

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #35**  
**March 31, 2018 – April 6, 2018**

April 7, 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 April 6, 2018, survey submissions increased by 131 from the previous week, making the total submissions 49,270. 40,367 homeowners were determined to be in Phases I – VI.
  - 40,015 environmental reviews have been completed, representing 99% of the 40,367 homeowners in Phases I – VI.
  - 40,096 homeowners have been invited to complete applications from Phase I - VI. 29,569 (74%) homeowners have submitted their applications.
  - 22,450 scopes of work have been completed, representing 76% of the 29,569 homeowners that have submitted their application.
  - There have been a total of 9,413 Grant Awards offered to homeowners, amounting to \$251,855,036.64. Of those, 5,998 homeowners have acknowledged their grant agreements, obligating \$165,736,391.86.
- 
- As of April 6, 2018, there were a total of 48,491 appointments held.
  - 186,731 calls were completed by the call center. 127,634 of the completed calls were inbound calls and 59,097 of the completed calls were outbound calls.
  - The Program has completed 1 outreach event for this reporting period. There are no events scheduled for the week of April 9 – April 15, 2018.

**Table 1: Outreach Events**

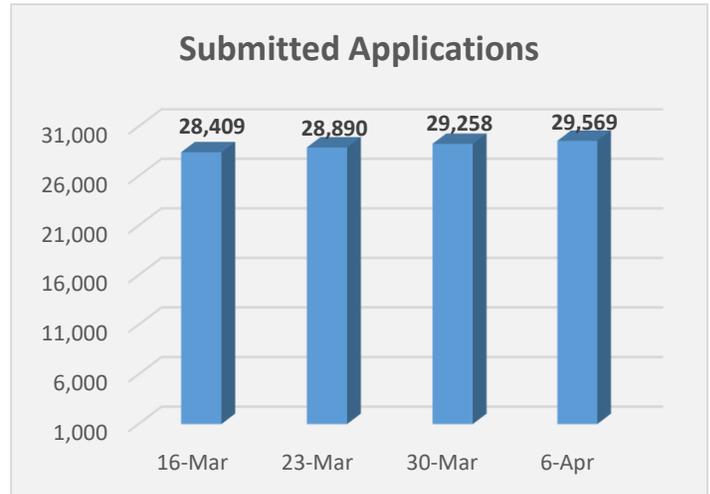
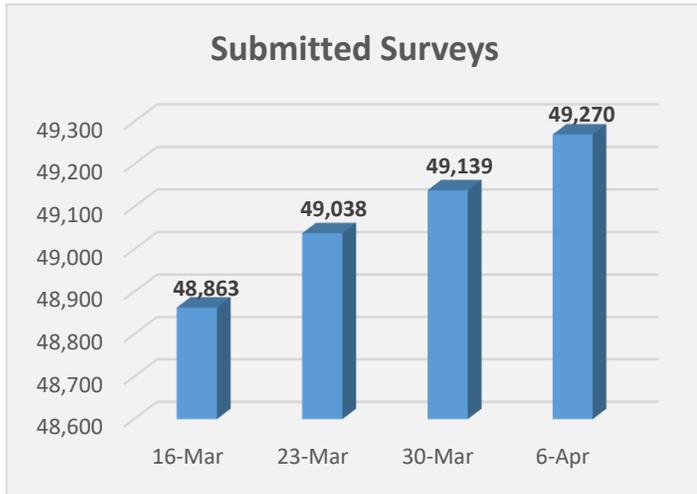
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
<b>Total</b>	<b>164</b>

**Table 2: Homeowner Program Snapshot**

Activity	As of 3/30/18	Weekly Activity	As of 4/6/18	
<b>Surveys Recorded</b>				<b>Percentage</b>
Total Number of Recorded Surveys	59,219	189	59,408	
<i>Non-Submitted Surveys</i>	10,080	58	10,138	
<i>Submitted Surveys</i>	49,139	131	49,270	
<i>Phase I - VI Subtotal</i>	40,202	165	40,367	81.93%
<i>Phase I</i>	6,364	40	6,404	13.00%
<i>Phase II</i>	5,837	24	5,861	11.90%
<i>Phase III</i>	9,899	38	9,937	20.17%
<i>Phase IV</i>	9,645	34	9,679	19.64%
<i>Phase V</i>	1,451	12	1,463	2.97%
<i>Phase VI</i>	7,006	17	7,023	14.25%
<i>Duplicate Address</i>	3,356	19	3,375	6.85%
<i>Undetermined</i>	96	-76	20	0.04%
<i>Not Currently In A Phase</i>	5,485	23	5,508	11.18%
<b>Environmental Reviews</b>				
Environmental Reviews Available to Work	309	43	352	
Environmental Reviews Completed	39,893	122	40,015	
<b>Applications Invited</b>				
Total Number of Invited Applications	39,834	262	40,096	
Applications Submitted	29,258	311	29,569	
Zero Award	4,761	218	4,979	
Ineligible	1,776	370	2,146	
Withdrawn	1,559	240	1,799	
<b>Scope of Work: Prospective/Completed</b>				
Scope of Work Available to Work	7,386	-790	6,596	
Total Scope of Work Completed	21,345	1,105	22,450	
<b>Grant Awards</b>				<b>Total Dollars</b>
Grant Awards Offered	9,201	212	9,413	251,855,036.64
Grant Awards Obligated	5,836	162	5,998	165,736,391.86
<i>Solution 1 Only</i>	122	2	124	4,849,471.83
<i>Solution 2 Only</i>	525	13	538	17,418,719.26
<i>Solution 3 Only</i>	1,067	44	1,111	20,608,790.92
<i>Solution 3 and 1</i>	928	31	959	32,120,653.13
<i>Solution 3 and 2</i>	3,194	72	3,266	90,738,756.72
<b>Disbursements</b>				
Total Disbursements	5,469	94	5,563	83,647,459.68
<i>Solution 1</i>	241	1	242	2,250,637.71
<i>Solution 1 - Progress Payment</i>	184	0	184	1,611,692.99
<i>Solution 1 - Final Payment</i>	57	1	58	638,944.72
<i>Solution 2</i>	816	24	840	7,952,467.86
<i>Solution 2 - Progress Payment</i>	648	12	660	6,604,841.07
<i>Solution 2 - Final Payment</i>	168	12	180	1,347,626.79
<i>Solution 3</i>	4,412	69	4,481	73,444,354.11

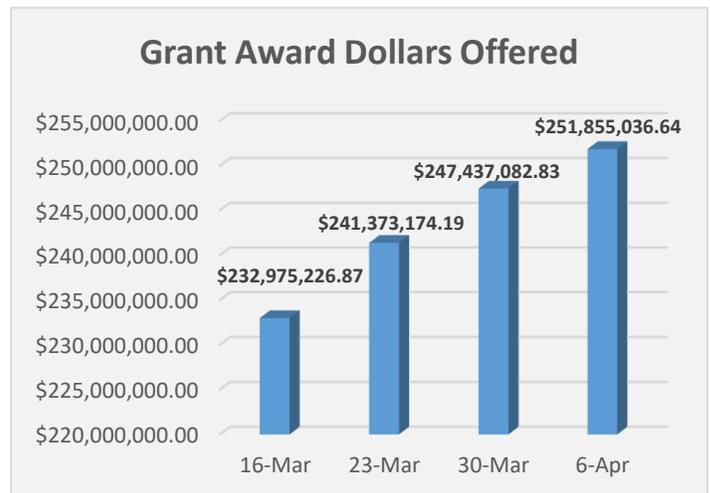
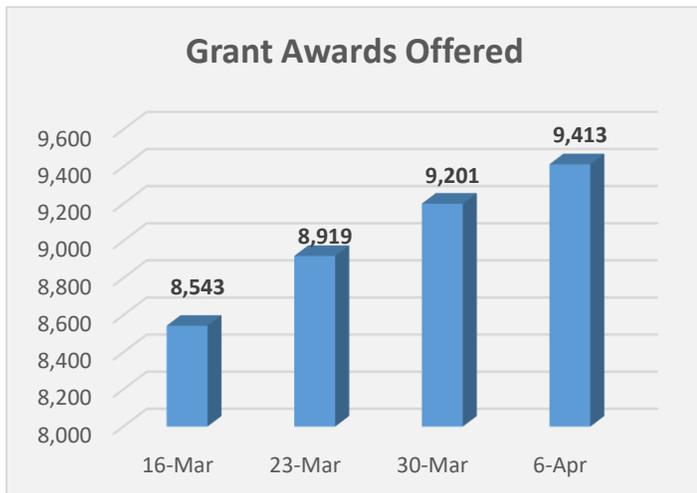
Key Program Statistics

**Table 3: Key Program Statistics**



**40,367 of the 49,270 meet requirements for Phases I – VI.**

**Invited 40,096 Homeowners to complete Applications.**

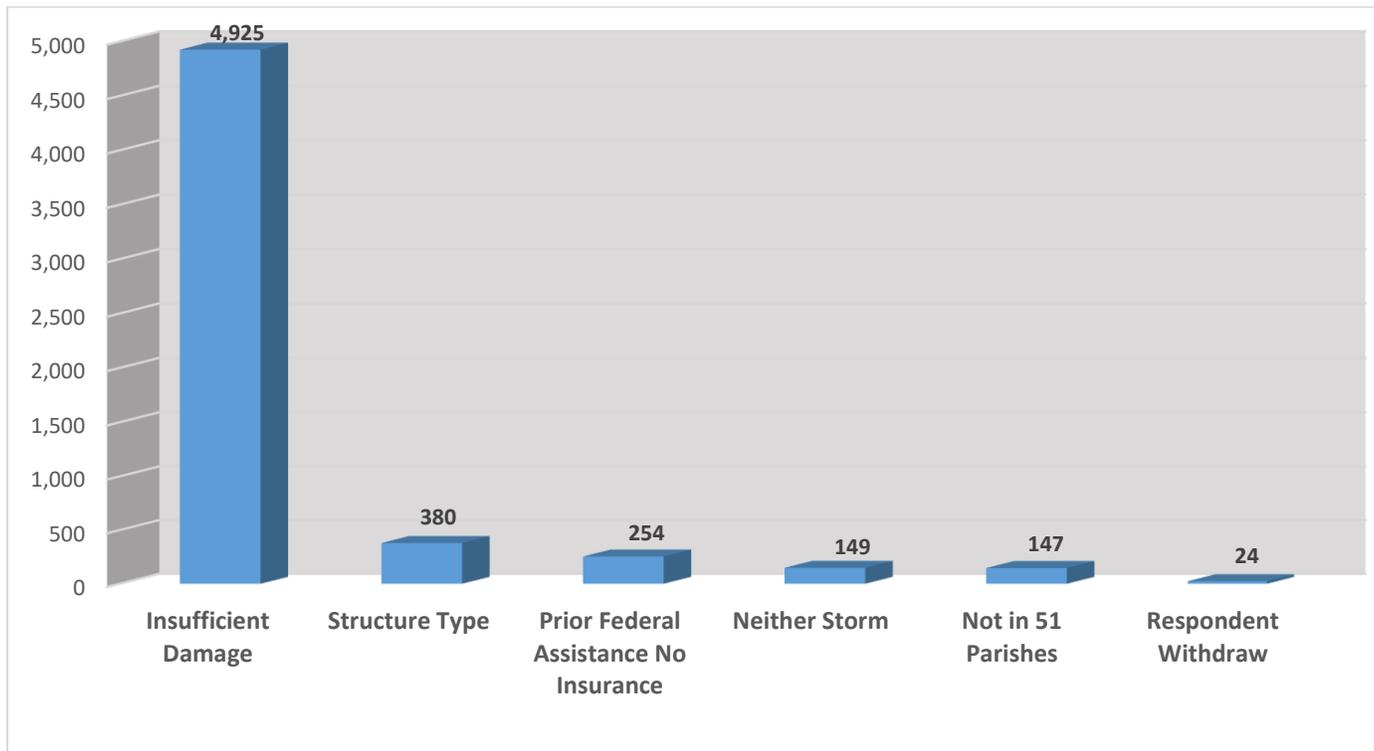


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

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

Activity	As of 3/30/18	Weekly Activity	As of 4/6/18
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	5,485	23	5,508
Total Submitted Surveys Undetermined	96	-76	20
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	5,854	25	5,879
<i>Insufficient Damage</i>	4,920	5	4,925
<i>Structure Type</i>	363	17	380
<i>Prior Federal Assistance No Insurance</i>	253	1	254
<i>Neither Storm</i>	147	2	149
<i>Not in 51 Parishes</i>	147	0	147
<i>Respondent Withdraw</i>	24	0	24
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	96	-76	20
<i>Flood Plain (Not determined)</i>	96	-76	20

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



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

As of April 6, 2018, there are 26,170 homeowners, 53.12% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,767 homeowners, 36.06% 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)	6,404	100.00%	6,404
Phase Two (II)	5,861	100.00%	5,861
Phase Three (III)	3,490	35.12%	9,937
Phase Four (IV)	3,053	31.54%	9,679
Phase Five (V)	766	52.36%	1,463
Phase Six (VI)	1,225	17.44%	7,023
Duplicate Address	1,844	54.64%	3,375
Undetermined	14	70.00%	20
Not In Phase	3,513	63.78%	5,508
<b>Total</b>	<b>26,170</b>	<b>53.12%</b>	<b>49,270</b>

	Submitted Surveys	Percentage
Most Impacted LMI	22,382	45.43%
Most Impacted Urgent Need	21,675	43.99%
LMI	3,788	7.69%
Urgent Need	1,425	2.89%
<b>Total</b>	<b>49,270</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)	4,467	69.75%	4,121	64.35%	6,404
Phase Two (II)	4,454	75.99%	3,406	58.11%	5,861
Phase Three (III)	1,878	18.90%	994	10.00%	9,937
Phase Four (IV)	2,010	20.77%	991	10.24%	9,679
Phase Five (V)	213	14.56%	138	9.43%	1,463
Phase Six (VI)	1,742	24.80%	653	9.30%	7,023
Duplicate Address	1,129	33.45%	931	27.59%	3,375
Undetermined	5	25.00%	4	20.00%	20
Not In Phase	1,869	33.93%	1,753	31.83%	5,508
<b>Total</b>	<b>17,767</b>	<b>36.06%</b>	<b>12,991</b>	<b>26.37%</b>	<b>49,270</b>

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

As of April 6, 2018, there are 19,030 homeowners, 64.36% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,770 homeowners, 39.81% 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)	4,687	99.98%	4,688
Phase Two (II)	5,383	99.96%	5,385
Phase Three (III)	2,363	38.25%	6,178
Phase Four (IV)	2,779	44.84%	6,197
Phase Five (V)	317	61.55%	515
Phase Six (VI)	1,832	37.42%	4,896
Undetermined	5	100.00%	5
Not In Phase	1,664	97.60%	1,705
<b>Total</b>	<b>19,030</b>	<b>64.36%</b>	<b>29,569</b>

	Submitted Applications	Percentage
Most Impacted LMI	17,294	58.49%
Most Impacted Urgent Need	10,252	34.67%
LMI	1,736	5.87%
Urgent Need	287	0.97%
<b>Total</b>	<b>29,569</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)	2,975	63.46%	3,195	68.15%	4,688
Phase Two (II)	3,637	67.54%	3,342	62.06%	5,385
Phase Three (III)	1,330	21.53%	1,217	19.70%	6,178
Phase Four (IV)	1,614	26.04%	1,733	27.97%	6,197
Phase Five (V)	111	21.55%	168	32.62%	515
Phase Six (VI)	1,439	29.39%	1,441	29.43%	4,896
Undetermined	3	60.00%	5	100.00%	5
Not In Phase	661	38.77%	1,435	84.16%	1,705
<b>Total</b>	<b>11,770</b>	<b>39.81%</b>	<b>12,536</b>	<b>42.40%</b>	<b>29,569</b>

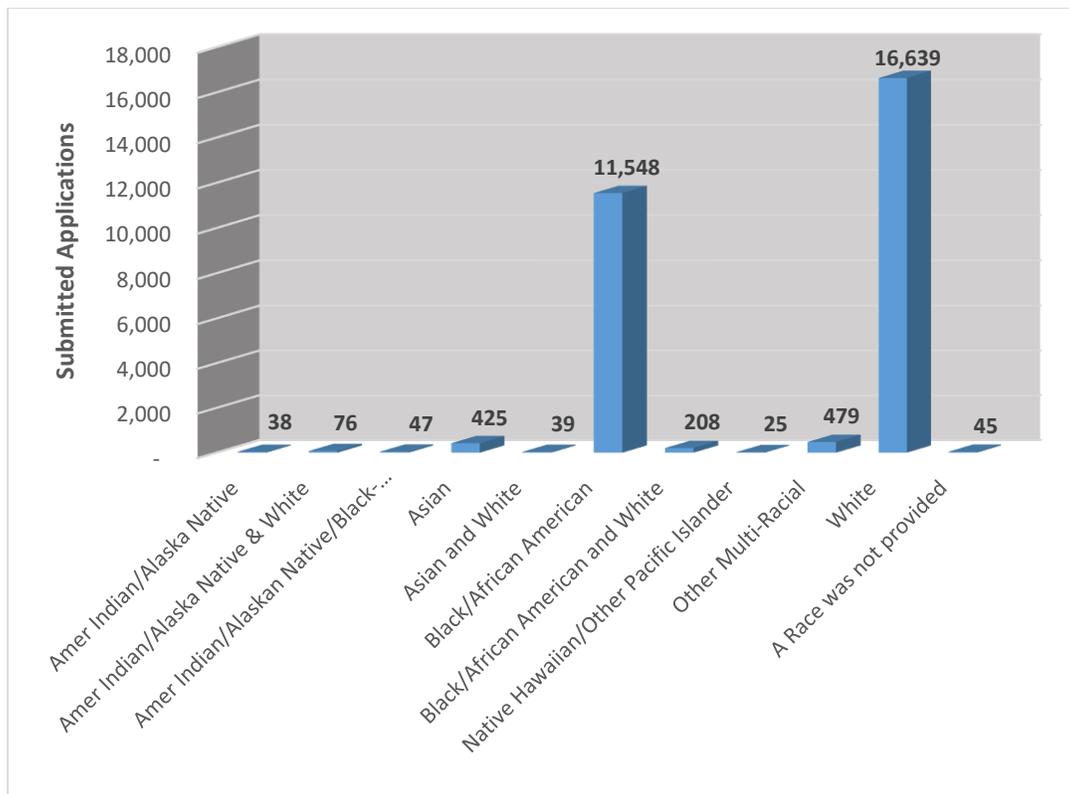
\*A Senior Adult is anyone 62 years of age or older.

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	76	0.26%
American Indian/Alaskan Native/Black-African American	47	0.16%
Asian	425	1.44%
Asian and White	39	0.13%
Black/African American	11,548	39.05%
Black/African American and White	208	0.70%
Native Hawaiian/Other Pacific Islander	25	0.09%
Other Multi-Racial	479	1.62%
White	16,639	56.27%
A Race was not provided	45	0.15%
<b>Total</b>	<b>29,569</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 3/30/2018	Weekly Activity	As of 4/6/2018
<b>Appointments</b>			
Total Number of Appointments	50,477	1,355	51,832
<i>Walk-ins</i>	26,057	778	26,835
<i>Scheduled</i>	24,420	577	24,997
<i>Held at office</i>	20,690	509	21,199
<i>Home visit</i>	455	2	457
<i>Cancelled</i>	2,196	38	2,234
<i>No Show</i>	1,079	28	1,107
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	33,731	911	34,642
<i>Walk-ins</i>	18,544	575	19,119
<i>Scheduled</i>	15,187	336	15,523
<i>Held at office</i>	13,112	299	13,411
<i>Home visit</i>	158	0	158
<i>Cancelled</i>	1,561	26	1,587
<i>No Show</i>	356	11	367
<b>Hammond</b>			
Total Number of Appointments	9,550	255	9,805
<i>Walk-ins</i>	5,286	152	5,438
<i>Scheduled</i>	4,264	103	4,367
<i>Held at office</i>	3,164	87	3,251
<i>Home visit</i>	279	2	281
<i>Cancelled</i>	393	4	397
<i>No Show</i>	428	10	438
<b>Lafayette</b>			
Total Number of Appointments	3,828	107	3,935
<i>Walk-ins</i>	884	31	915
<i>Scheduled</i>	2,944	76	3,020
<i>Held at office</i>	2,685	70	2,755
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	147	4	151
<i>No Show</i>	106	2	108
<b>Monroe</b>			
Total Number of Appointments	3,368	82	3,450
<i>Walk-ins</i>	1,343	20	1,363
<i>Scheduled</i>	2,025	62	2,087
<i>Held at office</i>	1,729	53	1,782
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	95	4	99
<i>No Show</i>	189	5	194

Call Center Activity

**Table 13: Call Center Activity**

Activity	As of 3/30/2018	Weekly Activity	As of 4/6/2018
<b>Call Center</b>			
Total Calls	187,060	4,502	191,562
<i>Total Calls Abandoned</i>	4,781	50	4,831
<i>Abandoned %</i>	2.56%	-0.04%	2.52%
<i>Total Calls Processed</i>	182,279	4,452	186,731
<i>Inbound</i>	125,438	2,196	127,634
<i>Outbound</i>	56,841	2,256	59,097
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	125,438	2,196	127,634
Average Wait Time	1.06 min		1.05 min
Average Call Time	6.02 min		6.00 min
<i>Program Inquiry</i>	37,569	500	38,069
<i>Surveys Status Update</i>	2,789	30	2,819
<i>Surveys Completed</i>	8,143	51	8,194
<i>Case Manager Request</i>	10,513	388	10,901
<i>Application Status Update</i>	44,423	848	45,271
<i>Application In Progress</i>	611	24	635
<i>Application Submitted (Pending Document Upload)</i>	5,542	30	5,572
<i>Applications Completed</i>	228	2	230
<i>Damage Assessment Inquiry</i>	2,242	5	2,247
<i>Award Acknowledgement Inquiry</i>	2,095	46	2,141
<i>Construction Inquiry</i>	1,347	69	1,416
<i>Appeals</i>	751	46	797
<i>Outbound Project</i>	45	6	51
<i>Invalid Number/ No Answer / Busy / Left Message</i>	6,714	150	6,864
<i>Call Transferred</i>	2,426	1	2,427
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	56,841	2,256	59,097
Average Call Time	1.77 min		1.76 min
<i>Program Inquiry</i>	4,786	170	4,956
<i>Survey Status Update</i>	87	0	87
<i>Surveys Completed</i>	671	3	674
<i>Case Manager Request</i>	96	1	97
<i>Application Status Update</i>	10,140	621	10,761
<i>Application In Progress</i>	0	0	0
<i>Application Submitted (Pending Document Upload)</i>	534	8	542
<i>Applications Completed</i>	41	0	41
<i>Damage Assessment Inquiry</i>	9	1	10
<i>Award Acknowledgement Inquiry</i>	37	0	37
<i>Construction Inquiry</i>	275	0	275
<i>Appeals</i>	0	0	0
<i>Outbound Project</i>	344	0	344
<i>Invalid Number/ No Answer / Busy / Left Message</i>	20,869	906	21,775
<i>Call Transferred</i>	18,952	546	19,498

**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	31	36	4	1	71	5,180	3,274
2	53	20	37	123	42	72	1,899	1,019
3	38	11	38	166	49	73	1,326	697
4	82	37	39	192	75	74	347	158
5	21	13	40	180	65	75	354	161
6	4	1	41	252	95	76	33	16
7	58	15	42	315	133	77	245	107
8	26	8	43	508	256	78	2	0
9	174	63	44	106	38	79	1	0
10	172	64	45	160	58	80	1	0
11	70	21	46	248	100	81	2,078	1,269
12	94	46	47	584	238	83	4	0
13	98	30	48	579	292	84	2	0
14	404	163	49	364	140	85	1	0
15	75	32	50	43	1	86	790	412
16	550	244	51	2	0	88	2,785	1,747
17	1,166	589	52	1	0	89	3	0
18	162	60	53	4	0	90	22	6
19	307	149	54	2	0	91	4	0
20	93	41	55	4	0	92	3	0
21	89	32	56	4	0	93	8	0
22	138	58	57	15	0	94	1	0
23	129	45	58	238	109	95	2,174	1,390
24	112	38	59	638	409	96	537	226
25	13	3	60	80	34	97	8	0
26	49	10	61	1,466	984	98	1	0
27	25	14	62	568	322	99	5	0
28	124	25	63	946	611	100	7	0
29	1,671	1,163	64	3,151	2,135	101	5,366	4,038
30	22	5	65	5,541	3,861	102	7	0
31	1,151	624	66	1,639	1,015	103	2	0
32	45	16	67	161	73	104	11	3
33	62	24	68	74	36	105	3	0
34	22	8	69	228	130	Unknown	0	0
35	7	1	70	95	40	<b>Total</b>	<b>49,270</b>	<b>29,569</b>

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

Senate District	Survey Count	Application Count
1	64	26
2	353	153
3	11	0
4	15	0
5	10	0
6	8,310	5,491
7	8	0
8	9	0
9	1	0
10	3	0
11	922	441
12	2,279	1,157
13	8,900	5,616
14	1,848	1,154
15	9,681	7,070
16	521	292
17	973	504
18	5,383	3,346
19	12	0
20	5	0
21	96	12

Senate District	Survey Count	Application Count
22	910	370
23	1,762	929
24	574	214
25	367	139
26	1,486	659
27	33	10
28	396	122
29	192	67
30	220	78
31	225	77
32	277	122
33	699	319
34	1,661	801
35	290	115
36	333	121
37	115	39
38	125	44
39	201	81
Unknown	0	0
<b>Total</b>	<b>49,270</b>	<b>29,569</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	440	170
Allen	75	19	9
Ascension	6,353	3,917	2,456
Avoyelles	274	129	25
Beauregard	113	36	11
Bienville	209	45	14
Bossier	607	262	95
Caddo	589	291	115
Calcasieu	266	157	55
Caldwell	154	43	22
Catahoula	72	18	7
Claiborne	208	49	11
De Soto	141	51	16
East Baton Rouge	24,248	19,631	13,636
East Carroll	237	44	19
East Feliciana	617	248	136
Evangeline	522	113	34
Franklin	58	23	7
Grant	280	70	30
Iberia	1,478	521	198
Iberville	357	109	53
Jackson	74	13	4
Jefferson Davis	508	120	41
Lafayette	4,753	2,513	1,276
LaSalle	73	24	9
Lincoln	152	25	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,023	6,315
Madison	85	53	21
Morehouse	1,005	257	112
Natchitoches	598	146	53
Ouachita	3,418	2,042	974
Pointe Coupee	444	136	53
Rapides	145	87	27
Red River	46	13	4
Richland	445	128	61
Sabine	100	57	15
St. Helena	976	414	220
St. James	162	85	24
St. Landry	1,615	362	131
St. Martin	1,301	460	184
St. Tammany	1,057	421	200
Tangipahoa	6,183	3,766	1,965
Union	399	88	45
Vermilion	1,786	882	374
Vernon	306	64	23
Washington	1,222	406	180
Webster	525	121	46
West Baton Rouge	110	34	9
West Carroll	336	65	26
West Feliciana	154	54	31
Winn	181	46	17
<b>Total</b>	<b>82,440</b>	<b>49,121</b>	<b>29,568</b>

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
<b>Total</b>	<b>149</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	\$1,016,802.41	24	\$574,243.05	14	\$182,875.22
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	544	\$14,486,981.54	327	\$8,844,569.27	226	\$4,768,809.96
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	\$476,371.28	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	5	\$117,133.63
Caldwell	3	\$93,240.15	2	\$48,640.72	0	\$0.00
Catahoula	2	\$113,583.37	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	5,242	\$138,198,758.36	3,605	\$100,983,760.64	2,933	\$51,670,133.47
East Carroll	2	\$43,110.18	2	\$43,110.18	1	\$7,496.41
East Feliciana	29	\$872,926.68	17	\$491,389.51	6	\$137,874.95
Evangeline	12	\$311,950.09	6	\$162,160.02	3	\$20,662.89
Franklin	1	\$45,000.00	1	\$45,000.00	0	\$0.00
Grant	5	\$112,242.04	0	\$0.00	0	\$0.00
Iberia	45	\$1,499,989.96	21	\$694,222.27	14	\$194,244.25
Iberville	8	\$412,854.46	4	\$146,587.14	2	\$65,574.41
Jefferson Davis	2	\$55,839.13	0	\$0.00	0	\$0.00
Lafayette	449	\$9,590,225.41	286	\$6,287,790.22	224	\$3,433,165.65
Livingston	1,993	\$52,232,376.43	1,167	\$31,563,919.62	888	\$17,572,927.46
Morehouse	18	\$532,836.77	9	\$270,569.25	5	\$78,096.97
Natchitoches	6	\$205,710.53	3	\$97,700.76	2	\$42,845.78
Ouachita	202	\$6,274,983.83	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	10	\$227,623.04
St. James	3	\$124,481.08	2	\$84,445.54	0	\$0.00
St. Landry	16	\$466,450.32	6	\$174,829.68	4	\$92,855.31
St. Martin	43	\$1,463,245.93	24	\$721,673.08	15	\$274,898.66
St. Tammany	32	\$787,591.27	20	\$458,190.17	15	\$183,207.73
Tangipahoa	452	\$14,813,226.35	239	\$7,240,565.94	132	\$2,272,958.23
Union	6	\$174,758.53	4	\$127,372.88	2	\$40,295.45
Vermilion	116	\$2,992,453.06	63	\$1,580,892.19	42	\$658,058.81
Vernon	4	\$148,775.77	1	\$64,937.15	1	\$63,828.23
Washington	29	\$856,110.01	15	\$447,205.69	11	\$191,898.98
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	\$200,006.14	3	\$83,605.44	3	\$36,872.56
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
<b>Total</b>	<b>9,413</b>	<b>\$251,855,036.64</b>	<b>5,998</b>	<b>\$165,736,391.86</b>	<b>4,632</b>	<b>\$83,647,459.68</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.