

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #38
April 21, 2018 – April 27, 2018

April 28, 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 April 27, 2018, survey submissions increased by 105 from the previous week, making the total submissions 49,585. 40,532 homeowners were determined to be in Phases I – VI.
 - 40,297 environmental reviews have been completed, representing 99% of the 40,532 homeowners in Phases I – VI.
 - 40,338 homeowners have been invited to complete applications from Phase I - VI. 30,411 (75%) homeowners have submitted their applications.
 - 25,933 scopes of work have been completed, representing 85% of the 30,411 homeowners that have submitted their application.
 - There have been a total of 10,198 Grant Awards offered to homeowners, amounting to \$271,524,616.66. Of those, 6,918 homeowners have acknowledged their grant agreements, obligating \$187,164,672.55.
-
- As of April 27, 2018, there were a total of 52,276 appointments held.
 - 199,031 calls were completed by the call center. 133,781 of the completed calls were inbound calls and 65,250 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 30 – May 6, 2018:
 - 5/2: FEMA THU House Panel, Baton Rouge, LA

Table 1: Outreach Events

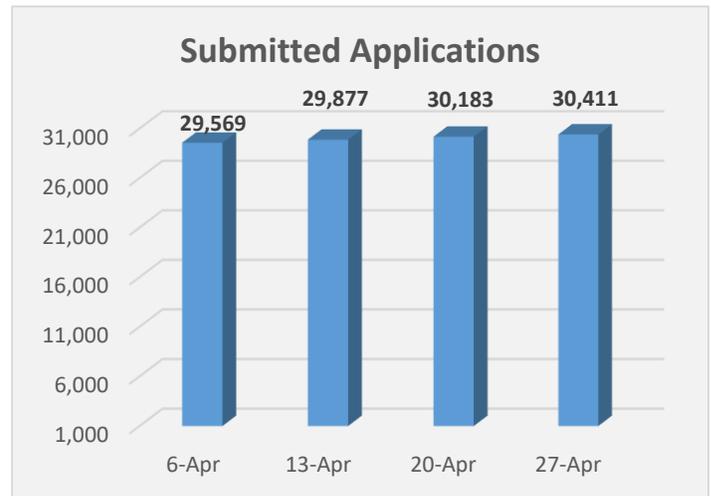
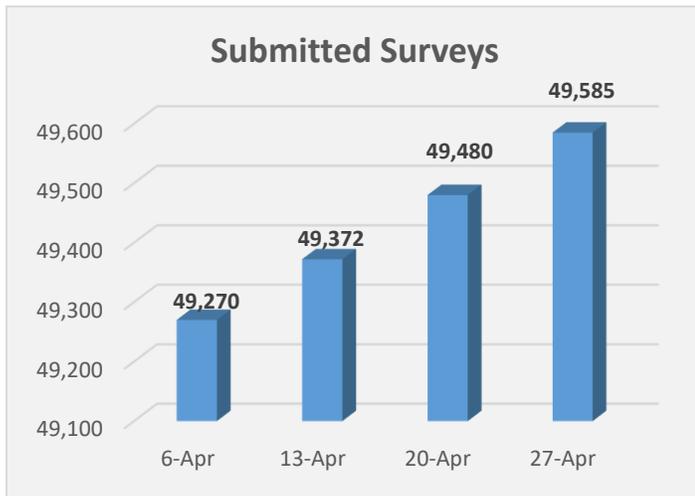
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
Total	171

Table 2: Homeowner Program Snapshot

Activity	As of 4/20/18	Weekly Activity	As of 4/27/18	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	59,722	159	59,881	
<i>Non-Submitted Surveys</i>	10,242	54	10,296	
<i>Submitted Surveys</i>	49,480	105	49,585	
<i>Phase I - VI Subtotal</i>	40,476	56	40,532	81.74%
<i>Phase I</i>	6,437	12	6,449	13.01%
<i>Phase II</i>	5,872	8	5,880	11.86%
<i>Phase III</i>	9,963	13	9,976	20.12%
<i>Phase IV</i>	9,691	10	9,701	19.56%
<i>Phase V</i>	1,466	5	1,471	2.97%
<i>Phase VI</i>	7,047	8	7,055	14.23%
<i>Duplicate Address</i>	3,429	19	3,448	6.95%
<i>Undetermined</i>	54	10	64	0.13%
<i>Not Currently In A Phase</i>	5,521	20	5,541	11.17%
Environmental Reviews				
Environmental Reviews Available to Work	280	-45	235	
Environmental Reviews Completed	40,196	101	40,297	
Applications Invited				
Total Number of Invited Applications	40,242	96	40,338	
Applications Submitted	30,183	228	30,411	
Zero Award	5,656	292	5,948	
Ineligible	2,133	446	2,579	
Withdrawn	2,816	213	3,029	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	4,612	-756	3,856	
Total Scope of Work Completed	25,006	927	25,933	
Grant Awards				Total Dollars
Grant Awards Offered	9,946	252	10,198	271,524,616.66
Grant Awards Obligated	6,551	367	6,918	187,164,672.55
<i>Solution 1 Only</i>	136	11	147	5,656,171.78
<i>Solution 2 Only</i>	572	35	607	19,744,621.39
<i>Solution 3 Only</i>	1,312	108	1,420	25,114,841.52
<i>Solution 3 and 1</i>	1,022	41	1,063	35,809,426.13
<i>Solution 3 and 2</i>	3,509	172	3,681	100,839,611.73
Disbursements				
Total Disbursements	6,309	311	6,620	98,377,691.58
<i>Solution 1</i>	251	8	259	2,624,007.35
<i>Solution 1 - Progress Payment</i>	163	-7	156	1,410,199.57
<i>Solution 1 - Final Payment</i>	88	15	103	1,213,807.78
<i>Solution 2</i>	1,013	103	1,116	11,289,630.88
<i>Solution 2 - Progress Payment</i>	783	83	866	9,199,368.57
<i>Solution 2 - Final Payment</i>	230	20	250	2,090,262.31
<i>Solution 3</i>	5,045	200	5,245	84,464,053.35

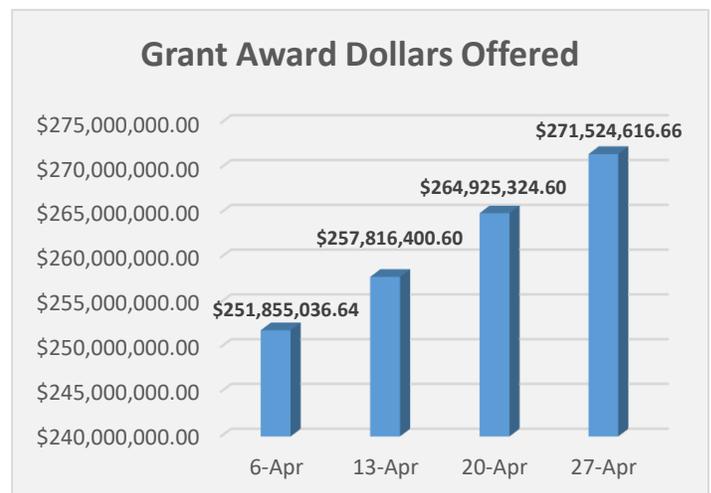
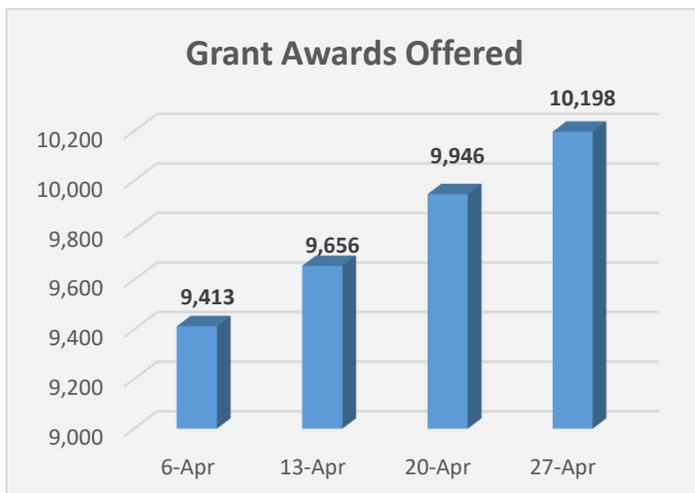
Key Program Statistics

Table 3: Key Program Statistics



40,532 of the 49,585 meet requirements for Phases I – VI.

Invited 40,338 Homeowners to complete Applications.

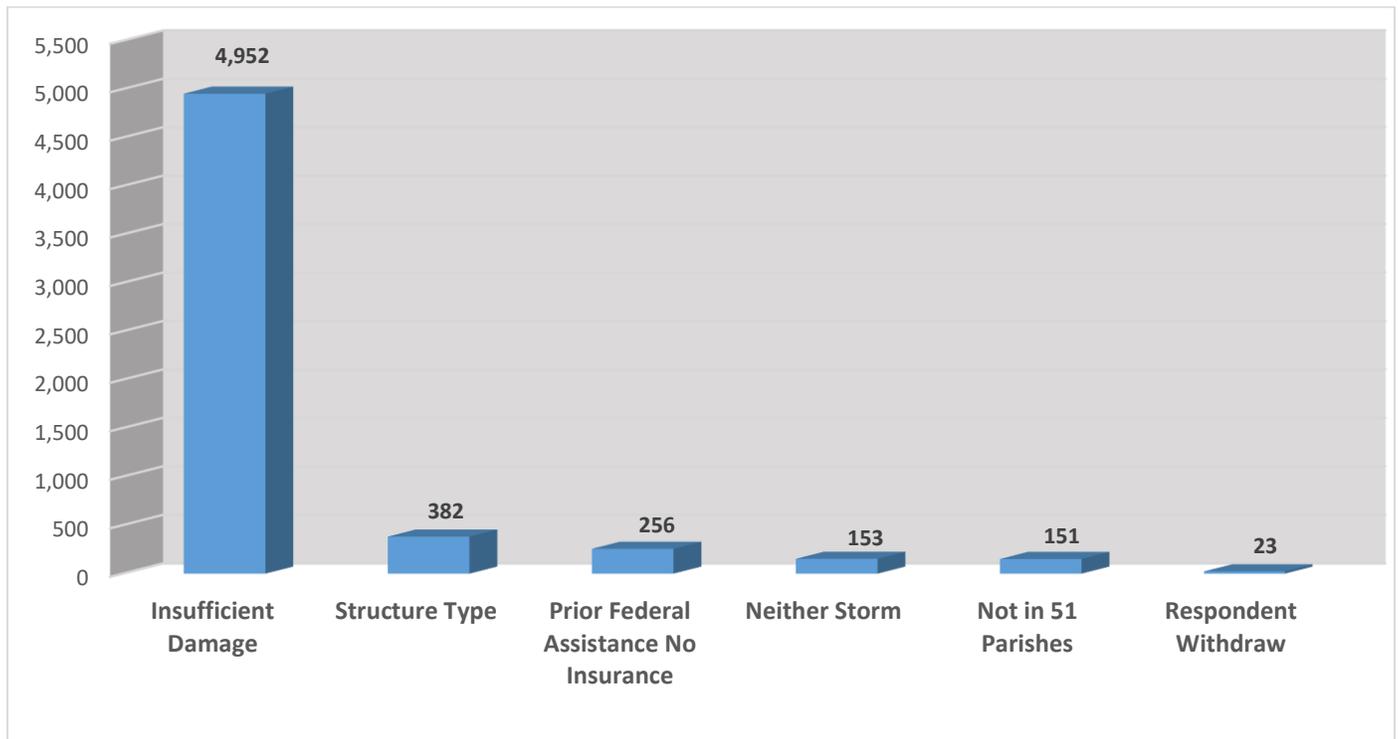


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 4/20/18	Weekly Activity	As of 4/27/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,521	20	5,541
Total Submitted Surveys Undetermined	54	10	64
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,891	26	5,917
<i>Insufficient Damage</i>	4,941	11	4,952
<i>Structure Type</i>	374	8	382
<i>Prior Federal Assistance No Insurance</i>	255	1	256
<i>Neither Storm</i>	150	3	153
<i>Not in 51 Parishes</i>	148	3	151
<i>Respondent Withdraw</i>	23	0	23
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	54	10	64
<i>Flood Plain (Not determined)</i>	54	10	64

Figure 1: Not Currently In A Phase Reasons



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

As of April 27, 2018, there are 26,396 homeowners, 53.23% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,860 homeowners, 36.02% 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)	6,449	100.00%	6,449
Phase Two (II)	5,880	100.00%	5,880
Phase Three (III)	3,521	35.29%	9,976
Phase Four (IV)	3,063	31.57%	9,701
Phase Five (V)	770	52.35%	1,471
Phase Six (VI)	1,234	17.49%	7,055
Duplicate Address	1,889	54.79%	3,448
Undetermined	49	76.56%	64
Not In Phase	3,541	63.91%	5,541
Total	26,396	53.23%	49,585

	Submitted Surveys	Percentage
Most Impacted LMI	22,561	45.50%
Most Impacted Urgent Need	21,761	43.89%
LMI	3,835	7.73%
Urgent Need	1,428	2.88%
Total	49,585	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)	4,490	69.62%	4,160	64.51%	6,449
Phase Two (II)	4,469	76.00%	3,414	58.06%	5,880
Phase Three (III)	1,879	18.84%	993	9.95%	9,976
Phase Four (IV)	2,010	20.72%	993	10.24%	9,701
Phase Five (V)	214	14.55%	140	9.52%	1,471
Phase Six (VI)	1,748	24.78%	654	9.27%	7,055
Duplicate Address	1,155	33.50%	953	27.64%	3,448
Undetermined	19	29.69%	20	31.25%	64
Not In Phase	1,876	33.86%	1,764	31.84%	5,541
Total	17,860	36.02%	13,091	26.40%	49,585

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

As of April 27, 2018, there are 19,060 homeowners, 62.67% of the homeowners who submitted applications, that reported their income as low to moderate. There are 11,999 homeowners, 39.46% 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)	4,774	99.98%	4,775
Phase Two (II)	5,457	99.96%	5,459
Phase Three (III)	2,344	36.85%	6,361
Phase Four (IV)	2,727	42.36%	6,438
Phase Five (V)	366	62.03%	590
Phase Six (VI)	1,730	34.04%	5,083
Undetermined	6	100.00%	6
Not In Phase	1,656	97.47%	1,699
Total	19,060	62.67%	30,411

	Submitted Applications	Percentage
Most Impacted LMI	17,237	56.68%
Most Impacted Urgent Need	11,031	36.27%
LMI	1,823	6.00%
Urgent Need	320	1.05%
Total	30,411	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)	3,030	63.46%	3,247	68.00%	4,775
Phase Two (II)	3,699	67.76%	3,360	61.55%	5,459
Phase Three (III)	1,350	21.22%	1,156	18.17%	6,361
Phase Four (IV)	1,644	25.54%	1,615	25.09%	6,438
Phase Five (V)	134	22.71%	193	32.71%	590
Phase Six (VI)	1,484	29.20%	1,341	26.38%	5,083
Undetermined	3	50.00%	6	100.00%	6
Not In Phase	655	38.55%	1,398	82.28%	1,699
Total	11,999	39.46%	12,316	40.50%	30,411

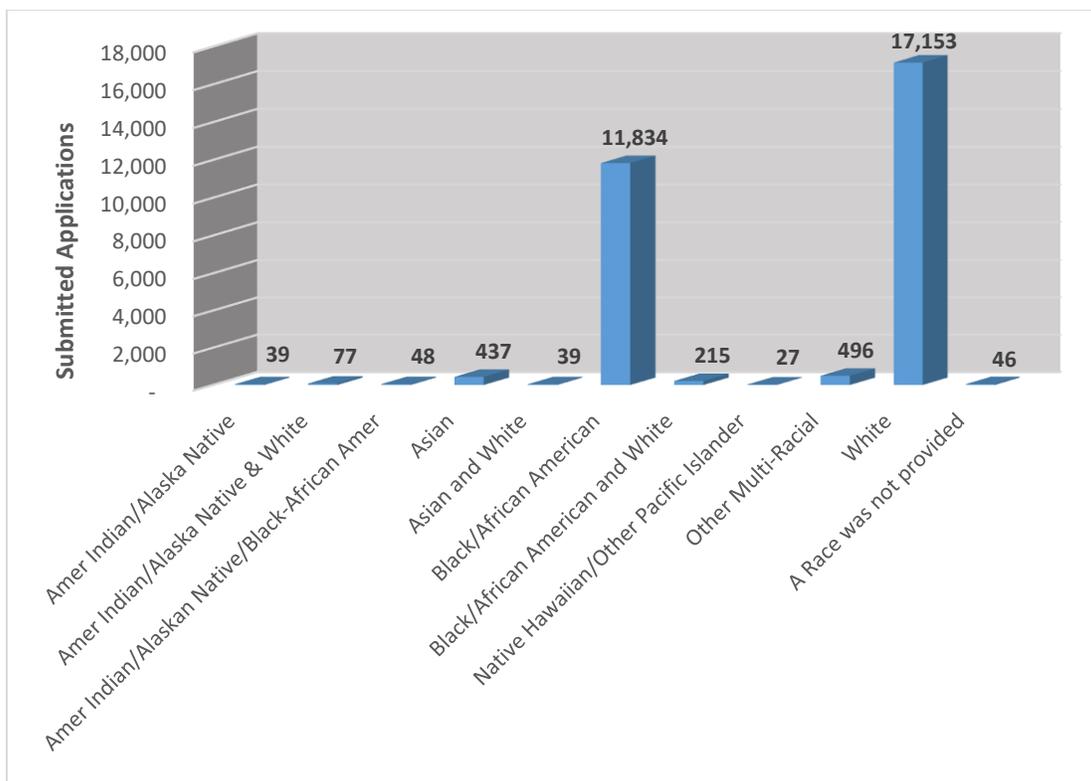
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	39	0.13%
American Indian/Alaska Native and White	77	0.25%
American Indian/Alaskan Native/Black-African American	48	0.16%
Asian	437	1.44%
Asian and White	39	0.13%
Black/African American	11,834	38.91%
Black/African American and White	215	0.71%
Native Hawaiian/Other Pacific Islander	27	0.09%
Other Multi-Racial	496	1.63%
White	17,153	56.40%
A Race was not provided	46	0.15%
Total	30,411	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 4/20/2018	Weekly Activity	As of 4/27/2018
Appointments			
Total Number of Appointments	54,509	1,261	55,770
<i>Walk-ins</i>	28,340	760	29,100
<i>Scheduled</i>	26,169	501	26,670
<i>Held at office</i>	22,223	459	22,682
<i>Home visit</i>	492	2	494
<i>Cancelled</i>	2,305	21	2,326
<i>No Show</i>	1,149	19	1,168
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	36,417	847	37,264
<i>Walk-ins</i>	20,244	555	20,799
<i>Scheduled</i>	16,173	292	16,465
<i>Held at office</i>	13,976	277	14,253
<i>Home visit</i>	183	0	183
<i>Cancelled</i>	1,638	13	1,651
<i>No Show</i>	376	2	378
Hammond			
Total Number of Appointments	10,352	256	10,608
<i>Walk-ins</i>	5,756	179	5,935
<i>Scheduled</i>	4,596	77	4,673
<i>Held at office</i>	3,433	59	3,492
<i>Home visit</i>	291	2	293
<i>Cancelled</i>	406	4	410
<i>No Show</i>	466	12	478
Lafayette			
Total Number of Appointments	4,187	103	4,290
<i>Walk-ins</i>	956	18	974
<i>Scheduled</i>	3,231	85	3,316
<i>Held at office</i>	2,956	83	3,039
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	160	2	162
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,553	55	3,608
<i>Walk-ins</i>	1,384	8	1,392
<i>Scheduled</i>	2,169	47	2,216
<i>Held at office</i>	1,858	40	1,898
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	101	2	103
<i>No Show</i>	198	5	203

Call Center Activity

Table 13: Call Center Activity

Activity	As of 4/20/2018	Weekly Activity	As of 4/27/2018
Call Center			
Total Calls	200,035	4,008	204,043
Total Calls Abandoned	4,983	29	5,012
Abandoned %	2.49%	-0.03%	2.46%
Total Calls Processed	195,052	3,979	199,031
Inbound	131,784	1,997	133,781
Outbound	63,268	1,982	65,250
Completed Inbound Calls Details			
Total Inbound Calls Completed	131,784	1,997	133,781
Average Wait Time	1.04 min		1.03 min
Average Call Time	5.97 min		5.95 min
Program Inquiry	38,983	481	39,464
Surveys Status Update	2,860	11	2,871
Surveys Completed	8,271	30	8,301
Case Manager Request	11,633	385	12,018
Application Status Update	46,956	759	47,715
Application In Progress	652	15	667
Application Submitted (Pending Document Upload)	5,625	21	5,646
Applications Completed	232	1	233
Damage Assessment Inquiry	2,251	3	2,254
Award Acknowledgement Inquiry	2,220	23	2,243
Construction Inquiry	1,586	96	1,682
Appeals	891	41	932
Outbound Project	54	2	56
Invalid Number/ No Answer / Busy / Left Message	7,137	126	7,263
Call Transferred	2,433	3	2,436
Completed Outbound Calls Details			
Total Outbound Calls Completed	63,268	1,982	65,250
Average Call Time	1.73 min		1.72 min
Program Inquiry	5,086	62	5,148
Survey Status Update	87	1	88
Surveys Completed	677	0	677
Case Manager Request	102	7	109
Application Status Update	11,726	456	12,182
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	552	7	559
Applications Completed	41	0	41
Damage Assessment Inquiry	12	0	12
Award Acknowledgement Inquiry	38	0	38
Construction Inquiry	279	0	279
Appeals	0	0	0
Outbound Project	344	0	344
Invalid Number/ No Answer / Busy / Left Message	23,719	895	24,614
Call Transferred	20,605	554	21,159

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	5,198	3,377
2	53	21	37	123	45	72	1,947	1,088
3	38	11	38	166	57	73	1,343	733
4	82	39	39	192	79	74	348	163
5	21	13	40	181	68	75	358	167
6	5	1	41	254	106	76	33	18
7	58	16	42	316	141	77	245	117
8	26	9	43	510	262	78	2	0
9	174	65	44	107	38	79	1	0
10	173	69	45	162	62	80	1	0
11	71	24	46	251	102	81	2,099	1,317
12	94	48	47	586	249	83	4	0
13	100	31	48	580	303	84	2	0
14	408	175	49	365	147	85	1	0
15	77	34	50	43	1	86	808	428
16	560	260	51	1	0	88	2,802	1,794
17	1,178	614	52	1	0	89	3	1
18	162	61	53	4	0	90	22	6
19	310	154	54	2	0	91	4	0
20	92	43	55	4	0	92	3	0
21	91	37	56	4	0	93	8	0
22	138	61	57	19	0	94	1	0
23	129	48	58	241	112	95	2,194	1,443
24	112	41	59	639	423	96	544	240
25	13	3	60	80	35	97	8	0
26	49	10	61	1,471	1,003	98	1	0
27	25	14	62	571	329	99	5	0
28	125	28	63	956	618	100	7	0
29	1,677	1,183	64	3,160	2,174	101	5,380	4,071
30	22	5	65	5,555	3,918	102	7	0
31	1,160	650	66	1,647	1,032	103	2	0
32	45	17	67	162	74	104	11	5
33	62	26	68	74	37	105	3	0
34	23	8	69	228	131	Unknown	0	0
35	7	1	70	98	41	Total	49,585	30,411

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

Senate District	Survey Count	Application Count
1	64	28
2	361	157
3	11	0
4	15	0
5	10	0
6	8,372	5,595
7	8	0
8	9	0
9	1	0
10	3	0
11	924	471
12	2,320	1,220
13	8,946	5,803
14	1,854	1,178
15	9,715	7,145
16	523	300
17	981	523
18	5,417	3,449
19	14	0
20	5	0
21	96	14

Senate District	Survey Count	Application Count
22	921	388
23	1,773	966
24	576	226
25	368	152
26	1,491	687
27	34	10
28	398	134
29	193	68
30	220	82
31	226	82
32	276	127
33	706	339
34	1,684	842
35	293	122
36	335	130
37	116	41
38	125	45
39	201	87
Unknown	0	0
Total	49,585	30,411

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	442	183
Allen	75	19	10
Ascension	6,353	3,940	2,521
Avoyelles	274	130	28
Beauregard	113	36	11
Bienville	209	46	15
Bossier	607	262	99
Caddo	589	292	123
Calcasieu	266	158	57
Caldwell	154	43	23
Catahoula	72	18	7
Claiborne	208	49	14
De Soto	141	51	16
East Baton Rouge	24,248	19,700	13,815
East Carroll	237	45	22
East Feliciana	617	251	139
Evangeline	522	113	38
Franklin	58	23	8
Grant	280	70	30
Iberia	1,478	529	207
Iberville	357	109	55
Jackson	74	13	4
Jefferson Davis	508	120	44
Lafayette	4,753	2,528	1,321
LaSalle	73	24	10
Lincoln	152	26	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,082	6,533
Madison	85	54	23
Morehouse	1,005	259	119
Natchitoches	598	146	58
Ouachita	3,418	2,065	1,023
Pointe Coupee	444	136	54
Rapides	145	87	27
Red River	46	13	4
Richland	445	129	63
Sabine	100	57	16
St. Helena	976	425	233
St. James	162	87	27
St. Landry	1,615	364	145
St. Martin	1,301	465	196
St. Tammany	1,057	420	217
Tangipahoa	6,183	3,836	2,075
Union	399	88	47
Vermilion	1,786	884	392
Vernon	306	64	25
Washington	1,222	410	188
Webster	525	121	50
West Baton Rouge	110	34	9
West Carroll	336	68	28
West Feliciana	154	54	32
Winn	181	47	17
Total	82,440	49,432	30,410

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	27	0
St. Mary	42	1
Tensas	2	0
Terrebonne	4	0
Total	153	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	47	\$1,127,396.50	26	\$614,770.27	16	\$199,841.63
Allen	1	\$38,213.24	1	\$38,213.24	0	\$0.00
Ascension	614	\$16,528,281.45	405	\$10,493,477.23	292	\$5,893,676.01
Avoyelles	1	\$3,035.15	0	\$0.00	0	\$0.00
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	1	\$42,887.30	0	\$0.00
Caddo	10	\$363,377.61	4	\$89,836.01	2	\$14,541.97
Calcasieu	16	\$479,396.21	8	\$253,121.60	5	\$117,133.63
Caldwell	4	\$127,053.88	2	\$48,640.72	0	\$0.00
Catahoula	2	\$113,583.37	0	\$0.00	0	\$0.00
Claiborne	2	\$45,255.02	1	\$13,158.69	0	\$0.00
De Soto	3	\$71,829.44	1	\$5,069.09	0	\$0.00
East Baton Rouge	5,656	\$148,493,073.53	4,091	\$112,046,870.37	3,406	\$60,682,276.07
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	33	\$1,077,270.29	20	\$578,354.70	10	\$180,430.85
Evangeline	12	\$289,080.75	7	\$179,968.38	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	48	\$1,532,205.51	26	\$851,358.26	15	\$208,778.64
Iberville	8	\$412,854.46	5	\$186,777.74	2	\$65,574.41
Jefferson Davis	2	\$55,839.13	2	\$55,839.13	0	\$0.00
Lafayette	475	\$9,885,908.90	338	\$7,201,668.65	251	\$3,849,240.09
Livingston	2,159	\$56,234,788.25	1,349	\$35,686,664.36	1,043	\$20,526,254.17
Morehouse	19	\$608,424.08	9	\$270,569.25	7	\$81,377.96
Natchitoches	7	\$216,233.67	3	\$97,700.76	3	\$46,332.04
Ouachita	217	\$6,604,230.35	135	\$4,080,697.37	86	\$1,431,363.43
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	1	\$37,308.50	0	\$0.00
Sabine	2	\$56,546.86	1	\$22,344.21	1	\$17,503.71
St. Helena	32	\$1,454,110.52	19	\$746,694.90	10	\$246,805.71
St. James	4	\$172,052.00	2	\$84,445.54	0	\$0.00
St. Landry	21	\$639,738.29	7	\$200,835.45	5	\$94,943.22
St. Martin	49	\$1,668,709.13	29	\$878,581.38	19	\$307,744.49
St. Tammany	41	\$1,062,720.60	25	\$563,268.32	20	\$260,766.13
Tangipahoa	484	\$15,599,421.00	271	\$8,215,023.82	156	\$2,654,752.06
Union	6	\$174,758.53	5	\$136,646.40	2	\$40,295.45
Vermilion	125	\$3,093,590.30	77	\$1,943,131.71	50	\$818,427.28
Vernon	3	\$99,926.68	1	\$64,937.15	1	\$63,828.23
Washington	32	\$907,835.31	21	\$632,964.31	14	\$226,570.58
Webster	6	\$117,696.55	4	\$72,368.65	3	\$62,944.93
West Baton Rouge	2	\$104,835.65	1	\$45,000.00	0	\$0.00
West Carroll	6	\$279,542.27	2	\$75,766.80	0	\$0.00
West Feliciana	7	\$231,102.35	5	\$183,254.91	4	\$56,092.27
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	10,198	\$271,524,616.66	6,918	\$187,164,672.55	5,438	\$98,377,691.58

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.