

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #34
March 24, 2018 – March 30, 2018

March 31, 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 30, 2018, survey submissions increased by 101 from the previous week, making the total submissions 49,139. 40,202 homeowners were determined to be in Phases I – VI.
 - 39,893 environmental reviews have been completed, representing 99% of the 40,202 homeowners in Phases I – VI.
 - 39,834 homeowners have been invited to complete applications from Phase I - VI. 29,258 (73%) homeowners have submitted their applications.
 - 21,345 scopes of work have been completed, representing 73% of the 29,258 homeowners that have submitted their application.
 - There have been a total of 9,201 Grant Awards offered to homeowners, amounting to \$247,437,082.83. Of those, 5,836 homeowners have acknowledged their grant agreements, obligating \$161,786,419.91.
-
- As of March 30, 2018, there were a total of 47,202 appointments held.
 - 182,279 calls were completed by the call center. 125,438 of the completed calls were inbound calls and 56,841 of the completed calls were outbound calls.
 - The Program has completed 2 outreach events for this reporting period. The following event is scheduled for the week of April 2 – April 8, 2018:
 - 4/2: FEMA THU House Panel, Baton Rouge, LA

Table 1: Outreach Events

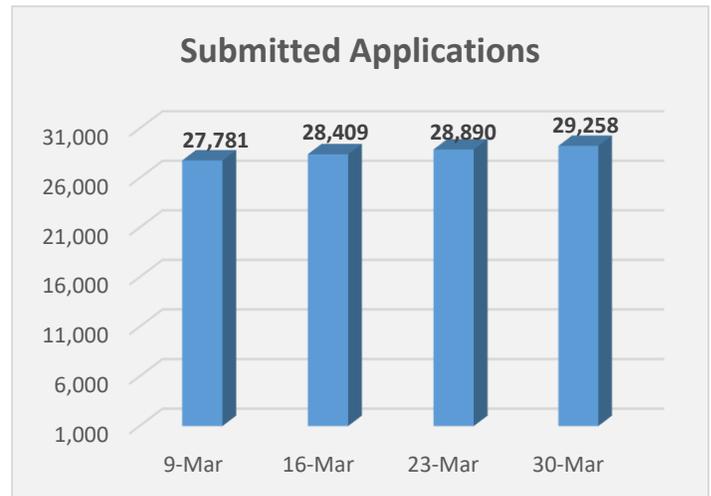
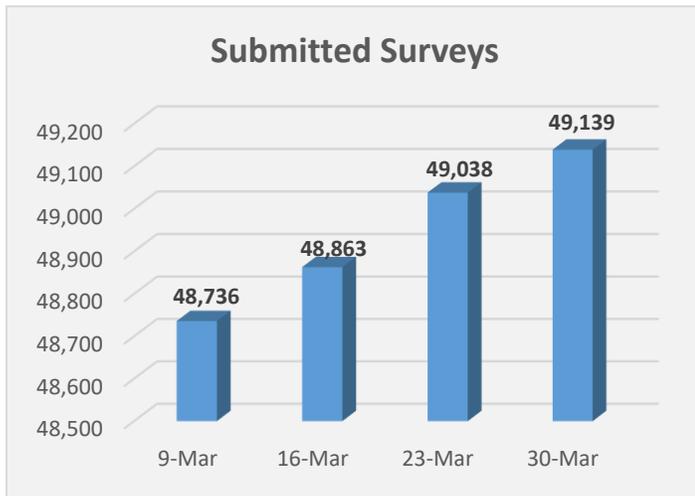
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
Total	164

Table 2: Homeowner Program Snapshot

Activity	As of 3/23/18	Weekly Activity	As of 3/30/18	Percentage
Surveys Recorded				
Total Number of Recorded Surveys	59,050	169	59,219	
<i>Non-Submitted Surveys</i>	10,012	68	10,080	
<i>Submitted Surveys</i>	49,038	101	49,139	
<i>Phase I - VI Subtotal</i>	40,161	41	40,202	81.81%
<i>Phase I</i>	6,351	13	6,364	12.95%
<i>Phase II</i>	5,834	3	5,837	11.88%
<i>Phase III</i>	9,890	9	9,899	20.14%
<i>Phase IV</i>	9,640	5	9,645	19.63%
<i>Phase V</i>	1,447	4	1,451	2.95%
<i>Phase VI</i>	6,999	7	7,006	14.26%
<i>Duplicate Address</i>	3,330	26	3,356	6.83%
<i>Undetermined</i>	88	8	96	0.20%
<i>Not Currently In A Phase</i>	5,459	26	5,485	11.16%
Environmental Reviews				
Environmental Reviews Available to Work	378	-69	309	
Environmental Reviews Completed	39,783	110	39,893	
Applications Invited				
Total Number of Invited Applications	39,711	123	39,834	
Applications Submitted	28,890	368	29,258	
Zero Award	4,447	314	4,761	
Ineligible	1,771	5	1,776	
Withdrawn	1,250	309	1,559	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	8,349	-963	7,386	
Total Scope of Work Completed	20,035	1,310	21,345	
Grant Awards				Total Dollars
Grant Awards Offered	8,919	282	9,201	247,437,082.83
Grant Awards Obligated	5,402	434	5,836	161,786,419.91
<i>Solution 1 Only</i>	111	11	122	4,705,610.11
<i>Solution 2 Only</i>	488	37	525	16,937,879.55
<i>Solution 3 Only</i>	944	123	1,067	19,935,262.14
<i>Solution 3 and 1</i>	856	72	928	31,175,105.24
<i>Solution 3 and 2</i>	3,003	191	3,194	89,032,562.87
Disbursements				
Total Disbursements	5,025	444	5,469	82,533,425.19
<i>Solution 1</i>	240	1	241	2,237,927.99
<i>Solution 1 - Progress Payment</i>	195	-11	184	1,596,968.86
<i>Solution 1 - Final Payment</i>	45	12	57	640,959.13
<i>Solution 2</i>	709	107	816	7,763,455.12
<i>Solution 2 - Progress Payment</i>	563	85	648	6,485,978.63
<i>Solution 2 - Final Payment</i>	146	22	168	1,277,476.49
<i>Solution 3</i>	4,076	336	4,412	72,532,042.08

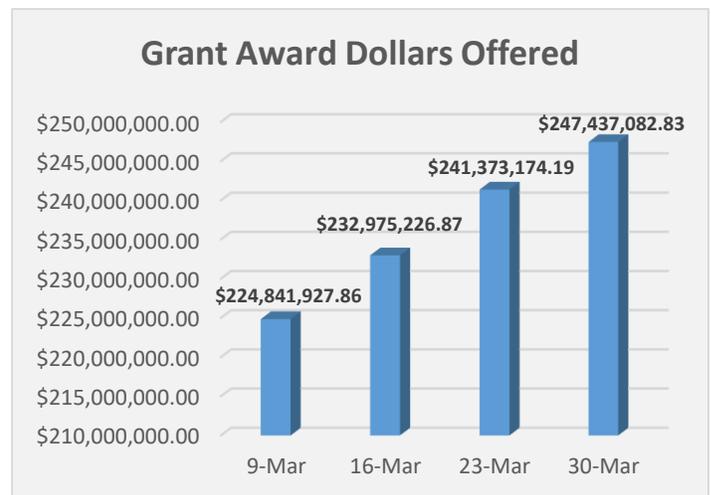
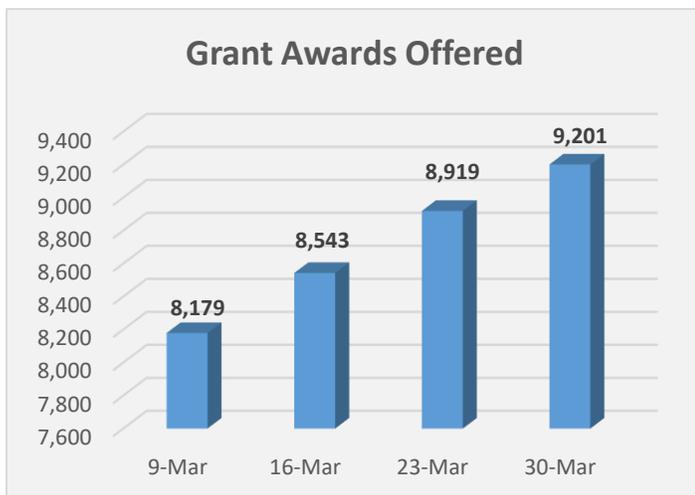
Key Program Statistics

Table 3: Key Program Statistics



40,202 of the 49,139 meet requirements for Phases I – VI.

Invited 39,834 Homeowners to complete Applications.

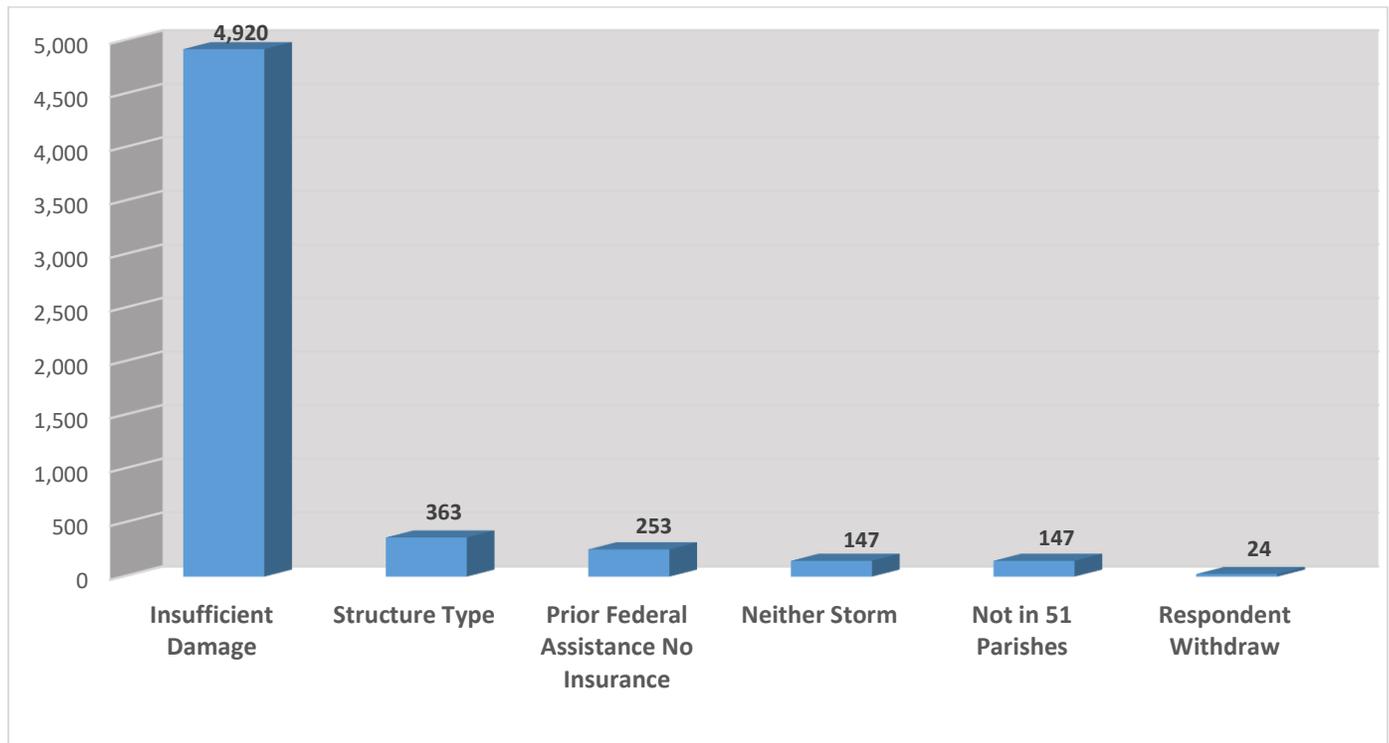


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 3/23/18	Weekly Activity	As of 3/30/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,459	26	5,485
Total Submitted Surveys Undetermined	88	8	96
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,824	30	5,854
<i>Insufficient Damage</i>	4,900	20	4,920
<i>Structure Type</i>	356	7	363
<i>Prior Federal Assistance No Insurance</i>	253	0	253
<i>Neither Storm</i>	146	1	147
<i>Not in 51 Parishes</i>	145	2	147
<i>Respondent Withdraw</i>	24	0	24
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	88	8	96
<i>Flood Plain (Not determined)</i>	88	8	96

Figure 1: Not Currently In A Phase Reasons



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

As of March 30, 2018, there are 26,085 homeowners, 53.08% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,729 homeowners, 36.08% 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)	6,364	100.00%	6,364
Phase Two (II)	5,837	100.00%	5,837
Phase Three (III)	3,468	35.03%	9,899
Phase Four (IV)	3,036	31.48%	9,645
Phase Five (V)	755	52.03%	1,451
Phase Six (VI)	1,221	17.43%	7,006
Duplicate Address	1,837	54.74%	3,356
Undetermined	70	72.92%	96
Not In Phase	3,497	63.76%	5,485
Total	26,085	53.08%	49,139

	Submitted Surveys	Percentage
Most Impacted LMI	22,316	45.41%
Most Impacted Urgent Need	21,635	44.03%
LMI	3,769	7.67%
Urgent Need	1,419	2.89%
Total	49,139	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)	4,440	69.77%	4,092	64.30%	6,364
Phase Two (II)	4,441	76.08%	3,388	58.04%	5,837
Phase Three (III)	1,872	18.91%	991	10.01%	9,899
Phase Four (IV)	2,008	20.82%	985	10.21%	9,645
Phase Five (V)	213	14.68%	137	9.44%	1,451
Phase Six (VI)	1,741	24.85%	653	9.32%	7,006
Duplicate Address	1,123	33.46%	929	27.68%	3,356
Undetermined	29	30.21%	35	36.46%	96
Not In Phase	1,862	33.95%	1,745	31.81%	5,485
Total	17,729	36.08%	12,955	26.36%	49,139

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

As of March 30, 2018, there are 19,031 homeowners, 65.05% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,688 homeowners, 39.95% 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)	4,675	99.98%	4,676
Phase Two (II)	5,363	99.96%	5,365
Phase Three (III)	2,369	38.65%	6,129
Phase Four (IV)	2,788	45.94%	6,069
Phase Five (V)	304	61.91%	491
Phase Six (VI)	1,862	38.65%	4,818
Undetermined	6	100.00%	6
Not In Phase	1,664	97.65%	1,704
Total	19,031	65.05%	29,258

	Submitted Applications	Percentage
Most Impacted LMI	17,323	59.21%
Most Impacted Urgent Need	9,950	34.01%
LMI	1,708	5.84%
Urgent Need	277	0.94%
Total	29,258	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)	2,959	63.28%	3,188	68.18%	4,676
Phase Two (II)	3,613	67.34%	3,348	62.40%	5,365
Phase Three (III)	1,326	21.63%	1,237	20.18%	6,129
Phase Four (IV)	1,605	26.45%	1,767	29.12%	6,069
Phase Five (V)	107	21.79%	162	32.99%	491
Phase Six (VI)	1,415	29.37%	1,469	30.49%	4,818
Undetermined	3	50.00%	5	83.33%	6
Not In Phase	660	38.73%	1,433	84.10%	1,704
Total	11,688	39.95%	12,609	43.10%	29,258

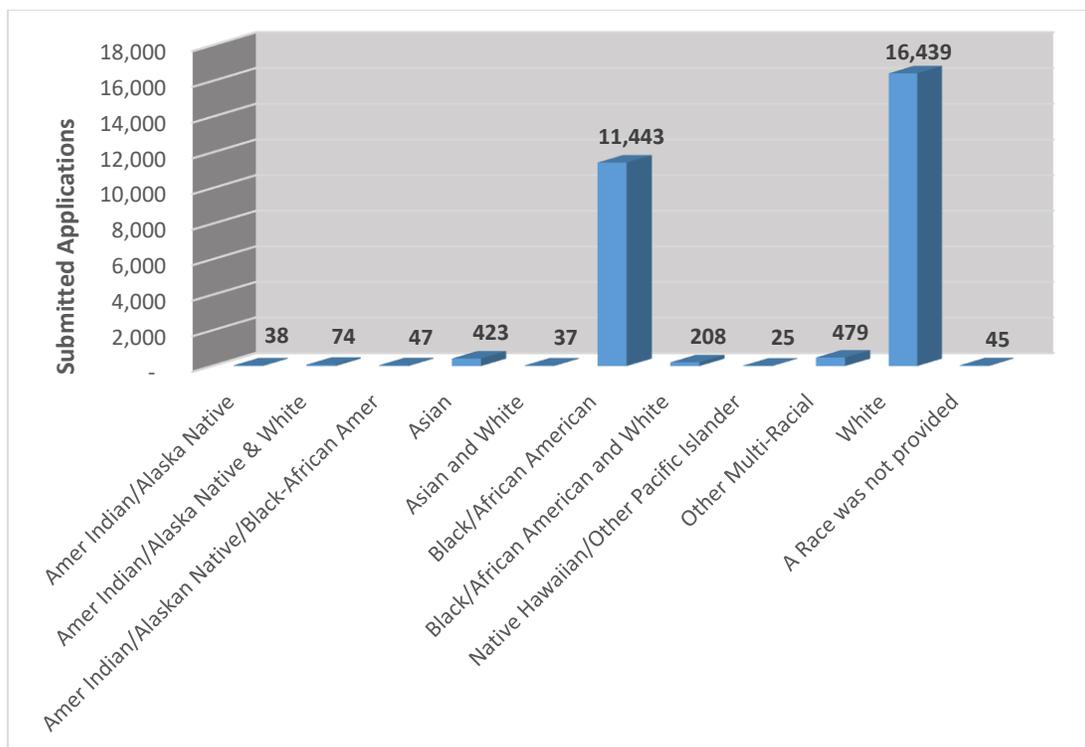
*A Senior Adult is anyone 62 years of age or older.

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	74	0.25%
American Indian/Alaskan Native/Black-African American	47	0.16%
Asian	423	1.45%
Asian and White	37	0.13%
Black/African American	11,443	39.11%
Black/African American and White	208	0.71%
Native Hawaiian/Other Pacific Islander	25	0.08%
Other Multi-Racial	479	1.64%
White	16,439	56.19%
A Race was not provided	45	0.15%
Total	29,258	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 3/23/2018	Weekly Activity	As of 3/30/2018
Appointments			
Total Number of Appointments	49,280	1,197	50,477
<i>Walk-ins</i>	25,419	638	26,057
<i>Scheduled</i>	23,861	559	24,420
<i>Held at office</i>	20,199	491	20,690
<i>Home visit</i>	450	5	455
<i>Cancelled</i>	2,165	31	2,196
<i>No Show</i>	1,047	32	1,079
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	32,954	777	33,731
<i>Walk-ins</i>	18,083	461	18,544
<i>Scheduled</i>	14,871	316	15,187
<i>Held at office</i>	12,820	292	13,112
<i>Home visit</i>	157	1	158
<i>Cancelled</i>	1,541	20	1,561
<i>No Show</i>	353	3	356
Hammond			
Total Number of Appointments	9,290	260	9,550
<i>Walk-ins</i>	5,137	149	5,286
<i>Scheduled</i>	4,153	111	4,264
<i>Held at office</i>	3,088	76	3,164
<i>Home visit</i>	275	4	279
<i>Cancelled</i>	385	8	393
<i>No Show</i>	405	23	428
Lafayette			
Total Number of Appointments	3,731	97	3,828
<i>Walk-ins</i>	870	14	884
<i>Scheduled</i>	2,861	83	2,944
<i>Held at office</i>	2,608	77	2,685
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	145	2	147
<i>No Show</i>	102	4	106
Monroe			
Total Number of Appointments	3,305	63	3,368
<i>Walk-ins</i>	1,329	14	1,343
<i>Scheduled</i>	1,976	49	2,025
<i>Held at office</i>	1,683	46	1,729
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	94	1	95
<i>No Show</i>	187	2	189

Call Center Activity

Table 13: Call Center Activity

Activity	As of 3/23/2018	Weekly Activity	As of 3/30/2018
Call Center			
Total Calls	183,166	3,894	187,060
<i>Total Calls Abandoned</i>	4,744	37	4,781
<i>Abandoned %</i>	2.59%	-0.03%	2.56%
<i>Total Calls Processed</i>	178,422	3,857	182,279
<i>Inbound</i>	123,416	2,022	125,438
<i>Outbound</i>	55,006	1,835	56,841
Completed Inbound Calls Details			
Total Inbound Calls Completed	123,416	2,022	125,438
Average Wait Time	1.07 min		1.06 min
Average Call Time	6.03 min		6.02 min
<i>Program Inquiry</i>	37,067	502	37,569
<i>Surveys Status Update</i>	2,763	26	2,789
<i>Surveys Completed</i>	8,104	39	8,143
<i>Case Manager Request</i>	10,173	340	10,513
<i>Application Status Update</i>	43,649	774	44,423
<i>Application In Progress</i>	591	20	611
<i>Application Submitted (Pending Document Upload)</i>	5,501	41	5,542
<i>Applications Completed</i>	225	3	228
<i>Damage Assessment Inquiry</i>	2,240	2	2,242
<i>Award Acknowledgement Inquiry</i>	2,048	47	2,095
<i>Construction Inquiry</i>	1,299	48	1,347
<i>Appeals</i>	705	46	751
<i>Outbound Project</i>	41	4	45
<i>Invalid Number/ No Answer / Busy / Left Message</i>	6,592	122	6,714
<i>Call Transferred</i>	2,418	8	2,426
Completed Outbound Calls Details			
Total Outbound Calls Completed	55,006	1,835	56,841
Average Call Time	1.79 min		1.77 min
<i>Program Inquiry</i>	4,690	96	4,786
<i>Survey Status Update</i>	87	0	87
<i>Surveys Completed</i>	670	1	671
<i>Case Manager Request</i>	92	4	96
<i>Application Status Update</i>	9,664	476	10,140
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	518	16	534
<i>Applications Completed</i>	41	0	41
<i>Damage Assessment Inquiry</i>	9	0	9
<i>Award Acknowledgement Inquiry</i>	37	0	37
<i>Construction Inquiry</i>	272	3	275
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	20,219	650	20,869
<i>Call Transferred</i>	18,363	589	18,952

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	30	36	4	1	71	5,171	3,229
2	52	19	37	122	42	72	1,883	1,002
3	38	10	38	166	47	73	1,323	682
4	82	36	39	192	73	74	344	157
5	21	12	40	179	65	75	353	160
6	4	1	41	251	93	76	33	15
7	58	15	42	312	132	77	243	104
8	26	8	43	508	252	78	2	0
9	174	60	44	106	38	79	1	0
10	171	61	45	159	56	80	1	0
11	69	20	46	245	99	81	2,072	1,254
12	94	46	47	581	235	83	4	0
13	98	30	48	577	289	84	2	0
14	403	158	49	363	140	85	1	0
15	75	30	50	43	1	86	780	406
16	544	241	51	2	0	88	2,777	1,730
17	1,163	575	52	1	0	89	3	0
18	162	59	53	4	0	90	22	6
19	304	145	54	2	0	91	4	0
20	93	40	55	4	0	92	3	0
21	89	32	56	4	0	93	8	0
22	138	57	57	15	0	94	1	0
23	129	45	58	237	107	95	2,170	1,373
24	112	38	59	635	403	96	535	225
25	13	3	60	80	34	97	8	0
26	49	10	61	1,464	974	98	1	0
27	25	14	62	567	318	99	5	0
28	124	25	63	945	604	100	7	0
29	1,668	1,157	64	3,148	2,116	101	5,358	4,026
30	22	5	65	5,534	3,841	102	7	0
31	1,150	613	66	1,635	1,009	103	2	0
32	45	16	67	161	73	104	11	3
33	62	22	68	73	35	105	3	0
34	22	6	69	228	129	Unknown	0	0
35	7	1	70	95	40	Total	49,139	29,258

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

Senate District	Survey Count	Application Count
1	64	25
2	352	151
3	11	0
4	15	0
5	10	0
6	8,288	5,452
7	8	0
8	9	0
9	1	0
10	3	0
11	919	431
12	2,266	1,143
13	8,884	5,539
14	1,844	1,145
15	9,671	7,037
16	517	290
17	967	496
18	5,366	3,308
19	12	0
20	5	0
21	96	12

Senate District	Survey Count	Application Count
22	903	367
23	1,760	911
24	573	212
25	365	137
26	1,479	653
27	33	8
28	396	121
29	192	66
30	220	76
31	225	76
32	275	119
33	694	314
34	1,656	785
35	289	110
36	331	115
37	115	39
38	125	43
39	200	77
Unknown	0	0
Total	49,139	29,258

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	437	167
Allen	75	19	9
Ascension	6,353	3,904	2,429
Avoyelles	274	129	25
Beauregard	113	36	11
Bienville	209	45	14
Bossier	607	262	92
Caddo	589	290	110
Calcasieu	266	157	51
Caldwell	154	43	21
Catahoula	72	18	7
Claiborne	208	48	11
De Soto	141	51	16
East Baton Rouge	24,248	19,604	13,563
East Carroll	237	44	19
East Feliciana	617	247	133
Evangeline	522	113	33
Franklin	58	23	7
Grant	280	70	30
Iberia	1,478	517	196
Iberville	357	109	53
Jackson	74	13	4
Jefferson Davis	508	119	41
Lafayette	4,753	2,510	1,255
LaSalle	73	24	9
Lincoln	152	25	8

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,003	6,229
Madison	85	53	21
Morehouse	1,005	254	109
Natchitoches	598	146	53
Ouachita	3,418	2,035	951
Pointe Coupee	444	136	52
Rapides	145	87	27
Red River	46	13	3
Richland	445	127	60
Sabine	100	57	15
St. Helena	976	408	215
St. James	162	84	23
St. Landry	1,615	360	130
St. Martin	1,301	458	183
St. Tammany	1,057	419	196
Tangipahoa	6,183	3,741	1,934
Union	399	88	45
Vermilion	1,786	878	371
Vernon	306	64	23
Washington	1,222	404	178
Webster	525	120	43
West Baton Rouge	110	34	9
West Carroll	336	64	25
West Feliciana	154	54	31
Winn	181	46	17
Total	82,440	48,990	29,257

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	6	0
Cameron	0	0
Concordia	3	0
Jefferson	18	0
Lafourche	4	0
Orleans	41	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	149	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	\$967,600.21	24	\$574,243.05	14	\$182,875.22
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	534	\$14,380,546.87	309	\$8,491,602.86	224	\$4,746,007.05
Beauregard	1	\$57,400.82	0	\$0.00	0	\$0.00
Bienville	1	\$21,980.23	1	\$21,980.23	1	\$20,389.63
Bossier	13	\$477,229.78	0	\$0.00	0	\$0.00
Caddo	7	\$163,312.24	3	\$44,836.01	2	\$14,541.97
Calcasieu	13	\$441,172.01	7	\$216,115.17	4	\$82,845.06
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	1	\$13,158.69	0	\$0.00
De Soto	3	\$71,829.44	1	\$5,069.09	0	\$0.00
East Baton Rouge	5,134	\$135,768,595.12	3,527	\$99,035,943.60	2,898	\$51,125,859.36
East Carroll	2	\$43,110.18	2	\$43,110.18	1	\$7,496.41
East Feliciana	29	\$872,926.68	16	\$474,966.56	6	\$137,874.95
Evangeline	11	\$294,763.75	6	\$162,160.02	3	\$20,662.89
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	21	\$694,222.27	14	\$185,471.27
Iberville	8	\$413,011.33	4	\$146,587.14	2	\$65,574.41
Jefferson Davis	1	\$25,224.03	0	\$0.00	0	\$0.00
Lafayette	439	\$9,424,974.66	276	\$6,051,467.52	213	\$3,324,923.29
Livingston	1,937	\$51,319,428.29	1,134	\$30,695,959.96	870	\$17,262,268.98
Morehouse	17	\$487,475.95	9	\$270,569.25	5	\$78,096.97
Natchitoches	6	\$205,710.53	3	\$97,700.76	2	\$42,845.78
Ouachita	196	\$6,133,657.63	102	\$3,015,037.20	61	\$1,087,875.75
Pointe Coupee	6	\$259,394.63	6	\$259,394.63	4	\$82,938.85
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	30	\$1,124,612.85	16	\$647,193.90	9	\$226,973.12
St. James	3	\$124,481.08	2	\$84,445.54	0	\$0.00
St. Landry	16	\$477,451.96	6	\$174,829.68	4	\$92,855.31
St. Martin	40	\$1,398,188.91	22	\$693,070.47	14	\$261,714.81
St. Tammany	30	\$748,213.03	17	\$396,429.56	15	\$183,207.73
Tangipahoa	446	\$14,576,148.00	228	\$6,909,595.04	131	\$2,251,834.40
Union	6	\$174,758.53	4	\$127,372.88	2	\$40,295.45
Vermilion	112	\$2,922,533.75	58	\$1,493,473.54	41	\$657,933.21
Vernon	4	\$148,775.77	1	\$64,937.15	1	\$63,828.23
Washington	29	\$856,110.01	14	\$427,475.27	10	\$161,589.59
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	2	\$75,766.80	0	\$0.00
West Feliciana	6	\$198,523.14	3	\$83,605.44	2	\$17,270.07
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	9,201	\$247,437,082.83	5,836	\$161,786,419.91	4,559	\$82,533,425.19

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.