

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #39
April 28, 2018 – May 4, 2018

May 5, 2018

Table of Contents

Program Overview1
 Executive Summary4
 Key Program Statistics6
 Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons7
 Low to Moderate Income (LMI), Senior Adults and Disabled Reported.....8
 Demographics for Submitted Applications10
 Housing Assistance Center Activity (HAC)11
 Call Center Activity12
 APPENDIX A13
 APPENDIX B15
 APPENDIX C16
 APPENDIX D17
 APPENDIX E18
 APPENDIX F19
 Glossary20

List of Tables

Table 1: Outreach Events.....4
 Table 2: Homeowner Program Snapshot5
 Table 3: Key Program Statistics6
 Table 4: Not In Phase and Undetermined Reasons.....7
 Table 5 & 6: Submitted Surveys with LMI and Urgent Need Data.....8
 Table 7: Submitted Surveys with Senior Adult or Disabled Reported.....8
 Table 8 & 9: Submitted Applications with LMI and Urgent Need Data9
 Table 10: Submitted Applications with Senior Adult or Disabled Reported9
 Table 11: Submitted Applications by Race10
 Table 12: Housing Assistance Center Activity11
 Table 13: Call Center Activity12
 Table 14: Submitted Surveys and Submitted Applications by Louisiana House Districts.....13
 Table 15: Submitted Surveys and Submitted Applications by Louisiana Senate Districts.....14
 Table 16: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish.....15
 Table 17: Grant Awards by Parish.....16

List of Figures

Figure 1: Not Currently In A Phase Reasons7
 Figure 2: Submitted Applications by Race10
 Figure 3: Requested Assistance.....17
 Figure 4: Phase and Tiers18
 Figure 5: Housing Assistance Centers19

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 May 4, 2018, survey submissions increased by 101 from the previous week, making the total submissions 49,686. 40,569 homeowners were determined to be in Phases I – VI.
 - 40,326 environmental reviews have been completed, representing 99% of the 40,569 homeowners in Phases I – VI.
 - 40,429 homeowners have been invited to complete applications from Phase I - VI. 30,637 (76%) homeowners have submitted their applications.
 - 26,760 scopes of work have been completed, representing 87% of the 30,637 homeowners that have submitted their application.
 - There have been a total of 10,436 Grant Awards offered to homeowners, amounting to \$277,387,490.21. Of those, 7,152 homeowners have acknowledged their grant agreements, obligating \$192,621,662.50.
-
- As of May 4, 2018, there were a total of 53,270 appointments held.
 - 202,449 calls were completed by the call center. 135,660 of the completed calls were inbound calls and 66,789 of the completed calls were outbound calls.
 - The Program has completed 0 outreach events for this reporting period. The following event is scheduled for the week of May 7 – May 13, 2018:
 - 5/9: 2018 Hurricane Awareness Tour, Baton Rouge, LA

Table 1: Outreach Events

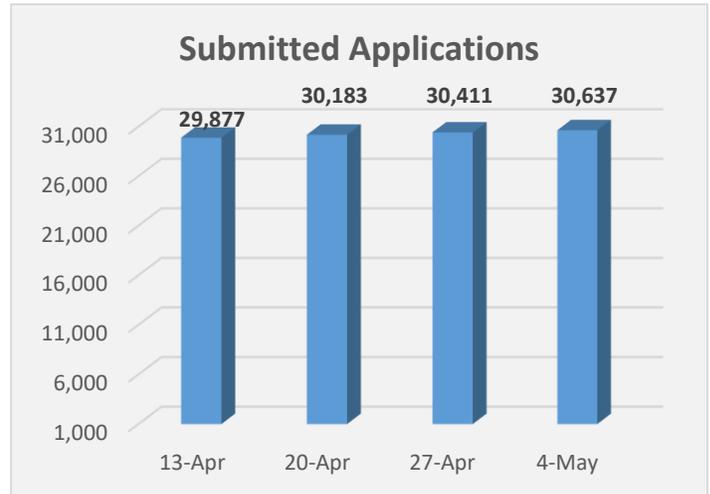
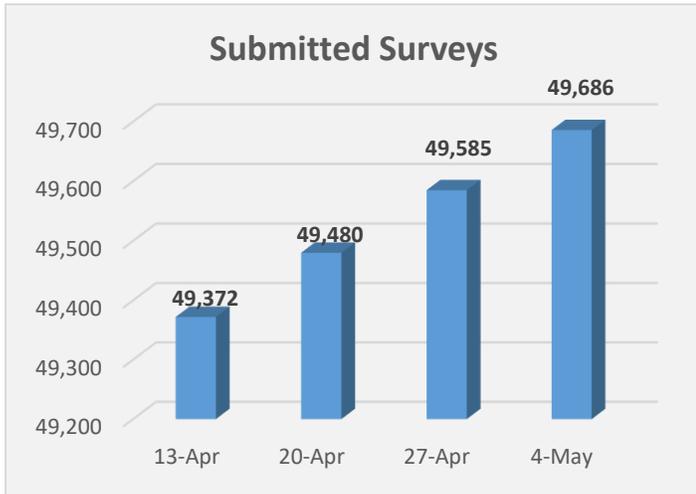
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
Total	171

Table 2: Homeowner Program Snapshot

Activity	As of 4/27/18	Weekly Activity	As of 5/4/18	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	59,881	147	60,028	
<i>Non-Submitted Surveys</i>	10,296	46	10,342	
<i>Submitted Surveys</i>	49,585	101	49,686	
<i>Phase I - VI Subtotal</i>	40,532	37	40,569	81.65%
<i>Phase I</i>	6,449	5	6,454	12.99%
<i>Phase II</i>	5,880	12	5,892	11.86%
<i>Phase III</i>	9,976	9	9,985	20.10%
<i>Phase IV</i>	9,701	1	9,702	19.53%
<i>Phase V</i>	1,471	4	1,475	2.97%
<i>Phase VI</i>	7,055	6	7,061	14.21%
<i>Duplicate Address</i>	3,448	32	3,480	7.00%
<i>Undetermined</i>	64	14	78	0.16%
<i>Not Currently In A Phase</i>	5,541	18	5,559	11.19%
Environmental Reviews				
Environmental Reviews Available to Work	235	8	243	
Environmental Reviews Completed	40,297	29	40,326	
Applications Invited				
Total Number of Invited Applications	40,338	91	40,429	
Applications Submitted	30,411	226	30,637	
Zero Award	5,948	276	6,224	
Ineligible	2,579	569	3,148	
Withdrawn	3,029	59	3,088	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	3,856	-642	3,214	
Total Scope of Work Completed	25,933	827	26,760	
Grant Awards				Total Dollars
Grant Awards Offered	10,198	238	10,436	277,387,490.21
Grant Awards Obligated	6,918	234	7,152	192,621,662.50
<i>Solution 1 Only</i>	147	5	152	5,883,574.80
<i>Solution 2 Only</i>	607	25	632	20,587,920.33
<i>Solution 3 Only</i>	1,420	67	1,487	26,090,374.48
<i>Solution 3 and 1</i>	1,063	32	1,095	36,815,681.86
<i>Solution 3 and 2</i>	3,681	105	3,786	103,244,111.03
Disbursements				
Total Disbursements	6,620	378	6,998	103,915,966.49
<i>Solution 1</i>	259	0	259	2,624,007.35
<i>Solution 1 - Progress Payment</i>	156	0	156	1,410,199.57
<i>Solution 1 - Final Payment</i>	103	0	103	1,213,807.78
<i>Solution 2</i>	1,116	76	1,192	12,494,170.52
<i>Solution 2 - Progress Payment</i>	866	56	922	9,998,398.38
<i>Solution 2 - Final Payment</i>	250	20	270	2,495,771.69
<i>Solution 3</i>	5,245	302	5,547	88,797,788.62

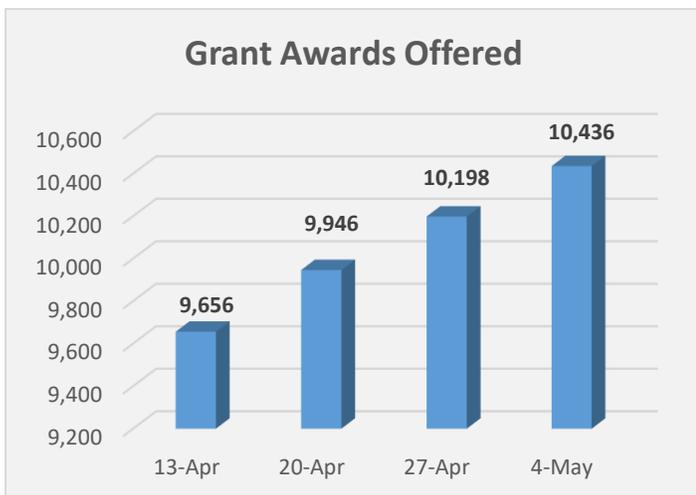
Key Program Statistics

Table 3: Key Program Statistics



40,569 of the 49,686 meet requirements for Phases I – VI.

Invited 40,429 Homeowners to complete Applications.

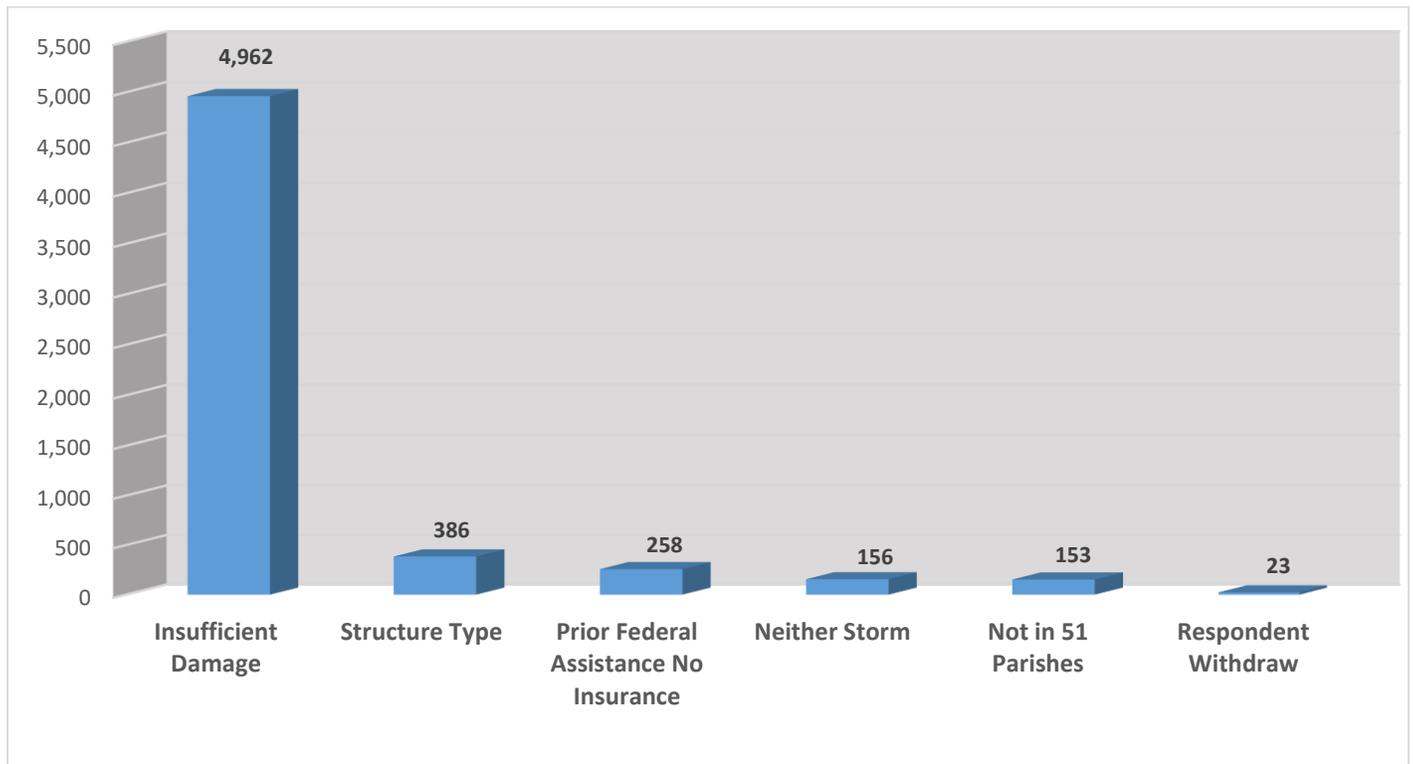


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 4/27/18	Weekly Activity	As of 5/4/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,541	18	5,559
Total Submitted Surveys Undetermined	64	14	78
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,917	21	5,938
<i>Insufficient Damage</i>	4,952	10	4,962
<i>Structure Type</i>	382	4	386
<i>Prior Federal Assistance No Insurance</i>	256	2	258
<i>Neither Storm</i>	153	3	156
<i>Not in 51 Parishes</i>	151	2	153
<i>Respondent Withdraw</i>	23	0	23
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	64	14	78
<i>Flood Plain (Not determined)</i>	64	14	78

Figure 1: Not Currently In A Phase Reasons



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

As of May 4, 2018, there are 26,460 homeowners, 53.25% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,896 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)	6,454	100.00%	6,454
Phase Two (II)	5,892	100.00%	5,892
Phase Three (III)	3,524	35.29%	9,985
Phase Four (IV)	3,061	31.55%	9,702
Phase Five (V)	773	52.41%	1,475
Phase Six (VI)	1,234	17.48%	7,061
Duplicate Address	1,905	54.74%	3,480
Undetermined	60	76.92%	78
Not In Phase	3,557	63.99%	5,559
Total	26,460	53.25%	49,686

	Submitted Surveys	Percentage
Most Impacted LMI	22,608	45.50%
Most Impacted Urgent Need	21,797	43.87%
LMI	3,852	7.75%
Urgent Need	1,429	2.88%
Total	49,686	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)	4,492	69.60%	4,165	64.53%	6,454
Phase Two (II)	4,478	76.00%	3,421	58.06%	5,892
Phase Three (III)	1,880	18.83%	994	9.95%	9,985
Phase Four (IV)	2,011	20.73%	994	10.25%	9,702
Phase Five (V)	215	14.58%	141	9.56%	1,475
Phase Six (VI)	1,748	24.76%	654	9.26%	7,061
Duplicate Address	1,160	33.33%	956	27.47%	3,480
Undetermined	25	32.05%	24	30.77%	78
Not In Phase	1,887	33.94%	1,774	31.91%	5,559
Total	17,896	36.02%	13,123	26.41%	49,686

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

As of May 4, 2018, there are 18,956 homeowners, 61.87% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,044 homeowners, 39.31% 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)	4,789	99.98%	4,790
Phase Two (II)	5,467	99.98%	5,468
Phase Three (III)	2,314	36.23%	6,387
Phase Four (IV)	2,680	41.07%	6,525
Phase Five (V)	380	61.89%	614
Phase Six (VI)	1,692	32.70%	5,174
Undetermined	4	100.00%	4
Not In Phase	1,630	97.31%	1,675
Total	18,956	61.87%	30,637

	Submitted Applications	Percentage
Most Impacted LMI	17,114	55.86%
Most Impacted Urgent Need	11,347	37.04%
LMI	1,842	6.01%
Urgent Need	334	1.09%
Total	30,637	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)	3,044	63.55%	3,253	67.91%	4,790
Phase Two (II)	3,719	68.01%	3,341	61.10%	5,468
Phase Three (III)	1,350	21.14%	1,110	17.38%	6,387
Phase Four (IV)	1,648	25.26%	1,562	23.94%	6,525
Phase Five (V)	140	22.80%	201	32.74%	614
Phase Six (VI)	1,501	29.01%	1,302	25.16%	5,174
Undetermined	3	75.00%	4	100.00%	4
Not In Phase	639	38.15%	1,371	81.85%	1,675
Total	12,044	39.31%	12,144	39.64%	30,637

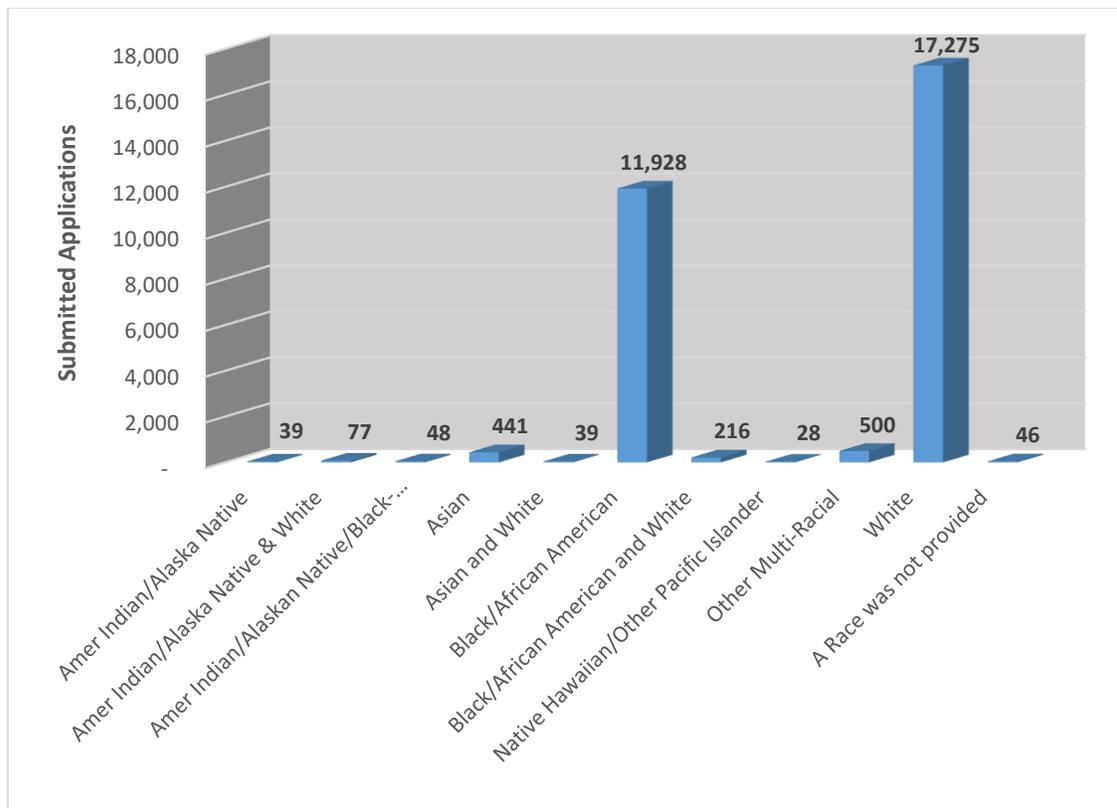
*A Senior Adult is anyone 62 years of age or older.

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	441	1.44%
Asian and White	39	0.13%
Black/African American	11,928	38.93%
Black/African American and White	216	0.70%
Native Hawaiian/Other Pacific Islander	28	0.09%
Other Multi-Racial	500	1.63%
White	17,275	56.39%
A Race was not provided	46	0.15%
Total	30,637	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 4/27/2018	Weekly Activity	As of 5/4/2018
Appointments			
Total Number of Appointments	55,770	1,036	56,806
<i>Walk-ins</i>	29,100	660	29,760
<i>Scheduled</i>	26,670	376	27,046
<i>Held at office</i>	22,682	326	23,008
<i>Home visit</i>	494	8	502
<i>Cancelled</i>	2,326	21	2,347
<i>No Show</i>	1,168	21	1,189
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	37,264	669	37,933
<i>Walk-ins</i>	20,799	484	21,283
<i>Scheduled</i>	16,465	185	16,650
<i>Held at office</i>	14,253	164	14,417
<i>Home visit</i>	183	4	187
<i>Cancelled</i>	1,651	13	1,664
<i>No Show</i>	378	4	382
Hammond			
Total Number of Appointments	10,608	249	10,857
<i>Walk-ins</i>	5,935	162	6,097
<i>Scheduled</i>	4,673	87	4,760
<i>Held at office</i>	3,492	62	3,554
<i>Home visit</i>	293	4	297
<i>Cancelled</i>	410	5	415
<i>No Show</i>	478	16	494
Lafayette			
Total Number of Appointments	4,290	82	4,372
<i>Walk-ins</i>	974	10	984
<i>Scheduled</i>	3,316	72	3,388
<i>Held at office</i>	3,039	69	3,108
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	162	3	165
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,608	36	3,644
<i>Walk-ins</i>	1,392	4	1,396
<i>Scheduled</i>	2,216	32	2,248
<i>Held at office</i>	1,898	31	1,929
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	103	0	103
<i>No Show</i>	203	1	204

Call Center Activity

Table 13: Call Center Activity

Activity	As of 4/27/2018	Weekly Activity	As of 5/4/2018
Call Center			
Total Calls	204,043	3,562	207,605
Total Calls Abandoned	5,012	144	5,156
Abandoned %	2.46%	0.02%	2.48%
Total Calls Processed	199,031	3,418	202,449
Inbound	133,781	1,879	135,660
Outbound	65,250	1,539	66,789
Completed Inbound Calls Details			
Total Inbound Calls Completed	133,781	1,879	135,660
Average Wait Time	1.03 min		1.05 min
Average Call Time	5.95 min		5.94 min
Program Inquiry	39,464	457	39,921
Surveys Status Update	2,871	15	2,886
Surveys Completed	8,301	37	8,338
Case Manager Request	12,018	376	12,394
Application Status Update	47,715	661	48,376
Application In Progress	667	10	677
Application Submitted (Pending Document Upload)	5,646	34	5,680
Applications Completed	233	2	235
Damage Assessment Inquiry	2,254	2	2,256
Award Acknowledgement Inquiry	2,243	19	2,262
Construction Inquiry	1,682	106	1,788
Appeals	932	31	963
Outbound Project	56	0	56
Invalid Number/ No Answer / Busy / Left Message	7,263	117	7,380
Call Transferred	2,436	12	2,448
Completed Outbound Calls Details			
Total Outbound Calls Completed	65,250	1,539	66,789
Average Call Time	1.72 min		1.71 min
Program Inquiry	5,148	31	5,179
Survey Status Update	88	0	88
Surveys Completed	677	0	677
Case Manager Request	109	6	115
Application Status Update	12,182	361	12,543
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	559	5	564
Applications Completed	41	2	43
Damage Assessment Inquiry	12	1	13
Award Acknowledgement Inquiry	38	2	40
Construction Inquiry	279	4	283
Appeals	0	0	0
Outbound Project	344	0	344
Invalid Number/ No Answer / Busy / Left Message	24,614	619	25,233
Call Transferred	21,159	508	21,667

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	5,202	3,406
2	53	22	37	125	46	72	1,961	1,101
3	38	11	38	166	57	73	1,353	742
4	82	40	39	193	81	74	349	165
5	21	13	40	181	70	75	358	168
6	5	1	41	255	107	76	33	18
7	58	16	42	316	142	77	246	119
8	26	10	43	510	263	78	2	0
9	174	65	44	107	38	79	1	0
10	173	70	45	163	63	80	1	0
11	72	24	46	254	105	81	2,106	1,323
12	94	49	47	586	251	83	4	0
13	101	31	48	582	309	84	2	0
14	409	180	49	366	152	85	1	0
15	77	35	50	43	1	86	808	434
16	562	265	51	1	0	88	2,808	1,810
17	1,181	623	52	1	0	89	3	1
18	162	62	53	4	0	90	22	6
19	310	158	54	2	0	91	4	0
20	93	44	55	4	0	92	3	0
21	92	38	56	4	0	93	8	0
22	138	62	57	20	0	94	1	0
23	129	48	58	242	116	95	2,200	1,456
24	112	41	59	640	427	96	544	241
25	13	3	60	81	36	97	8	0
26	49	11	61	1,474	1,008	98	1	0
27	25	14	62	572	329	99	5	0
28	125	28	63	958	619	100	7	0
29	1,678	1,186	64	3,161	2,188	101	5,387	4,078
30	23	5	65	5,559	3,931	102	7	0
31	1,160	659	66	1,652	1,037	103	2	0
32	45	17	67	163	75	104	11	5
33	62	26	68	74	37	105	3	0
34	24	8	69	228	132	Unknown	0	0
35	7	2	70	98	41	Total	49,686	30,637

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

Senate District	Survey Count	Application Count
1	64	28
2	365	164
3	11	0
4	15	0
5	10	0
6	8,388	5,629
7	8	0
8	9	0
9	1	0
10	3	0
11	928	475
12	2,332	1,231
13	8,959	5,854
14	1,859	1,184
15	9,724	7,160
16	524	300
17	982	528
18	5,429	3,473
19	14	0
20	5	0
21	96	15

Senate District	Survey Count	Application Count
22	925	395
23	1,776	977
24	577	228
25	371	155
26	1,491	697
27	35	11
28	398	135
29	194	69
30	221	82
31	227	83
32	278	129
33	707	347
34	1,690	856
35	293	125
36	335	131
37	116	42
38	125	45
39	201	89
Unknown	0	0
Total	49,686	30,637

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	443	185
Allen	75	19	10
Ascension	6,353	3,948	2,547
Avoyelles	274	130	28
Beauregard	113	36	11
Bienville	209	46	15
Bossier	607	262	100
Caddo	589	292	125
Calcasieu	266	159	58
Caldwell	154	44	24
Catahoula	72	18	7
Claiborne	208	49	14
De Soto	141	51	16
East Baton Rouge	24,248	19,723	13,859
East Carroll	237	46	22
East Feliciana	617	251	139
Evangeline	522	113	38
Franklin	58	23	8
Grant	280	70	30
Iberia	1,478	531	213
Iberville	357	111	56
Jackson	74	13	4
Jefferson Davis	508	121	45
Lafayette	4,753	2,532	1,337
LaSalle	73	24	10
Lincoln	152	27	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,098	6,586
Madison	85	54	24
Morehouse	1,005	259	122
Natchitoches	598	146	59
Ouachita	3,418	2,072	1,041
Pointe Coupee	444	136	55
Rapides	145	87	28
Red River	46	13	4
Richland	445	129	64
Sabine	100	57	16
St. Helena	976	427	236
St. James	162	87	27
St. Landry	1,615	364	148
St. Martin	1,301	467	198
St. Tammany	1,057	422	219
Tangipahoa	6,183	3,859	2,101
Union	399	88	48
Vermilion	1,786	884	397
Vernon	306	65	25
Washington	1,222	409	189
Webster	525	121	51
West Baton Rouge	110	34	9
West Carroll	336	68	30
West Feliciana	154	55	32
Winn	181	48	17
Total	82,440	49,531	30,636

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	29	0
St. Mary	42	1
Tensas	2	0
Terrebonne	4	0
Total	155	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	48	\$1,133,674.97	28	\$656,502.73	20	\$309,068.48
Allen	2	\$57,828.03	1	\$38,213.24	0	\$0.00
Ascension	627	\$16,742,517.25	422	\$10,767,483.62	315	\$6,173,461.99
Avoyelles	2	\$33,247.50	0	\$0.00	0	\$0.00
Beauregard	2	\$77,470.61	0	\$0.00	0	\$0.00
Bienville	3	\$72,623.57	1	\$21,980.23	1	\$20,389.63
Bossier	14	\$520,815.08	1	\$42,887.30	0	\$0.00
Caddo	10	\$363,377.61	4	\$89,836.01	3	\$16,984.70
Calcasieu	17	\$578,259.82	8	\$253,121.60	5	\$117,753.19
Caldwell	5	\$150,425.63	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	5,759	\$150,841,132.48	4,215	\$115,083,919.69	3,570	\$63,559,881.18
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	36	\$1,204,654.13	21	\$626,071.47	13	\$215,320.66
Evangeline	12	\$289,080.75	7	\$179,968.38	6	\$41,338.15
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	6	\$159,902.73	1	\$25,014.99	0	\$0.00
Iberia	49	\$1,568,174.41	27	\$889,682.16	18	\$273,026.33
Iberville	8	\$412,854.46	5	\$186,777.74	2	\$65,574.41
Jefferson Davis	2	\$55,839.13	2	\$55,839.13	1	\$21,391.00
Lafayette	481	\$10,024,785.36	353	\$7,392,093.72	274	\$4,145,837.92
Livingston	2,224	\$57,792,529.45	1,402	\$36,802,950.64	1,107	\$21,869,662.14
Morehouse	20	\$627,200.08	11	\$352,712.52	8	\$83,135.16
Natchitoches	7	\$216,233.67	3	\$97,700.76	3	\$46,332.04
Ouachita	226	\$6,889,822.91	138	\$4,183,513.25	96	\$1,530,400.94
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	7	\$313,335.70	1	\$37,308.50	0	\$0.00
Sabine	3	\$120,376.42	1	\$22,344.21	1	\$17,503.71
St. Helena	34	\$1,537,915.85	19	\$746,694.90	12	\$259,674.01
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	51	\$1,710,106.13	31	\$972,712.69	22	\$359,556.95
St. Tammany	45	\$1,150,661.44	27	\$606,230.69	21	\$278,589.91
Tangipahoa	499	\$16,065,171.31	283	\$8,604,420.75	162	\$2,773,269.50
Union	6	\$174,758.53	5	\$136,646.40	3	\$45,658.66
Vermilion	126	\$3,117,393.47	77	\$1,943,131.71	55	\$921,195.70
Vernon	3	\$99,926.68	1	\$64,937.15	1	\$63,828.23
Washington	33	\$915,249.85	21	\$632,964.31	18	\$316,829.61
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	10,436	\$277,387,490.21	7,152	\$192,621,662.50	5,758	\$103,915,966.49

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.