

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #40
May 5, 2018 – May 11, 2018

May 12, 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 May 11, 2018, survey submissions increased by 108 from the previous week, making the total submissions 49,794. 40,702 homeowners were determined to be in Phases I – VI.
 - 40,374 environmental reviews have been completed, representing 99% of the 40,702 homeowners in Phases I – VI.
 - 40,464 homeowners have been invited to complete applications from Phase I - VI. 30,842 (76%) homeowners have submitted their applications.
 - 27,298 scopes of work have been completed, representing 89% of the 30,842 homeowners that have submitted their application.
 - There have been a total of 10,679 Grant Awards offered to homeowners, amounting to \$283,079,673.16. Of those, 7,323 homeowners have acknowledged their grant agreements, obligating \$196,836,854.95.
-
- As of May 11, 2018, there were a total of 54,172 appointments held.
 - 205,915 calls were completed by the call center. 137,404 of the completed calls were inbound calls and 68,511 of the completed calls were outbound calls.
 - The Program has completed 1 outreach event for this reporting period. The following event is scheduled for the week of May 14 – May 20, 2018:
 - 5/19: SBP Disaster Preparedness Community Resource Fair

Table 1: Outreach Events

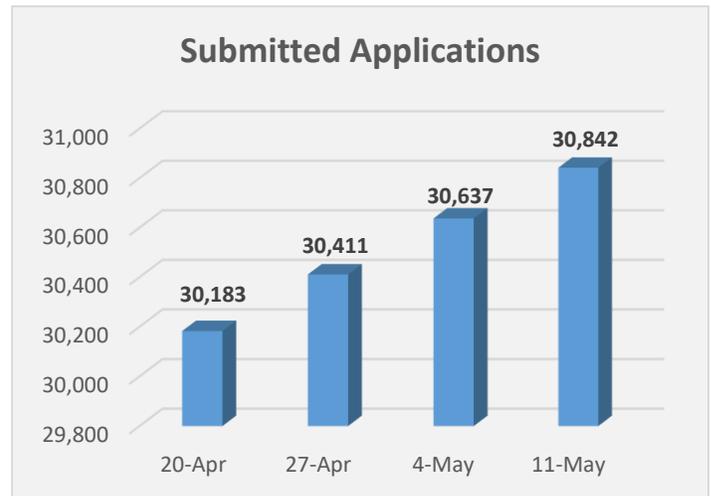
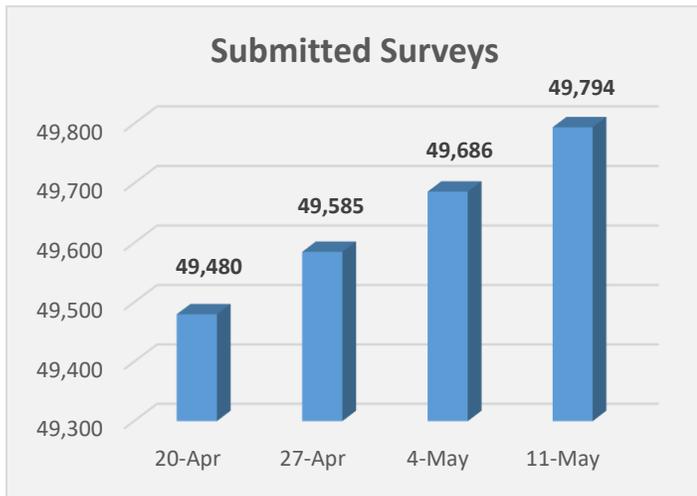
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
Total	171

Table 2: Homeowner Program Snapshot

Activity	As of 5/4/18	Weekly Activity	As of 5/11/18	Percentage
Surveys Recorded				Percentage
Total Number of Recorded Surveys	60,028	135	60,163	
<i>Non-Submitted Surveys</i>	10,342	27	10,369	
<i>Submitted Surveys</i>	49,686	108	49,794	
<i>Phase I - VI Subtotal</i>	40,569	133	40,702	81.74%
<i>Phase I</i>	6,454	32	6,486	13.03%
<i>Phase II</i>	5,892	20	5,912	11.87%
<i>Phase III</i>	9,985	35	10,020	20.12%
<i>Phase IV</i>	9,702	21	9,723	19.53%
<i>Phase V</i>	1,475	5	1,480	2.97%
<i>Phase VI</i>	7,061	20	7,081	14.22%
<i>Duplicate Address</i>	3,480	25	3,505	7.04%
<i>Undetermined</i>	78	-62	16	0.03%
<i>Not Currently In A Phase</i>	5,559	12	5,571	11.19%
Environmental Reviews				
Environmental Reviews Available to Work	243	85	328	
Environmental Reviews Completed	40,326	48	40,374	
Applications Invited				
Total Number of Invited Applications	40,429	35	40,464	
Applications Submitted	30,637	205	30,842	
Zero Award	6,224	293	6,517	
Ineligible	3,148	253	3,401	
Withdrawn	3,088	146	3,234	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	3,214	-412	2,802	
Total Scope of Work Completed	26,760	538	27,298	
Grant Awards				Total Dollars
Grant Awards Offered	10,436	243	10,679	283,079,673.16
Grant Awards Obligated	7,152	171	7,323	196,836,854.95
<i>Solution 1 Only</i>	152	0	152	5,912,329.72
<i>Solution 2 Only</i>	632	19	651	21,198,642.92
<i>Solution 3 Only</i>	1,487	38	1,525	26,700,235.17
<i>Solution 3 and 1</i>	1,095	20	1,115	37,511,749.39
<i>Solution 3 and 2</i>	3,786	94	3,880	105,513,897.75
Disbursements				
Total Disbursements	6,998	518	7,516	111,155,712.71
<i>Solution 1</i>	259	54	313	3,528,195.61
<i>Solution 1 - Progress Payment</i>	156	-41	115	1,115,431.44
<i>Solution 1 - Final Payment</i>	103	95	198	2,412,764.17
<i>Solution 2</i>	1,192	96	1,288	13,633,264.72
<i>Solution 2 - Progress Payment</i>	922	28	950	10,426,119.55
<i>Solution 2 - Final Payment</i>	270	68	338	3,207,145.17
<i>Solution 3</i>	5,547	368	5,915	93,994,252.38

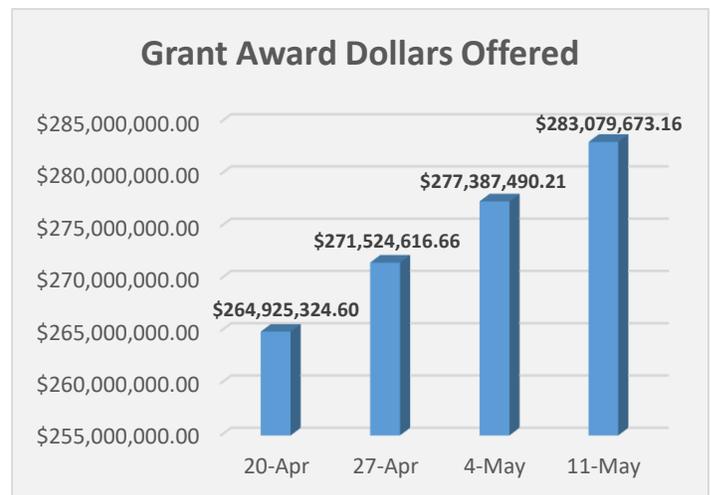
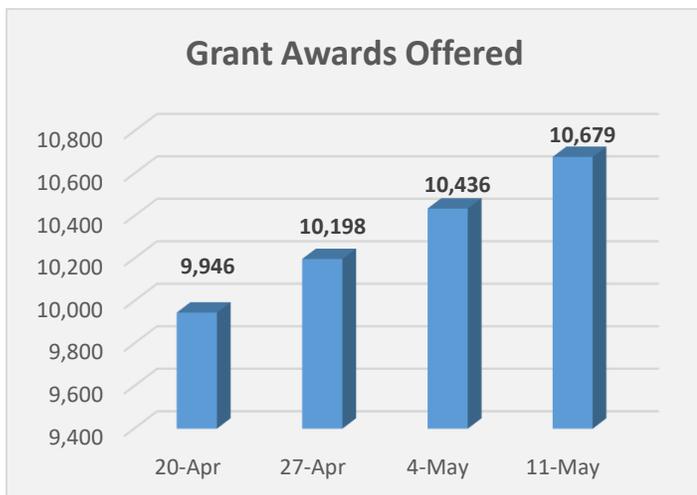
Key Program Statistics

Table 3: Key Program Statistics



40,702 of the 49,794 meet requirements for Phases I – VI.

Invited 40,464 Homeowners to complete Applications.

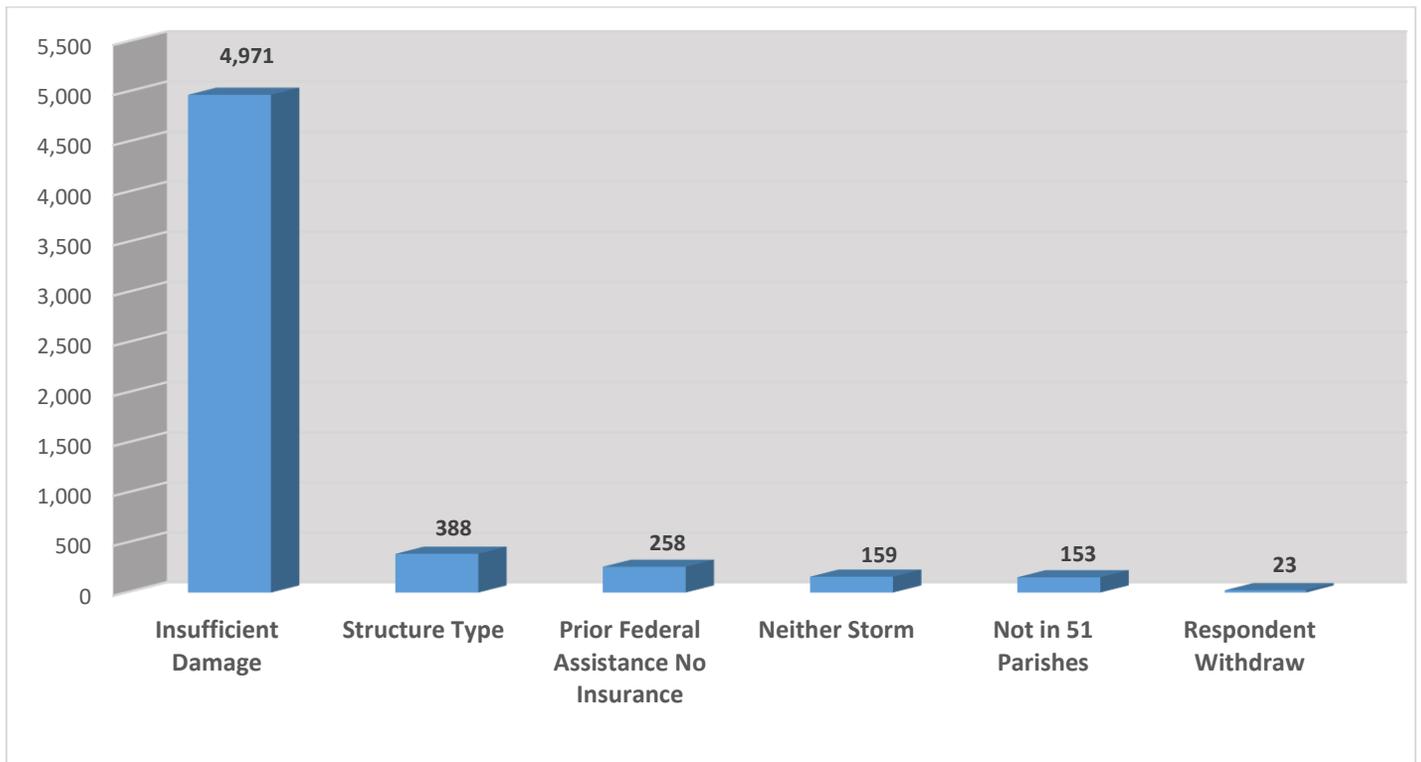


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 5/4/18	Weekly Activity	As of 5/11/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,559	12	5,571
Total Submitted Surveys Undetermined	78	-62	16
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	5,938	14	5,952
<i>Insufficient Damage</i>	4,962	9	4,971
<i>Structure Type</i>	386	2	388
<i>Prior Federal Assistance No Insurance</i>	258	0	258
<i>Neither Storm</i>	156	3	159
<i>Not in 51 Parishes</i>	153	0	153
<i>Respondent Withdraw</i>	23	0	23
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	78	-62	16
<i>Flood Plain (Not determined)</i>	78	-62	16

Figure 1: Not Currently In A Phase Reasons



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

As of May 11, 2018, there are 26,535 homeowners, 53.29% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,929 homeowners, 36.01% 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)	6,486	100.00%	6,486
Phase Two (II)	5,912	100.00%	5,912
Phase Three (III)	3,545	35.38%	10,020
Phase Four (IV)	3,075	31.63%	9,723
Phase Five (V)	777	52.50%	1,480
Phase Six (VI)	1,241	17.53%	7,081
Duplicate Address	1,922	54.84%	3,505
Undetermined	11	68.75%	16
Not In Phase	3,566	64.01%	5,571
Total	26,535	53.29%	49,794

	Submitted Surveys	Percentage
Most Impacted LMI	22,671	45.53%
Most Impacted Urgent Need	21,827	43.83%
LMI	3,864	7.76%
Urgent Need	1,432	2.88%
Total	49,794	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)	4,510	69.53%	4,190	64.60%	6,486
Phase Two (II)	4,494	76.01%	3,433	58.07%	5,912
Phase Three (III)	1,882	18.78%	994	9.92%	10,020
Phase Four (IV)	2,013	20.70%	994	10.22%	9,723
Phase Five (V)	215	14.53%	141	9.53%	1,480
Phase Six (VI)	1,751	24.73%	656	9.26%	7,081
Duplicate Address	1,165	33.24%	963	27.48%	3,505
Undetermined	7	43.75%	7	43.75%	16
Not In Phase	1,892	33.96%	1,777	31.90%	5,571
Total	17,929	36.01%	13,155	26.42%	49,794

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

As of May 11, 2018, there are 18,797 homeowners, 60.95% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,066 homeowners, 39.12% 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)	4,778	99.98%	4,779
Phase Two (II)	5,468	99.98%	5,469
Phase Three (III)	2,289	35.55%	6,439
Phase Four (IV)	2,609	39.55%	6,597
Phase Five (V)	387	60.85%	636
Phase Six (VI)	1,653	31.38%	5,268
Undetermined	4	100.00%	4
Not In Phase	1,609	97.52%	1,650
Total	18,797	60.95%	30,842

	Submitted Applications	Percentage
Most Impacted LMI	16,929	54.89%
Most Impacted Urgent Need	11,693	37.91%
LMI	1,868	6.06%
Urgent Need	352	1.14%
Total	30,842	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)	3,050	63.82%	3,229	67.57%	4,779
Phase Two (II)	3,738	68.35%	3,310	60.52%	5,469
Phase Three (III)	1,340	20.81%	1,073	16.66%	6,439
Phase Four (IV)	1,646	24.95%	1,483	22.48%	6,597
Phase Five (V)	141	22.17%	202	31.76%	636
Phase Six (VI)	1,525	28.95%	1,249	23.71%	5,268
Undetermined	3	75.00%	4	100.00%	4
Not In Phase	623	37.76%	1,337	81.03%	1,650
Total	12,066	39.12%	11,887	38.54%	30,842

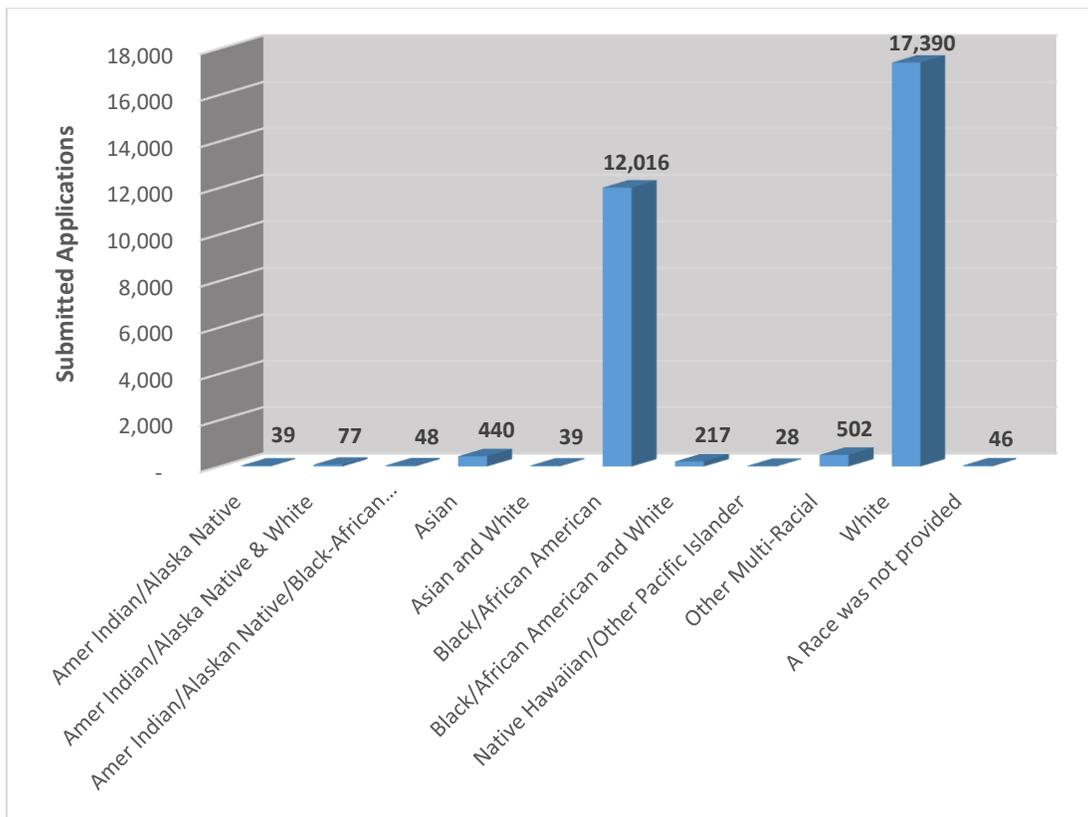
*A Senior Adult is anyone 62 years of age or older.

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	0.15%
Asian	440	1.43%
Asian and White	39	0.13%
Black/African American	12,016	38.96%
Black/African American and White	217	0.70%
Native Hawaiian/Other Pacific Islander	28	0.09%
Other Multi-Racial	502	1.63%
White	17,390	56.38%
A Race was not provided	46	0.15%
Total	30,842	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 5/4/2018	Weekly Activity	As of 5/11/2018
Appointments			
Total Number of Appointments	56,806	937	57,743
<i>Walk-ins</i>	29,760	633	30,393
<i>Scheduled</i>	27,046	304	27,350
<i>Held at office</i>	23,008	256	23,264
<i>Home visit</i>	502	13	515
<i>Cancelled</i>	2,347	23	2,370
<i>No Show</i>	1,189	12	1,201
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	37,933	546	38,479
<i>Walk-ins</i>	21,283	425	21,708
<i>Scheduled</i>	16,650	121	16,771
<i>Held at office</i>	14,417	96	14,513
<i>Home visit</i>	187	7	194
<i>Cancelled</i>	1,664	15	1,679
<i>No Show</i>	382	3	385
Hammond			
Total Number of Appointments	10,857	260	11,117
<i>Walk-ins</i>	6,097	177	6,274
<i>Scheduled</i>	4,760	83	4,843
<i>Held at office</i>	3,554	64	3,618
<i>Home visit</i>	297	6	303
<i>Cancelled</i>	415	7	422
<i>No Show</i>	494	6	500
Lafayette			
Total Number of Appointments	4,372	88	4,460
<i>Walk-ins</i>	984	31	1,015
<i>Scheduled</i>	3,388	57	3,445
<i>Held at office</i>	3,108	57	3,165
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	165	0	165
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,644	43	3,687
<i>Walk-ins</i>	1,396	0	1,396
<i>Scheduled</i>	2,248	43	2,291
<i>Held at office</i>	1,929	39	1,968
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	103	1	104
<i>No Show</i>	204	3	207

Call Center Activity

Table 13: Call Center Activity

Activity	As of 5/4/2018	Weekly Activity	As of 5/11/2018
Call Center			
Total Calls	207,605	3,519	211,124
Total Calls Abandoned	5,156	53	5,209
Abandoned %	2.48%	-0.01%	2.47%
Total Calls Processed	202,449	3,466	205,915
Inbound	135,660	1,744	137,404
Outbound	66,789	1,722	68,511
Completed Inbound Calls Details			
Total Inbound Calls Completed	135,660	1,744	137,404
Average Wait Time	1.05 min		1.05 min
Average Call Time	5.94 min		5.92 min
Program Inquiry	39,921	393	40,314
Surveys Status Update	2,886	18	2,904
Surveys Completed	8,338	24	8,362
Case Manager Request	12,394	343	12,737
Application Status Update	48,376	673	49,049
Application In Progress	677	9	686
Application Submitted (Pending Document Upload)	5,680	28	5,708
Applications Completed	235	0	235
Damage Assessment Inquiry	2,256	3	2,259
Award Acknowledgement Inquiry	2,262	23	2,285
Construction Inquiry	1,788	76	1,864
Appeals	963	33	996
Outbound Project	56	2	58
Invalid Number/ No Answer / Busy / Left Message	7,380	116	7,496
Call Transferred	2,448	3	2,451
Completed Outbound Calls Details			
Total Outbound Calls Completed	66,789	1,722	68,511
Average Call Time	1.71 min		1.71 min
Program Inquiry	5,179	43	5,222
Survey Status Update	88	0	88
Surveys Completed	677	1	678
Case Manager Request	115	2	117
Application Status Update	12,543	330	12,873
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	564	5	569
Applications Completed	43	0	43
Damage Assessment Inquiry	13	0	13
Award Acknowledgement Inquiry	40	0	40
Construction Inquiry	283	2	285
Appeals	0	0	0
Outbound Project	344	0	344
Invalid Number/ No Answer / Busy / Left Message	25,233	832	26,065
Call Transferred	21,667	507	22,174

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	5,216	3,425
2	53	22	37	125	47	72	1,975	1,114
3	38	13	38	166	59	73	1,363	752
4	82	40	39	194	83	74	349	168
5	21	13	40	181	70	75	358	171
6	5	1	41	255	108	76	33	18
7	58	16	42	317	142	77	246	120
8	26	10	43	510	265	78	2	0
9	174	66	44	108	38	79	1	0
10	173	70	45	164	64	80	1	0
11	74	25	46	255	105	81	2,113	1,331
12	94	50	47	586	255	83	4	0
13	101	32	48	582	313	84	2	0
14	410	184	49	368	152	85	1	0
15	77	35	50	43	1	86	810	442
16	567	271	51	1	0	88	2,813	1,826
17	1,185	636	52	1	0	89	4	1
18	163	63	53	4	0	90	22	6
19	310	160	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	64	57	20	0	94	1	0
23	129	50	58	242	118	95	2,203	1,467
24	113	41	59	641	428	96	545	248
25	13	3	60	81	36	97	8	0
26	49	11	61	1,476	1,010	98	1	0
27	25	14	62	572	332	99	5	0
28	125	30	63	960	623	100	7	0
29	1,680	1,187	64	3,165	2,196	101	5,393	4,086
30	23	5	65	5,568	3,940	102	7	0
31	1,160	663	66	1,655	1,044	103	2	0
32	45	18	67	163	75	104	11	5
33	62	27	68	74	37	105	3	0
34	25	8	69	228	132	Unknown	0	0
35	7	2	70	98	41	Total	49,794	30,842

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

Senate District	Survey Count	Application Count
1	64	28
2	365	166
3	11	0
4	15	0
5	10	0
6	8,409	5,660
7	8	0
8	9	0
9	1	0
10	3	0
11	931	479
12	2,341	1,246
13	8,979	5,892
14	1,862	1,186
15	9,735	7,174
16	524	301
17	988	535
18	5,442	3,497
19	14	0
20	5	0
21	97	15

Senate District	Survey Count	Application Count
22	927	404
23	1,776	984
24	579	232
25	372	156
26	1,493	701
27	36	11
28	398	138
29	194	70
30	222	86
31	228	86
32	278	131
33	711	356
34	1,697	871
35	293	127
36	335	131
37	116	43
38	125	45
39	201	91
Unknown	0	0
Total	49,794	30,842

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	444	185
Allen	75	19	10
Ascension	6,353	3,955	2,566
Avoyelles	274	130	30
Beauregard	113	36	12
Bienville	209	46	15
Bossier	607	262	101
Caddo	589	292	127
Calcasieu	266	160	61
Caldwell	154	44	24
Catahoula	72	18	7
Claiborne	208	50	15
De Soto	141	51	16
East Baton Rouge	24,248	19,749	13,891
East Carroll	237	46	22
East Feliciana	617	251	142
Evangeline	522	113	38
Franklin	58	23	8
Grant	280	70	31
Iberia	1,478	534	219
Iberville	357	111	57
Jackson	74	13	4
Jefferson Davis	508	121	46
Lafayette	4,753	2,535	1,347
LaSalle	73	24	11
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,123	6,629
Madison	85	54	24
Morehouse	1,005	260	124
Natchitoches	598	146	62
Ouachita	3,418	2,081	1,062
Pointe Coupee	444	137	56
Rapides	145	87	28
Red River	46	13	4
Richland	445	129	66
Sabine	100	57	16
St. Helena	976	432	240
St. James	162	87	28
St. Landry	1,615	364	152
St. Martin	1,301	468	201
St. Tammany	1,057	423	221
Tangipahoa	6,183	3,880	2,130
Union	399	88	49
Vermilion	1,786	884	399
Vernon	306	66	25
Washington	1,222	409	192
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	49,639	30,841

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	50	\$1,212,681.39	28	\$656,502.73	20	\$309,068.48
Allen	2	\$57,828.03	1	\$38,213.24	0	\$0.00
Ascension	651	\$17,260,170.35	429	\$10,956,746.97	342	\$6,698,669.23
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	18	\$649,057.78	1	\$42,887.30	0	\$0.00
Caddo	9	\$244,291.27	5	\$111,466.14	3	\$16,984.70
Calcasieu	18	\$611,953.74	9	\$256,445.28	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	5,874	\$153,821,292.02	4,294	\$116,954,938.97	3,790	\$67,569,215.30
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	38	\$1,220,039.09	22	\$643,927.50	14	\$232,088.16
Evangeline	14	\$346,138.08	7	\$179,968.38	7	\$58,524.49
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	6	\$159,902.73	2	\$72,675.68	1	\$25,014.99
Iberia	51	\$1,648,694.75	28	\$948,452.82	18	\$273,026.33
Iberville	8	\$412,854.46	5	\$186,777.74	3	\$88,014.07
Jefferson Davis	2	\$55,839.13	2	\$55,839.13	1	\$21,391.00
Lafayette	497	\$10,215,883.43	365	\$7,599,268.74	296	\$4,562,172.87
Livingston	2,268	\$58,790,253.00	1,445	\$37,845,735.77	1,192	\$23,593,801.16
Morehouse	19	\$610,691.28	11	\$352,712.52	8	\$83,135.16
Natchitoches	8	\$260,720.07	3	\$97,700.76	3	\$46,332.04
Ouachita	234	\$7,125,183.76	146	\$4,402,455.62	105	\$1,654,522.12
Pointe Coupee	6	\$259,394.63	6	\$259,394.63	4	\$82,938.85
Rapides	4	\$165,479.78	1	\$17,341.25	1	\$12,310.69
Richland	9	\$354,222.54	1	\$37,308.50	1	\$10,971.10
Sabine	3	\$120,376.42	1	\$22,344.21	1	\$17,503.71
St. Helena	33	\$1,447,137.49	19	\$746,694.90	12	\$259,674.01
St. James	4	\$172,052.00	2	\$84,445.54	0	\$0.00
St. Landry	22	\$665,804.18	8	\$265,287.78	6	\$120,948.99
St. Martin	55	\$1,776,540.05	33	\$1,056,550.85	23	\$374,252.39
St. Tammany	46	\$1,178,779.92	30	\$665,543.89	22	\$290,646.11
Tangipahoa	514	\$16,461,847.39	292	\$8,878,262.30	169	\$2,948,135.07
Union	6	\$174,758.53	5	\$136,646.40	3	\$45,658.66
Vermilion	128	\$3,105,094.97	79	\$1,998,452.58	62	\$1,026,151.31
Vernon	3	\$99,926.68	1	\$64,937.15	1	\$63,828.23
Washington	33	\$930,103.29	21	\$632,964.31	18	\$318,986.43
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	8	\$261,861.47	5	\$183,254.91	5	\$69,586.98
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	10,679	\$283,079,673.16	7,323	\$196,836,854.95	6,144	\$111,155,712.71

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.