

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #33**  
**March 17, 2018 – March 23, 2018**

March 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.

<b>ALL PHASES</b>
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**Must have major/severe home damage.**

PHASE I	PHASE II	PHASE III
<ul style="list-style-type: none"> <li>• Low-to-moderate income*</li> <li>• Elderly or persons with disabilities</li> <li>• Outside the floodplain</li> </ul>	<ul style="list-style-type: none"> <li>• Low-to-moderate income*</li> <li>• Elderly or persons with disabilities</li> <li>• Inside the floodplain</li> </ul>	<ul style="list-style-type: none"> <li>• Reside within one of the 10 most impacted or distressed parishes</li> <li>• Outside the floodplain</li> <li>• No priority due to income</li> </ul>
PHASE IV	PHASE V	PHASE VI
<ul style="list-style-type: none"> <li>• Reside within one of the 10 most impacted or distressed parishes</li> <li>• Inside the floodplain</li> <li>• No priority due to income</li> </ul>	<ul style="list-style-type: none"> <li>• All other disaster-declared parishes</li> <li>• Inside and outside the floodplain</li> <li>• No priority due to income</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• No priority due to income</li> </ul>

*\* 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.

<b>Solution 1</b> <b>PROGRAM MANAGED</b>	<b>Solution 2</b> <b>HOMEOWNER MANAGED</b>	<b>Solution 3</b> <b>REIMBURSEMENT</b>
<ul style="list-style-type: none"> <li>• Program manages and completes construction process</li> <li>• Homeowners do not select contractors or deal directly with the contractor</li> <li>• The program’s contractors will repair or reconstruct damaged properties</li> <li>• Economy-grade materials/finishes only</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners manage repair or reconstruction work</li> <li>• Homeowners select contractors and deal directly with the contractor</li> <li>• Program provides advisory services and monitoring</li> <li>• Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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 23, 2018, survey submissions increased by 175 from the previous week, making the total submissions 49,038. 40,161 homeowners were determined to be in Phases I – VI.
- 39,783 environmental reviews have been completed, representing 99% of the 40,161 homeowners in Phases I – VI.
- 39,711 homeowners have been invited to complete applications from Phase I - VI. 28,890 (73%) homeowners have submitted their applications.
- 20,035 scopes of work have been completed, representing 69% of the 28,890 homeowners that have submitted their application.
- There have been a total of 8,919 Grant Awards offered to homeowners, amounting to \$241,373,174.19. Of those, 5,402 homeowners have acknowledged their grant agreements, obligating \$151,209,080.59.

- As of March 23, 2018, there were a total of 46,068 appointments held.
- 178,422 calls were completed by the call center. 123,416 of the completed calls were inbound calls and 55,006 of the completed calls were outbound calls.
- The Program has completed 5 outreach events for this reporting period. The following events are scheduled for the week of March 26 – April 1, 2018:
  - 3/27 – 6-8 pm: Senator Barrow Joint Community Meeting with: Representative Barbara West Carpenter Greenwell Spring Regional Library – 11300 Greenwell Springs Rd.
  - 3/29 – 6-8 pm: Senator Barrow Joint Community Meeting with: Representative Edmond Jordan Louisiana Leadership Institute – 5763 Hooper Rd.

**Table 1: Outreach Events**

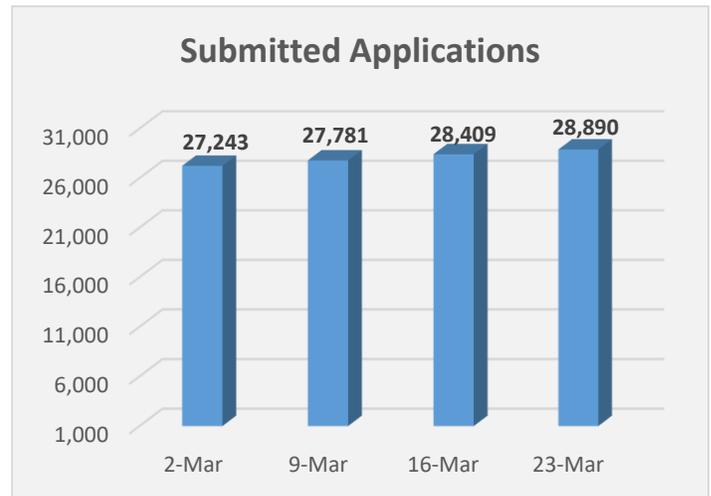
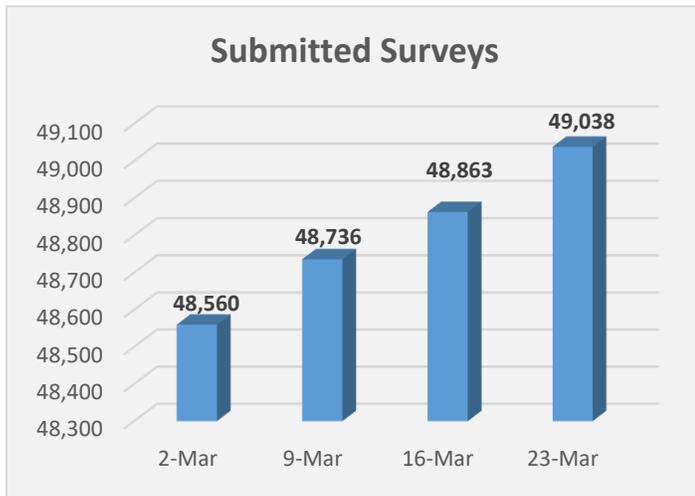
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
<b>Total</b>	<b>152</b>

**Table 2: Homeowner Program Snapshot**

Activity	As of 3/16/18	Weekly Activity	As of 3/23/18	
<b>Surveys Recorded</b>				<b>Percentage</b>
Total Number of Recorded Surveys	58,806	244	59,050	
<i>Non-Submitted Surveys</i>	9,943	69	10,012	
<i>Submitted Surveys</i>	48,863	175	49,038	
<i>Phase I - VI Subtotal</i>	40,074	87	40,161	81.90%
<i>Phase I</i>	6,334	17	6,351	12.95%
<i>Phase II</i>	5,820	14	5,834	11.90%
<i>Phase III</i>	9,875	15	9,890	20.17%
<i>Phase IV</i>	9,624	16	9,640	19.66%
<i>Phase V</i>	1,441	6	1,447	2.95%
<i>Phase VI</i>	6,980	19	6,999	14.27%
<i>Duplicate Address</i>	3,277	53	3,330	6.79%
<i>Undetermined</i>	61	27	88	0.18%
<i>Not Currently In A Phase</i>	5,451	8	5,459	11.13%
<b>Environmental Reviews</b>				
Environmental Reviews Available to Work	469	-91	378	
Environmental Reviews Completed	39,605	178	39,783	
<b>Applications Invited</b>				
Total Number of Invited Applications	39,711	0	39,711	
Applications Submitted	28,409	481	28,890	
Zero Award	4,095	352	4,447	
Ineligible	1,384	387	1,771	
Withdrawn	903	347	1,250	
<b>Scope of Work: Prospective/Completed</b>				
Scope of Work Available to Work	9,014	-665	8,349	
Total Scope of Work Completed	18,989	1,046	20,035	
<b>Grant Awards</b>				<b>Total Dollars</b>
Grant Awards Offered	8,543	376	8,919	241,373,174.19
Grant Awards Obligated	5,116	286	5,402	151,209,080.59
<i>Solution 1 Only</i>	100	11	111	4,202,372.26
<i>Solution 2 Only</i>	457	31	488	15,871,690.46
<i>Solution 3 Only</i>	877	67	944	18,133,258.21
<i>Solution 3 and 1</i>	787	69	856	28,596,774.67
<i>Solution 3 and 2</i>	2,895	108	3,003	84,404,984.99
<b>Disbursements</b>				
Total Disbursements	4,769	256	5,025	76,452,172.23
<i>Solution 1</i>	230	10	240	2,154,168.72
<i>Solution 1 - Progress Payment</i>	191	4	195	1,609,622.59
<i>Solution 1 - Final Payment</i>	39	6	45	544,546.13
<i>Solution 2</i>	663	46	709	6,529,564.25
<i>Solution 2 - Progress Payment</i>	530	33	563	5,567,034.11
<i>Solution 2 - Final Payment</i>	133	13	146	962,530.14
<i>Solution 3</i>	3,876	200	4,076	67,768,439.26

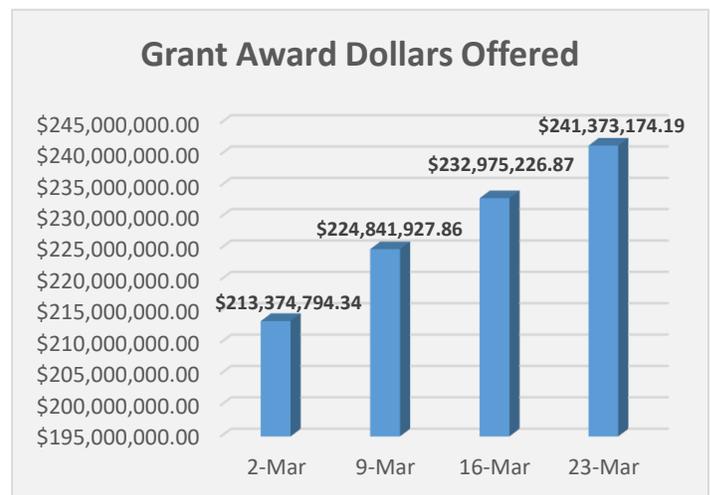
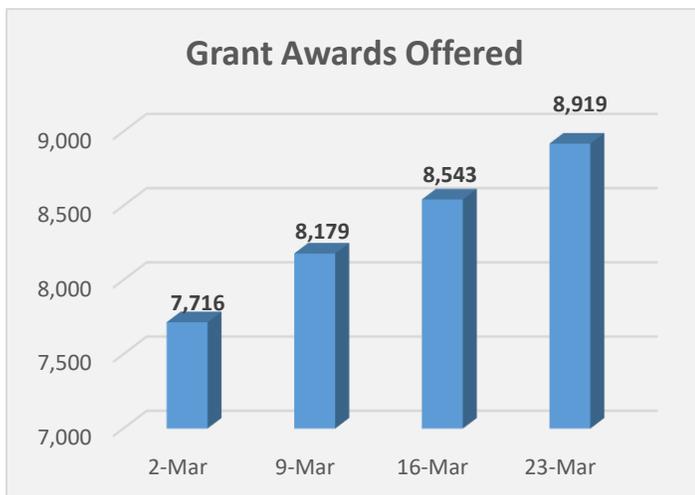
Key Program Statistics

**Table 3: Key Program Statistics**



**40,161 of the 49,038 meet requirements for Phases I – VI.**

**Invited 39,711 Homeowners to complete Applications.**

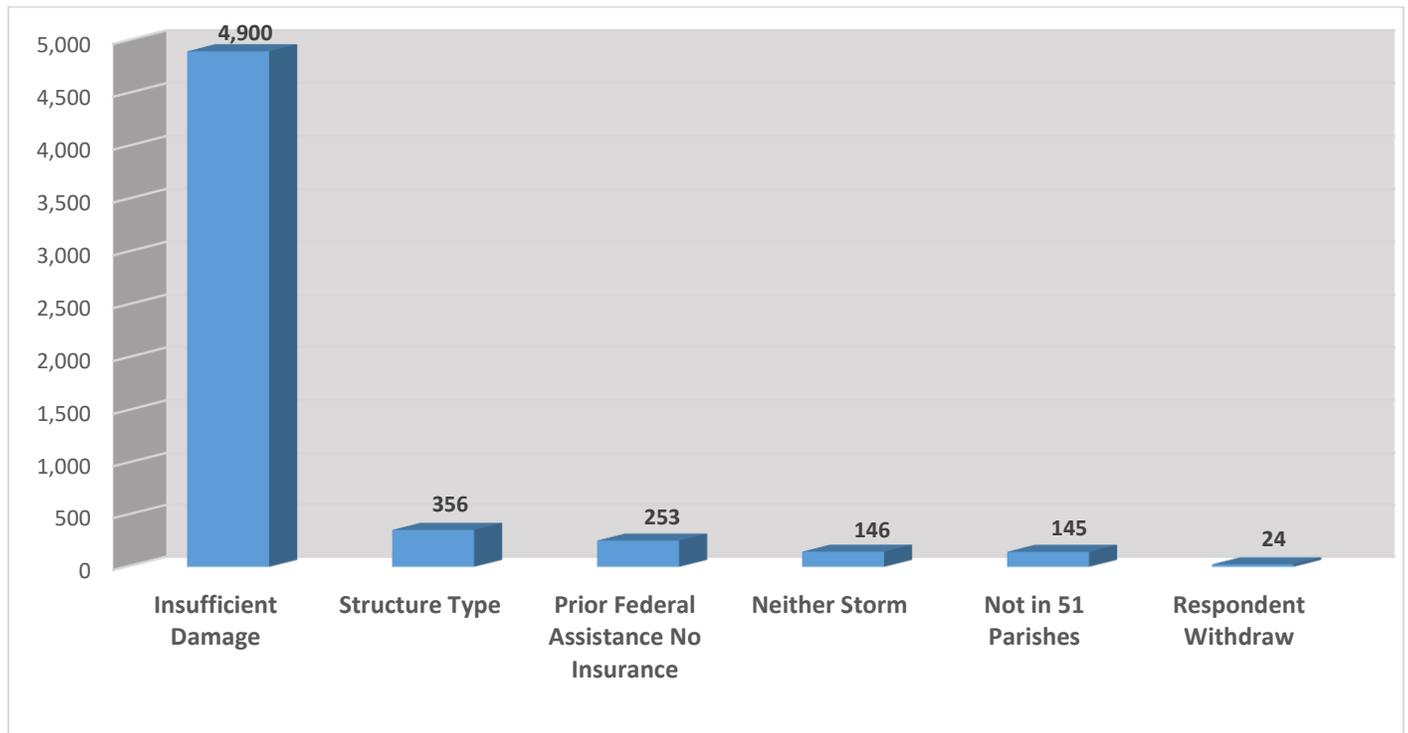


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

**Table 4: Not In Phase and Undetermined Reasons**

Activity	As of 3/16/18	Weekly Activity	As of 3/23/18
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	5,451	8	5,459
Total Submitted Surveys Undetermined	61	27	88
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	5,813	11	5,824
<i>Insufficient Damage</i>	4,894	6	4,900
<i>Structure Type</i>	353	3	356
<i>Prior Federal Assistance No Insurance</i>	252	1	253
<i>Neither Storm</i>	146	0	146
<i>Not in 51 Parishes</i>	145	0	145
<i>Respondent Withdraw</i>	23	1	24
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	61	27	88
<i>Flood Plain (Not determined)</i>	61	27	88

**Figure 1: Not Currently In A Phase Reasons**



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

As of March 23, 2018, there are 26,021 homeowners, 53.06% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,706 homeowners, 36.11% 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)	6,351	100.00%	6,351
Phase Two (II)	5,834	100.00%	5,834
Phase Three (III)	3,462	35.01%	9,890
Phase Four (IV)	3,033	31.46%	9,640
Phase Five (V)	752	51.97%	1,447
Phase Six (VI)	1,219	17.42%	6,999
Duplicate Address	1,827	54.86%	3,330
Undetermined	64	72.73%	88
Not In Phase	3,479	63.73%	5,459
<b>Total</b>	<b>26,021</b>	<b>53.06%</b>	<b>49,038</b>

	Submitted Surveys	Percentage
Most Impacted LMI	22,266	45.40%
Most Impacted Urgent Need	21,605	44.06%
LMI	3,755	7.66%
Urgent Need	1,412	2.88%
<b>Total</b>	<b>49,038</b>	<b>100.00%</b>

**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)	4,433	69.80%	4,081	64.26%	6,351
Phase Two (II)	4,438	76.07%	3,385	58.02%	5,834
Phase Three (III)	1,872	18.93%	991	10.02%	9,890
Phase Four (IV)	2,007	20.82%	984	10.21%	9,640
Phase Five (V)	213	14.72%	137	9.47%	1,447
Phase Six (VI)	1,740	24.86%	653	9.33%	6,999
Duplicate Address	1,118	33.57%	923	27.72%	3,330
Undetermined	26	29.55%	30	34.09%	88
Not In Phase	1,859	34.05%	1,735	31.78%	5,459
<b>Total</b>	<b>17,706</b>	<b>36.11%</b>	<b>12,919</b>	<b>26.34%</b>	<b>49,038</b>

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

As of March 23, 2018, there are 19,016 homeowners, 65.82% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,597 homeowners, 40.14% 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)	4,661	99.98%	4,662
Phase Two (II)	5,341	99.96%	5,343
Phase Three (III)	2,384	39.37%	6,056
Phase Four (IV)	2,826	47.33%	5,971
Phase Five (V)	293	62.47%	469
Phase Six (VI)	1,927	40.45%	4,764
Undetermined	8	88.89%	9
Not In Phase	1,576	97.52%	1,616
<b>Total</b>	<b>19,016</b>	<b>65.82%</b>	<b>28,890</b>

	Submitted Applications	Percentage
Most Impacted LMI	17,333	60.00%
Most Impacted Urgent Need	9,609	33.26%
LMI	1,683	5.82%
Urgent Need	265	0.92%
<b>Total</b>	<b>28,890</b>	<b>100.00%</b>

**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)	2,941	63.08%	3,191	68.45%	4,662
Phase Two (II)	3,588	67.15%	3,344	62.59%	5,343
Phase Three (III)	1,322	21.83%	1,263	20.86%	6,056
Phase Four (IV)	1,601	26.81%	1,808	30.28%	5,971
Phase Five (V)	106	22.60%	155	33.05%	469
Phase Six (VI)	1,408	29.55%	1,539	32.30%	4,764
Undetermined	5	55.56%	5	55.56%	9
Not In Phase	626	38.74%	1,311	81.13%	1,616
<b>Total</b>	<b>11,597</b>	<b>40.14%</b>	<b>12,616</b>	<b>43.67%</b>	<b>28,890</b>

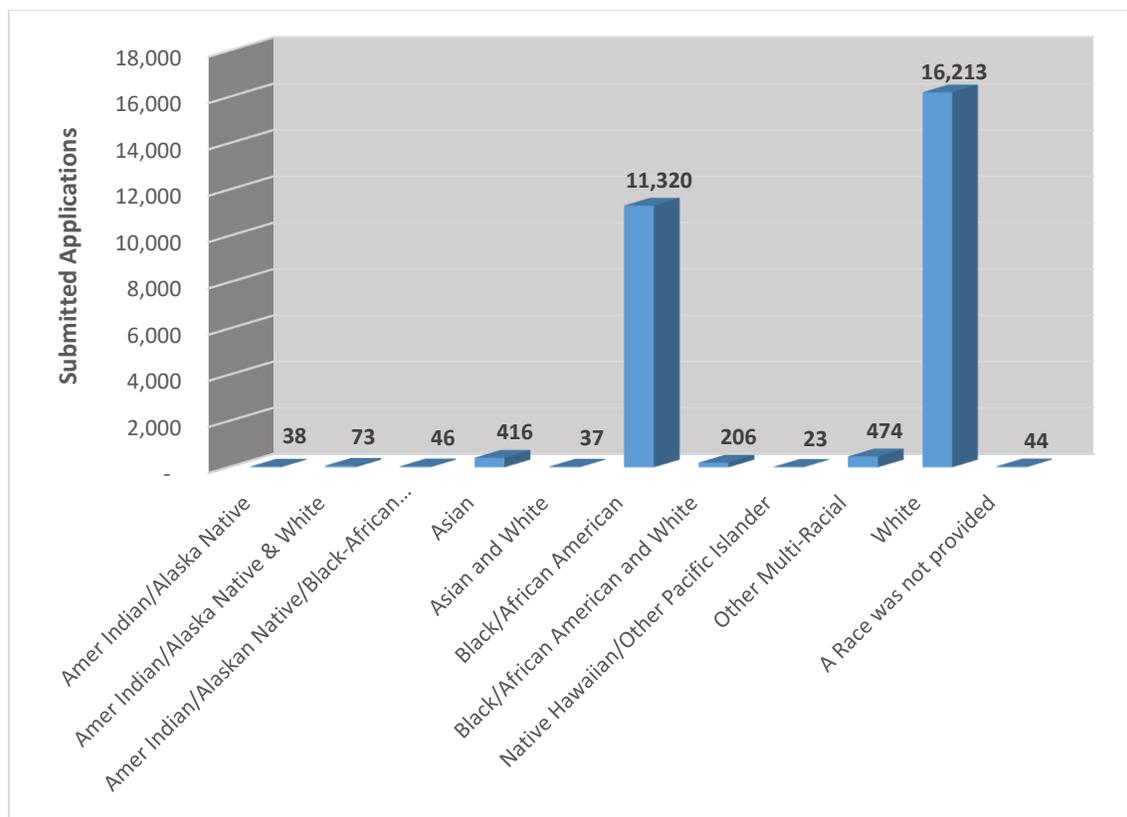
\*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

**Table 11: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	38	0.13%
American Indian/Alaska Native and White	73	0.25%
American Indian/Alaskan Native/Black-African American	46	0.16%
Asian	416	1.44%
Asian and White	37	0.13%
Black/African American	11,320	39.19%
Black/African American and White	206	0.71%
Native Hawaiian/Other Pacific Islander	23	0.08%
Other Multi-Racial	474	1.64%
White	16,213	56.12%
A Race was not provided	44	0.15%
<b>Total</b>	<b>28,890</b>	<b>100.00%</b>

**Figure 2: Submitted Applications by Race**



Housing Assistance Center Activity (HAC)

**Table 12: Housing Assistance Center Activity**

Activity	As of 3/16/2018	Weekly Activity	As of 3/23/2018
<b>Appointments</b>			
Total Number of Appointments	47,915	1,365	49,280
<i>Walk-ins</i>	24,569	850	25,419
<i>Scheduled</i>	23,346	515	23,861
<i>Held at office</i>	19,733	466	20,199
<i>Home visit</i>	447	3	450
<i>Cancelled</i>	2,141	24	2,165
<i>No Show</i>	1,025	22	1,047
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	32,063	891	32,954
<i>Walk-ins</i>	17,454	629	18,083
<i>Scheduled</i>	14,609	262	14,871
<i>Held at office</i>	12,574	246	12,820
<i>Home visit</i>	156	1	157
<i>Cancelled</i>	1,530	11	1,541
<i>No Show</i>	349	4	353
<b>Hammond</b>			
Total Number of Appointments	9,009	281	9,290
<i>Walk-ins</i>	4,972	165	5,137
<i>Scheduled</i>	4,037	116	4,153
<i>Held at office</i>	2,990	98	3,088
<i>Home visit</i>	273	2	275
<i>Cancelled</i>	379	6	385
<i>No Show</i>	395	10	405
<b>Lafayette</b>			
Total Number of Appointments	3,608	123	3,731
<i>Walk-ins</i>	836	34	870
<i>Scheduled</i>	2,772	89	2,861
<i>Held at office</i>	2,526	82	2,608
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	141	4	145
<i>No Show</i>	99	3	102
<b>Monroe</b>			
Total Number of Appointments	3,235	70	3,305
<i>Walk-ins</i>	1,307	22	1,329
<i>Scheduled</i>	1,928	48	1,976
<i>Held at office</i>	1,643	40	1,683
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	91	3	94
<i>No Show</i>	182	5	187

Call Center Activity

**Table 13: Call Center Activity**

Activity	As of 3/16/2018	Weekly Activity	As of 3/23/2018
<b>Call Center</b>			
Total Calls	179,386	3,780	183,166
<i>Total Calls Abandoned</i>	4,716	28	4,744
<i>Abandoned %</i>	2.63%	-0.04%	2.59%
<i>Total Calls Processed</i>	174,670	3,752	178,422
<i>Inbound</i>	121,249	2,167	123,416
<i>Outbound</i>	53,421	1,585	55,006
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	121,249	2,167	123,416
Average Wait Time	1.08 min		1.07 min
Average Call Time	6.05 min		6.03 min
<i>Program Inquiry</i>	36,535	532	37,067
<i>Surveys Status Update</i>	2,739	24	2,763
<i>Surveys Completed</i>	8,049	55	8,104
<i>Case Manager Request</i>	9,795	378	10,173
<i>Application Status Update</i>	42,840	809	43,649
<i>Application In Progress</i>	574	17	591
<i>Application Submitted (Pending Document Upload)</i>	5,466	35	5,501
<i>Applications Completed</i>	218	7	225
<i>Damage Assessment Inquiry</i>	2,234	6	2,240
<i>Award Acknowledgement Inquiry</i>	1,998	50	2,048
<i>Construction Inquiry</i>	1,241	58	1,299
<i>Appeals</i>	654	51	705
<i>Outbound Project</i>	39	2	41
<i>Invalid Number/ No Answer / Busy / Left Message</i>	6,456	136	6,592
<i>Call Transferred</i>	2,411	7	2,418
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	53,421	1,585	55,006
Average Call Time	1.79 min		1.79 min
<i>Program Inquiry</i>	4,670	20	4,690
<i>Survey Status Update</i>	78	9	87
<i>Surveys Completed</i>	667	3	670
<i>Case Manager Request</i>	90	2	92
<i>Application Status Update</i>	9,351	313	9,664
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	512	6	518
<i>Applications Completed</i>	41	0	41
<i>Damage Assessment Inquiry</i>	8	1	9
<i>Award Acknowledgement Inquiry</i>	35	2	37
<i>Construction Inquiry</i>	272	0	272
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	19,607	612	20,219
<i>Call Transferred</i>	17,746	617	18,363

**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	28	36	4	1	71	5,163	3,163
2	52	19	37	122	39	72	1,869	981
3	38	9	38	166	46	73	1,318	672
4	81	34	39	191	70	74	343	153
5	21	12	40	179	65	75	352	154
6	4	1	41	250	93	76	33	14
7	58	15	42	311	131	77	240	104
8	26	8	43	508	250	78	2	0
9	174	59	44	107	38	79	1	0
10	171	60	45	159	56	80	1	0
11	69	19	46	244	97	81	2,071	1,232
12	94	46	47	579	231	83	3	0
13	98	29	48	576	288	84	2	0
14	401	155	49	363	136	85	1	0
15	75	29	50	43	1	86	779	398
16	542	237	51	2	0	88	2,768	1,705
17	1,163	570	52	1	0	89	3	0
18	162	59	53	4	0	90	22	6
19	301	142	54	2	0	91	4	0
20	93	40	55	4	0	92	3	0
21	88	32	56	4	0	93	8	0
22	136	55	57	15	0	95	2,168	1,352
23	128	44	58	237	103	96	530	221
24	112	38	59	635	396	97	8	0
25	13	3	60	80	33	98	1	0
26	49	10	61	1,460	965	99	5	0
27	25	13	62	566	315	100	7	0
28	124	25	63	946	597	101	5,347	4,012
29	1,664	1,151	64	3,145	2,108	102	7	0
30	22	5	65	5,530	3,799	103	2	0
31	1,149	601	66	1,633	996	104	11	3
32	45	15	67	160	73	105	3	0
33	62	22	68	73	35	Unknown	0	0
34	22	6	69	227	128	<b>Total</b>	<b>49,038</b>	<b>28,890</b>
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	24
2	352	147
3	11	0
4	14	0
5	10	0
6	8,280	5,389
7	8	0
8	8	0
9	1	0
10	3	0
11	915	427
12	2,254	1,116
13	8,871	5,445
14	1,839	1,138
15	9,654	6,997
16	515	286
17	964	492
18	5,356	3,255
19	12	0
20	5	0
21	96	11

Senate District	Survey Count	Application Count
22	899	362
23	1,760	900
24	571	208
25	364	133
26	1,474	643
27	33	8
28	396	119
29	191	64
30	220	75
31	225	75
32	272	118
33	690	309
34	1,652	778
35	289	105
36	331	114
37	115	38
38	125	41
39	199	73
Unknown	0	0
<b>Total</b>	<b>49,038</b>	<b>28,890</b>

**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	436	166
Allen	75	19	8
Ascension	6,353	3,894	2,391
Avoyelles	274	129	25
Beauregard	113	36	11
Bienville	209	45	14
Bossier	607	262	91
Caddo	589	289	105
Calcasieu	266	157	50
Caldwell	154	43	21
Catahoula	72	18	7
Claiborne	208	48	11
De Soto	141	51	15
East Baton Rouge	24,248	19,575	13,463
East Carroll	237	44	19
East Feliciana	617	247	131
Evangeline	522	113	32
Franklin	58	23	7
Grant	280	70	29
Iberia	1,478	514	192
Iberville	357	109	52
Jackson	74	13	3
Jefferson Davis	508	119	38
Lafayette	4,753	2,507	1,238
LaSalle	73	22	9
Lincoln	152	25	7

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	9,995	6,122
Madison	85	52	21
Morehouse	1,005	254	108
Natchitoches	598	145	52
Ouachita	3,418	2,031	937
Pointe Coupee	444	136	52
Rapides	145	87	26
Red River	46	13	3
Richland	445	126	59
Sabine	100	57	15
St. Helena	976	404	212
St. James	162	84	22
St. Landry	1,615	360	130
St. Martin	1,301	455	178
St. Tammany	1,057	416	195
Tangipahoa	6,183	3,722	1,892
Union	399	88	45
Vermilion	1,786	876	366
Vernon	306	64	23
Washington	1,222	403	172
Webster	525	120	42
West Baton Rouge	110	34	9
West Carroll	336	62	25
West Feliciana	154	53	31
Winn	181	46	17
<b>Total</b>	<b>82,440</b>	<b>48,891</b>	<b>28,889</b>

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
<b>Total</b>	<b>147</b>	<b>1</b>

**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	40	\$1,040,229.71	23	\$572,136.34	13	\$169,707.93
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	519	\$14,281,372.00	288	\$8,035,440.62	207	\$4,437,069.91
Beauregard	1	\$57,400.82	0	\$0.00	0	\$0.00
Bienville	1	\$21,980.23	1	\$21,980.23	0	\$0.00
Bossier	12	\$435,337.93	0	\$0.00	0	\$0.00
Caddo	7	\$163,312.24	3	\$44,836.01	2	\$13,939.01
Calcasieu	13	\$453,438.71	6	\$205,012.70	2	\$28,652.22
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	1	\$5,069.09	0	\$0.00
East Baton Rouge	4,987	\$132,434,917.24	3,257	\$92,309,114.08	2,669	\$47,557,884.93
East Carroll	2	\$43,110.18	1	\$7,496.41	1	\$7,496.41
East Feliciana	28	\$856,503.73	13	\$428,994.97	6	\$137,874.95
Evangeline	11	\$294,763.75	4	\$97,387.20	2	\$17,489.42
Franklin	1	\$45,000.00	1	\$45,000.00	0	\$0.00
Grant	5	\$116,364.17	0	\$0.00	0	\$0.00
Iberia	44	\$1,455,066.63	20	\$662,597.08	13	\$171,927.29
Iberville	7	\$372,820.73	4	\$146,587.14	2	\$65,574.41
Jefferson Davis	1	\$25,224.03	0	\$0.00	0	\$0.00
Lafayette	423	\$9,110,255.24	260	\$5,735,463.58	206	\$3,187,467.77
Livingston	1,875	\$50,291,163.72	1,052	\$28,778,849.66	808	\$15,983,971.20
Morehouse	15	\$429,312.51	7	\$218,293.80	4	\$63,434.15
Natchitoches	6	\$205,710.53	3	\$97,700.76	1	\$24,508.59
Ouachita	187	\$5,913,386.27	86	\$2,545,136.28	52	\$916,168.19
Pointe Coupee	6	\$259,394.63	6	\$259,394.63	3	\$77,201.66
Rapides	5	\$198,805.78	1	\$17,341.25	1	\$12,310.69
Richland	6	\$292,195.20	0	\$0.00	0	\$0.00
Sabine	2	\$56,546.86	1	\$22,344.21	1	\$17,503.71
St. Helena	28	\$1,102,577.90	16	\$647,193.90	8	\$210,382.63
St. James	3	\$124,481.08	2	\$84,445.54	0	\$0.00
St. Landry	15	\$451,668.52	5	\$166,080.19	4	\$92,855.31
St. Martin	40	\$1,398,188.91	21	\$671,420.27	14	\$261,714.81
St. Tammany	29	\$697,329.76	17	\$396,429.56	13	\$163,574.84
Tangipahoa	430	\$13,932,797.91	218	\$6,649,331.89	118	\$2,020,729.50
Union	6	\$174,758.53	4	\$127,372.88	2	\$40,295.45
Vermilion	104	\$2,706,232.12	54	\$1,392,359.90	37	\$546,707.85
Vernon	3	\$130,885.08	1	\$64,937.15	0	\$0.00
Washington	28	\$836,326.18	14	\$427,475.27	10	\$140,821.66
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	5	\$253,621.12	1	\$32,837.57	0	\$0.00
West Feliciana	6	\$198,523.14	3	\$83,605.44	1	\$7,346.71
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
<b>Total</b>	<b>8,919</b>	<b>\$241,373,174.19</b>	<b>5,402</b>	<b>\$151,209,080.59</b>	<b>4,204</b>	<b>\$76,452,172.23</b>

**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		
<b>TOTALS</b>	<b>\$1,656,972,000</b>	<b>\$51,435,020</b>	<b>\$1,708,407,020</b>	<b>\$3,737,800,000</b>	<b>\$2,095,671,860</b>

**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.