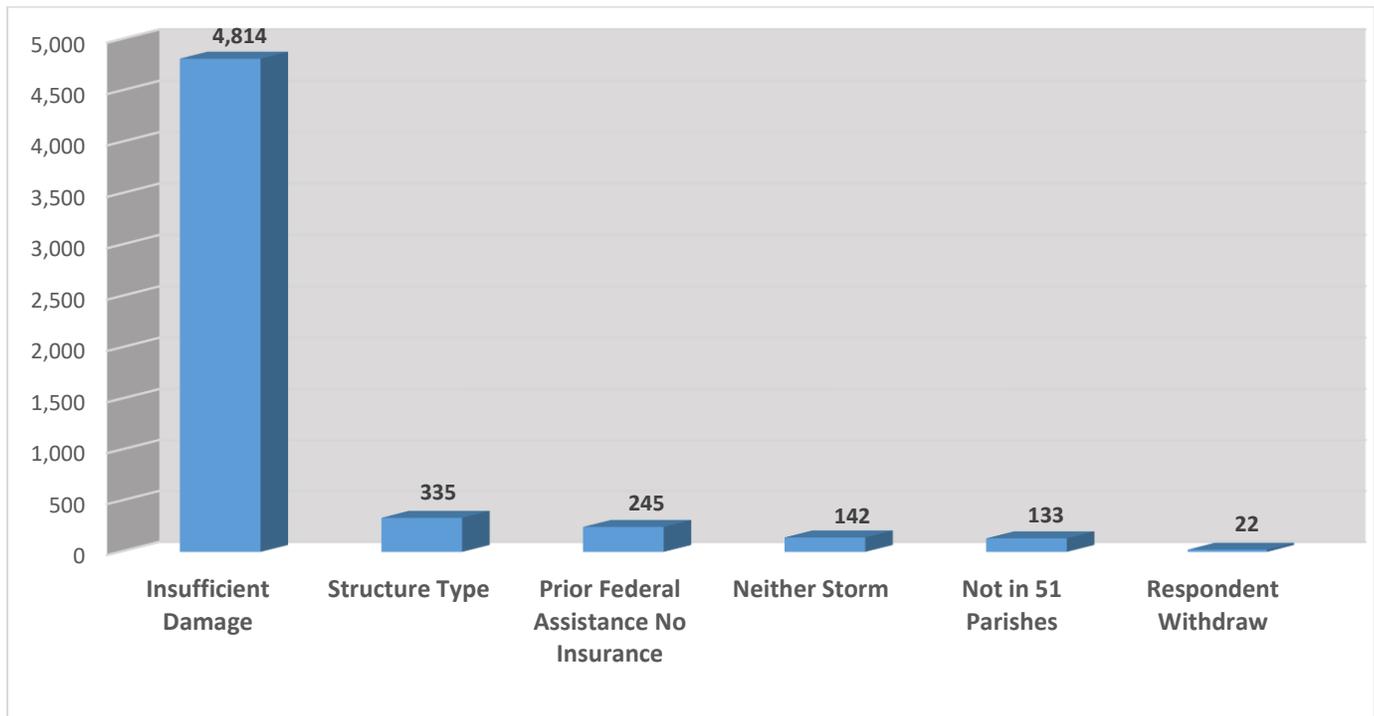


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 2/9/18	Weekly Activity	As of 2/16/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,322	18	5,340
Total Submitted Surveys Undetermined	147	16	163
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,669	22	5,691
<i>Insufficient Damage</i>	4,801	13	4,814
<i>Structure Type</i>	331	4	335
<i>Prior Federal Assistance No Insurance</i>	245	0	245
<i>Neither Storm</i>	139	3	142
<i>Not in 51 Parishes</i>	131	2	133
<i>Respondent Withdraw</i>	22	0	22
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	147	16	163
<i>Flood Plain (Not determined)</i>	147	16	163

Figure 1: Not Currently In A Phase Reasons



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

As of February 16, 2018, there are 25,472 homeowners, 52.98% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,405 homeowners, 36.20% 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)	6,228	100.00%	6,228
Phase Two (II)	5,698	100.00%	5,698
Phase Three (III)	3,406	34.90%	9,760
Phase Four (IV)	2,961	31.28%	9,467
Phase Five (V)	719	51.36%	1,400
Phase Six (VI)	1,195	17.37%	6,881
Duplicate Address	1,745	55.48%	3,145
Undetermined	131	80.37%	163
Not In Phase	3,389	63.46%	5,340
Total	25,472	52.98%	48,082

	Submitted Surveys	Percentage
Most Impacted LMI	21,842	45.43%
Most Impacted Urgent Need	21,228	44.15%
LMI	3,630	7.55%
Urgent Need	1,382	2.87%
Total	48,082	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)	4,360	70.01%	3,996	64.16%	6,228
Phase Two (II)	4,344	76.24%	3,298	57.88%	5,698
Phase Three (III)	1,849	18.94%	978	10.02%	9,760
Phase Four (IV)	1,985	20.97%	970	10.25%	9,467
Phase Five (V)	208	14.86%	133	9.50%	1,400
Phase Six (VI)	1,714	24.91%	643	9.34%	6,881
Duplicate Address	1,072	34.09%	880	27.98%	3,145
Undetermined	62	38.04%	61	37.42%	163
Not In Phase	1,811	33.91%	1,694	31.72%	5,340
Total	17,405	36.20%	12,653	26.32%	48,082

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

As of February 16, 2018, there are 18,243 homeowners, 70.22% of the homeowners who submitted applications, that reported their income as low to moderate. There are 10,788 homeowners, 41.52% 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)	4,780	99.98%	4,781
Phase Two (II)	5,299	99.98%	5,300
Phase Three (III)	2,339	42.62%	5,488
Phase Four (IV)	2,762	54.54%	5,064
Phase Five (V)	272	66.34%	410
Phase Six (VI)	2,122	50.04%	4,241
Undetermined	4	80.00%	5
Not In Phase	665	96.24%	691
Total	18,243	70.22%	25,980

	Submitted Applications	Percentage
Most Impacted LMI	16,686	64.23%
Most Impacted Urgent Need	7,538	29.01%
LMI	1,557	5.99%
Urgent Need	199	0.77%
Total	25,980	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)	2,956	61.83%	3,358	70.24%	4,781
Phase Two (II)	3,442	64.94%	3,443	64.96%	5,300
Phase Three (III)	1,217	22.18%	1,295	23.60%	5,488
Phase Four (IV)	1,465	28.93%	1,987	39.24%	5,064
Phase Five (V)	94	22.93%	163	39.76%	410
Phase Six (VI)	1,300	30.65%	1,823	42.99%	4,241
Undetermined	3	60.00%	4	80.00%	5
Not In Phase	311	45.01%	555	80.32%	691
Total	10,788	41.52%	12,628	48.61%	25,980

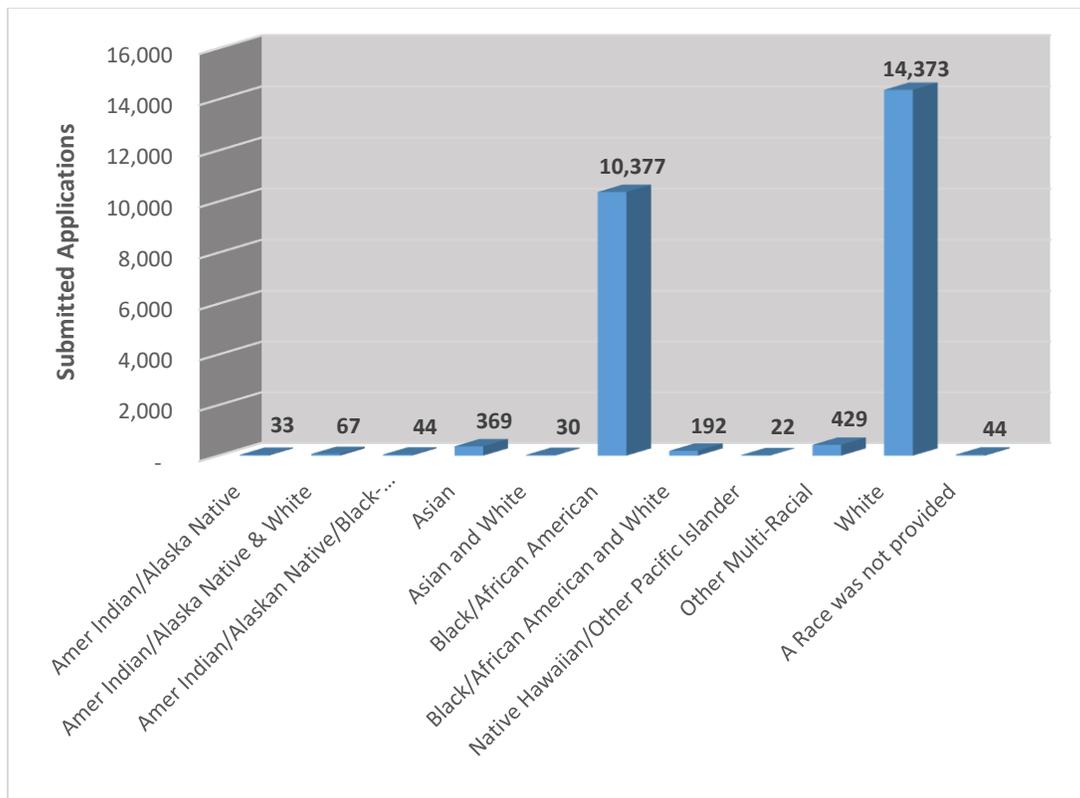
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	33	0.13%
American Indian/Alaska Native and White	67	0.26%
American Indian/Alaskan Native/Black-African American	44	0.17%
Asian	369	1.42%
Asian and White	30	0.12%
Black/African American	10,377	39.94%
Black/African American and White	192	0.74%
Native Hawaiian/Other Pacific Islander	22	0.08%
Other Multi-Racial	429	1.65%
White	14,373	55.32%
A Race was not provided	44	0.17%
Total	25,980	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 2/9/2018	Weekly Activity	As of 2/16/2018
Appointments			
Total Number of Appointments	40,445	1,525	41,970
<i>Walk-ins</i>	20,067	927	20,994
<i>Scheduled</i>	20,378	598	20,976
<i>Held at office</i>	17,163	519	17,682
<i>Home visit</i>	391	4	395
<i>Cancelled</i>	1,934	46	1,980
<i>No Show</i>	890	29	919
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	26,888	1,068	27,956
<i>Walk-ins</i>	14,083	690	14,773
<i>Scheduled</i>	12,805	378	13,183
<i>Held at office</i>	10,978	340	11,318
<i>Home visit</i>	126	0	126
<i>Cancelled</i>	1,392	27	1,419
<i>No Show</i>	309	11	320
Hammond			
Total Number of Appointments	7,505	303	7,808
<i>Walk-ins</i>	4,080	189	4,269
<i>Scheduled</i>	3,425	114	3,539
<i>Held at office</i>	2,530	85	2,615
<i>Home visit</i>	248	4	252
<i>Cancelled</i>	330	12	342
<i>No Show</i>	317	13	330
Lafayette			
Total Number of Appointments	3,095	100	3,195
<i>Walk-ins</i>	706	35	741
<i>Scheduled</i>	2,389	65	2,454
<i>Held at office</i>	2,167	55	2,222
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	129	5	134
<i>No Show</i>	87	5	92
Monroe			
Total Number of Appointments	2,957	54	3,011
<i>Walk-ins</i>	1,198	13	1,211
<i>Scheduled</i>	1,759	41	1,800
<i>Held at office</i>	1,488	39	1,527
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	83	2	85
<i>No Show</i>	177	0	177

Call Center Activity

Table 13: Call Center Activity

Activity	As of 2/9/2018	Weekly Activity	As of 2/16/2018
Call Center			
Total Calls	159,262	3,605	162,867
<i>Total Calls Abandoned</i>	4,307	54	4,361
<i>Abandoned %</i>	2.70%	-0.02%	2.68%
<i>Total Calls Processed</i>	154,955	3,551	158,506
<i>Inbound</i>	109,338	2,219	111,557
<i>Outbound</i>	45,617	1,332	46,949
Completed Inbound Calls Details			
Total Inbound Calls Completed	109,338	2,219	111,557
Average Wait Time	1.12 min		1.11 min
Average Call Time	5.91 min		5.89 min
<i>Program Inquiry</i>	33,167	588	33,755
<i>Surveys Status Update</i>	2,601	24	2,625
<i>Surveys Completed</i>	7,715	41	7,756
<i>Case Manager Request</i>	7,931	375	8,306
<i>Application Status Update</i>	38,532	849	39,381
<i>Application In Progress</i>	490	17	507
<i>Application Submitted (Pending Document Upload)</i>	5,234	34	5,268
<i>Applications Completed</i>	207	1	208
<i>Damage Assessment Inquiry</i>	2,189	16	2,205
<i>Award Acknowledgement Inquiry</i>	1,700	57	1,757
<i>Construction Inquiry</i>	1,029	38	1,067
<i>Appeals</i>	439	39	478
<i>Outbound Project</i>	26	1	27
<i>Invalid Number/ No Answer / Busy / Left Message</i>	5,734	120	5,854
<i>Call Transferred</i>	2,344	19	2,363
Completed Outbound Calls Details			
Total Outbound Calls Completed	45,617	1,332	46,949
Average Call Time	2.33 min		1.83 min
<i>Program Inquiry</i>	4,494	26	4,520
<i>Survey Status Update</i>	53	1	54
<i>Surveys Completed</i>	652	0	652
<i>Case Manager Request</i>	81	1	82
<i>Application Status Update</i>	7,540	194	7,734
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	475	7	482
<i>Applications Completed</i>	40	0	40
<i>Damage Assessment Inquiry</i>	7	0	7
<i>Award Acknowledgement Inquiry</i>	33	0	33
<i>Construction Inquiry</i>	265	3	268
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	17,124	476	17,600
<i>Call Transferred</i>	14,509	624	15,133

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	5,071	2,765
2	51	17	37	119	32	72	1,767	856
3	36	8	38	162	41	73	1,288	595
4	81	33	39	189	64	74	329	135
5	21	10	40	177	60	75	347	142
6	4	1	41	244	88	76	33	13
7	57	14	42	307	122	77	235	91
8	26	8	43	498	225	78	2	0
9	171	52	44	105	35	79	1	0
10	169	53	45	153	50	80	1	0
11	68	17	46	237	91	81	2,009	1,088
12	94	40	47	565	217	83	3	0
13	97	28	48	567	257	84	2	0
14	391	137	49	346	129	85	1	0
15	74	26	50	41	1	86	756	356
16	526	222	51	2	0	88	2,715	1,462
17	1,134	539	52	1	0	89	3	0
18	162	51	53	4	0	90	22	5
19	291	135	54	2	0	91	4	0
20	89	34	55	4	0	92	3	0
21	87	31	56	4	0	93	8	0
22	133	49	57	11	0	95	2,114	1,206
23	128	40	58	222	90	96	509	208
24	112	36	59	623	353	97	8	0
25	12	3	60	79	28	98	1	0
26	49	9	61	1,438	860	99	5	0
27	25	13	62	550	275	100	7	0
28	123	23	63	932	542	101	5,302	3,751
29	1,637	1,062	64	3,102	1,895	102	6	0
30	22	5	65	5,466	3,433	103	2	0
31	1,134	556	66	1,606	858	104	10	3
32	44	13	67	158	64	105	3	0
33	60	20	68	71	29	Unknown	0	0
34	22	5	69	224	117	Total	48,082	25,980
35	7	1	70	94	33			

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

Senate District	Survey Count	Application Count
1	64	22
2	333	129
3	11	0
4	14	0
5	10	0
6	8,144	4,821
7	7	0
8	8	0
9	1	0
10	3	0
11	896	384
12	2,162	979
13	8,700	4,799
14	1,810	1,012
15	9,551	6,474
16	505	260
17	928	432
18	5,234	2,823
19	11	0
20	5	0
21	90	11

Senate District	Survey Count	Application Count
22	869	338
23	1,728	814
24	558	189
25	357	120
26	1,446	605
27	33	6
28	388	109
29	189	59
30	216	70
31	223	70
32	264	104
33	679	276
34	1,602	741
35	284	93
36	328	103
37	111	35
38	124	37
39	196	65
Unknown	0	0
Total	48,082	25,980

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	428	155
Allen	75	19	6
Ascension	6,353	3,809	2,064
Avoyelles	274	128	23
Beauregard	113	35	11
Bienville	209	45	14
Bossier	607	256	84
Caddo	589	285	94
Calcasieu	266	155	45
Caldwell	154	41	18
Catahoula	72	17	7
Claiborne	208	47	10
De Soto	141	50	14
East Baton Rouge	24,248	19,335	12,263
East Carroll	237	44	19
East Feliciana	617	241	114
Evangeline	522	112	29
Franklin	58	23	5
Grant	280	68	27
Iberia	1,478	491	182
Iberville	357	108	41
Jackson	74	13	2
Jefferson Davis	508	116	31
Lafayette	4,753	2,467	1,128
LaSalle	73	21	9
Lincoln	152	25	6

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,785	5,390
Madison	85	51	20
Morehouse	1,005	242	103
Natchitoches	598	144	46
Ouachita	3,418	1,987	873
Pointe Coupee	444	136	46
Rapides	145	86	25
Red River	46	13	2
Richland	445	120	56
Sabine	100	57	15
St. Helena	976	371	182
St. James	162	75	20
St. Landry	1,615	355	121
St. Martin	1,301	439	162
St. Tammany	1,057	407	174
Tangipahoa	6,183	3,592	1,675
Union	399	87	39
Vermilion	1,786	852	346
Vernon	306	64	21
Washington	1,222	394	156
Webster	525	118	35
West Baton Rouge	110	34	7
West Carroll	336	61	23
West Feliciana	154	52	24
Winn	181	46	17
Total	82,440	47,947	25,979

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	17	0
Lafourche	4	0
Orleans	39	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	14	0
St. Mary	40	1
Tensas	2	0
Terrebonne	4	0
Total	135	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	35	\$902,758.14	14	\$348,738.81	7	\$86,594.45
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	372	\$10,474,784.48	189	\$5,550,764.71	136	\$3,060,902.70
Bienville	1	\$27,322.54	0	\$0.00	0	\$0.00
Bossier	9	\$335,693.54	0	\$0.00	0	\$0.00
Caddo	8	\$162,397.99	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	3,810	\$104,574,179.20	2,477	\$71,070,810.84	1,965	\$34,264,946.89
East Carroll	1	\$7,496.41	1	\$7,496.41	1	\$7,496.41
East Feliciana	18	\$658,528.33	8	\$263,666.56	4	\$108,799.49
Evangeline	6	\$148,414.38	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	33	\$1,167,163.92	11	\$361,828.12	8	\$97,634.70
Iberville	7	\$363,643.59	4	\$146,587.14	2	\$51,310.79
Jefferson Davis	1	\$25,224.03	0	\$0.00	0	\$0.00
Lafayette	318	\$7,219,634.24	198	\$4,474,127.05	152	\$2,439,857.28
Livingston	1,454	\$40,407,041.19	778	\$21,665,642.43	560	\$11,203,389.66
Madison	1	\$31,984.43	0	\$0.00	0	\$0.00
Morehouse	11	\$328,858.87	4	\$153,308.16	2	\$48,323.34
Natchitoches	3	\$81,167.21	1	\$24,508.59	0	\$0.00
Ouachita	131	\$4,101,360.14	45	\$1,301,403.81	27	\$477,568.73
Pointe Coupee	6	\$212,433.30	5	\$182,880.27	3	\$77,201.66
Rapides	5	\$198,805.78	0	\$0.00	0	\$0.00
Richland	7	\$332,681.46	0	\$0.00	0	\$0.00
Sabine	2	\$56,546.86	0	\$0.00	0	\$0.00
St. Helena	20	\$852,667.67	9	\$414,074.35	6	\$143,471.77
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	\$1,144,668.39	14	\$524,087.18	10	\$203,796.25
St. Tammany	21	\$526,471.73	10	\$193,743.52	9	\$95,970.91
Tangipahoa	346	\$11,079,712.36	163	\$4,964,960.63	81	\$1,371,767.20
Union	5	\$158,249.28	3	\$104,080.48	1	\$24,382.65
Vermilion	71	\$2,004,473.32	37	\$1,044,932.64	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	\$89,089.70
Webster	5	\$108,944.63	2	\$43,922.76	0	\$0.00
West Baton Rouge	2	\$103,233.43	1	\$45,000.00	0	\$0.00
West Carroll	3	\$126,607.34	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	6,806	\$ 189,915,202.32	3,998	\$113,576,868.09	3,010	\$54,247,502.41

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.