

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #41
May 12, 2018 – May 18, 2018

May 19, 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 18, 2018, survey submissions increased by 126 from the previous week, making the total submissions 49,920. 40,771 homeowners were determined to be in Phases I – VI.
 - 40,422 environmental reviews have been completed, representing 99% of the 40,771 homeowners in Phases I – VI.
 - 40,536 homeowners have been invited to complete applications from Phase I - VI. 31,002 (76%) homeowners have submitted their applications.
 - 27,806 scopes of work have been completed, representing 90% of the 31,002 homeowners that have submitted their application.
 - There have been a total of 10,989 Grant Awards offered to homeowners, amounting to \$291,052,119.26. Of those, 7,573 homeowners have acknowledged their grant agreements, obligating \$203,585,007.20.
-
- As of May 18, 2018, there were a total of 55,033 appointments held.
 - 209,935 calls were completed by the call center. 139,216 of the completed calls were inbound calls and 70,719 of the completed calls were outbound calls.
 - The Program has completed 1 outreach event for this reporting period. The following events are scheduled for the week of May 21 – May 27, 2018:
 - 5/21: EBR LTRO Committee Meeting, Baton Rouge, LA
 - 5/22: Senate Homeland Security Committee Meeting, Baton Rouge, LA

Table 1: Outreach Events

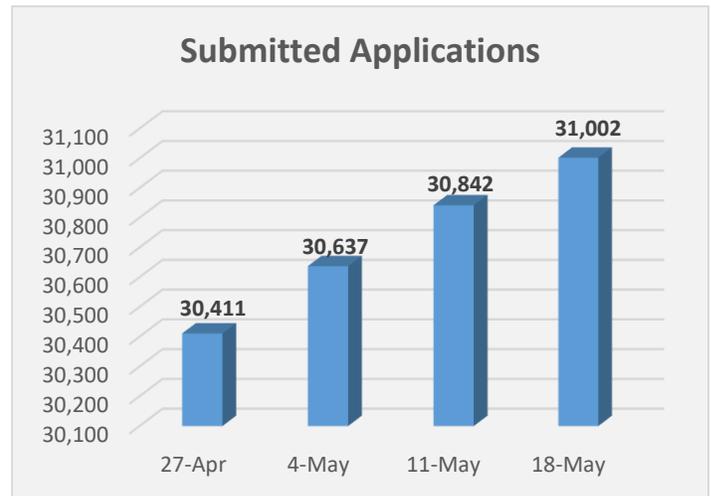
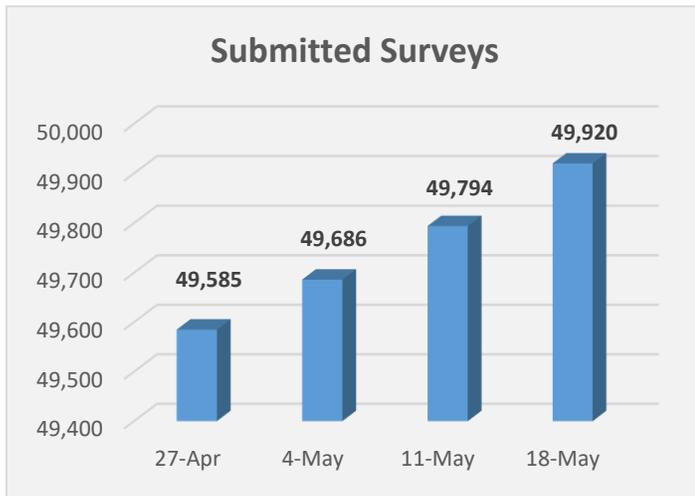
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
Total	171

Table 2: Homeowner Program Snapshot

	As of 5/11/18	Weekly Activity	As of 5/18/18	
Surveys Recorded				Percentage
Total Number of Recorded Surveys	60,163	183	60,346	
<i>Non-Submitted Surveys</i>	10,369	57	10,426	
<i>Submitted Surveys</i>	49,794	126	49,920	
<i>Phase I - VI Subtotal</i>	40,702	69	40,771	81.67%
<i>Duplicate Address</i>	3,505	17	3,522	7.06%
<i>Not Currently In A Phase</i>	5,587	40	5,627	11.27%
Environmental Reviews				
Environmental Reviews Available to Work	328	21	349	
Environmental Reviews Completed	40,374	48	40,422	
Applications Invited				
Total Number of Invited Applications	40,464	72	40,536	
Applications Submitted	30,842	160	31,002	
Zero Award	6,517	307	6,824	
Ineligible	3,401	4	3,405	
Withdrawn	3,234	129	3,363	
Scope of Work: Prospective/Completed				
Scope of Work Available to Work	2,802	-434	2,368	
Total Scope of Work Completed	27,298	508	27,806	
Grant Awards				Total Dollars
Grant Awards Offered	10,679	310	10,989	291,052,119.26
Grant Awards Obligated	7,323	250	7,573	203,585,007.20
<i>Solution 1 Only</i>	152	5	157	6,145,070.85
<i>Solution 2 Only</i>	651	30	681	22,148,040.01
<i>Solution 3 Only</i>	1,525	56	1,581	27,774,662.18
<i>Solution 3 and 1</i>	1,115	37	1,152	38,815,154.26
<i>Solution 3 and 2</i>	3,880	122	4,002	108,702,079.90
Disbursements				
Total Disbursements	6,144	67	6,211	111,995,414.34
<i>Solution 1 Only</i>	28	0	28	586,676.68
<i>Solution 2 Only</i>	200	1	201	3,808,479.49
<i>Solution 3 Only</i>	1,198	41	1,239	22,315,295.17
<i>Solution 3 and 1</i>	1,067	12	1,079	17,535,657.99
<i>Solution 3 and 2</i>	3,651	13	3,664	67,749,305.01

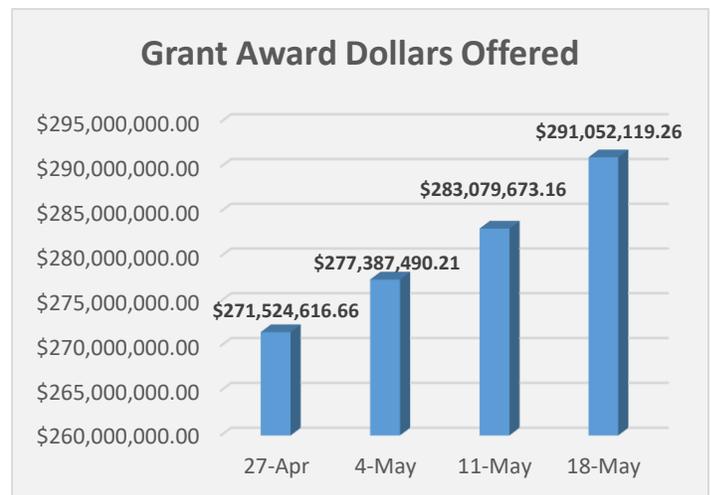
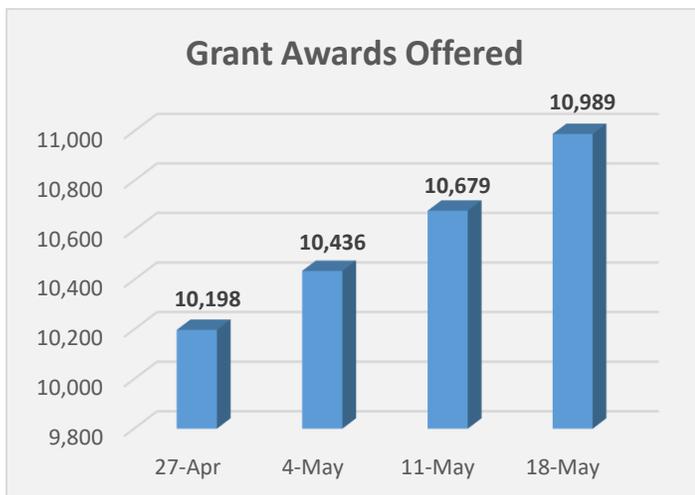
Key Program Statistics

Table 3: Key Program Statistics



40,771 of the 49,920 meet requirements for Phases I – VI.

Invited 40,536 Homeowners to complete Applications.



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

As of May 18, 2018, there are 26,609 homeowners, 53.30% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 17,964 homeowners, 35.99% of the homeowners who submitted surveys, that reported they were 62 years of age or older.

Table 4 & 5: 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)	6,504	100.00%	6,504
Phase Two (II)	5,918	100.00%	5,918
Phase Three (III)	3,554	35.40%	10,040
Phase Four (IV)	3,077	31.62%	9,730
Phase Five (V)	781	52.59%	1,485
Phase Six (VI)	1,243	17.52%	7,094
Duplicate Address	1,933	54.88%	3,522
Undetermined	25	73.53%	34
Not In Phase	3,574	63.90%	5,593
Total	26,609	53.30%	49,920

	Submitted Surveys	Percentage
Most Impacted LMI	22,727	45.53%
Most Impacted Urgent Need	21,875	43.82%
LMI	3,882	7.77%
Urgent Need	1,436	2.88%
Total	49,920	100.00%

Table 6: 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)	4,519	69.48%	4,205	64.65%	6,504
Phase Two (II)	4,499	76.02%	3,437	58.08%	5,918
Phase Three (III)	1,885	18.77%	995	9.91%	10,040
Phase Four (IV)	2,013	20.69%	994	10.22%	9,730
Phase Five (V)	215	14.48%	141	9.49%	1,485
Phase Six (VI)	1,754	24.73%	658	9.28%	7,094
Duplicate Address	1,170	33.22%	967	27.46%	3,522
Undetermined	13	38.24%	10	29.41%	34
Not In Phase	1,896	33.90%	1,781	31.84%	5,593
Total	17,964	35.99%	13,188	26.42%	49,920

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

As of May 18, 2018, there are 18,474 homeowners, 59.59% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,068 homeowners, 38.93% of the homeowners who submitted applications, that reported they were 62 years of age or older.

Table 7 & 8: 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)	4,751	99.98%	4,752
Phase Two (II)	5,454	99.98%	5,455
Phase Three (III)	2,217	34.40%	6,445
Phase Four (IV)	2,478	37.31%	6,641
Phase Five (V)	383	58.92%	650
Phase Six (VI)	1,601	29.53%	5,421
Undetermined	5	100.00%	5
Not In Phase	1,585	97.06%	1,633
Total	18,474	59.59%	31,002

	Submitted Applications	Percentage
Most Impacted LMI	16,599	53.54%
Most Impacted Urgent Need	12,152	39.20%
LMI	1,875	6.05%
Urgent Need	376	1.21%
Total	31,002	100.00%

Table 9: 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)	3,034	63.85%	3,194	67.21%	4,752
Phase Two (II)	3,749	68.73%	3,267	59.89%	5,455
Phase Three (III)	1,339	20.78%	995	15.44%	6,445
Phase Four (IV)	1,638	24.66%	1,337	20.13%	6,641
Phase Five (V)	143	22.00%	197	30.31%	650
Phase Six (VI)	1,549	28.57%	1,196	22.06%	5,421
Undetermined	3	60.00%	4	80.00%	5
Not In Phase	613	37.54%	1,303	79.79%	1,633
Total	12,068	38.93%	11,493	37.07%	31,002

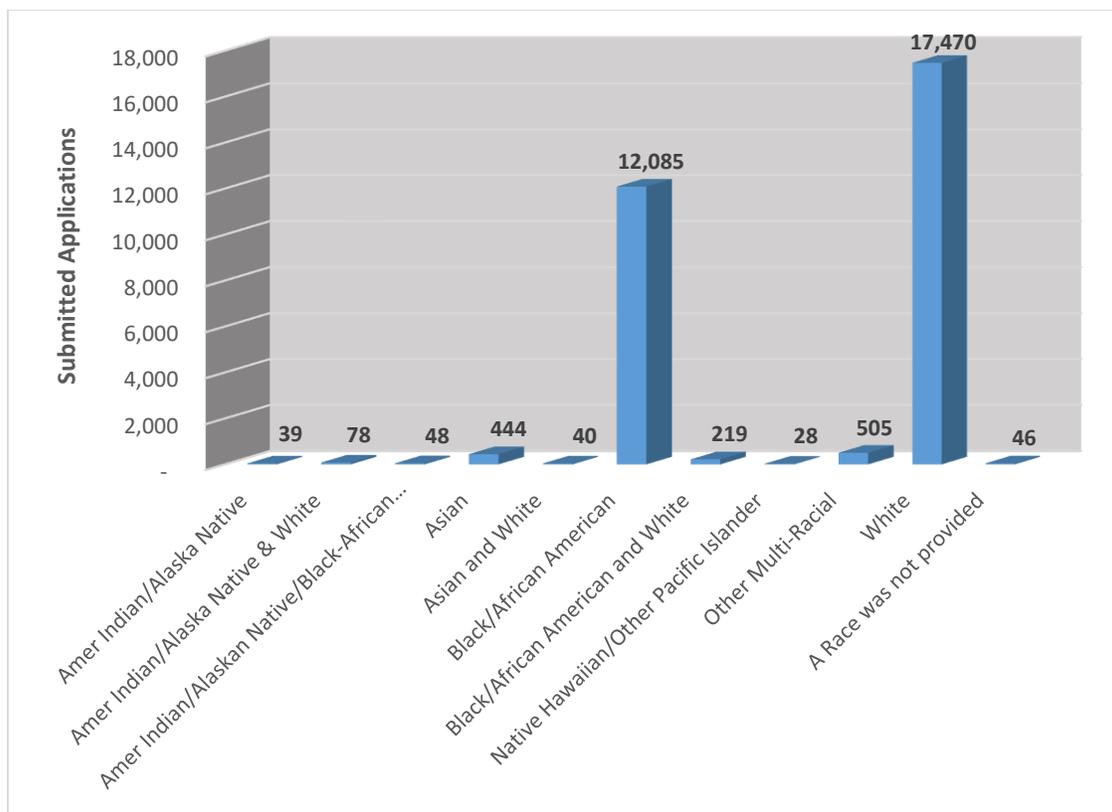
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 10: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	39	0.13%
American Indian/Alaska Native and White	78	0.25%
American Indian/Alaskan Native/Black-African American	48	0.15%
Asian	444	1.43%
Asian and White	40	0.13%
Black/African American	12,085	38.98%
Black/African American and White	219	0.71%
Native Hawaiian/Other Pacific Islander	28	0.09%
Other Multi-Racial	505	1.63%
White	17,470	56.35%
A Race was not provided	46	0.15%
Total	31,002	100.00%

Figure 1: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 11: Housing Assistance Center Activity

Activity	As of 5/11/2018	Weekly Activity	As of 5/18/2018
Appointments			
Total Number of Appointments	57,743	892	58,635
<i>Walk-ins</i>	30,393	592	30,985
<i>Scheduled</i>	27,350	300	27,650
<i>Held at office</i>	23,264	257	23,521
<i>Home visit</i>	515	12	527
<i>Cancelled</i>	2,370	19	2,389
<i>No Show</i>	1,201	12	1,213
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	38,479	536	39,015
<i>Walk-ins</i>	21,708	420	22,128
<i>Scheduled</i>	16,771	116	16,887
<i>Held at office</i>	14,513	107	14,620
<i>Home visit</i>	194	0	194
<i>Cancelled</i>	1,679	8	1,687
<i>No Show</i>	385	1	386
Hammond			
Total Number of Appointments	11,117	241	11,358
<i>Walk-ins</i>	6,274	150	6,424
<i>Scheduled</i>	4,843	91	4,934
<i>Held at office</i>	3,618	66	3,684
<i>Home visit</i>	303	12	315
<i>Cancelled</i>	422	4	426
<i>No Show</i>	500	9	509
Lafayette			
Total Number of Appointments	4,460	90	4,550
<i>Walk-ins</i>	1,015	22	1,037
<i>Scheduled</i>	3,445	68	3,513
<i>Held at office</i>	3,165	62	3,227
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	165	6	171
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,687	25	3,712
<i>Walk-ins</i>	1,396	0	1,396
<i>Scheduled</i>	2,291	25	2,316
<i>Held at office</i>	1,968	22	1,990
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	104	1	105
<i>No Show</i>	207	2	209

Call Center Activity

Table 12: Call Center Activity

Activity	As of 5/11/2018	Weekly Activity	As of 5/18/2018
Call Center			
Total Calls	211,124	4,092	215,216
Total Calls Abandoned	5,209	72	5,281
Abandoned %	2.47%	-0.02%	2.45%
Total Calls Processed	205,915	4,020	209,935
Inbound	137,404	1,812	139,216
Outbound	68,511	2,208	70,719
Completed Inbound Calls Details			
Total Inbound Calls Completed	137,404	1,812	139,216
Average Wait Time	1.05 min		1.04 min
Average Call Time	5.92 min		5.91 min
Program Inquiry	40,314	404	40,718
Surveys Status Update	2,904	18	2,922
Surveys Completed	8,362	36	8,398
Case Manager Request	12,737	341	13,078
Application Status Update	49,049	701	49,750
Application In Progress	686	13	699
Application Submitted (Pending Document Upload)	5,708	21	5,729
Applications Completed	235	0	235
Damage Assessment Inquiry	2,259	2	2,261
Award Acknowledgement Inquiry	2,285	25	2,310
Construction Inquiry	1,864	110	1,974
Appeals	996	34	1,030
Outbound Project	58	2	60
Invalid Number/ No Answer / Busy / Left Message	7,496	102	7,598
Call Transferred	2,451	3	2,454
Completed Outbound Calls Details			
Total Outbound Calls Completed	68,511	2,208	70,719
Average Call Time	1.71 min		1.69 min
Program Inquiry	5,222	24	5,246
Survey Status Update	88	0	88
Surveys Completed	678	11	689
Case Manager Request	117	2	119
Application Status Update	12,873	856	13,729
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	569	2	571
Applications Completed	43	0	43
Damage Assessment Inquiry	13	1	14
Award Acknowledgement Inquiry	40	0	40
Construction Inquiry	285	1	286
Appeals	0	1	1
Outbound Project	344	78	422
Invalid Number/ No Answer / Busy / Left Message	26,065	766	26,831
Call Transferred	22,174	466	22,640

APPENDIX A

Table 13: 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	37	36	4	1	71	5,224	3,447
2	53	22	37	126	47	72	1,990	1,132
3	38	13	38	166	60	73	1,371	759
4	82	40	39	194	84	74	350	168
5	21	13	40	181	70	75	359	172
6	5	2	41	256	109	76	33	18
7	58	19	42	317	142	77	246	122
8	26	10	43	511	269	78	2	0
9	174	66	44	108	38	79	1	0
10	173	71	45	164	64	80	1	0
11	74	25	46	256	107	81	2,123	1,337
12	94	50	47	586	255	83	4	0
13	101	32	48	583	316	84	2	0
14	411	188	49	370	152	85	1	0
15	78	35	50	43	1	86	816	448
16	569	277	51	1	0	88	2,813	1,833
17	1,188	642	52	1	0	89	4	1
18	164	65	53	4	0	90	22	6
19	311	160	54	2	0	91	4	0
20	95	44	55	4	0	92	3	0
21	92	39	56	4	0	93	8	0
22	138	65	57	20	0	94	1	0
23	129	51	58	243	119	95	2,208	1,475
24	112	41	59	644	429	96	548	252
25	13	3	60	83	36	97	8	0
26	49	12	61	1,478	1,014	98	1	0
27	25	14	62	572	335	99	5	0
28	125	30	63	965	626	100	7	0
29	1,684	1,188	64	3,173	2,205	101	5,395	4,094
30	23	5	65	5,575	3,945	102	7	0
31	1,163	663	66	1,657	1,047	103	2	0
32	45	18	67	164	75	104	11	5
33	62	27	68	75	37	105	4	0
34	26	8	69	230	132	Unknown	6	0
35	7	2	70	99	41	Total	49,920	31,002

Table 14: Submitted Surveys and Submitted Applications by Louisiana Senate Districts

Senate District	Survey Count	Application Count
1	64	28
2	368	167
3	11	0
4	15	0
5	10	0
6	8,435	5,681
7	8	0
8	10	0
9	1	0
10	3	0
11	933	484
12	2,354	1,261
13	8,993	5,929
14	1,868	1,186
15	9,748	7,193
16	525	301
17	993	542
18	5,455	3,509
19	14	0
20	5	0
21	98	15

Senate District	Survey Count	Application Count
22	931	411
23	1,779	989
24	580	234
25	374	156
26	1,495	701
27	37	11
28	398	140
29	194	72
30	222	86
31	227	87
32	281	132
33	712	359
34	1,702	881
35	294	130
36	335	133
37	116	44
38	125	48
39	201	92
Unknown	6	0
Total	49,920	31,002

APPENDIX B

Table 15: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	445	185
Allen	75	19	10
Ascension	6,353	3,960	2,575
Avoyelles	274	130	30
Beauregard	113	36	12
Bienville	209	46	15
Bossier	607	262	102
Caddo	589	292	132
Calcasieu	266	161	61
Caldwell	154	46	24
Catahoula	72	18	7
Claiborne	208	50	15
De Soto	141	51	16
East Baton Rouge	24,248	19,783	13,920
East Carroll	237	46	23
East Feliciana	617	252	145
Evangeline	522	113	39
Franklin	58	23	8
Grant	280	70	32
Iberia	1,478	539	220
Iberville	357	113	57
Jackson	74	13	4
Jefferson Davis	508	122	46
Lafayette	4,753	2,540	1,354
LaSalle	73	24	11
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,146	6,670
Madison	85	54	24
Morehouse	1,005	260	125
Natchitoches	598	146	63
Ouachita	3,418	2,088	1,077
Pointe Coupee	444	138	58
Rapides	145	87	29
Red River	46	13	4
Richland	445	130	66
Sabine	100	57	16
St. Helena	976	438	245
St. James	162	88	28
St. Landry	1,615	364	153
St. Martin	1,301	469	207
St. Tammany	1,057	423	223
Tangipahoa	6,183	3,907	2,155
Union	399	88	49
Vermilion	1,786	884	399
Vernon	306	66	25
Washington	1,222	410	193
Webster	525	121	52
West Baton Rouge	110	34	9
West Carroll	336	68	30
West Feliciana	154	55	32
Winn	181	48	17
Total	82,440	49,764	31,001

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	3	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	156	1

APPENDIX C

Table 16: 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	54	\$1,278,048.72	29	\$696,108.53	20	\$309,068.48
Allen	2	\$57,828.03	1	\$38,213.24	0	\$0.00
Ascension	677	\$17,971,111.26	441	\$11,310,337.17	347	\$6,765,907.45
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	20	\$683,698.32	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	\$76,027.13	1	\$5,069.09	0	\$0.00
East Baton Rouge	6,024	\$157,469,368.99	4,428	\$120,800,308.13	3,832	\$68,076,834.06
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	40	\$1,276,236.40	23	\$668,668.65	14	\$232,088.16
Evangeline	14	\$346,138.08	8	\$189,416.56	7	\$58,524.49
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	7	\$181,703.00	2	\$72,675.68	1	\$25,014.99
Iberia	54	\$1,715,772.51	29	\$984,421.72	18	\$273,026.33
Iberville	9	\$456,842.85	5	\$186,777.74	3	\$88,014.07
Jefferson Davis	2	\$55,839.13	2	\$55,839.13	2	\$52,006.10
Lafayette	506	\$10,395,421.45	369	\$7,656,240.49	301	\$4,630,378.03
Livingston	2,339	\$60,504,823.25	1,519	\$39,573,354.56	1,201	\$23,729,817.16
Madison	1	\$51,358.71	0	\$0.00	0	\$0.00
Morehouse	22	\$771,342.55	11	\$352,712.52	8	\$83,135.16
Natchitoches	9	\$282,408.73	3	\$97,700.76	3	\$46,332.04
Ouachita	243	\$7,263,613.82	146	\$4,417,662.61	106	\$1,656,473.27
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	\$1,456,951.88	22	\$869,025.66	12	\$259,674.01
St. James	5	\$211,991.57	2	\$84,445.54	0	\$0.00
St. Landry	22	\$665,804.18	9	\$280,035.04	6	\$120,948.99
St. Martin	57	\$1,893,778.96	35	\$1,081,729.31	23	\$374,252.39
St. Tammany	47	\$1,200,023.86	31	\$676,436.05	24	\$302,200.67
Tangipahoa	531	\$17,128,643.99	303	\$9,209,393.70	169	\$2,948,135.07
Union	7	\$201,736.35	5	\$136,646.40	3	\$45,658.66
Vermilion	129	\$3,146,057.41	82	\$2,112,537.04	63	\$1,033,230.27
Vernon	3	\$99,926.68	1	\$64,937.15	1	\$63,828.23
Washington	35	\$1,016,291.55	22	\$652,748.14	18	\$318,986.43
Webster	7	\$153,255.57	4	\$72,368.65	4	\$72,368.65
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	9	\$271,062.48	5	\$184,737.91	5	\$69,586.98
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	10,989	\$291,052,119.26	7,573	\$203,585,007.20	6,211	\$111,995,414.34

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 2: 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 3: 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 4: 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.