

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #30
February 24, 2018 – March 2, 2018

March 3, 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 March 2, 2018, survey submissions increased by 292 from the previous week, making the total submissions 48,560. 39,903 homeowners were determined to be in Phases I – VI.
 - 39,218 environmental reviews have been completed, representing 98% of the 39,903 homeowners in Phases I – VI.
 - 39,328 homeowners have been invited to complete applications from Phase I - VI. 27,243 (69%) homeowners have submitted their applications.
 - 16,898 scopes of work have been completed, representing 62% of the 27,243 homeowners that have submitted their application.
 - There have been a total of 7,716 Grant Awards offered to homeowners, amounting to \$213,374,794.34. Of those, 4,571 homeowners have acknowledged their grant agreements, obligating \$128,562,670.35.
-
- As of March 2, 2018, there were a total of 42,060 appointments held.
 - 167,072 calls were completed by the call center. 116,701 of the completed calls were inbound calls and 50,371 of the completed calls were outbound calls.
 - The Program has completed 2 outreach events for this reporting period. The following events are scheduled for the week of March 5 – March 11, 2018:
 - 3/5: Restore LA update – CCNO – Covington, LA
 - 3/7: FEMA THU Housing Panel – Baton Rouge, LA
 - 3/8: DCM Provider Call – by phone

Table 1: Outreach Events

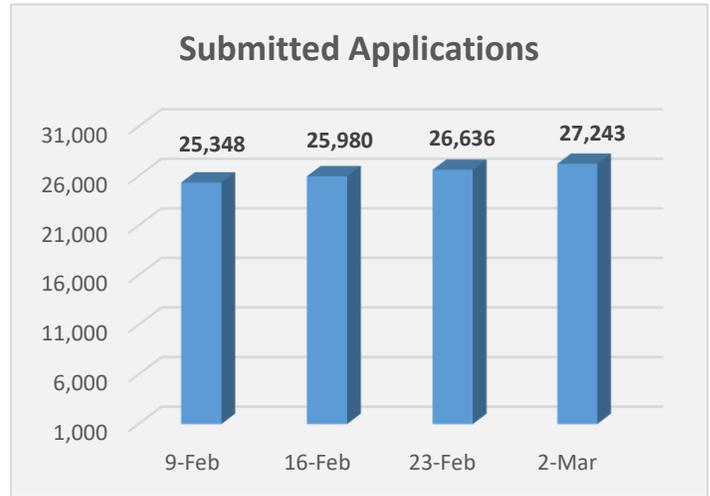
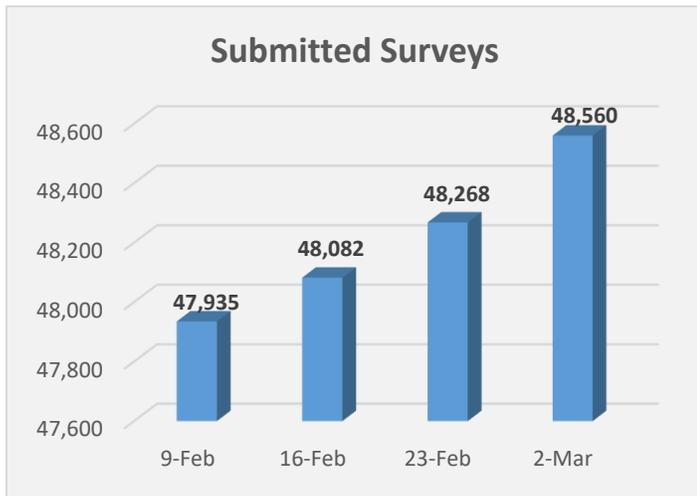
| Month | # of Events Hosted/ Participated In |
|----------------|----------------------------------------|
| May 2017 | 17 |
| June 2017 | 15 |
| July 2017 | 38 |
| August 2017 | 26 |
| September 2017 | 8 |
| October 2017 | 15 |
| November 2017 | 8 |
| December 2017 | 4 |
| January 2018 | 11 |
| February 2018 | 10 |
| Total | 152 |

Table 2: Homeowner Program Snapshot

| Activity | As of 2/23/18 | Weekly Activity | As of 3/2/18 | Percentage |
|---------------------------------------------|---------------|-----------------|--------------|----------------------|
| Surveys Recorded | | | | |
| Total Number of Recorded Surveys | 58,046 | 349 | 58,395 | |
| <i>Non-Submitted Surveys</i> | 9,778 | 57 | 9,835 | |
| <i>Submitted Surveys</i> | 48,268 | 292 | 48,560 | |
| <i>Phase I - VI Subtotal</i> | 39,710 | 193 | 39,903 | 82.17% |
| <i>Phase I</i> | 6,262 | 39 | 6,301 | 12.98% |
| <i>Phase II</i> | 5,777 | 25 | 5,802 | 11.95% |
| <i>Phase III</i> | 9,786 | 43 | 9,829 | 20.24% |
| <i>Phase IV</i> | 9,547 | 41 | 9,588 | 19.74% |
| <i>Phase V</i> | 1,422 | 10 | 1,432 | 2.95% |
| <i>Phase VI</i> | 6,916 | 35 | 6,951 | 14.31% |
| <i>Duplicate Address</i> | 3,180 | 55 | 3,235 | 6.66% |
| <i>Undetermined</i> | 26 | 0 | 26 | 0.05% |
| <i>Not Currently In A Phase</i> | 5,352 | 44 | 5,396 | 11.11% |
| Environmental Reviews | | | | |
| Environmental Reviews Available to Work | 579 | 106 | 685 | |
| Environmental Reviews Completed | 39,131 | 87 | 39,218 | |
| Applications Invited | | | | |
| Total Number of Invited Applications | 39,088 | 240 | 39,328 | |
| Applications Submitted | 26,636 | 607 | 27,243 | |
| Zero Award | 3,125 | 293 | 3,418 | |
| Ineligible | 1,294 | 132 | 1,426 | |
| Withdrawn | 252 | 126 | 378 | |
| Scope of Work: Prospective/Completed | | | | |
| Scope of Work Available to Work | 11,270 | -1,238 | 10,032 | |
| Total Scope of Work Completed | 15,366 | 1,532 | 16,898 | |
| Grant Awards | | | | Total Dollars |
| Grant Awards Offered | 7,298 | 418 | 7,716 | 213,374,794.34 |
| Grant Awards Obligated | 4,295 | 276 | 4,571 | 128,562,670.35 |
| <i>Solution 1 Only</i> | 70 | 5 | 75 | 2,681,147.82 |
| <i>Solution 2 Only</i> | 369 | 22 | 391 | 12,627,788.88 |
| <i>Solution 3 Only</i> | 731 | 46 | 777 | 15,354,930.60 |
| <i>Solution 3 and 1</i> | 601 | 48 | 649 | 21,740,568.66 |
| <i>Solution 3 and 2</i> | 2,524 | 155 | 2,679 | 76,158,234.39 |
| Disbursements | | | | |
| Total Disbursements | 3,856 | 17 | 3,873 | 60,649,020.49 |
| <i>Solution 1</i> | 150 | 13 | 163 | 1,381,606.64 |
| <i>Solution 1 - Progress Payment</i> | 139 | 5 | 144 | 1,122,328.97 |
| <i>Solution 1 - Final Payment</i> | 11 | 8 | 19 | 259,277.67 |
| <i>Solution 2</i> | 465 | 0 | 465 | 4,191,817.99 |
| <i>Solution 2 - Progress Payment</i> | 376 | 0 | 376 | 3,608,656.30 |
| <i>Solution 2 - Final Payment</i> | 89 | 0 | 89 | 583,161.69 |
| <i>Solution 3</i> | 3,241 | 4 | 3,245 | 55,075,595.86 |

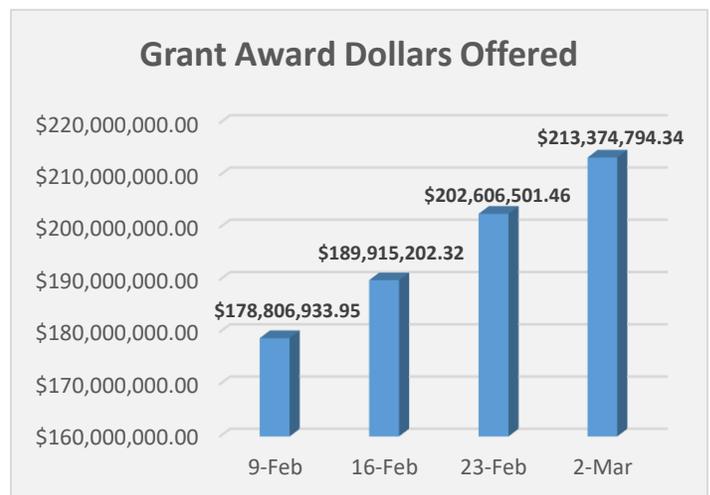
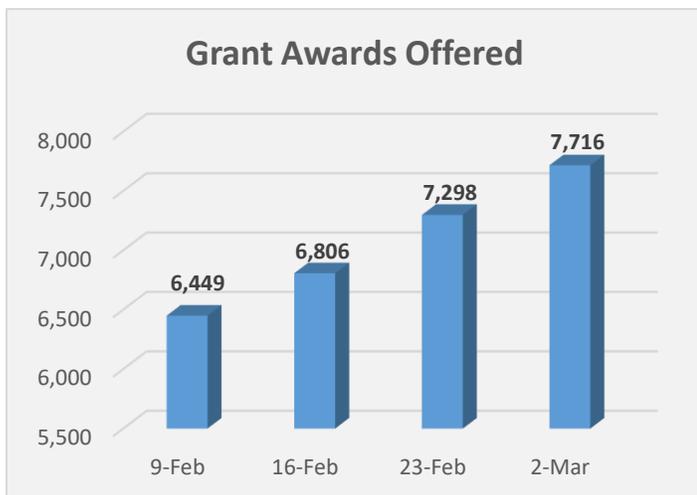
Key Program Statistics

Table 3: Key Program Statistics



39,903 of the 48,560 meet requirements for Phases I – VI.

Invited 39,328 Homeowners to complete Applications.

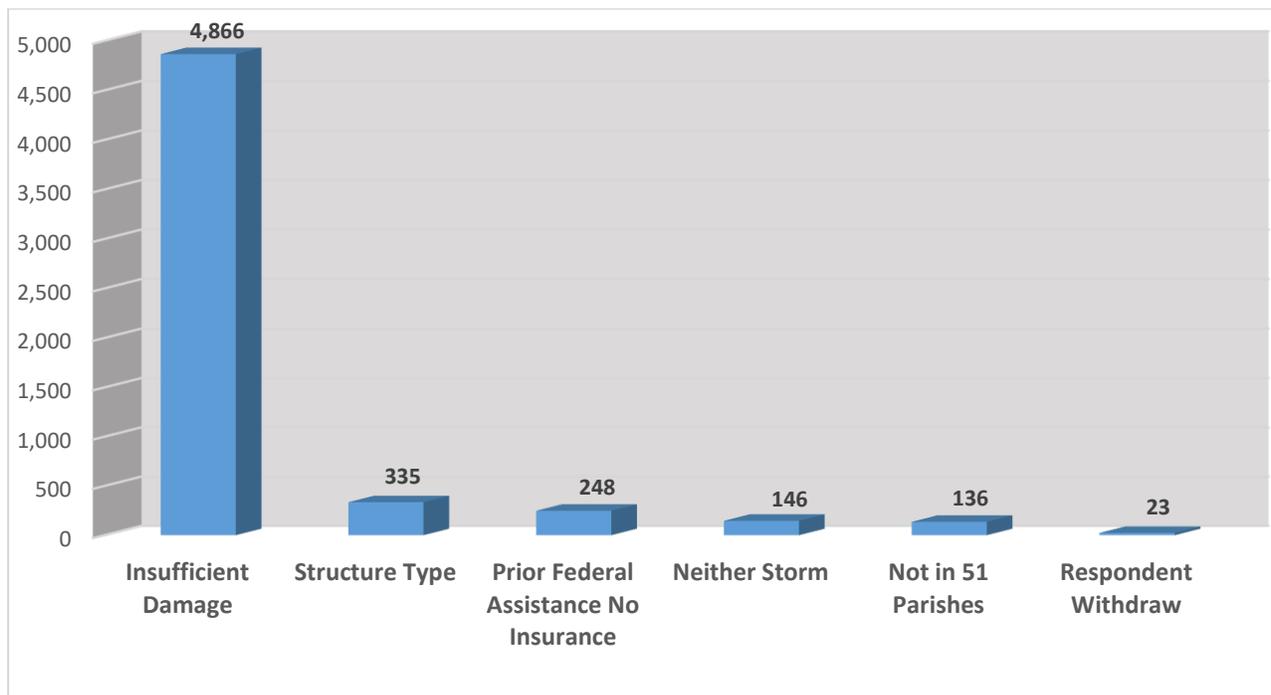


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

| Activity | As of 2/23/18 | Weekly Activity | As of 3/2/18 |
|--------------------------------------------------|---------------|-----------------|--------------|
| Submitted Surveys | | | |
| Total Submitted Surveys Not Currently In A Phase | 5,352 | 44 | 5,396 |
| Total Submitted Surveys Undetermined | 26 | 0 | 26 |
| Not Currently In A Phase Details | | | |
| Total Number of Not Currently In A Phase Reasons | 5,704 | 50 | 5,754 |
| <i>Insufficient Damage</i> | 4,832 | 34 | 4,866 |
| <i>Structure Type</i> | 327 | 8 | 335 |
| <i>Prior Federal Assistance No Insurance</i> | 247 | 1 | 248 |
| <i>Neither Storm</i> | 143 | 3 | 146 |
| <i>Not in 51 Parishes</i> | 133 | 3 | 136 |
| <i>Respondent Withdraw</i> | 22 | 1 | 23 |
| Undetermined Phase Details | | | |
| Total Number of Undetermined Phase Reasons | 26 | 0 | 26 |
| <i>Flood Plain (Not determined)</i> | 26 | 0 | 26 |

Figure 1: Not Currently In A Phase Reasons



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

As of March 2, 2018, there are 25,734 homeowners, 52.99% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,549 homeowners, 36.14% 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) | 6,301 | 100.00% | 6,301 |
| Phase Two (II) | 5,802 | 100.00% | 5,802 |
| Phase Three (III) | 3,438 | 34.98% | 9,829 |
| Phase Four (IV) | 3,013 | 31.42% | 9,588 |
| Phase Five (V) | 741 | 51.75% | 1,432 |
| Phase Six (VI) | 1,211 | 17.42% | 6,951 |
| Duplicate Address | 1,783 | 55.12% | 3,235 |
| Undetermined | 15 | 57.69% | 26 |
| Not In Phase | 3,430 | 63.57% | 5,396 |
| Total | 25,734 | 52.99% | 48,560 |

| | Submitted Surveys | Percentage |
|---------------------------|-------------------|----------------|
| Most Impacted LMI | 22,048 | 45.40% |
| Most Impacted Urgent Need | 21,427 | 44.13% |
| LMI | 3,686 | 7.59% |
| Urgent Need | 1,399 | 2.88% |
| Total | 48,560 | 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) | 4,399 | 69.81% | 4,048 | 64.24% | 6,301 |
| Phase Two (II) | 4,414 | 76.08% | 3,361 | 57.93% | 5,802 |
| Phase Three (III) | 1,859 | 18.91% | 987 | 10.04% | 9,829 |
| Phase Four (IV) | 2,003 | 20.89% | 979 | 10.21% | 9,588 |
| Phase Five (V) | 212 | 14.80% | 135 | 9.43% | 1,432 |
| Phase Six (VI) | 1,727 | 24.85% | 652 | 9.38% | 6,951 |
| Duplicate Address | 1,094 | 33.82% | 899 | 27.79% | 3,235 |
| Undetermined | 7 | 26.92% | 10 | 38.46% | 26 |
| Not In Phase | 1,834 | 33.99% | 1,710 | 31.69% | 5,396 |
| Total | 17,549 | 36.14% | 12,781 | 26.32% | 48,560 |

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

As of March 2, 2018, there are 18,789 homeowners, 68.97% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,164 homeowners, 40.98% 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) | 4,702 | 99.96% | 4,704 |
| Phase Two (II) | 5,321 | 99.92% | 5,325 |
| Phase Three (III) | 2,359 | 41.49% | 5,686 |
| Phase Four (IV) | 2,871 | 52.85% | 5,432 |
| Phase Five (V) | 278 | 64.06% | 434 |
| Phase Six (VI) | 2,113 | 47.15% | 4,481 |
| Undetermined | 5 | 100.00% | 5 |
| Not In Phase | 1,140 | 96.94% | 1,176 |
| Total | 18,789 | 68.97% | 27,243 |

| | Submitted Applications | Percentage |
|---------------------------|------------------------|----------------|
| Most Impacted LMI | 17,192 | 63.11% |
| Most Impacted Urgent Need | 8,229 | 30.21% |
| LMI | 1,597 | 5.86% |
| Urgent Need | 225 | 0.82% |
| Total | 27,243 | 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) | 2,916 | 61.99% | 3,264 | 69.39% | 4,704 |
| Phase Two (II) | 3,473 | 65.22% | 3,427 | 64.36% | 5,325 |
| Phase Three (III) | 1,266 | 22.27% | 1,294 | 22.76% | 5,686 |
| Phase Four (IV) | 1,554 | 28.61% | 2,017 | 37.13% | 5,432 |
| Phase Five (V) | 102 | 23.50% | 170 | 39.17% | 434 |
| Phase Six (VI) | 1,347 | 30.06% | 1,793 | 40.01% | 4,481 |
| Undetermined | 3 | 60.00% | 4 | 80.00% | 5 |
| Not In Phase | 503 | 42.77% | 938 | 79.76% | 1,176 |
| Total | 11,164 | 40.98% | 12,907 | 47.38% | 27,243 |

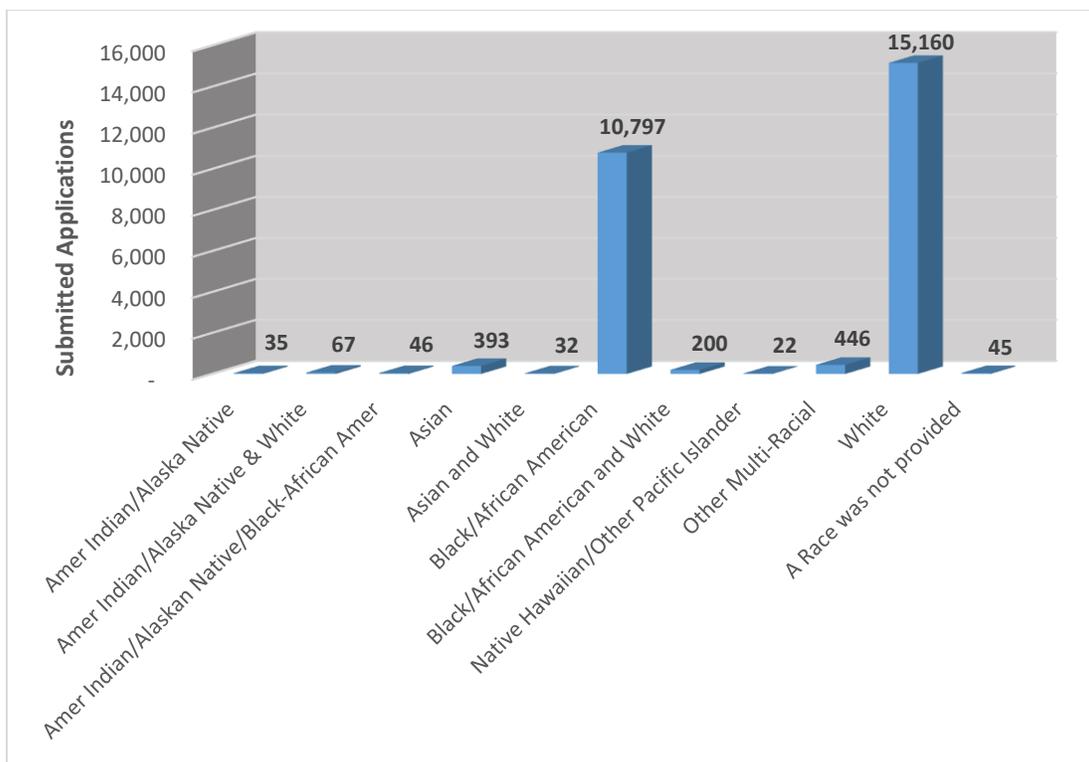
*A Senior Adult is anyone 62 years of age or older.

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 | 46 | 0.17% |
| Asian | 393 | 1.44% |
| Asian and White | 32 | 0.12% |
| Black/African American | 10,797 | 39.63% |
| Black/African American and White | 200 | 0.73% |
| Native Hawaiian/Other Pacific Islander | 22 | 0.08% |
| Other Multi-Racial | 446 | 1.64% |
| White | 15,160 | 55.65% |
| A Race was not provided | 45 | 0.16% |
| Total | 27,243 | 100.00% |

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

| Activity | As of 2/23/2018 | Weekly Activity | As of 3/2/2018 |
|------------------------------------------|--------------------|--------------------|-------------------|
| Appointments | | | |
| Total Number of Appointments | 43,482 | 1,600 | 45,082 |
| <i>Walk-ins</i> | 21,911 | 988 | 22,899 |
| <i>Scheduled</i> | 21,571 | 612 | 22,183 |
| <i>Held at office</i> | 18,216 | 524 | 18,740 |
| <i>Home visit</i> | 401 | 20 | 421 |
| <i>Cancelled</i> | 2,010 | 44 | 2,054 |
| <i>No Show</i> | 944 | 24 | 968 |
| Housing Assistance Center Details | | | |
| Baton Rouge | | | |
| Total Number of Appointments | 29,014 | 1,125 | 30,139 |
| <i>Walk-ins</i> | 15,471 | 752 | 16,223 |
| <i>Scheduled</i> | 13,543 | 373 | 13,916 |
| <i>Held at office</i> | 11,646 | 323 | 11,969 |
| <i>Home visit</i> | 126 | 16 | 142 |
| <i>Cancelled</i> | 1,442 | 31 | 1,473 |
| <i>No Show</i> | 329 | 3 | 332 |
| Hammond | | | |
| Total Number of Appointments | 8,114 | 326 | 8,440 |
| <i>Walk-ins</i> | 4,450 | 187 | 4,637 |
| <i>Scheduled</i> | 3,664 | 139 | 3,803 |
| <i>Held at office</i> | 2,714 | 105 | 2,819 |
| <i>Home visit</i> | 258 | 3 | 261 |
| <i>Cancelled</i> | 347 | 12 | 359 |
| <i>No Show</i> | 345 | 19 | 364 |
| Lafayette | | | |
| Total Number of Appointments | 3,305 | 92 | 3,397 |
| <i>Walk-ins</i> | 768 | 20 | 788 |
| <i>Scheduled</i> | 2,537 | 72 | 2,609 |
| <i>Held at office</i> | 2,303 | 70 | 2,373 |
| <i>Home visit</i> | 6 | 0 | 6 |
| <i>Cancelled</i> | 135 | 1 | 136 |
| <i>No Show</i> | 93 | 1 | 94 |
| Monroe | | | |
| Total Number of Appointments | 3,049 | 57 | 3,106 |
| <i>Walk-ins</i> | 1,222 | 29 | 1,251 |
| <i>Scheduled</i> | 1,827 | 28 | 1,855 |
| <i>Held at office</i> | 1,553 | 26 | 1,579 |
| <i>Home visit</i> | 11 | 1 | 12 |
| <i>Cancelled</i> | 86 | 0 | 86 |
| <i>No Show</i> | 177 | 1 | 178 |

Call Center Activity

Table 13: Call Center Activity

| Activity | As of 2/23/2018 | Weekly Activity | As of 3/2/2018 |
|--------------------------------------------------------|--------------------|--------------------|-------------------|
| Call Center | | | |
| Total Calls | 166,896 | 4,747 | 171,643 |
| <i>Total Calls Abandoned</i> | 4,373 | 198 | 4,571 |
| <i>Abandoned %</i> | 2.62% | 0.04% | 2.66% |
| <i>Total Calls Processed</i> | 162,523 | 4,549 | 167,072 |
| <i>Inbound</i> | 113,955 | 2,746 | 116,701 |
| <i>Outbound</i> | 48,568 | 1,803 | 50,371 |
| Completed Inbound Calls Details | | | |
| Total Inbound Calls Completed | 113,955 | 2,746 | 116,701 |
| Average Wait Time | 1.09 min | | 1.10 min |
| Average Call Time | 5.87 min | | 5.86 min |
| <i>Program Inquiry</i> | 34,379 | 838 | 35,217 |
| <i>Surveys Status Update</i> | 2,659 | 36 | 2,695 |
| <i>Surveys Completed</i> | 7,824 | 112 | 7,936 |
| <i>Case Manager Request</i> | 8,710 | 370 | 9,080 |
| <i>Application Status Update</i> | 40,300 | 956 | 41,256 |
| <i>Application In Progress</i> | 528 | 14 | 542 |
| <i>Application Submitted (Pending Document Upload)</i> | 5,299 | 69 | 5,368 |
| <i>Applications Completed</i> | 209 | 2 | 211 |
| <i>Damage Assessment Inquiry</i> | 2,215 | 6 | 2,221 |
| <i>Award Acknowledgement Inquiry</i> | 1,828 | 53 | 1,881 |
| <i>Construction Inquiry</i> | 1,123 | 32 | 1,155 |
| <i>Appeals</i> | 512 | 50 | 562 |
| <i>Outbound Project</i> | 27 | 7 | 34 |
| <i>Invalid Number/ No Answer / Busy / Left Message</i> | 5,974 | 184 | 6,158 |
| <i>Call Transferred</i> | 2,368 | 17 | 2,385 |
| Completed Outbound Calls Details | | | |
| Total Outbound Calls Completed | 48,568 | 1,803 | 50,371 |
| Average Call Time | 1.82 min | | 1.81 min |
| <i>Program Inquiry</i> | 4,551 | 47 | 4,598 |
| <i>Survey Status Update</i> | 72 | 5 | 77 |
| <i>Surveys Completed</i> | 662 | 2 | 664 |
| <i>Case Manager Request</i> | 85 | 1 | 86 |
| <i>Application Status Update</i> | 8,078 | 593 | 8,671 |
| <i>Application In Progress</i> | 0 | 0 | 0 |
| <i>Application Submitted (Pending Document Upload)</i> | 491 | 7 | 498 |
| <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> | 269 | 1 | 270 |
| <i>Appeals</i> | 0 | 0 | 0 |
| <i>Outbound Project</i> | 344 | 0 | 344 |
| <i>Invalid Number/ No Answer / Busy / Left Message</i> | 18,137 | 494 | 18,631 |
| <i>Call Transferred</i> | 15,799 | 653 | 16,452 |

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 | 73 | 26 | 36 | 4 | 0 | 71 | 5,119 | 2,919 |
| 2 | 51 | 18 | 37 | 120 | 36 | 72 | 1,815 | 900 |
| 3 | 36 | 8 | 38 | 162 | 43 | 73 | 1,303 | 629 |
| 4 | 81 | 34 | 39 | 190 | 64 | 74 | 336 | 140 |
| 5 | 21 | 12 | 40 | 178 | 62 | 75 | 348 | 146 |
| 6 | 4 | 1 | 41 | 247 | 88 | 76 | 33 | 14 |
| 7 | 58 | 14 | 42 | 307 | 124 | 77 | 239 | 96 |
| 8 | 26 | 8 | 43 | 502 | 237 | 78 | 2 | 0 |
| 9 | 171 | 54 | 44 | 105 | 36 | 79 | 1 | 0 |
| 10 | 171 | 56 | 45 | 155 | 52 | 80 | 1 | 0 |
| 11 | 69 | 19 | 46 | 239 | 92 | 81 | 2,043 | 1,153 |
| 12 | 95 | 43 | 47 | 567 | 221 | 83 | 3 | 0 |
| 13 | 98 | 28 | 48 | 568 | 271 | 84 | 2 | 0 |
| 14 | 397 | 147 | 49 | 356 | 132 | 85 | 1 | 0 |
| 15 | 74 | 26 | 50 | 43 | 1 | 86 | 769 | 373 |
| 16 | 535 | 225 | 51 | 2 | 0 | 88 | 2,736 | 1,582 |
| 17 | 1,151 | 550 | 52 | 1 | 0 | 89 | 3 | 0 |
| 18 | 162 | 55 | 53 | 4 | 0 | 90 | 22 | 5 |
| 19 | 294 | 137 | 54 | 2 | 0 | 91 | 4 | 0 |
| 20 | 91 | 37 | 55 | 4 | 0 | 92 | 3 | 0 |
| 21 | 87 | 31 | 56 | 4 | 0 | 93 | 8 | 0 |
| 22 | 134 | 49 | 57 | 11 | 0 | 95 | 2,137 | 1,265 |
| 23 | 128 | 42 | 58 | 229 | 94 | 96 | 520 | 211 |
| 24 | 112 | 37 | 59 | 632 | 370 | 97 | 8 | 0 |
| 25 | 12 | 3 | 60 | 80 | 29 | 98 | 1 | 0 |
| 26 | 49 | 9 | 61 | 1,452 | 919 | 99 | 5 | 0 |
| 27 | 25 | 13 | 62 | 555 | 290 | 100 | 7 | 0 |
| 28 | 123 | 24 | 63 | 936 | 567 | 101 | 5,324 | 3,885 |
| 29 | 1,654 | 1,104 | 64 | 3,128 | 1,984 | 102 | 6 | 0 |
| 30 | 22 | 5 | 65 | 5,506 | 3,603 | 103 | 2 | 0 |
| 31 | 1,145 | 569 | 66 | 1,620 | 924 | 104 | 10 | 3 |
| 32 | 45 | 13 | 67 | 159 | 68 | 105 | 3 | 0 |
| 33 | 62 | 22 | 68 | 72 | 34 | Unknown | 0 | 0 |
| 34 | 22 | 5 | 69 | 226 | 120 | Total | 48,560 | 27,243 |
| 35 | 7 | 1 | 70 | 95 | 36 | | | |

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

| Senate District | Survey Count | Application Count |
|-----------------|--------------|-------------------|
| 1 | 64 | 23 |
| 2 | 338 | 132 |
| 3 | 11 | 0 |
| 4 | 14 | 0 |
| 5 | 10 | 0 |
| 6 | 8,215 | 5,079 |
| 7 | 7 | 0 |
| 8 | 8 | 0 |
| 9 | 1 | 0 |
| 10 | 3 | 0 |
| 11 | 908 | 409 |
| 12 | 2,203 | 1,028 |
| 13 | 8,789 | 5,049 |
| 14 | 1,825 | 1,077 |
| 15 | 9,607 | 6,726 |
| 16 | 512 | 277 |
| 17 | 947 | 453 |
| 18 | 5,297 | 3,028 |
| 19 | 11 | 0 |
| 20 | 5 | 0 |
| 21 | 94 | 11 |

| Senate District | Survey Count | Application Count |
|-----------------|---------------|-------------------|
| 22 | 885 | 346 |
| 23 | 1,742 | 848 |
| 24 | 560 | 193 |
| 25 | 358 | 125 |
| 26 | 1,457 | 616 |
| 27 | 33 | 6 |
| 28 | 391 | 111 |
| 29 | 190 | 61 |
| 30 | 219 | 73 |
| 31 | 223 | 71 |
| 32 | 268 | 110 |
| 33 | 685 | 291 |
| 34 | 1,628 | 751 |
| 35 | 288 | 98 |
| 36 | 331 | 108 |
| 37 | 111 | 35 |
| 38 | 125 | 39 |
| 39 | 197 | 69 |
| Unknown | 0 | 0 |
| Total | 48,560 | 27,243 |

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 | 430 | 157 |
| Allen | 75 | 19 | 6 |
| Ascension | 6,353 | 3,849 | 2,222 |
| Avoyelles | 274 | 128 | 24 |
| Beauregard | 113 | 36 | 11 |
| Bienville | 209 | 45 | 14 |
| Bossier | 607 | 257 | 86 |
| Caddo | 589 | 287 | 100 |
| Calcasieu | 266 | 157 | 47 |
| Caldwell | 154 | 42 | 20 |
| Catahoula | 72 | 17 | 7 |
| Claiborne | 208 | 48 | 11 |
| De Soto | 141 | 50 | 14 |
| East Baton Rouge | 24,248 | 19,467 | 12,844 |
| East Carroll | 237 | 44 | 19 |
| East Feliciana | 617 | 242 | 119 |
| Evangeline | 522 | 112 | 30 |
| Franklin | 58 | 23 | 5 |
| Grant | 280 | 69 | 27 |
| Iberia | 1,478 | 507 | 186 |
| Iberville | 357 | 109 | 43 |
| Jackson | 74 | 13 | 2 |
| Jefferson Davis | 508 | 117 | 35 |
| Lafayette | 4,753 | 2,484 | 1,168 |
| LaSalle | 73 | 22 | 9 |
| Lincoln | 152 | 25 | 7 |

| Parish | FVL Count | Survey Count | Application Count |
|------------------|---------------|---------------|-------------------|
| Livingston | 15,892 | 9,895 | 5,677 |
| Madison | 85 | 51 | 20 |
| Morehouse | 1,005 | 250 | 105 |
| Natchitoches | 598 | 144 | 48 |
| Ouachita | 3,418 | 2,009 | 897 |
| Pointe Coupee | 444 | 136 | 50 |
| Rapides | 145 | 86 | 25 |
| Red River | 46 | 13 | 2 |
| Richland | 445 | 122 | 56 |
| Sabine | 100 | 57 | 15 |
| St. Helena | 976 | 389 | 192 |
| St. James | 162 | 80 | 20 |
| St. Landry | 1,615 | 357 | 124 |
| St. Martin | 1,301 | 442 | 166 |
| St. Tammany | 1,057 | 413 | 184 |
| Tangipahoa | 6,183 | 3,657 | 1,761 |
| Union | 399 | 88 | 42 |
| Vermilion | 1,786 | 861 | 351 |
| Vernon | 306 | 64 | 22 |
| Washington | 1,222 | 395 | 160 |
| Webster | 525 | 120 | 38 |
| West Baton Rouge | 110 | 34 | 7 |
| West Carroll | 336 | 62 | 23 |
| West Feliciana | 154 | 52 | 27 |
| Winn | 181 | 46 | 17 |
| Total | 82,440 | 48,422 | 27,242 |

| 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 | 15 | 0 |
| St. Mary | 42 | 1 |
| Tensas | 2 | 0 |
| Terrebonne | 4 | 0 |
| Total | 138 | 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 | 21 | \$508,708.81 | 8 | \$98,137.26 |
| Allen | 1 | \$38,213.24 | 1 | \$38,213.24 | 0 | \$0.00 |
| Ascension | 438 | \$12,282,185.80 | 231 | \$6,547,341.64 | 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 | 8 | \$162,397.99 | 2 | \$19,093.43 | 1 | \$3,003.67 |
| Calcasieu | 10 | \$333,091.68 | 3 | \$100,393.10 | 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 | 4,319 | \$117,372,000.81 | 2,783 | \$79,411,804.82 | 2,176 | \$38,370,335.93 |
| East Carroll | 2 | \$43,110.18 | 1 | \$7,496.41 | 1 | \$7,496.41 |
| East Feliciana | 21 | \$800,900.69 | 10 | \$337,788.17 | 4 | \$108,799.49 |
| Evangeline | 9 | \$229,990.93 | 4 | \$97,387.20 | 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 | 37 | \$1,250,682.26 | 16 | \$532,656.66 | 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 | 355 | \$8,053,265.31 | 228 | \$5,112,822.97 | 170 | \$2,750,024.64 |
| Livingston | 1,637 | \$45,042,940.53 | 893 | \$24,586,721.22 | 629 | \$12,524,596.17 |
| 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 | 154 | \$4,833,756.48 | 64 | \$1,766,570.20 | 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 | 6 | \$293,216.74 | 0 | \$0.00 | 0 | \$0.00 |
| Sabine | 2 | \$56,546.86 | 0 | \$0.00 | 0 | \$0.00 |
| St. Helena | 23 | \$929,479.73 | 11 | \$478,804.47 | 6 | \$143,471.77 |
| St. James | 3 | \$124,481.08 | 1 | \$39,445.54 | 0 | \$0.00 |
| St. Landry | 13 | \$422,708.11 | 5 | \$166,080.19 | 4 | \$91,959.58 |
| St. Martin | 32 | \$1,169,264.03 | 17 | \$595,443.90 | 10 | \$215,743.22 |
| St. Tammany | 24 | \$570,836.05 | 12 | \$253,678.66 | 9 | \$95,970.91 |
| Tangipahoa | 389 | \$12,423,605.01 | 180 | \$5,453,253.33 | 87 | \$1,451,385.71 |
| Union | 6 | \$181,541.68 | 4 | \$127,372.88 | 1 | \$24,382.65 |
| Vermilion | 88 | \$2,398,710.90 | 48 | \$1,251,414.58 | 25 | \$360,054.79 |
| Vernon | 3 | \$130,885.08 | 0 | \$0.00 | 0 | \$0.00 |
| Washington | 24 | \$708,245.95 | 11 | \$343,825.21 | 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 | 4 | \$96,071.48 | 1 | \$29,034.54 | 1 | \$7,346.71 |
| Winn | 2 | \$48,199.67 | 1 | \$14,616.10 | 0 | \$0.00 |
| Total | 7,716 | \$ 213,374,794.34 | 4,571 | \$128,562,670.35 | 3,338 | \$60,649,020.49 |

APPENDIX D

In 2016, after Gov. John Bel Edwards sought federal flood recovery funding for Louisiana, Congress provided three appropriations of Community Development Block Grant-Disaster Recovery funds for nationwide recovery from several disasters. These funds were allocated by the U.S. Department of Housing and Urban Development to various states. HUD allocated \$437.8 million from the first appropriation, \$1.2 billion from the second appropriation and \$51 million from the third appropriation to Louisiana. Below is a summary of the funding requested, appropriated, and allocation across Restore Louisiana programs.

Figure 3: Requested Assistance

| PROGRAM AREA | 2016 SEVERE STORMS & FLOODING: FIRST & SECOND ALLOCATIONS | THIRD ALLOCATION | TOTAL PROGRAM BUDGETS | TOTAL CONGRESSIONAL REQUEST | APPROXIMATE UNMET NEED GAP |
|------------------------------|-----------------------------------------------------------|---------------------|------------------------|-----------------------------|----------------------------|
| HOMEOWNER ASSISTANCE PROGRAM | \$1,293,693,120 | \$37,470,799 | \$1,331,163,919 | \$2,667,800,000 | \$1,336,636,081 |
| RENTAL HOUSING | \$130,000,000 | \$4,163,422 | \$134,163,422 | \$180,000,000 | \$45,836,578 |
| INTERIM MORTGAGE ASSISTANCE | \$0 | \$0 | \$0 | \$40,000,000 | \$40,000,000 |
| BUSINESS AND AGRICULTURE | \$62,000,000 | \$0 | \$62,000,000 | \$120,000,000 | \$58,000,000 |
| FEMA NONFEDERAL SHARE MATCH | \$105,000,000 | \$0 | \$105,000,000 | \$130,000,000 | \$25,000,000 |
| INFRASTRUCTURE ENHANCEMENT | \$0 | \$9,800,799 | \$9,800,799 | \$600,000,000 | \$590,199,201 |
| ADMIN AND PLANNING | \$66,278,880 | \$0 | \$66,278,880 | | |
| TOTALS | \$1,656,972,000 | \$51,435,020 | \$1,708,407,020 | \$3,737,800,000 | \$2,095,671,860 |

APPENDIX E

The table below should help give you an idea of your potential for program eligibility, as well as the application phase in which you are most likely to be included and which tier of funding would most likely apply to you. Please note that to be eligible for a certain application phase, you must meet all of the checked criteria for that phase. Your survey and application results will ultimately determine your specific eligibility.

Figure 4: Phase and Tiers

| RESTORE LOUISIANA HOMEOWNER ASSISTANCE PROGRAM | | PHASE I | PHASE II | PHASE III | PHASE IV | PHASE V | PHASE VI |
|-----------------------------------------------------|----------------------------------|---------|----------|-----------|----------|---------|----------|
| DAMAGE LEVEL | MAJOR AND SEVERE | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| STATUS OF REPAIRS | 100% OF REPAIRS COMPLETED | ✓ | ✓ | | | | ✓ |
| | PARTIAL REPAIRS COMPLETED | ✓ | ✓ | ✓ | ✓ | ✓ | |
| | REMAINING PROSPECTIVE WORK | ✓ | ✓ | ✓ | ✓ | ✓ | |
| GEOGRAPHY | ALL 51 IMPACTED PARISHES | ✓ | ✓ | | | ✓ | ✓ |
| | 10 MOST IMPACTED PARISHES | | | ✓ | ✓ | | |
| 100-YEAR FLOOD PLAIN | INSIDE | | ✓ | | ✓ | ✓ | ✓ |
| | OUTSIDE | ✓ | | ✓ | | ✓ | ✓ |
| INCOME | ALL INCOME LEVELS | | | ✓ | ✓ | ✓ | ✓ |
| | LMI ONLY | ✓ | ✓ | | | | |
| HOMEOWNER 62+ AND/OR PERSON WITH DISABILITY IN HOME | YES | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | NO | | | ✓ | ✓ | ✓ | ✓ |
| TIERED AWARD | REIMBURSEMENT OF COMPLETED WORK* | 100% | 100% | 50% | 50% | 50% | 50% |
| | PROSPECTIVE CONSTRUCTION | 100% | 100% | 100% | 100% | 100% | N/A |

APPENDIX F

The Housing Assistance Centers will be open 8 a.m. - 5 p.m. Monday through Friday to help homeowners respond to surveys or fill out program applications. They also help homeowners connect with a case manager and offer a view of their options for repairs, reconstruction or reimbursement. If you would like assistance in any of these areas, please visit a Housing Assistance Center.

Figure 5: Housing Assistance Centers

HOUSING ASSISTANCE CENTERS

OPEN MONDAY – FRIDAY | 8:00 A.M. – 5:00 P.M.

Baton Rouge

- **VISIT:** Oak Tree Building, 10000 Celtic Drive
- **CALL:** (866) 735-2001

Monroe

- **VISIT:** Old State Farm Building, 24 Accent Drive, Suite 116
- **CALL:** (318) 267-3728

Lafayette

- **VISIT:** 151 Southpark, Suite 500
- **CALL:** (337) 252-4082

Hammond

- **VISIT:** 130 Robin Hood Dr
- **CALL:** (985) 520-6716

Glossary

Act of Donation: A form of property transfer without exchange of payment.

Applicant: All homeowners who are owner-occupants of a damaged property are applicants. All owner-occupants must sign program documents.

CDBG-DR: Community Development Block Grant – Disaster Recovery Program

Common Area Under Roof: The total area under the common roof is primarily interior, conditioned spaces, and for single-story homes, equal to the footprint of the house. The term is also synonymous with the eligible area. In addition, exterior spaces such as detached porches and garages are not considered in the eligible area.

Duplication of Benefits: A duplication of benefit is the receipt of funding from multiple sources for the same purpose. The Robert T. Stafford Disaster Assistance and Emergency Relief Act (Stafford Act) prohibits any person, business concern or other entity from receiving financial assistance from CDBG Disaster Recovery funding with respect to any part of the loss resulting from a major disaster as to which he/she has already received financial assistance under any other program or from insurance or any other sources. It is an amount determined by the program that may result in the reduction of an award value.

HCDA: Housing and Community Development Act of 1974

Housing Assistance Center (HAC): A location where applicants meet with case managers and schedule appointments.

HUD: Department of Housing and Urban Development

Low to Moderate Income (LMI) Household: A household is considered to be of low or moderate income if the household income (including income derived from assets) is at or below 80 percent of an area's median income. All income is based on the Area Median Income limits set annually by HUD for each parish or metropolitan statistical area.

Major/Severe Damages: \$8,000 or more of FEMA inspected real property damage or 1 foot or more of flood damage on the first floor.

New Construction: A replacement home that substantially exceeds the original footprint by 20% or more on the existing lot (if permitted) or the construction of a new home in a new location.

NFIP: National Flood Insurance Program. When the Program refers to NFIP in the context of eligibility or duplication of benefits, the Program is referring to private and public flood insurance programs that cover structural repairs resulting from flood damages.

Reconstruction: Demolition and rebuilding of an existing structure based on the program's building standards. Reconstructed property is built on the same footprint as the original structure and will not substantially exceed (limited to an increase of 20% or less) the square footage of the current or demolished structure. This requirement will subordinate to the local jurisdiction's building code requirements.

Rehabilitation: Repairs made to an existing structure based on the program's building standards.