

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #36**  
**April 7, 2018 – April 13, 2018**

April 14, 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 13, 2018, survey submissions increased by 102 from the previous week, making the total submissions 49,372. 40,426 homeowners were determined to be in Phases I – VI.
  - 40,113 environmental reviews have been completed, representing 99% of the 40,426 homeowners in Phases I – VI.
  - 40,162 homeowners have been invited to complete applications from Phase I - VI. 29,877 (74%) homeowners have submitted their applications.
  - 23,756 scopes of work have been completed, representing 80% of the 29,877 homeowners that have submitted their application.
  - There have been a total of 9,656 Grant Awards offered to homeowners, amounting to \$257,816,400.60. Of those, 6,246 homeowners have acknowledged their grant agreements, obligating \$171,402,752.77.
- 
- As of April 13, 2018, there were a total of 49,828 appointments held.
  - 190,922 calls were completed by the call center. 129,698 of the completed calls were inbound calls and 61,224 of the completed calls were outbound calls.
  - The Program has completed 1 outreach event for this reporting period. The following events are scheduled for the week of April 16 – April 22, 2018:
    - 4/16: Rebuild Livingston LTRO Unmet Needs Meeting, Denham Springs, LA
    - 4/18: FEMA THU House Panel, Baton Rouge, LA

**Table 1: Outreach Events**

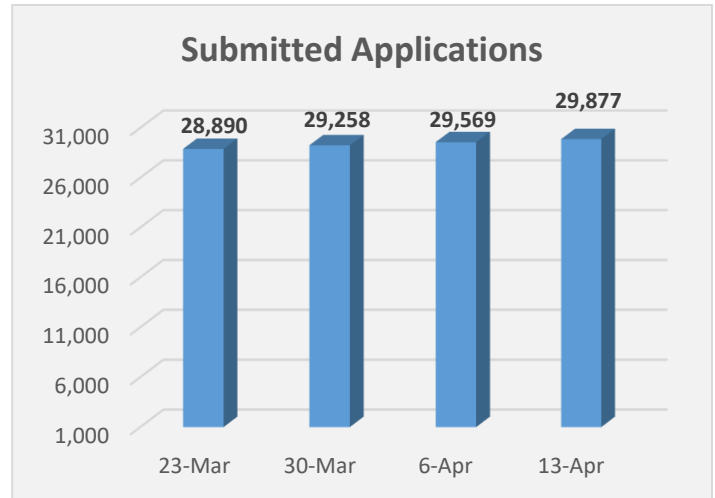
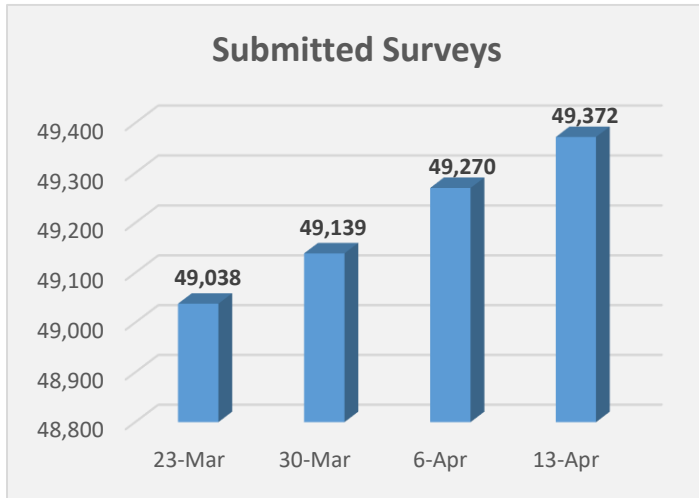
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
<b>Total</b>	<b>164</b>

**Table 2: Homeowner Program Snapshot**

Activity	As of 4/6/2018	Weekly Activity	As of 4/13/2018	Percentage
<b>Surveys Recorded</b>				<b>Percentage</b>
Total Number of Recorded Surveys	59,408	160	59,568	
<i>Non-Submitted Surveys</i>	10,138	58	10,196	
<i>Submitted Surveys</i>	49,270	102	49,372	
<i>Phase I - VI Subtotal</i>	40,367	59	40,426	81.88%
<i>Phase I</i>	6,404	13	6,417	13.00%
<i>Phase II</i>	5,861	6	5,867	11.88%
<i>Phase III</i>	9,937	16	9,953	20.16%
<i>Phase IV</i>	9,679	8	9,687	19.62%
<i>Phase V</i>	1,463	2	1,465	2.97%
<i>Phase VI</i>	7,023	14	7,037	14.25%
<i>Duplicate Address</i>	3,375	19	3,394	6.87%
<i>Undetermined</i>	20	16	36	0.07%
<i>Not Currently In A Phase</i>	5,508	8	5,516	11.17%
<b>Environmental Reviews</b>				
Environmental Reviews Available to Work	352	-39	313	
Environmental Reviews Completed	40,015	98	40,113	
<b>Applications Invited</b>				
Total Number of Invited Applications	40,096	66	40,162	
Applications Submitted	29,569	308	29,877	
Zero Award	4,979	323	5,302	
Ineligible	2,146	0	2,146	
Withdrawn	1,799	321	2,120	
<b>Scope of Work: Prospective/Completed</b>				
Scope of Work Available to Work	6,596	-968	5,628	
Total Scope of Work Completed	22,450	1,306	23,756	
<b>Grant Awards</b>				<b>Total Dollars</b>
Grant Awards Offered	9,413	243	9,656	257,816,400.60
Grant Awards Obligated	5,998	248	6,246	171,402,752.77
<i>Solution 1 Only</i>	124	4	128	4,992,083.80
<i>Solution 2 Only</i>	538	18	556	18,021,780.75
<i>Solution 3 Only</i>	1,111	92	1,203	22,026,234.13
<i>Solution 3 and 1</i>	959	27	986	33,050,799.30
<i>Solution 3 and 2</i>	3,266	107	3,373	93,311,854.79
<b>Disbursements</b>				
Total Disbursements	5,563	626	6,189	92,515,149.74
<i>Solution 1</i>	242	9	251	2,479,940.24
<i>Solution 1 - Progress Payment</i>	184	-21	163	1,465,243.76
<i>Solution 1 - Final Payment</i>	58	30	88	1,014,696.48
<i>Solution 2</i>	840	122	962	9,359,184.93
<i>Solution 2 - Progress Payment</i>	660	86	746	7,687,580.60
<i>Solution 2 - Final Payment</i>	180	36	216	1,671,604.33
<i>Solution 3</i>	4,481	495	4,976	80,676,024.57

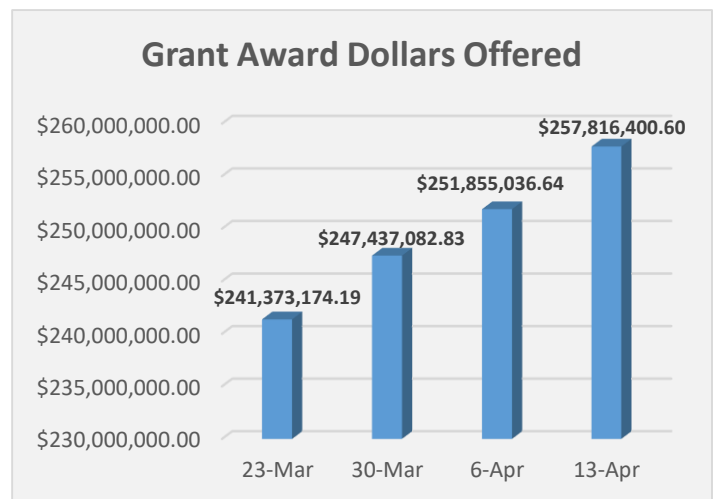
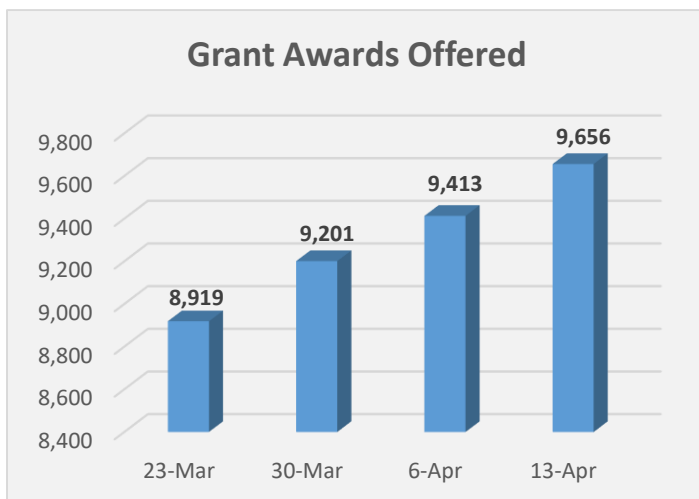
Key Program Statistics

**Table 3: Key Program Statistics**



**40,426 of the 49,372 meet requirements for Phases I – VI.**

**Invited 40,162 Homeowners to complete Applications.**



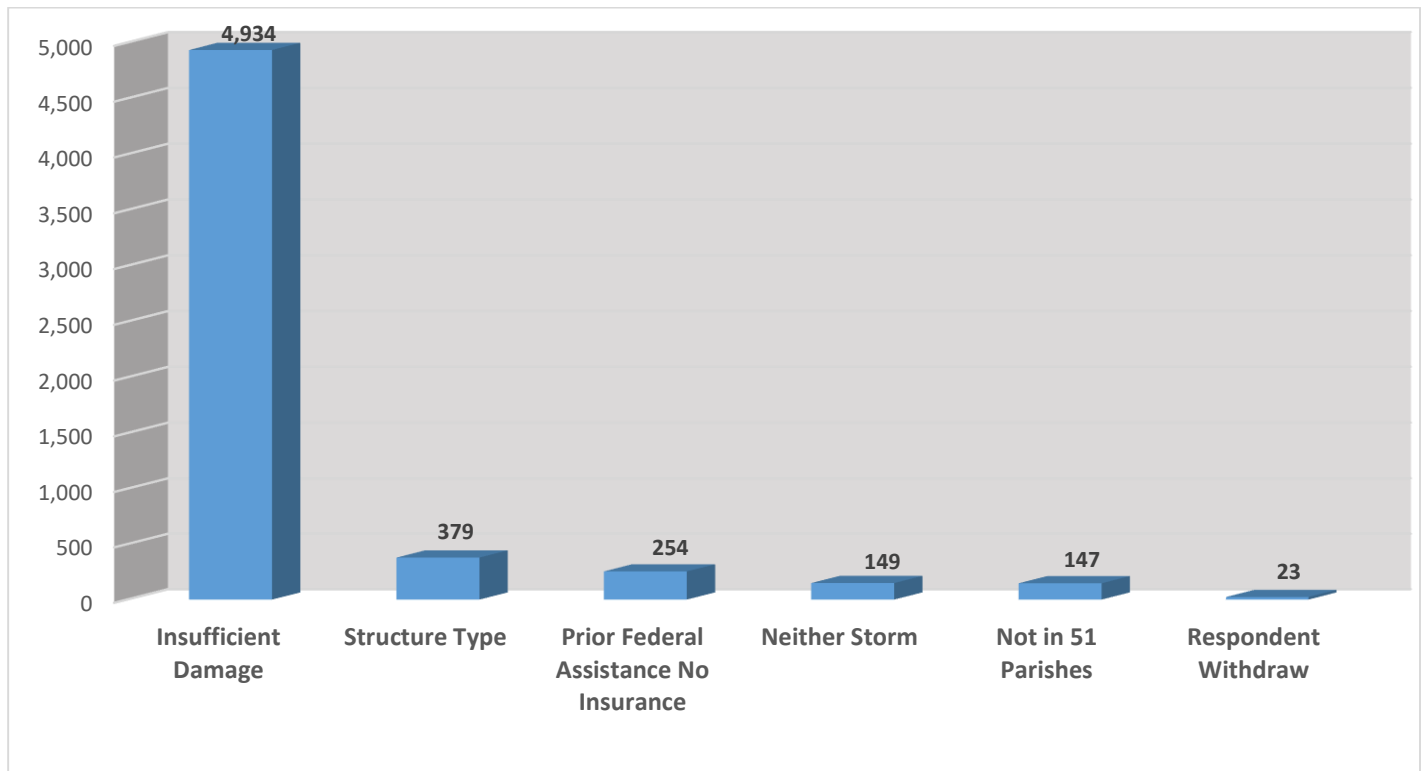


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

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

Activity	As of 4/6/18	Weekly Activity	As of 4/13/18
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	5,508	8	5,516
Total Submitted Surveys Undetermined	20	16	36
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	5,879	7	5,886
<i>Insufficient Damage</i>	4,925	9	4,934
<i>Structure Type</i>	380	-1	379
<i>Prior Federal Assistance No Insurance</i>	254	0	254
<i>Neither Storm</i>	149	0	149
<i>Not in 51 Parishes</i>	147	0	147
<i>Respondent Withdraw</i>	24	-1	23
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	20	16	36
<i>Flood Plain (Not determined)</i>	20	16	36

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



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

As of April 13, 2018, there are 26,242 homeowners, 53.15% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,802 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)	6,417	100.00%	6,417
Phase Two (II)	5,867	100.00%	5,867
Phase Three (III)	3,503	35.20%	9,953
Phase Four (IV)	3,057	31.56%	9,687
Phase Five (V)	768	52.42%	1,465
Phase Six (VI)	1,229	17.46%	7,037
Duplicate Address	1,856	54.68%	3,394
Undetermined	24	66.67%	36
Not In Phase	3,521	63.83%	5,516
<b>Total</b>	<b>26,242</b>	<b>53.15%</b>	<b>49,372</b>

	Submitted Surveys	Percentage
Most Impacted LMI	22,443	45.46%
Most Impacted Urgent Need	21,705	43.96%
LMI	3,799	7.69%
Urgent Need	1,425	2.89%
<b>Total</b>	<b>49,372</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)	4,473	69.71%	4,133	64.41%	6,417
Phase Two (II)	4,461	76.04%	3,407	58.07%	5,867
Phase Three (III)	1,880	18.89%	994	9.99%	9,953
Phase Four (IV)	2,011	20.76%	992	10.24%	9,687
Phase Five (V)	213	14.54%	138	9.42%	1,465
Phase Six (VI)	1,746	24.81%	653	9.28%	7,037
Duplicate Address	1,135	33.44%	935	27.55%	3,394
Undetermined	9	25.00%	9	25.00%	36
Not In Phase	1,874	33.97%	1,758	31.87%	5,516
<b>Total</b>	<b>17,802</b>	<b>36.06%</b>	<b>13,019</b>	<b>26.37%</b>	<b>49,372</b>

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

As of April 13, 2018, there are 19,001 homeowners, 63.60% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,839 homeowners, 39.63% 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)	4,704	99.98%	4,705
Phase Two (II)	5,385	99.96%	5,387
Phase Three (III)	2,350	37.58%	6,253
Phase Four (IV)	2,748	43.85%	6,267
Phase Five (V)	321	59.55%	539
Phase Six (VI)	1,802	36.10%	4,992
Undetermined	6	100.00%	6
Not In Phase	1,685	97.51%	1,728
<b>Total</b>	<b>19,001</b>	<b>63.60%</b>	<b>29,877</b>

	Submitted Applications	Percentage
Most Impacted LMI	17,241	57.71%
Most Impacted Urgent Need	10,571	35.38%
LMI	1,760	5.89%
Urgent Need	305	1.02%
<b>Total</b>	<b>29,877</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)	2,985	63.44%	3,204	68.10%	4,705
Phase Two (II)	3,652	67.79%	3,320	61.63%	5,387
Phase Three (III)	1,342	21.46%	1,184	18.93%	6,253
Phase Four (IV)	1,618	25.82%	1,681	26.82%	6,267
Phase Five (V)	117	21.71%	168	31.17%	539
Phase Six (VI)	1,453	29.11%	1,411	28.27%	4,992
Undetermined	3	50.00%	5	83.33%	6
Not In Phase	669	38.72%	1,442	83.45%	1,728
<b>Total</b>	<b>11,839</b>	<b>39.63%</b>	<b>12,415</b>	<b>41.55%</b>	<b>29,877</b>

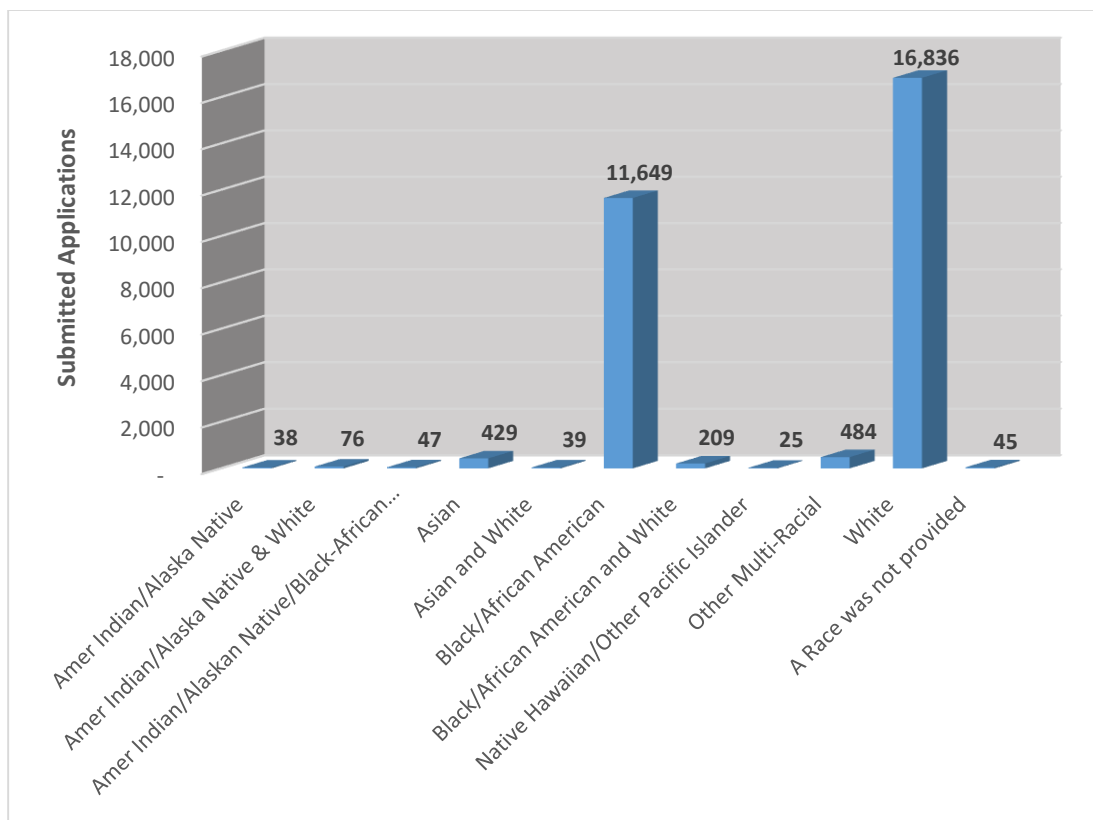
\*A Senior Adult is anyone 62 years of age or older.

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	0.25%
American Indian/Alaskan Native/Black-African American	47	0.16%
Asian	429	1.44%
Asian and White	39	0.13%
Black/African American	11,649	38.99%
Black/African American and White	209	0.70%
Native Hawaiian/Other Pacific Islander	25	0.08%
Other Multi-Racial	484	1.62%
White	16,836	56.35%
A Race was not provided	45	0.15%
<b>Total</b>	<b>29,877</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 4/6/2018	Weekly Activity	As of 4/13/2018
<b>Appointments</b>			
Total Number of Appointments	51,832	1,401	53,233
<i>Walk-ins</i>	26,835	792	27,627
<i>Scheduled</i>	24,997	609	25,606
<i>Held at office</i>	21,199	519	21,718
<i>Home visit</i>	457	26	483
<i>Cancelled</i>	2,234	41	2,275
<i>No Show</i>	1,107	23	1,130
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	34,642	919	35,561
<i>Walk-ins</i>	19,119	579	19,698
<i>Scheduled</i>	15,523	340	15,863
<i>Held at office</i>	13,411	283	13,694
<i>Home visit</i>	158	20	178
<i>Cancelled</i>	1,587	31	1,618
<i>No Show</i>	367	6	373
<b>Hammond</b>			
Total Number of Appointments	9,805	295	10,100
<i>Walk-ins</i>	5,438	171	5,609
<i>Scheduled</i>	4,367	124	4,491
<i>Held at office</i>	3,251	99	3,350
<i>Home visit</i>	281	6	287
<i>Cancelled</i>	397	6	403
<i>No Show</i>	438	13	451
<b>Lafayette</b>			
Total Number of Appointments	3,935	117	4,052
<i>Walk-ins</i>	915	29	944
<i>Scheduled</i>	3,020	88	3,108
<i>Held at office</i>	2,755	84	2,839
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	151	3	154
<i>No Show</i>	108	1	109
<b>Monroe</b>			
Total Number of Appointments	3,450	70	3,520
<i>Walk-ins</i>	1,363	13	1,376
<i>Scheduled</i>	2,087	57	2,144
<i>Held at office</i>	1,782	53	1,835
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	99	1	100
<i>No Show</i>	194	3	197

Call Center Activity

**Table 13: Call Center Activity**

Activity	As of 4/6/2018	Weekly Activity	As of 4/13/2018
<b>Call Center</b>			
Total Calls	191,562	4,262	195,824
Total Calls Abandoned	4,831	71	4,902
Abandoned %	2.52%	-0.02%	2.50%
Total Calls Processed	186,731	4,191	190,922
Inbound	127,634	2,064	129,698
Outbound	59,097	2,127	61,224
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	127,634	2,064	129,698
Average Wait Time	1.05 min		1.04 min
Average Call Time	6.00 min		5.98 min
Program Inquiry	38,069	396	38,465
Surveys Status Update	2,819	25	2,844
Surveys Completed	8,194	39	8,233
Case Manager Request	10,901	374	11,275
Application Status Update	45,271	885	46,156
Application In Progress	635	8	643
Application Submitted (Pending Document Upload)	5,572	33	5,605
Applications Completed	230	0	230
Damage Assessment Inquiry	2,247	2	2,249
Award Acknowledgement Inquiry	2,141	35	2,176
Construction Inquiry	1,416	74	1,490
Appeals	797	45	842
Outbound Project	51	1	52
Invalid Number/ No Answer / Busy / Left Message	6,864	145	7,009
Call Transferred	2,427	2	2,429
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	59,097	2,127	61,224
Average Call Time	1.76 min		1.75 min
Program Inquiry	4,956	83	5,039
Survey Status Update	87	0	87
Surveys Completed	674	0	674
Case Manager Request	97	2	99
Application Status Update	10,761	467	11,228
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	542	3	545
Applications Completed	41	0	41
Damage Assessment Inquiry	10	1	11
Award Acknowledgement Inquiry	37	1	38
Construction Inquiry	275	0	275
Appeals	0	0	0
Outbound Project	344	0	344
Invalid Number/ No Answer / Busy / Left Message	21,775	1,030	22,805
Call Transferred	19,498	540	20,038

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	35	36	4	1	71	5,186	3,312
2	53	20	37	123	43	72	1,912	1,040
3	38	11	38	166	50	73	1,335	707
4	82	39	39	192	76	74	348	160
5	21	13	40	180	65	75	354	162
6	4	1	41	253	99	76	33	16
7	58	15	42	315	136	77	245	109
8	26	9	43	508	258	78	2	0
9	174	63	44	106	38	79	1	0
10	173	66	45	161	59	80	1	0
11	70	22	46	249	102	81	2,084	1,289
12	94	47	47	584	240	83	4	0
13	98	30	48	579	297	84	2	0
14	407	168	49	364	142	85	1	0
15	75	33	50	43	1	86	797	417
16	553	251	51	1	0	88	2,790	1,761
17	1,170	598	52	1	0	89	3	0
18	162	61	53	4	0	90	22	6
19	308	151	54	2	0	91	4	0
20	92	41	55	4	0	92	3	0
21	89	34	56	4	0	93	8	0
22	138	59	57	15	0	94	1	0
23	129	46	58	241	111	95	2,181	1,409
24	112	39	59	639	414	96	539	229
25	13	3	60	80	35	97	8	0
26	49	10	61	1,469	990	98	1	0
27	25	14	62	568	325	99	5	0
28	124	26	63	947	614	100	7	0
29	1,673	1,173	64	3,154	2,154	101	5,373	4,050
30	22	5	65	5,545	3,887	102	7	0
31	1,153	632	66	1,644	1,023	103	2	0
32	45	16	67	161	74	104	11	3
33	62	25	68	74	37	105	3	0
34	23	8	69	228	131	Unknown	0	0
35	7	1	70	96	40	<b>Total</b>	<b>49,372</b>	<b>29,877</b>

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

Senate District	Survey Count	Application Count
1	64	26
2	358	157
3	11	0
4	15	0
5	10	0
6	8,337	5,532
7	8	0
8	9	0
9	1	0
10	3	0
11	923	449
12	2,290	1,174
13	8,914	5,687
14	1,850	1,167
15	9,694	7,098
16	521	297
17	975	512
18	5,392	3,382
19	12	0
20	5	0
21	95	13

Senate District	Survey Count	Application Count
22	912	376
23	1,765	941
24	575	216
25	368	145
26	1,486	667
27	34	10
28	396	123
29	192	67
30	220	79
31	225	79
32	276	124
33	702	325
34	1,668	817
35	291	119
36	334	124
37	115	40
38	125	44
39	201	87
Unknown	0	0
<b>Total</b>	<b>49,372</b>	<b>29,877</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	441	177
Allen	75	19	9
Ascension	6,353	3,926	2,476
Avoyelles	274	129	26
Beauregard	113	36	11
Bienville	209	45	14
Bossier	607	262	96
Caddo	589	291	121
Calcasieu	266	158	56
Caldwell	154	43	22
Catahoula	72	18	7
Claiborne	208	49	12
De Soto	141	51	16
East Baton Rouge	24,248	19,658	13,714
East Carroll	237	44	19
East Feliciana	617	248	138
Evangeline	522	113	34
Franklin	58	23	7
Grant	280	70	30
Iberia	1,478	521	200
Iberville	357	109	55
Jackson	74	13	4
Jefferson Davis	508	120	42
Lafayette	4,753	2,517	1,292
LaSalle	73	24	10
Lincoln	152	25	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,040	6,400
Madison	85	53	23
Morehouse	1,005	259	114
Natchitoches	598	146	54
Ouachita	3,418	2,048	994
Pointe Coupee	444	136	54
Rapides	145	87	27
Red River	46	13	4
Richland	445	128	62
Sabine	100	57	16
St. Helena	976	416	224
St. James	162	86	26
St. Landry	1,615	362	132
St. Martin	1,301	463	189
St. Tammany	1,057	420	203
Tangipahoa	6,183	3,795	1,997
Union	399	88	46
Vermilion	1,786	882	377
Vernon	306	64	23
Washington	1,222	406	182
Webster	525	121	48
West Baton Rouge	110	34	9
West Carroll	336	66	27
West Feliciana	154	54	31
Winn	181	46	17
<b>Total</b>	<b>82,440</b>	<b>49,223</b>	<b>29,876</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	45	\$1,099,695.37	25	\$597,599.89	16	\$199,841.63
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	567	\$15,341,961.54	354	\$9,354,248.08	266	\$5,440,227.54
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	8	\$207,531.04	4	\$89,836.01	2	\$14,541.97
Calcasieu	14	\$441,826.54	8	\$253,121.60	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	5,365	\$141,133,886.07	3,723	\$103,625,813.15	3,249	\$57,136,264.33
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	31	\$935,893.24	17	\$491,389.51	10	\$180,430.85
Evangeline	11	\$281,380.18	6	\$162,782.04	5	\$33,485.12
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	5	\$112,242.04	1	\$25,014.99	0	\$0.00
Iberia	44	\$1,473,170.08	23	\$779,347.71	15	\$207,452.08
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	454	\$9,606,581.02	305	\$6,597,850.01	237	\$3,595,989.88
Livingston	2,050	\$53,652,351.19	1,214	\$32,571,803.19	980	\$19,409,027.25
Morehouse	19	\$582,739.61	9	\$270,569.25	7	\$81,377.96
Natchitoches	6	\$205,710.53	3	\$97,700.76	3	\$46,332.04
Ouachita	207	\$6,372,285.84	112	\$3,352,294.45	78	\$1,356,886.03
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	18	\$541,923.27	6	\$174,829.68	5	\$94,943.22
St. Martin	46	\$1,527,665.95	25	\$779,328.88	17	\$302,714.60
St. Tammany	34	\$805,016.79	22	\$532,743.31	17	\$231,454.96
Tangipahoa	462	\$15,057,031.62	251	\$7,577,866.18	141	\$2,426,421.76
Union	6	\$174,758.53	4	\$127,372.88	2	\$40,295.45
Vermilion	118	\$3,014,300.07	67	\$1,670,083.29	45	\$720,377.74
Vernon	4	\$148,775.77	1	\$64,937.15	1	\$63,828.23
Washington	32	\$907,835.31	16	\$463,255.41	12	\$208,893.32
Webster	5	\$88,161.25	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	4	\$152,158.70	3	\$36,872.56
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
<b>Total</b>	<b>9,656</b>	<b>\$257,816,400.60</b>	<b>6,246</b>	<b>\$171,402,752.77</b>	<b>5,142</b>	<b>\$92,515,149.74</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.