

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #31
March 3, 2018 – March 9, 2018

March 10, 2018

Table of Contents

Program Overview1
 Executive Summary4
 Key Program Statistics6
 Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons7
 Low to Moderate Income (LMI), Senior Adults and Disabled Reported.....8
 Demographics for Submitted Applications10
 Housing Assistance Center Activity (HAC)11
 Call Center Activity.....12
 APPENDIX A13
 APPENDIX B15
 APPENDIX C16
 APPENDIX D17
 APPENDIX E18
 APPENDIX F.....19
 Glossary.....20

List of Tables

Table 1: Outreach Events.....4
 Table 2: Homeowner Program Snapshot5
 Table 3: Key Program Statistics6
 Table 4: Not In Phase and Undetermined Reasons.....7
 Table 5 & 6: Submitted Surveys with LMI and Urgent Need Data.....8
 Table 7: Submitted Surveys with Senior Adult or Disabled Reported.....8
 Table 8 & 9: Submitted Applications with LMI and Urgent Need Data9
 Table 10: Submitted Applications with Senior Adult or Disabled Reported9
 Table 11: Submitted Applications by Race10
 Table 12: Housing Assistance Center Activity11
 Table 13: Call Center Activity12
 Table 14: Submitted Surveys and Submitted Applications by Louisiana House Districts.....13
 Table 15: Submitted Surveys and Submitted Applications by Louisiana Senate Districts.....14
 Table 16: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish.....15
 Table 17: Grant Awards by Parish.....16

List of Figures

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

Program Overview

The Restore Louisiana Homeowner Assistance Program is dedicated to helping homeowners affected by the March and/or August 2016 floods repair and restore their damaged homes, or get reimbursed for work already completed. The funding for The Restore Louisiana Homeowner Assistance Program is allocated out of the Department of Housing and Urban Development’s (HUD) Community Development Block Grant Disaster Recovery (CDBG-DR) Program. There is currently \$1.3 billion available for this program.

The Restore Louisiana Homeowner Assistance Program has been designed to serve homeowners in six phases. The State of Louisiana’s Office of Community Development – Disaster Recovery Unit (OCD-DRU) structured the program in this manner in order to ensure that the limited federal funding is provided to homeowners in the greatest need. It also ensures that the rebuilding process is not slowed by federal environmental requirements.

The first step in the process is a brief survey that all homeowners affected by the 2016 floods must complete. The purpose of this survey is to gather information about unmet needs related to the repair or reconstruction of flooded homes and responses to the survey will be used to determine which phase of the program the homeowner will be invited to apply for.

Below is a brief explanation of the six phases that are currently funded.

ALL PHASES

Must have major/severe home damage.

PHASE I	PHASE II	PHASE III
<ul style="list-style-type: none"> • Low-to-moderate income* • Elderly or persons with disabilities • Outside the floodplain 	<ul style="list-style-type: none"> • Low-to-moderate income* • Elderly or persons with disabilities • Inside the floodplain 	<ul style="list-style-type: none"> • Reside within one of the 10 most impacted or distressed parishes • Outside the floodplain • No priority due to income
PHASE IV	PHASE V	PHASE VI
<ul style="list-style-type: none"> • Reside within one of the 10 most impacted or distressed parishes • Inside the floodplain • No priority due to income 	<ul style="list-style-type: none"> • All other disaster-declared parishes • Inside and outside the floodplain • No priority due to income 	<ul style="list-style-type: none"> • Reimbursement for homeowners who do not qualify under Phases I or II, who have completed the rebuilding process at the time they complete the application • No priority due to income

** Household income is at or below 80% of an area’s median income.*

In addition, in order to be eligible for the Program, homeowners must meet all of the eligibility criteria listed below:

- Owner occupant at time of disaster event
- Damaged address was the applicant’s primary residence at the time of disaster event
- Suffered damage as a result of the March or August 2016 Severe Storms and Flooding events
- Eligible structure as determined by program, including single family homes, duplexes, mobile homes and condominiums
- Located in one of 51 disaster declared parishes

For homeowners that do qualify and are eligible for assistance, they can choose one of three solutions based on their progress in the rebuilding process and their capacity to complete the work.

Solution 1 PROGRAM MANAGED	Solution 2 HOMEOWNER MANAGED	Solution 3 REIMBURSEMENT
<ul style="list-style-type: none"> • Program manages and completes construction process • Homeowners do not select contractors or deal directly with the contractor • The program's contractors will repair or reconstruct damaged properties • Economy-grade materials/finishes only 	<ul style="list-style-type: none"> • Homeowners manage repair or reconstruction work • Homeowners select contractors and deal directly with the contractor • Program provides advisory services and monitoring • Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes 	<ul style="list-style-type: none"> • Homeowners who have completed partial or full repairs before applying to the assistance program may qualify for reimbursement of eligible expenses incurred before the application process or by September 8, 2018, whichever is sooner.

Below is an overview of the homeowner journey in the program, from initial survey to reimbursement and/or repair.

1



TAKE THE SURVEY

The survey can be completed online at RESTORE.LA.GOV or by calling 866.735.2001. Personal assistance is also available at our Housing Assistance Centers.

2



ENVIRONMENTAL REVIEW RECORD

The federally-required environmental review is the process of reviewing a project and its potential environmental impact to determine whether it meets federal, state, and local environmental standards. This review is conducted without appointment and from the road or right-of-way.

3



COMPLETE THE FORMAL APPLICATION

Qualified homeowners will be invited to complete the formal application. The application may be completed online, over the phone, or by scheduling an appointment at one of the Housing Assistance Centers. Homeowners will be required to provide supporting documentation.

4



ELIGIBILITY REVIEW

The Program will review the homeowner's application and supporting documentation to ensure that the information provided confirms that the homeowner meets the eligibility requirements for the program.

5



DAMAGE AND LEAD ASSESSMENT

During this scheduled appointment, inspectors will utilize industry-standard software to inspect the home, document completed work, and determine a scope of work for remaining repairs. Homes constructed before 1978 will receive a lead-based paint inspection. At least one homeowner must be present for all inspections.

6



REVIEW GRANT AWARD

Once eligibility has been determined, the homeowner will receive a grant award. The homeowner may request to speak to a case manager, accept the award, or appeal the award.

7



SIGN GRANT AWARD

Once a homeowner accepts their award, a program representative will reach out to discuss next steps which will depend on which solution is selected.

8



REIMBURSEMENT/ REPAIR

Once the grant award is signed, if a homeowner is eligible for reimbursement, funding will be requested and a check will be mailed within 3-4 weeks. Funding for repairs will be disbursed in accordance with the signed grant award.

Executive Summary

- As of March 9, 2018, survey submissions increased by 176 from the previous week, making the total submissions 48,736. 39,997 homeowners were determined to be in Phases I – VI.
 - 39,429 environmental reviews have been completed, representing 99% of the 39,997 homeowners in Phases I – VI.
 - 39,488 homeowners have been invited to complete applications from Phase I - VI. 27,781 (70%) homeowners have submitted their applications.
 - 17,478 scopes of work have been completed, representing 63% of the 27,781 homeowners that have submitted their application.
 - There have been a total of 8,179 Grant Awards offered to homeowners, amounting to \$224,841,927.86. Of those, 4,828 homeowners have acknowledged their grant agreements, obligating \$135,682,813.47.
-
- As of March 9, 2018, there were a total of 43,438 appointments held.
 - 170,857 calls were completed by the call center. 118,989 of the completed calls were inbound calls and 51,868 of the completed calls were outbound calls.
 - The Program has completed 3 outreach events for this reporting period. The following event is scheduled for the week of March 12 – March 18, 2018:
 - 3/14: CRAFT CRS Monthly Meeting – Gonzales, LA

Table 1: Outreach Events

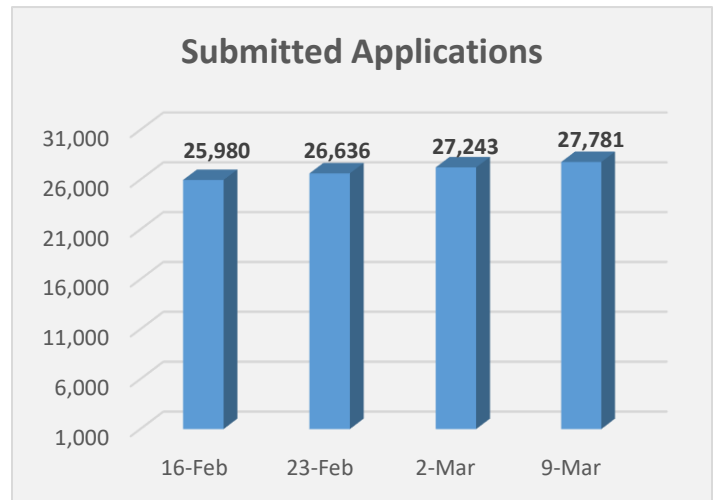
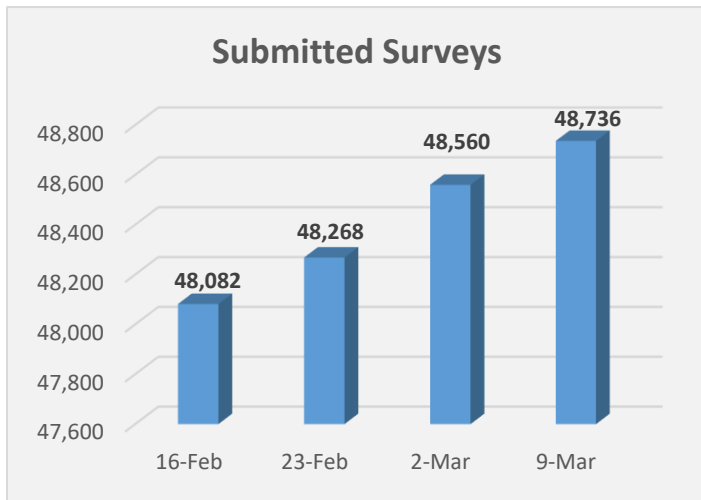
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
Total	152

Table 2: Homeowner Program Snapshot

Activity	As of 3/2/18	Weekly Activity	As of 3/9/18	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	58,395	216	58,611	
<i>Non-Submitted Surveys</i>	9,835	40	9,875	
<i>Submitted Surveys</i>	48,560	176	48,736	
<i>Phase I - VI Subtotal</i>	39,903	94	39,997	82.07%
<i>Phase I</i>	6,301	21	6,322	12.97%
<i>Phase II</i>	5,802	12	5,814	11.93%
<i>Phase III</i>	9,829	21	9,850	20.21%
<i>Phase IV</i>	9,588	15	9,603	19.70%
<i>Phase V</i>	1,432	4	1,436	2.95%
<i>Phase VI</i>	6,951	21	6,972	14.31%
<i>Duplicate Address</i>	3,235	23	3,258	6.68%
<i>Undetermined</i>	26	20	46	0.09%
<i>Not Currently In A Phase</i>	5,396	39	5,435	11.15%
Environmental Reviews				
Environmental Reviews Available to Work	685	-117	568	
Environmental Reviews Completed	39,218	211	39,429	
Applications Invited				
Total Number of Invited Applications	39,328	160	39,488	
Applications Submitted	27,243	538	27,781	
Zero Award	3,418	339	3,757	
Ineligible	1,426	-21	1,405	
Withdrawn	378	250	628	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	10,032	-97	9,935	
Total Scope of Work Completed	16,898	580	17,478	
Grant Awards				Total Dollars
Grant Awards Offered	7,716	463	8,179	224,841,927.86
Grant Awards Obligated	4,571	257	4,828	135,682,813.47
<i>Solution 1 Only</i>	75	12	87	3,199,327.48
<i>Solution 2 Only</i>	391	34	425	13,853,700.27
<i>Solution 3 Only</i>	777	36	813	15,905,787.80
<i>Solution 3 and 1</i>	649	69	718	23,888,270.92
<i>Solution 3 and 2</i>	2,679	106	2,785	78,835,727.00
Disbursements				
Total Disbursements	3,873	709	4,582	70,178,896.57
<i>Solution 1</i>	163	24	187	1,584,527.81
<i>Solution 1 - Progress Payment</i>	144	16	160	1,241,135.86
<i>Solution 1 - Final Payment</i>	19	8	27	343,391.95
<i>Solution 2</i>	465	159	624	5,499,055.53
<i>Solution 2 - Progress Payment</i>	376	122	498	4,789,179.74
<i>Solution 2 - Final Payment</i>	89	37	126	709,875.79
<i>Solution 3</i>	3,245	526	3,771	63,095,313.23

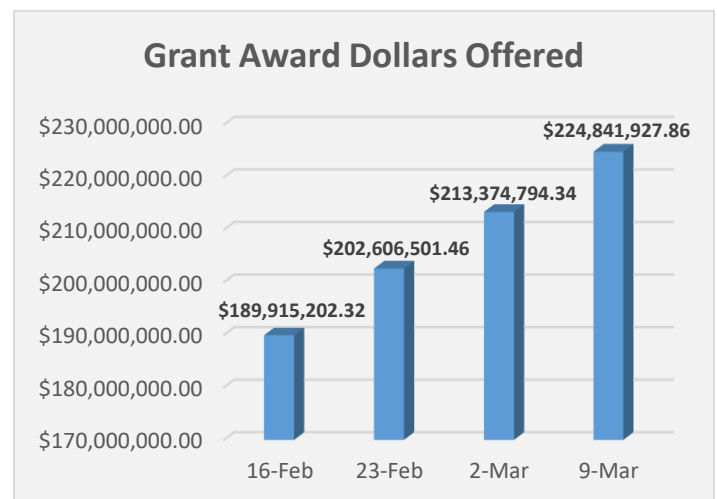
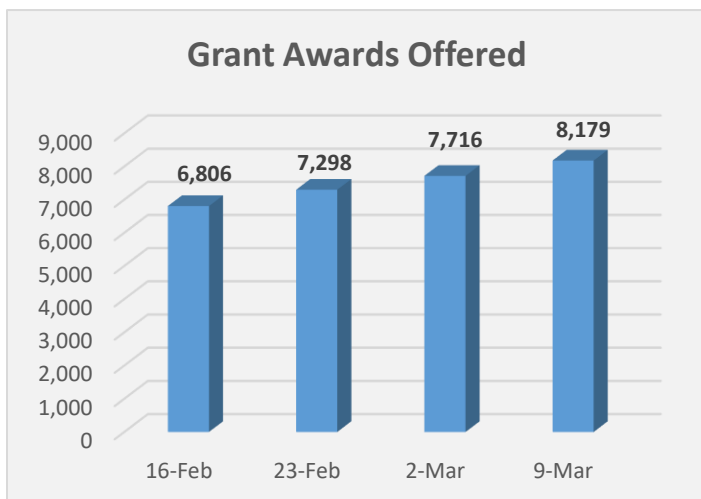
Key Program Statistics

Table 3: Key Program Statistics



39,997 of the 48,736 meet requirements for Phases I – VI.

Invited 39,488 Homeowners to complete Applications.

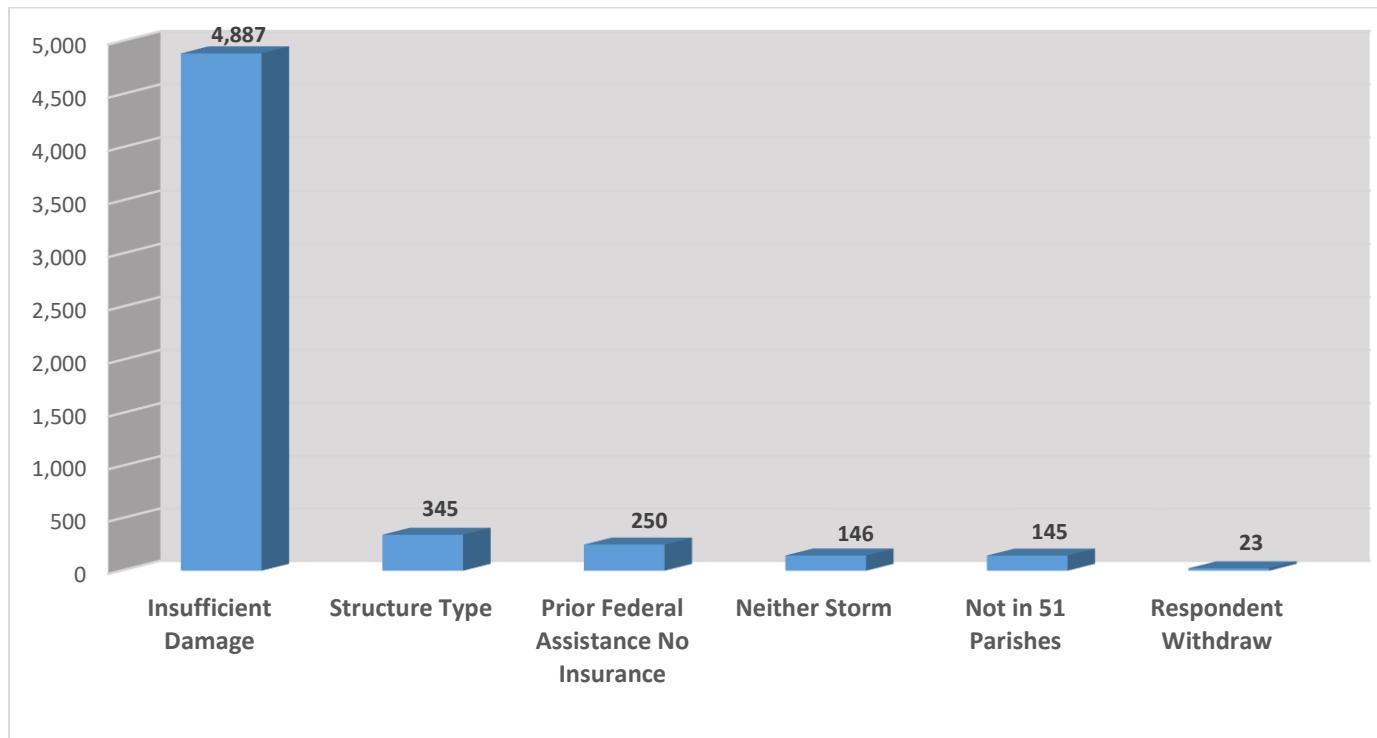


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 3/2/18	Weekly Activity	As of 3/9/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,396	39	5,435
Total Submitted Surveys Undetermined	26	20	46
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,754	42	5,796
<i>Insufficient Damage</i>	4,866	21	4,887
<i>Structure Type</i>	335	10	345
<i>Prior Federal Assistance No Insurance</i>	248	2	250
<i>Neither Storm</i>	146	0	146
<i>Not in 51 Parishes</i>	136	9	145
<i>Respondent Withdraw</i>	23	0	23
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	26	20	46
<i>Flood Plain (Not determined)</i>	26	20	46

Figure 1: Not Currently In A Phase Reasons



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

As of March 9, 2018, there are 25,847 homeowners, 53.03% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,610 homeowners, 36.13% 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)	6,322	100.00%	6,322
Phase Two (II)	5,814	100.00%	5,814
Phase Three (III)	3,447	34.99%	9,850
Phase Four (IV)	3,022	31.47%	9,603
Phase Five (V)	744	51.81%	1,436
Phase Six (VI)	1,216	17.44%	6,972
Duplicate Address	1,795	55.10%	3,258
Undetermined	29	63.04%	46
Not In Phase	3,458	63.62%	5,435
Total	25,847	53.03%	48,736

	Submitted Surveys	Percentage
Most Impacted LMI	22,129	45.41%
Most Impacted Urgent Need	21,485	44.08%
LMI	3,718	7.63%
Urgent Need	1,404	2.88%
Total	48,736	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)	4,412	69.79%	4,060	64.22%	6,322
Phase Two (II)	4,425	76.11%	3,368	57.93%	5,814
Phase Three (III)	1,863	18.91%	987	10.02%	9,850
Phase Four (IV)	2,003	20.86%	980	10.21%	9,603
Phase Five (V)	213	14.83%	135	9.40%	1,436
Phase Six (VI)	1,735	24.89%	652	9.35%	6,972
Duplicate Address	1,101	33.79%	906	27.81%	3,258
Undetermined	12	26.09%	21	45.65%	46
Not In Phase	1,846	33.97%	1,725	31.74%	5,435
Total	17,610	36.13%	12,834	26.33%	48,736

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

As of March 9, 2018, there are 18,922 homeowners, 68.11% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,330 homeowners, 40.78% 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)	4,693	99.98%	4,694
Phase Two (II)	5,343	99.93%	5,347
Phase Three (III)	2,354	40.68%	5,787
Phase Four (IV)	2,914	51.75%	5,631
Phase Five (V)	286	63.84%	448
Phase Six (VI)	2,093	45.51%	4,599
Undetermined	5	100.00%	5
Not In Phase	1,234	97.17%	1,270
Total	18,922	68.11%	27,781

	Submitted Applications	Percentage
Most Impacted LMI	17,303	62.28%
Most Impacted Urgent Need	8,618	31.02%
LMI	1,619	5.83%
Urgent Need	241	0.87%
Total	27,781	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)	2,925	62.31%	3,246	69.15%	4,694
Phase Two (II)	3,505	65.55%	3,417	63.90%	5,347
Phase Three (III)	1,284	22.19%	1,290	22.29%	5,787
Phase Four (IV)	1,596	28.34%	2,009	35.68%	5,631
Phase Five (V)	104	23.21%	171	38.17%	448
Phase Six (VI)	1,379	29.98%	1,751	38.07%	4,599
Undetermined	3	60.00%	4	80.00%	5
Not In Phase	534	42.05%	994	78.27%	1,270
Total	11,330	40.78%	12,882	46.37%	27,781

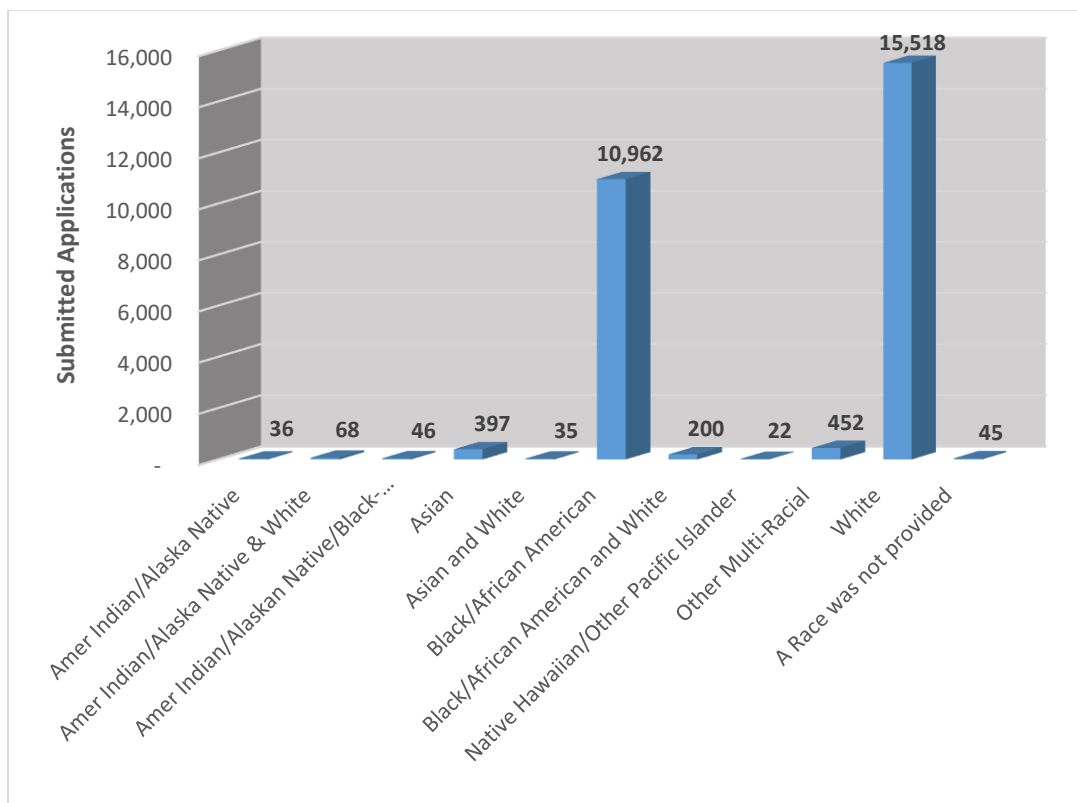
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	36	0.13%
American Indian/Alaska Native and White	68	0.24%
American Indian/Alaskan Native/Black-African American	46	0.16%
Asian	397	1.43%
Asian and White	35	0.13%
Black/African American	10,962	39.46%
Black/African American and White	200	0.72%
Native Hawaiian/Other Pacific Islander	22	0.08%
Other Multi-Racial	452	1.63%
White	15,518	55.86%
A Race was not provided	45	0.16%
Total	27,781	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 3/2/2018	Weekly Activity	As of 3/9/2018
Appointments			
Total Number of Appointments	45,082	1,444	46,526
<i>Walk-ins</i>	22,899	840	23,739
<i>Scheduled</i>	22,183	604	22,787
<i>Held at office</i>	18,740	522	19,262
<i>Home visit</i>	421	16	437
<i>Cancelled</i>	2,054	36	2,090
<i>No Show</i>	968	30	998
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	30,139	984	31,123
<i>Walk-ins</i>	16,223	626	16,849
<i>Scheduled</i>	13,916	358	14,274
<i>Held at office</i>	11,969	323	12,292
<i>Home visit</i>	142	8	150
<i>Cancelled</i>	1,473	18	1,491
<i>No Show</i>	332	9	341
Hammond			
Total Number of Appointments	8,440	290	8,730
<i>Walk-ins</i>	4,637	163	4,800
<i>Scheduled</i>	3,803	127	3,930
<i>Held at office</i>	2,819	93	2,912
<i>Home visit</i>	261	8	269
<i>Cancelled</i>	359	10	369
<i>No Show</i>	364	16	380
Lafayette			
Total Number of Appointments	3,397	104	3,501
<i>Walk-ins</i>	788	20	808
<i>Scheduled</i>	2,609	84	2,693
<i>Held at office</i>	2,373	76	2,449
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	136	4	140
<i>No Show</i>	94	4	98
Monroe			
Total Number of Appointments	3,106	66	3,172
<i>Walk-ins</i>	1,251	31	1,282
<i>Scheduled</i>	1,855	35	1,890
<i>Held at office</i>	1,579	30	1,609
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	86	4	90
<i>No Show</i>	178	1	179

Call Center Activity

Table 13: Call Center Activity

Activity	As of 3/2/2018	Weekly Activity	As of 3/9/2018
Call Center			
Total Calls	171,643	3,887	175,530
<i>Total Calls Abandoned</i>	4,571	102	4,673
<i>Abandoned %</i>	2.66%	0.00%	2.66%
<i>Total Calls Processed</i>	167,072	3,785	170,857
<i>Inbound</i>	116,701	2,288	118,989
<i>Outbound</i>	50,371	1,497	51,868
Completed Inbound Calls Details			
Total Inbound Calls Completed	116,701	2,288	118,989
Average Wait Time	1.10 min		1.12 min
Average Call Time	5.86 min		5.84 min
<i>Program Inquiry</i>	35,217	701	35,918
<i>Surveys Status Update</i>	2,695	10	2,705
<i>Surveys Completed</i>	7,936	70	8,006
<i>Case Manager Request</i>	9,080	338	9,418
<i>Application Status Update</i>	41,256	804	42,060
<i>Application In Progress</i>	542	18	560
<i>Application Submitted (Pending Document Upload)</i>	5,368	50	5,418
<i>Applications Completed</i>	211	4	215
<i>Damage Assessment Inquiry</i>	2,221	7	2,228
<i>Award Acknowledgement Inquiry</i>	1,881	55	1,936
<i>Construction Inquiry</i>	1,155	42	1,197
<i>Appeals</i>	562	45	607
<i>Outbound Project</i>	34	5	39
<i>Invalid Number/ No Answer / Busy / Left Message</i>	6,158	126	6,284
<i>Call Transferred</i>	2,385	13	2,398
Completed Outbound Calls Details			
Total Outbound Calls Completed	50,371	1,497	51,868
Average Call Time	1.81 min		1.80 min
<i>Program Inquiry</i>	4,598	34	4,632
<i>Survey Status Update</i>	77	1	78
<i>Surveys Completed</i>	664	0	664
<i>Case Manager Request</i>	86	3	89
<i>Application Status Update</i>	8,671	412	9,083
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	498	3	501
<i>Applications Completed</i>	40	1	41
<i>Damage Assessment Inquiry</i>	7	1	8
<i>Award Acknowledgement Inquiry</i>	33	0	33
<i>Construction Inquiry</i>	270	1	271
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	18,631	397	19,028
<i>Call Transferred</i>	16,452	644	17,096

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	1	71	5,136	2,991
2	52	18	37	120	37	72	1,830	924
3	37	8	38	162	44	73	1,309	641
4	81	34	39	190	65	74	339	143
5	21	12	40	179	64	75	350	149
6	4	1	41	249	88	76	33	14
7	58	14	42	308	128	77	239	100
8	26	8	43	505	239	78	2	0
9	172	55	44	106	37	79	1	0
10	171	57	45	157	53	80	1	0
11	69	19	46	239	93	81	2,057	1,177
12	94	44	47	573	225	83	3	0
13	98	28	48	571	275	84	2	0
14	398	149	49	360	132	85	1	0
15	75	27	50	43	1	86	769	384
16	539	229	51	2	0	88	2,747	1,622
17	1,154	557	52	1	0	89	3	0
18	162	56	53	4	0	90	22	5
19	299	138	54	2	0	91	4	0
20	91	38	55	4	0	92	3	0
21	88	31	56	4	0	93	8	0
22	134	53	57	15	0	95	2,144	1,291
23	128	42	58	232	96	96	526	213
24	112	38	59	633	378	97	8	0
25	13	3	60	80	31	98	1	0
26	49	9	61	1,453	934	99	5	0
27	25	13	62	557	298	100	7	0
28	124	25	63	942	577	101	5,334	3,926
29	1,659	1,120	64	3,134	2,033	102	7	0
30	22	5	65	5,515	3,674	103	2	0
31	1,147	580	66	1,622	954	104	11	3
32	45	13	67	159	68	105	3	0
33	62	22	68	72	34	Unknown	0	0
34	22	6	69	226	122	Total	48,736	27,781
35	7	1	70	95	38			

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

Senate District	Survey Count	Application Count
1	64	23
2	348	137
3	11	0
4	14	0
5	10	0
6	8,233	5,189
7	8	0
8	8	0
9	1	0
10	3	0
11	911	418
12	2,219	1,057
13	8,815	5,171
14	1,830	1,098
15	9,628	6,820
16	513	282
17	950	462
18	5,318	3,098
19	12	0
20	5	0
21	95	11

Senate District	Survey Count	Application Count
22	891	349
23	1,750	862
24	567	197
25	359	129
26	1,463	625
27	33	8
28	393	113
29	190	62
30	220	74
31	224	73
32	268	113
33	687	298
34	1,639	758
35	289	101
36	331	109
37	113	36
38	125	39
39	198	69
Unknown	0	0
Total	48,736	27,781

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	432	161
Allen	75	19	6
Ascension	6,353	3,865	2,276
Avoyelles	274	129	25
Beauregard	113	36	11
Bienville	209	45	14
Bossier	607	259	87
Caddo	589	288	100
Calcasieu	266	157	49
Caldwell	154	42	20
Catahoula	72	17	7
Claiborne	208	48	11
De Soto	141	50	14
East Baton Rouge	24,248	19,506	13,066
East Carroll	237	44	19
East Feliciana	617	243	124
Evangeline	522	112	31
Franklin	58	23	6
Grant	280	69	28
Iberia	1,478	512	187
Iberville	357	109	46
Jackson	74	13	2
Jefferson Davis	508	117	36
Lafayette	4,753	2,494	1,188
LaSalle	73	22	9
Lincoln	152	25	7

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,928	5,810
Madison	85	52	20
Morehouse	1,005	253	106
Natchitoches	598	144	50
Ouachita	3,418	2,018	910
Pointe Coupee	444	136	50
Rapides	145	87	25
Red River	46	13	3
Richland	445	124	56
Sabine	100	57	15
St. Helena	976	392	197
St. James	162	82	20
St. Landry	1,615	359	126
St. Martin	1,301	446	168
St. Tammany	1,057	415	189
Tangipahoa	6,183	3,676	1,802
Union	399	88	43
Vermilion	1,786	868	355
Vernon	306	64	23
Washington	1,222	397	164
Webster	525	120	39
West Baton Rouge	110	34	9
West Carroll	336	62	24
West Feliciana	154	52	29
Winn	181	46	17
Total	82,440	48,589	27,780

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	17	0
Lafourche	4	0
Orleans	40	0
Plaquemines	2	0
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	23	0
St. Mary	42	1
Tensas	2	0
Terrebonne	4	0
Total	147	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	39	\$1,016,872.87	22	\$552,858.81	11	\$120,286.14
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	473	\$13,159,978.49	245	\$6,976,624.77	187	\$4,056,425.16
Beauregard	1	\$57,400.82	0	\$0.00	0	\$0.00
Bienville	1	\$21,980.23	1	\$21,980.23	0	\$0.00
Bossier	11	\$431,938.29	0	\$0.00	0	\$0.00
Caddo	7	\$138,868.68	2	\$19,093.43	1	\$3,003.67
Calcasieu	12	\$411,048.93	3	\$100,393.10	1	\$17,129.95
Caldwell	3	\$93,240.15	2	\$48,640.72	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	4,575	\$123,378,887.67	2,927	\$83,429,778.43	2,490	\$43,956,650.68
East Carroll	2	\$43,110.18	1	\$7,496.41	1	\$7,496.41
East Feliciana	22	\$765,276.28	10	\$337,788.17	6	\$137,874.95
Evangeline	10	\$245,048.90	4	\$97,387.20	1	\$15,862.65
Franklin	1	\$45,000.00	1	\$45,000.00	0	\$0.00
Grant	4	\$95,913.69	0	\$0.00	0	\$0.00
Iberia	41	\$1,378,694.38	16	\$532,656.66	12	\$168,379.85
Iberville	7	\$368,013.34	4	\$146,587.14	2	\$65,574.41
Jefferson Davis	1	\$25,224.03	0	\$0.00	0	\$0.00
Lafayette	376	\$8,395,343.73	241	\$5,285,061.99	192	\$3,055,965.68
Livingston	1,736	\$47,490,797.44	944	\$26,010,084.33	739	\$14,629,052.96
Morehouse	15	\$439,125.58	6	\$203,630.98	3	\$55,561.94
Natchitoches	5	\$154,359.38	1	\$24,508.59	1	\$24,508.59
Ouachita	161	\$5,062,205.93	68	\$1,864,540.50	43	\$710,895.96
Pointe Coupee	6	\$259,394.63	5	\$182,880.27	3	\$77,201.66
Rapides	5	\$198,805.78	1	\$17,341.25	1	\$12,310.69
Richland	5	\$251,704.25	0	\$0.00	0	\$0.00
Sabine	2	\$56,546.86	1	\$22,344.21	0	\$0.00
St. Helena	26	\$1,018,177.78	13	\$537,707.66	6	\$150,241.26
St. James	3	\$124,481.08	2	\$84,445.54	0	\$0.00
St. Landry	13	\$422,708.11	5	\$166,080.19	4	\$92,855.31
St. Martin	36	\$1,281,832.76	19	\$654,184.92	13	\$254,585.89
St. Tammany	26	\$601,113.34	16	\$366,691.06	11	\$112,446.33
Tangipahoa	404	\$13,127,497.21	196	\$5,991,261.72	109	\$1,801,406.69
Union	6	\$174,758.53	4	\$127,372.88	1	\$24,382.65
Vermilion	92	\$2,507,031.66	49	\$1,261,920.72	30	\$423,126.65
Vernon	3	\$130,885.08	0	\$0.00	0	\$0.00
Washington	26	\$781,406.13	11	\$343,825.21	9	\$120,762.70
Webster	5	\$108,479.35	3	\$62,944.93	3	\$62,944.93
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	5	\$129,969.88	1	\$29,034.54	1	\$7,346.71
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	8,179	\$224,841,927.86	4,828	\$135,682,813.47	3,882	\$70,178,896.57

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.