

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #29
February 17, 2018 – February 23, 2018

February 24, 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 23, 2018, survey submissions increased by 186 from the previous week, making the total submissions 48,268. 39,710 homeowners were determined to be in Phases I – VI.
 - 39,131 environmental reviews have been completed, representing 99% of the 39,710 homeowners in Phases I – VI.
 - 39,088 homeowners have been invited to complete applications from Phase I - VI. 26,636 (68%) homeowners have submitted their applications.
 - 15,366 scopes of work have been completed, representing 58% of the 26,636 homeowners that have submitted their application.
 - There have been a total of 7,298 Grant Awards offered to homeowners, amounting to \$202,606,501.46. Of those, 4,295 homeowners have acknowledged their grant agreements, obligating \$121,239,938.24.
-
- As of February 23, 2018, there were a total of 40,528 appointments held.
 - 162,523 calls were completed by the call center. 113,955 of the completed calls were inbound calls and 48,568 of the completed calls were outbound calls.
 - The Program has completed 2 outreach events for this reporting period. The following event is scheduled for the week of February 26, 2018 – March 4, 2018:
 - 2/26 – 2:30 pm: EBR LTRC – American Red Cross – 655 Sherwood Common Blvd

Table 1: Outreach Events

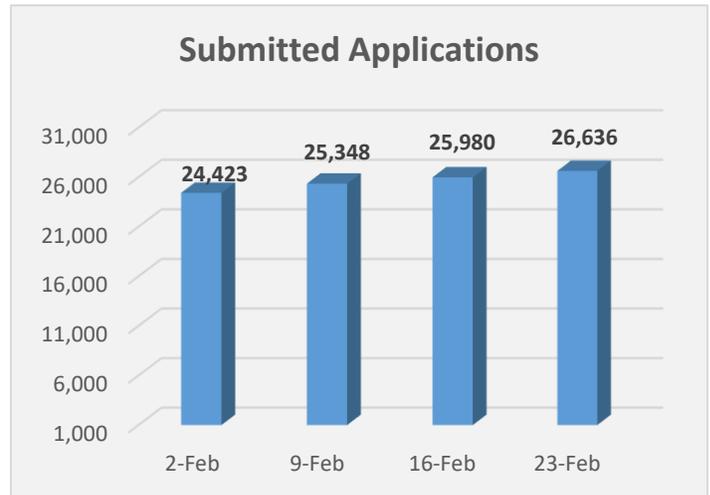
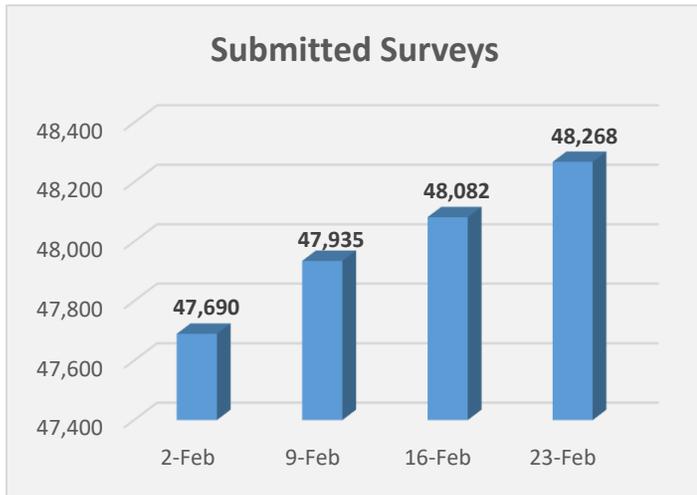
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
Total	142

Table 2: Homeowner Program Snapshot

Activity	As of 2/16/2018	Weekly Activity	As of 2/23/2018	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	57,784	262	58,046	
<i>Non-Submitted Surveys</i>	9,702	76	9,778	
<i>Submitted Surveys</i>	48,082	186	48,268	
<i>Phase I - VI Subtotal</i>	39,434	276	39,710	82.27%
<i>Phase I</i>	6,228	34	6,262	12.97%
<i>Phase II</i>	5,698	79	5,777	11.97%
<i>Phase III</i>	9,760	26	9,786	20.27%
<i>Phase IV</i>	9,467	80	9,547	19.78%
<i>Phase V</i>	1,400	22	1,422	2.95%
<i>Phase VI</i>	6,881	35	6,916	14.33%
<i>Duplicate Address</i>	3,145	35	3,180	6.59%
<i>Undetermined</i>	163	-137	26	0.05%
<i>Not Currently In A Phase</i>	5,340	12	5,352	11.09%
Environmental Reviews				
Environmental Reviews Available to Work	393	186	579	
Environmental Reviews Completed	39,041	90	39,131	
Applications Invited				
Total Number of Invited Applications	39,041	47	39,088	
Applications Submitted	25,980	656	26,636	
Zero Award	2,842	283	3,125	
Ineligible	1,955	-661	1,294	
Withdrawn	207	45	252	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	11,013	257	11,270	
Total Scope of Work Completed	14,967	399	15,366	
Grant Awards				Total Dollars
Grant Awards Offered	6,806	492	7,298	202,606,501.46
Grant Awards Obligated	3,998	297	4,295	121,239,938.24
<i>Solution 1 Only</i>	67	3	70	2,509,013.69
<i>Solution 2 Only</i>	338	31	369	11,903,836.34
<i>Solution 3 Only</i>	676	55	731	14,627,567.34
<i>Solution 3 and 1</i>	538	63	601	20,052,794.90
<i>Solution 3 and 2</i>	2,379	145	2,524	72,146,725.97
Disbursements				
Total Disbursements	3,359	497	3,856	60,438,243.16
<i>Solution 1</i>	128	22	150	1,242,740.49
<i>Solution 1 - Progress Payment</i>	115	24	139	1,065,955.55
<i>Solution 1 - Final Payment</i>	13	-2	11	176,784.94
<i>Solution 2</i>	278	187	465	4,191,817.99
<i>Solution 2 - Progress Payment</i>	194	182	376	3,608,656.30
<i>Solution 2 - Final Payment</i>	84	5	89	583,161.69
<i>Solution 3</i>	2,953	288	3,241	55,003,684.68

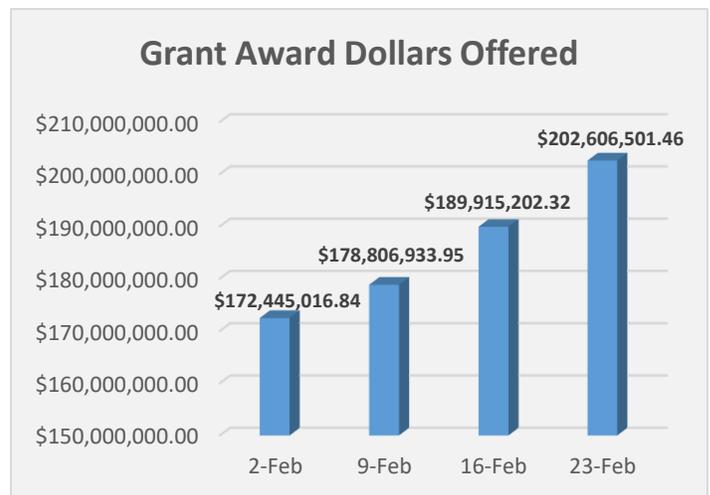
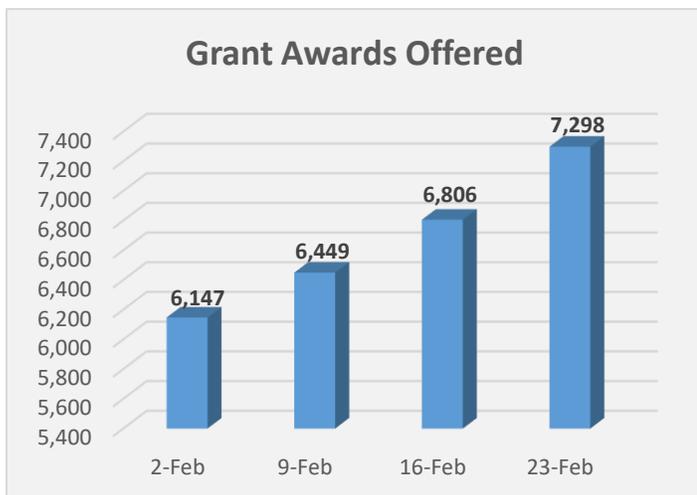
Key Program Statistics

Table 3: Key Program Statistics



39,710 of the 48,268 meet requirements for Phases I – VI.

Invited 39,088 Homeowners to complete Applications.

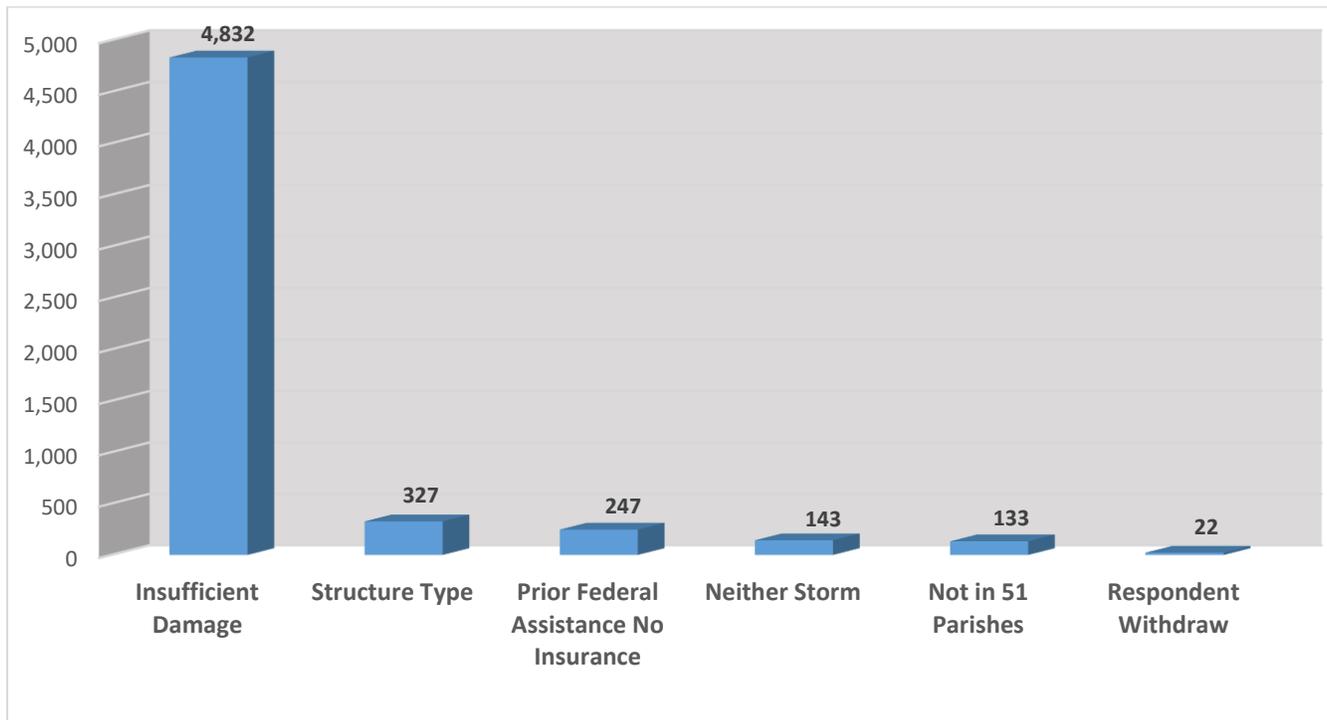


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 2/16/18	Weekly Activity	As of 2/23/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,340	12	5,352
Total Submitted Surveys Undetermined	163	-137	26
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,691	13	5,704
<i>Insufficient Damage</i>	4,814	18	4,832
<i>Structure Type</i>	335	-8	327
<i>Prior Federal Assistance No Insurance</i>	245	2	247
<i>Neither Storm</i>	142	1	143
<i>Not in 51 Parishes</i>	133	0	133
<i>Respondent Withdraw</i>	22	0	22
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	163	-137	26
<i>Flood Plain (Not determined)</i>	163	-137	26

Figure 1: Not Currently In A Phase Reasons



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

As of February 23, 2018, there are 25,579 homeowners, 52.99% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,458 homeowners, 36.17% 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)	6,262	100.00%	6,262
Phase Two (II)	5,777	100.00%	5,777
Phase Three (III)	3,418	34.93%	9,786
Phase Four (IV)	3,002	31.44%	9,547
Phase Five (V)	734	51.62%	1,422
Phase Six (VI)	1,205	17.42%	6,916
Duplicate Address	1,763	55.44%	3,180
Undetermined	17	65.38%	26
Not In Phase	3,401	63.55%	5,352
Total	25,579	52.99%	48,268

	Submitted Surveys	Percentage
Most Impacted LMI	21,926	45.42%
Most Impacted Urgent Need	21,301	44.13%
LMI	3,653	7.57%
Urgent Need	1,388	2.88%
Total	48,268	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)	4,377	69.90%	4,019	64.18%	6,262
Phase Two (II)	4,394	76.06%	3,350	57.99%	5,777
Phase Three (III)	1,851	18.91%	980	10.01%	9,786
Phase Four (IV)	1,994	20.89%	974	10.20%	9,547
Phase Five (V)	212	14.91%	135	9.49%	1,422
Phase Six (VI)	1,719	24.86%	648	9.37%	6,916
Duplicate Address	1,087	34.18%	886	27.86%	3,180
Undetermined	6	23.08%	10	38.46%	26
Not In Phase	1,818	33.97%	1,699	31.75%	5,352
Total	17,458	36.17%	12,701	26.31%	48,268

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

As of February 23, 2018, there are 18,536 homeowners, 69.59% of the homeowners who submitted applications, that reported their income as low to moderate. There are 10,987 homeowners, 41.25% 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)	4,689	99.98%	4,690
Phase Two (II)	5,291	99.96%	5,293
Phase Three (III)	2,339	41.91%	5,581
Phase Four (IV)	2,833	53.90%	5,256
Phase Five (V)	270	64.90%	416
Phase Six (VI)	2,126	48.59%	4,375
Undetermined	5	83.33%	6
Not In Phase	983	96.47%	1,019
Total	18,536	69.59%	26,636

	Submitted Applications	Percentage
Most Impacted LMI	16,970	63.71%
Most Impacted Urgent Need	7,887	29.61%
LMI	1,566	5.88%
Urgent Need	213	0.80%
Total	26,636	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)	2,898	61.79%	3,261	69.53%	4,690
Phase Two (II)	3,440	64.99%	3,429	64.78%	5,293
Phase Three (III)	1,243	22.27%	1,296	23.22%	5,581
Phase Four (IV)	1,526	29.03%	2,032	38.66%	5,256
Phase Five (V)	95	22.84%	160	38.46%	416
Phase Six (VI)	1,321	30.19%	1,808	41.33%	4,375
Undetermined	3	50.00%	4	66.67%	6
Not In Phase	461	45.24%	835	81.94%	1,019
Total	10,987	41.25%	12,825	48.15%	26,636

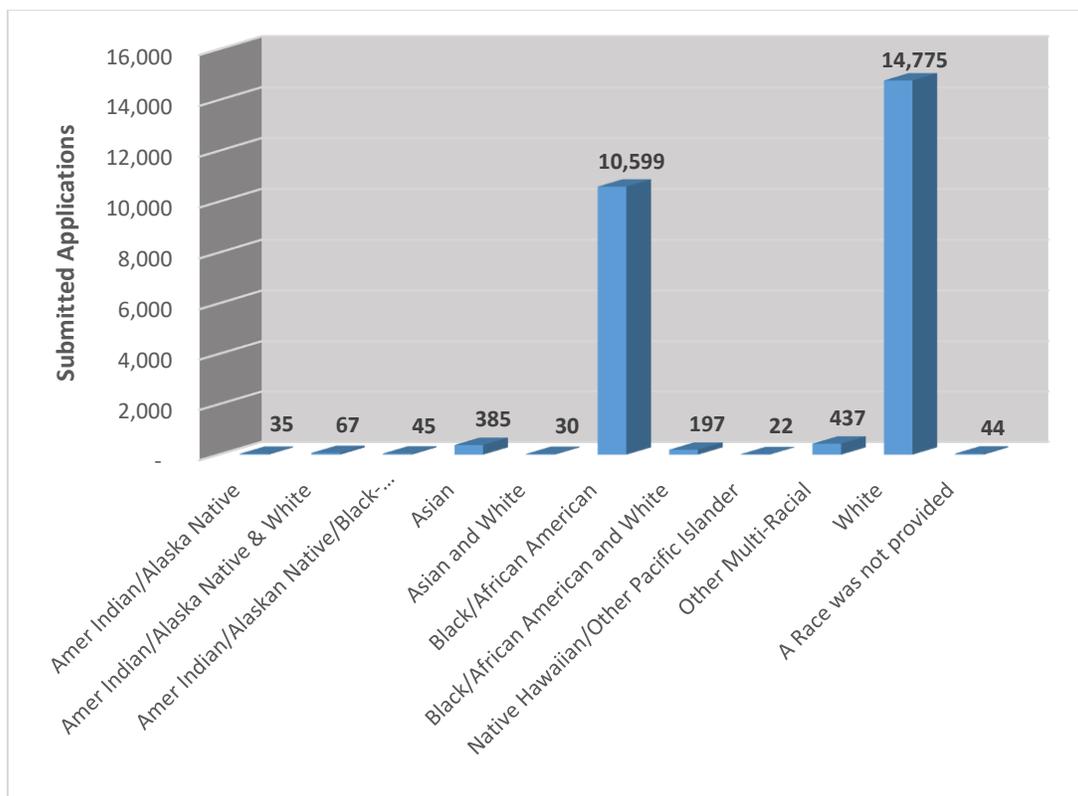
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	35	0.13%
American Indian/Alaska Native and White	67	0.25%
American Indian/Alaskan Native/Black-African American	45	0.17%
Asian	385	1.45%
Asian and White	30	0.11%
Black/African American	10,599	39.79%
Black/African American and White	197	0.74%
Native Hawaiian/Other Pacific Islander	22	0.08%
Other Multi-Racial	437	1.64%
White	14,775	55.47%
A Race was not provided	44	0.17%
Total	26,636	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 2/16/2018	Weekly Activity	As of 2/23/2018
Appointments			
Total Number of Appointments	41,970	1,512	43,482
<i>Walk-ins</i>	20,994	917	21,911
<i>Scheduled</i>	20,976	595	21,571
<i>Held at office</i>	17,682	534	18,216
<i>Home visit</i>	395	6	401
<i>Cancelled</i>	1,980	30	2,010
<i>No Show</i>	919	25	944
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	27,956	1,058	29,014
<i>Walk-ins</i>	14,773	698	15,471
<i>Scheduled</i>	13,183	360	13,543
<i>Held at office</i>	11,318	328	11,646
<i>Home visit</i>	126	0	126
<i>Cancelled</i>	1,419	23	1,442
<i>No Show</i>	320	9	329
Hammond			
Total Number of Appointments	7,808	306	8,114
<i>Walk-ins</i>	4,269	181	4,450
<i>Scheduled</i>	3,539	125	3,664
<i>Held at office</i>	2,615	99	2,714
<i>Home visit</i>	252	6	258
<i>Cancelled</i>	342	5	347
<i>No Show</i>	330	15	345
Lafayette			
Total Number of Appointments	3,195	110	3,305
<i>Walk-ins</i>	741	27	768
<i>Scheduled</i>	2,454	83	2,537
<i>Held at office</i>	2,222	81	2,303
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	134	1	135
<i>No Show</i>	92	1	93
Monroe			
Total Number of Appointments	3,011	38	3,049
<i>Walk-ins</i>	1,211	11	1,222
<i>Scheduled</i>	1,800	27	1,827
<i>Held at office</i>	1,527	26	1,553
<i>Home visit</i>	11	0	11
<i>Cancelled</i>	85	1	86
<i>No Show</i>	177	0	177

Call Center Activity

Table 13: Call Center Activity

Activity	As of 2/16/2018	Weekly Activity	As of 2/23/2018
Call Center			
Total Calls	162,867	4,029	166,896
<i>Total Calls Abandoned</i>	4,361	12	4,373
<i>Abandoned %</i>	2.68%	-0.06%	2.62%
<i>Total Calls Processed</i>	158,506	4,017	162,523
<i>Inbound</i>	111,557	2,398	113,955
<i>Outbound</i>	46,949	1,619	48,568
Completed Inbound Calls Details			
Total Inbound Calls Completed	111,557	2,398	113,955
Average Wait Time	1.11 min		1.09 min
Average Call Time	5.89 min		5.87 min
<i>Program Inquiry</i>	33,755	624	34,379
<i>Surveys Status Update</i>	2,625	34	2,659
<i>Surveys Completed</i>	7,756	68	7,824
<i>Case Manager Request</i>	8,306	404	8,710
<i>Application Status Update</i>	39,381	919	40,300
<i>Application In Progress</i>	507	21	528
<i>Application Submitted (Pending Document Upload)</i>	5,268	31	5,299
<i>Applications Completed</i>	208	1	209
<i>Damage Assessment Inquiry</i>	2,205	10	2,215
<i>Award Acknowledgement Inquiry</i>	1,757	71	1,828
<i>Construction Inquiry</i>	1,067	56	1,123
<i>Appeals</i>	478	34	512
<i>Outbound Project</i>	27	0	27
<i>Invalid Number/ No Answer / Busy / Left Message</i>	5,854	120	5,974
<i>Call Transferred</i>	2,363	5	2,368
Completed Outbound Calls Details			
Total Outbound Calls Completed	46,949	1,619	48,568
Average Call Time	1.83 min		1.82 min
<i>Program Inquiry</i>	4,520	31	4,551
<i>Survey Status Update</i>	54	18	72
<i>Surveys Completed</i>	652	10	662
<i>Case Manager Request</i>	82	3	85
<i>Application Status Update</i>	7,734	344	8,078
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	482	9	491
<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>	268	1	269
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	17,600	537	18,137
<i>Call Transferred</i>	15,133	666	15,799

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	5,086	2,834
2	51	17	37	120	34	72	1,791	878
3	36	8	38	162	42	73	1,291	617
4	81	34	39	189	64	74	331	140
5	21	10	40	178	62	75	348	145
6	4	1	41	245	88	76	33	14
7	58	14	42	307	122	77	236	94
8	26	8	43	501	229	78	2	0
9	171	52	44	105	35	79	1	0
10	170	54	45	154	50	80	1	0
11	68	18	46	238	91	81	2,025	1,123
12	94	41	47	565	219	83	3	0
13	97	28	48	568	261	84	2	0
14	392	141	49	348	130	85	1	0
15	74	26	50	41	1	86	764	363
16	529	224	51	2	0	88	2,722	1,525
17	1,141	543	52	1	0	89	3	0
18	162	52	53	4	0	90	22	5
19	291	136	54	2	0	91	4	0
20	89	37	55	4	0	92	3	0
21	87	31	56	4	0	93	8	0
22	134	49	57	11	0	95	2,119	1,235
23	128	40	58	227	92	96	516	210
24	112	37	59	626	366	97	8	0
25	12	3	60	79	28	98	1	0
26	49	9	61	1,442	895	99	5	0
27	25	13	62	553	282	100	7	0
28	123	23	63	932	553	101	5,307	3,829
29	1,645	1,087	64	3,113	1,945	102	6	0
30	22	5	65	5,489	3,524	103	2	0
31	1,137	562	66	1,612	893	104	10	3
32	44	13	67	159	65	105	3	0
33	60	20	68	71	33	Unknown	0	0
34	22	5	69	224	118	Total	48,268	26,636
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	23
2	336	130
3	11	0
4	14	0
5	10	0
6	8,176	4,963
7	7	0
8	8	0
9	1	0
10	3	0
11	901	399
12	2,183	1,008
13	8,728	4,915
14	1,814	1,043
15	9,571	6,621
16	508	268
17	937	441
18	5,260	2,936
19	11	0
20	5	0
21	90	11

Senate District	Survey Count	Application Count
22	878	339
23	1,735	826
24	559	192
25	358	122
26	1,448	611
27	33	6
28	389	109
29	190	59
30	216	71
31	223	70
32	266	108
33	679	284
34	1,610	744
35	285	95
36	329	104
37	111	35
38	125	37
39	196	66
Unknown	0	0
Total	48,268	26,636

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	3,823	2,152
Avoyelles	274	128	23
Beauregard	113	35	11
Bienville	209	45	14
Bossier	607	256	84
Caddo	589	286	95
Calcasieu	266	155	45
Caldwell	154	41	20
Catahoula	72	17	7
Claiborne	208	47	11
De Soto	141	50	14
East Baton Rouge	24,248	19,390	12,585
East Carroll	237	44	19
East Feliciana	617	242	116
Evangeline	522	112	29
Franklin	58	23	5
Grant	280	69	27
Iberia	1,478	498	182
Iberville	357	108	41
Jackson	74	13	2
Jefferson Davis	508	117	33
Lafayette	4,753	2,474	1,143
LaSalle	73	21	9
Lincoln	152	25	6

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,825	5,526
Madison	85	51	20
Morehouse	1,005	243	104
Natchitoches	598	144	46
Ouachita	3,418	1,995	883
Pointe Coupee	444	136	47
Rapides	145	86	25
Red River	46	13	2
Richland	445	120	56
Sabine	100	57	15
St. Helena	976	381	187
St. James	162	78	20
St. Landry	1,615	357	124
St. Martin	1,301	441	163
St. Tammany	1,057	409	182
Tangipahoa	6,183	3,619	1,723
Union	399	87	40
Vermilion	1,786	854	349
Vernon	306	64	22
Washington	1,222	395	159
Webster	525	119	36
West Baton Rouge	110	34	7
West Carroll	336	61	23
West Feliciana	154	52	25
Winn	181	46	17
Total	82,440	48,133	26,635

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	38	\$978,454.56	15	\$379,847.07	8	\$98,137.26
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	411	\$11,445,593.33	215	\$6,196,922.64	150	\$3,395,816.29
Beauregard	1	\$57,400.82	0	\$0.00	0	\$0.00
Bienville	2	\$49,302.77	0	\$0.00	0	\$0.00
Bossier	9	\$345,055.88	0	\$0.00	0	\$0.00
Caddo	9	\$177,251.02	2	\$19,093.43	1	\$3,003.67
Calcasieu	10	\$333,091.68	2	\$61,747.31	1	\$13,723.86
Caldwell	3	\$93,240.15	1	\$7,707.58	0	\$0.00
Catahoula	1	\$35,817.13	0	\$0.00	0	\$0.00
Claiborne	1	\$13,158.69	0	\$0.00	0	\$0.00
De Soto	3	\$71,829.44	0	\$0.00	0	\$0.00
East Baton Rouge	4,090	\$111,806,449.20	2,638	\$75,382,897.12	2,175	\$38,202,342.66
East Carroll	2	\$43,110.18	1	\$7,496.41	1	\$7,496.41
East Feliciana	19	\$665,985.72	9	\$292,788.17	4	\$108,799.49
Evangeline	7	\$178,081.59	2	\$64,546.52	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	35	\$1,226,175.86	14	\$436,104.02	8	\$108,456.11
Iberville	6	\$323,623.66	4	\$146,587.14	2	\$51,310.79
Jefferson Davis	1	\$25,224.03	0	\$0.00	0	\$0.00
Lafayette	338	\$7,623,615.48	218	\$4,839,128.18	170	\$2,749,400.62
Livingston	1,542	\$42,561,117.71	838	\$23,264,478.85	626	\$12,473,148.79
Morehouse	12	\$354,594.10	5	\$177,895.75	2	\$48,323.34
Natchitoches	3	\$81,167.21	1	\$24,508.59	1	\$24,508.59
Ouachita	140	\$4,341,466.08	51	\$1,402,321.55	30	\$549,878.09
Pointe Coupee	7	\$288,947.66	5	\$182,880.27	3	\$77,201.66
Rapides	5	\$198,805.78	1	\$17,341.25	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	21	\$867,809.04	9	\$414,074.35	6	\$143,471.77
St. James	3	\$124,481.08	0	\$0.00	0	\$0.00
St. Landry	13	\$422,708.11	5	\$166,080.19	4	\$91,959.58
St. Martin	30	\$1,144,668.39	16	\$570,182.19	10	\$215,743.22
St. Tammany	21	\$526,471.73	10	\$193,743.52	9	\$95,970.91
Tangipahoa	371	\$11,906,010.90	171	\$5,214,903.29	87	\$1,460,673.05
Union	6	\$181,541.68	3	\$104,080.48	1	\$24,382.65
Vermilion	83	\$2,268,456.61	41	\$1,131,861.88	25	\$360,054.79
Vernon	3	\$130,885.08	0	\$0.00	0	\$0.00
Washington	23	\$702,024.71	9	\$273,074.11	8	\$111,230.20
Webster	5	\$108,479.35	3	\$62,944.93	0	\$0.00
West Baton Rouge	2	\$103,233.43	1	\$45,000.00	0	\$0.00
West Carroll	3	\$138,354.84	1	\$32,837.57	0	\$0.00
West Feliciana	3	\$75,398.98	1	\$29,034.54	1	\$7,346.71
Winn	2	\$48,199.67	1	\$14,616.10	0	\$0.00
Total	7,298	\$202,606,501.46	4,295	\$121,239,938.24	3,334	\$60,438,243.16

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.