

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #42
May 19, 2018 – May 25, 2018

May 26, 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 25, 2018, survey submissions increased by 340 from the previous week, making the total submissions 50,260. 40,978 homeowners were determined to be in Phases I – VI.
 - 40,526 environmental reviews have been completed, representing 99% of the 40,978 homeowners in Phases I – VI.
 - 40,579 homeowners have been invited to complete applications from Phase I - VI. 31,175 (77%) homeowners have submitted their applications.
 - 28,565 scopes of work have been completed, representing 92% of the 31,175 homeowners that have submitted their application.
 - There have been a total of 11,255 Grant Awards offered to homeowners, amounting to \$297,479,596.99. Of those, 7,805 homeowners have acknowledged their grant agreements, obligating \$209,332,384.44.
-
- As of May 25, 2018, there were a total of 55,940 appointments held.
 - 213,847 calls were completed by the call center. 141,472 of the completed calls were inbound calls and 72,375 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 28 – June 3, 2018:
 - 5/30: Denham Springs Homeownership Fair Planning Meeting, Baton Rouge, LA

Table 1: Outreach Events

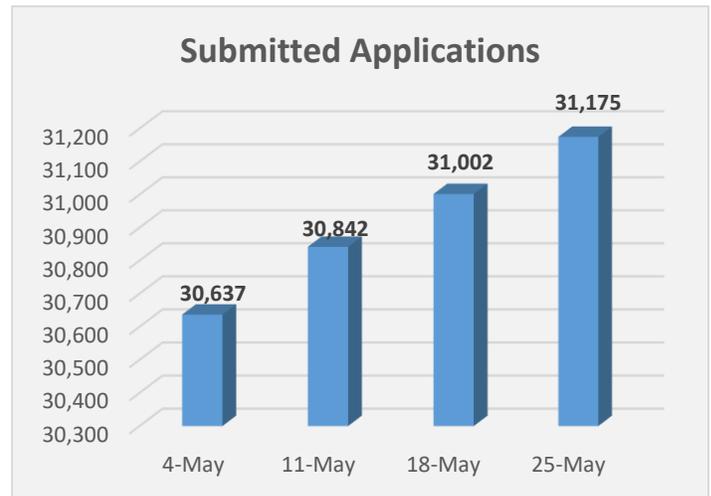
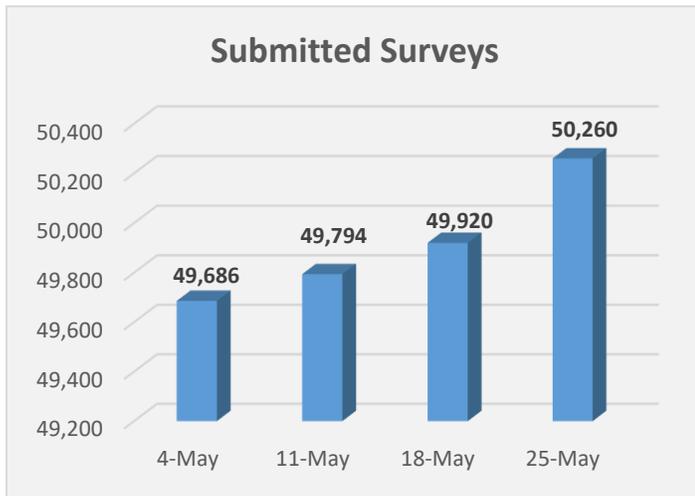
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
Total	171

Table 2: Homeowner Program Snapshot

	As of 5/18/18	Weekly Activity	As of 5/25/18	Percentage	
Surveys Recorded					
<i>Submitted Surveys</i>	49,920	340	50,260		
<i>Phase I - VI Subtotal</i>	40,771	207	40,978	82%	
<i>Duplicate Address</i>	3,522	65	3,587	7%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,627	68	5,695	11%	
Environmental Reviews					
Environmental Reviews Available to Work	349	103	452		
Environmental Reviews Completed	40,422	104	40,526		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	2,368	-440	1,928		
Total Scope of Work Completed	27,806	759	28,565		
Applications In Process					
Total Number of Invited Applications	40,536	43	40,579		
Applications Not Submitted	6,735	-342	6,393	16%	
Zero Award	6,824	275	7,099	17%	
Ineligible	3,405	568	3,973	10%	
Withdrawn	3,363	209	3,572	9%	
Pending Grant Determination			8,287	20%	
Grant Awards					Total Dollars
Grant Awards Offered	10,989	266	11,255	28%	297,479,596.99
Grant Awards Obligated	7,573	232	7,805		209,332,384.44
<i>Solution 1 Only</i>	157	4	161		6,289,171.28
<i>Solution 2 Only</i>	681	36	717		23,235,350.28
<i>Solution 3 Only</i>	1,581	31	1,612		28,251,734.99
<i>Solution 3 and 1</i>	1,152	45	1,197		40,152,051.53
<i>Solution 3 and 2</i>	4,002	116	4,118		111,404,076.36
Disbursements					
Total Disbursements	6,211	188	6,399		115,911,757.78
<i>Solution 1 Only</i>	28	1	29		587,277.12
<i>Solution 2 Only</i>	201	7	208		3,967,227.64
<i>Solution 3 Only</i>	1,239	97	1,336		23,916,822.90
<i>Solution 3 and 1</i>	1,079	10	1,089		18,199,045.17
<i>Solution 3 and 2</i>	3,664	73	3,737		69,241,384.95
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete			2,058		
<i>Solution 1</i>			309		
<i>Solution 2</i>			413		
<i>Solution 3 Only</i>			1,336		

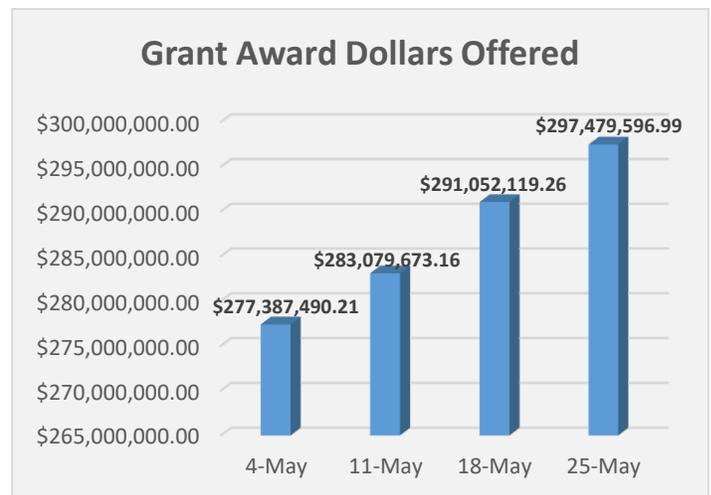
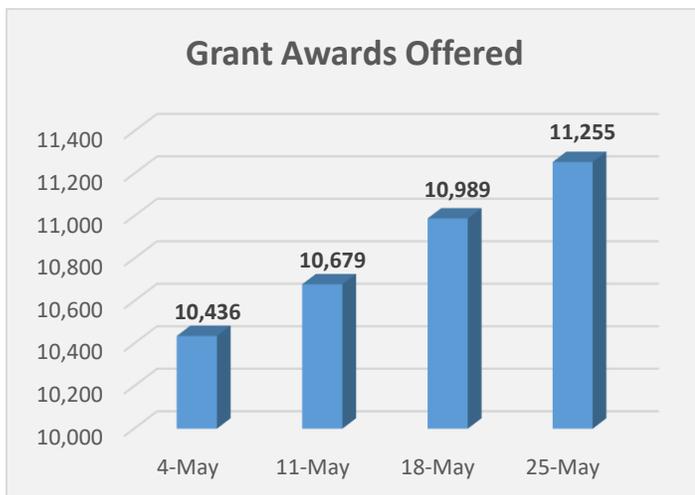
Key Program Statistics

Table 3: Key Program Statistics



40,978 of the 50,260 meet requirements for Phases I – VI.

Invited 40,579 Homeowners to complete Applications.



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

As of May 25, 2018, there are 26,810 homeowners, 53.34% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 18,050 homeowners, 35.91% 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)	6,528	100.00%	6,528
Phase Two (II)	5,951	100.00%	5,951
Phase Three (III)	3,585	35.54%	10,088
Phase Four (IV)	3,096	31.71%	9,764
Phase Five (V)	800	52.98%	1,510
Phase Six (VI)	1,250	17.51%	7,137
Duplicate Address	1,961	54.67%	3,587
Undetermined	44	72.13%	61
Not In Phase	3,595	63.81%	5,634
Total	26,810	53.34%	50,260

	Submitted Surveys	Percentage
Most Impacted LMI	22,877	45.52%
Most Impacted Urgent Need	21,992	43.76%
LMI	3,933	7.82%
Urgent Need	1,458	2.90%
Total	50,260	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)	4,536	69.49%	4,220	64.64%	6,528
Phase Two (II)	4,521	75.97%	3,456	58.07%	5,951
Phase Three (III)	1,888	18.72%	998	9.89%	10,088
Phase Four (IV)	2,015	20.64%	995	10.19%	9,764
Phase Five (V)	216	14.30%	141	9.34%	1,510
Phase Six (VI)	1,757	24.62%	662	9.28%	7,137
Duplicate Address	1,193	33.26%	984	27.43%	3,587
Undetermined	20	32.79%	15	24.59%	61
Not In Phase	1,904	33.79%	1,794	31.84%	5,634
Total	18,050	35.91%	13,265	26.39%	50,260

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

As of May 25, 2018, there are 18,280 homeowners, 58.64% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,095 homeowners, 38.80% 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)	4,769	99.98%	4,770
Phase Two (II)	5,443	99.98%	5,444
Phase Three (III)	2,189	33.77%	6,482
Phase Four (IV)	2,474	36.39%	6,799
Phase Five (V)	393	58.40%	673
Phase Six (VI)	1,480	27.28%	5,426
Undetermined	6	100.00%	6
Not In Phase	1,526	96.89%	1,575
Total	18,280	58.64%	31,175

	Submitted Applications	Percentage
Most Impacted LMI	16,401	52.61%
Most Impacted Urgent Need	12,494	40.08%
LMI	1,879	6.03%
Urgent Need	401	1.28%
Total	31,175	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)	3,042	63.77%	3,190	66.88%	4,770
Phase Two (II)	3,761	69.09%	3,230	59.33%	5,444
Phase Three (III)	1,339	20.66%	953	14.70%	6,482
Phase Four (IV)	1,662	24.44%	1,305	19.19%	6,799
Phase Five (V)	146	21.69%	199	29.57%	673
Phase Six (VI)	1,543	28.44%	1,077	19.85%	5,426
Undetermined	4	66.67%	6	100.00%	6
Not In Phase	598	37.97%	1,258	79.87%	1,575
Total	12,095	38.80%	11,218	35.98%	31,175

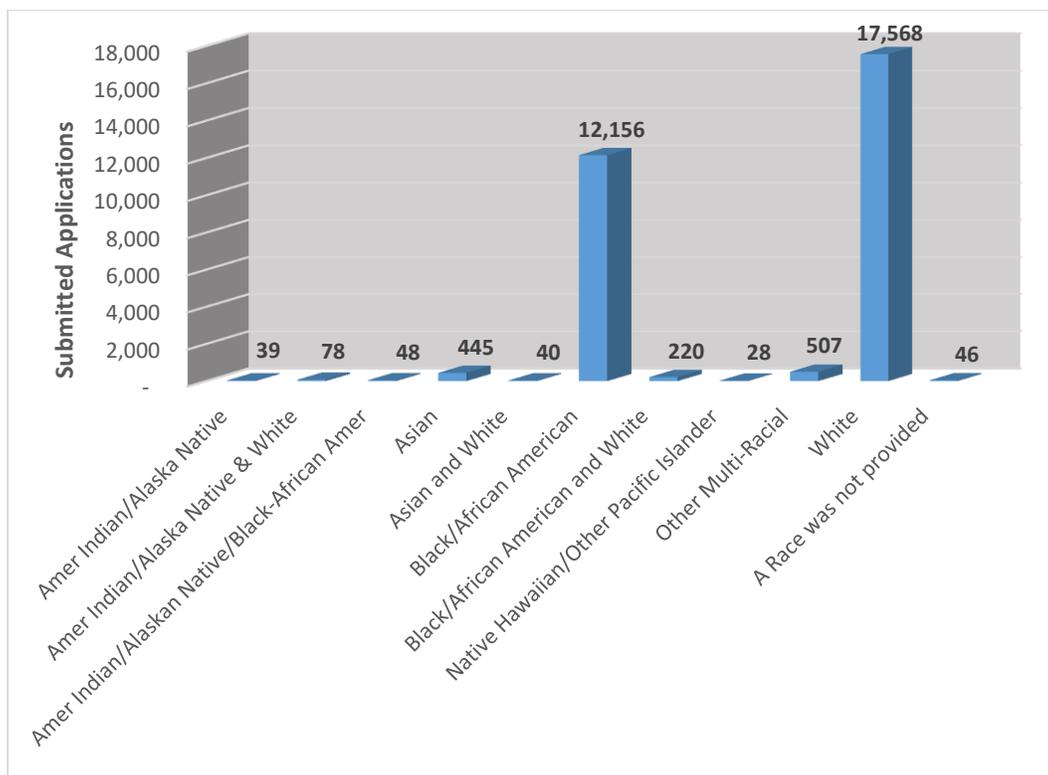
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 10: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	39	0.12%
American Indian/Alaska Native and White	78	0.25%
American Indian/Alaskan Native/Black-African American	48	0.15%
Asian	445	1.43%
Asian and White	40	0.13%
Black/African American	12,156	38.99%
Black/African American and White	220	0.71%
Native Hawaiian/Other Pacific Islander	28	0.09%
Other Multi-Racial	507	1.63%
White	17,568	56.35%
A Race was not provided	46	0.15%
Total	31,175	100.00%

Figure 1: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 11: Housing Assistance Center Activity

Activity	As of 5/18/2018	Weekly Activity	As of 5/25/2018
Appointments			
Total Number of Appointments	58,635	940	59,575
<i>Walk-ins</i>	30,985	585	31,570
<i>Scheduled</i>	27,650	355	28,005
<i>Held at office</i>	23,521	314	23,835
<i>Home visit</i>	527	8	535
<i>Cancelled</i>	2,389	19	2,408
<i>No Show</i>	1,213	14	1,227
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	39,015	574	39,589
<i>Walk-ins</i>	22,128	442	22,570
<i>Scheduled</i>	16,887	132	17,019
<i>Held at office</i>	14,620	117	14,737
<i>Home visit</i>	194	0	194
<i>Cancelled</i>	1,687	13	1,700
<i>No Show</i>	386	2	388
Hammond			
Total Number of Appointments	11,358	200	11,558
<i>Walk-ins</i>	6,424	114	6,538
<i>Scheduled</i>	4,934	86	5,020
<i>Held at office</i>	3,684	65	3,749
<i>Home visit</i>	315	8	323
<i>Cancelled</i>	426	4	430
<i>No Show</i>	509	9	518
Lafayette			
Total Number of Appointments	4,550	92	4,642
<i>Walk-ins</i>	1,037	13	1,050
<i>Scheduled</i>	3,513	79	3,592
<i>Held at office</i>	3,227	77	3,304
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	171	2	173
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,712	74	3,786
<i>Walk-ins</i>	1,396	16	1,412
<i>Scheduled</i>	2,316	58	2,374
<i>Held at office</i>	1,990	55	2,045
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	105	0	105
<i>No Show</i>	209	3	212

Call Center Activity

Table 12: Call Center Activity

Activity	As of 5/18/2018	Weekly Activity	As of 5/25/2018
Call Center			
Total Calls	215,216	4,146	219,362
Total Calls Abandoned	5,281	234	5,515
Abandoned %	2.45%	0.06%	2.51%
Total Calls Processed	209,935	3,912	213,847
Inbound	139,216	2,256	141,472
Outbound	70,719	1,656	72,375
Completed Inbound Calls Details			
Total Inbound Calls Completed	139,216	2,256	141,472
Average Wait Time	1.04 min		1.06 min
Average Call Time	5.91 min		5.89 min
Program Inquiry	40,718	614	41,332
Surveys Status Update	2,922	75	2,997
Surveys Completed	8,398	143	8,541
Case Manager Request	13,078	332	13,410
Application Status Update	49,750	693	50,443
Application In Progress	699	8	707
Application Submitted (Pending Document Upload)	5,729	18	5,747
Applications Completed	235	0	235
Damage Assessment Inquiry	2,261	0	2,261
Award Acknowledgement Inquiry	2,310	19	2,329
Construction Inquiry	1,974	125	2,099
Appeals	1,030	46	1,076
Outbound Project	60	1	61
Invalid Number/ No Answer / Busy / Left Message	7,598	150	7,748
Call Transferred	2,454	32	2,486
Completed Outbound Calls Details			
Total Outbound Calls Completed	70,719	1,656	72,375
Average Call Time	1.69 min		1.69 min
Program Inquiry	5,246	13	5,259
Survey Status Update	88	123	211
Surveys Completed	689	10	699
Case Manager Request	119	5	124
Application Status Update	13,729	358	14,087
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	571	4	575
Applications Completed	43	0	43
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	40	0	40
Construction Inquiry	286	1	287
Appeals	1	0	1
Outbound Project	422	460	882
Invalid Number/ No Answer / Busy / Left Message	26,831	181	27,012
Call Transferred	22,640	501	23,141

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	38	36	4	1	71	5,262	3,472
2	53	22	37	128	48	72	2,010	1,149
3	38	14	38	167	60	73	1,386	763
4	84	41	39	196	85	74	352	169
5	21	13	40	186	70	75	362	172
6	5	2	41	259	110	76	34	19
7	58	19	42	321	142	77	247	122
8	27	10	43	512	270	78	2	0
9	176	66	44	108	38	79	1	0
10	175	71	45	165	65	80	1	0
11	74	25	46	256	108	81	2,137	1,347
12	95	50	47	597	260	83	4	0
13	103	33	48	591	318	84	2	0
14	416	192	49	376	155	85	1	0
15	79	35	50	43	1	86	825	455
16	579	281	51	1	0	88	2,829	1,841
17	1,191	649	52	1	0	89	4	1
18	165	67	53	4	0	90	22	6
19	320	163	54	2	0	91	4	0
20	95	45	55	4	0	92	3	0
21	92	39	56	4	0	93	8	0
22	140	66	57	20	0	94	1	0
23	129	52	58	244	121	95	2,225	1,489
24	115	41	59	649	430	96	552	256
25	13	3	60	85	36	97	8	0
26	49	12	61	1,486	1,016	98	1	0
27	26	14	62	576	337	99	5	0
28	125	30	63	976	628	100	7	0
29	1,695	1,191	64	3,191	2,211	101	5,414	4,098
30	23	5	65	5,585	3,951	102	7	0
31	1,172	668	66	1,664	1,053	103	2	0
32	48	18	67	165	75	104	11	5
33	62	27	68	76	37	105	4	0
34	26	8	69	230	132	Unknown	6	0
35	7	2	70	100	41	Total	50,260	31,175

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

Senate District	Survey Count	Application Count
1	65	29
2	373	168
3	11	0
4	15	0
5	10	0
6	8,478	5,699
7	8	0
8	10	0
9	1	0
10	3	0
11	937	486
12	2,375	1,276
13	9,052	5,971
14	1,882	1,188
15	9,789	7,203
16	528	302
17	1,008	552
18	5,485	3,530
19	14	0
20	5	0
21	98	15

Senate District	Survey Count	Application Count
22	943	417
23	1,789	996
24	585	235
25	378	157
26	1,512	709
27	37	11
28	403	141
29	196	73
30	229	87
31	230	89
32	282	134
33	723	362
34	1,716	894
35	298	131
36	341	134
37	117	44
38	125	49
39	203	93
Unknown	6	0
Total	50,260	31,175

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	452	186
Allen	75	20	10
Ascension	6,353	3,982	2,586
Avoyelles	274	130	30
Beauregard	113	38	12
Bienville	209	48	15
Bossier	607	266	103
Caddo	589	294	134
Calcasieu	266	166	62
Caldwell	154	46	25
Catahoula	72	18	7
Claiborne	208	50	15
De Soto	141	51	16
East Baton Rouge	24,248	19,866	13,946
East Carroll	237	46	23
East Feliciana	617	254	149
Evangeline	522	114	39
Franklin	58	23	8
Grant	280	71	33
Iberia	1,478	550	224
Iberville	357	116	57
Jackson	74	13	4
Jefferson Davis	508	124	47
Lafayette	4,753	2,557	1,362
LaSalle	73	25	11
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,220	6,723
Madison	85	55	24
Morehouse	1,005	270	126
Natchitoches	598	147	64
Ouachita	3,418	2,101	1,092
Pointe Coupee	444	139	60
Rapides	145	88	29
Red River	46	13	4
Richland	445	133	67
Sabine	100	58	16
St. Helena	976	446	248
St. James	162	89	29
St. Landry	1,615	370	153
St. Martin	1,301	469	210
St. Tammany	1,057	425	224
Tangipahoa	6,183	3,944	2,176
Union	399	89	49
Vermilion	1,786	893	406
Vernon	306	66	25
Washington	1,222	413	194
Webster	525	122	52
West Baton Rouge	110	34	9
West Carroll	336	69	31
West Feliciana	154	55	32
Winn	181	48	18
Total	82,440	50,104	31,174

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	55	\$1,307,886.81	29	\$696,533.56	22	\$326,734.44
Allen	2	\$57,828.03	1	\$38,213.24	0	\$0.00
Ascension	704	\$18,465,431.93	455	\$11,718,953.23	365	\$7,145,536.28
Avoyelles	2	\$33,247.50	1	\$3,035.15	0	\$0.00
Beauregard	3	\$103,884.68	0	\$0.00	0	\$0.00
Bienville	3	\$72,623.57	1	\$21,980.23	1	\$20,389.63
Bossier	22	\$737,158.09	1	\$42,887.30	0	\$0.00
Caddo	9	\$242,375.17	6	\$121,835.67	3	\$16,984.70
Calcasieu	19	\$652,950.92	9	\$256,445.28	6	\$128,855.66
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	6,161	\$160,929,468.09	4,542	\$123,622,039.09	3,929	\$70,300,684.96
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	42	\$1,340,390.69	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	55	\$1,767,854.20	31	\$1,068,890.60	18	\$273,026.33
Iberville	9	\$456,240.71	5	\$191,585.13	3	\$88,014.07
Jefferson Davis	2	\$55,839.13	2	\$55,839.13	2	\$52,006.10
Lafayette	523	\$10,845,657.63	382	\$7,885,343.88	314	\$4,791,827.14
Livingston	2,395	\$61,797,810.92	1,576	\$40,899,233.09	1,245	\$24,651,847.01
Madison	1	\$51,358.71	0	\$0.00	0	\$0.00
Morehouse	23	\$799,308.25	11	\$352,712.52	10	\$99,736.11
Natchitoches	8	\$235,447.44	4	\$114,465.95	3	\$46,332.04
Ouachita	247	\$7,393,377.17	157	\$4,755,508.46	110	\$1,705,615.51
Pointe Coupee	6	\$259,394.63	6	\$259,394.63	4	\$82,938.85
Rapides	6	\$198,830.92	1	\$17,341.25	1	\$12,310.69
Richland	10	\$398,876.18	2	\$93,327.93	1	\$10,971.10
Sabine	3	\$120,376.42	1	\$22,344.21	1	\$17,503.71
St. Helena	34	\$1,484,553.25	22	\$869,025.66	12	\$284,797.53
St. James	5	\$211,991.57	2	\$84,445.54	0	\$0.00
St. Landry	23	\$707,531.52	9	\$280,035.04	6	\$120,948.99
St. Martin	59	\$1,951,174.04	36	\$1,083,690.40	25	\$394,596.10
St. Tammany	48	\$1,208,861.67	35	\$779,437.04	24	\$302,200.67
Tangipahoa	536	\$17,171,258.91	308	\$9,393,105.42	172	\$2,998,085.97
Union	7	\$201,736.35	5	\$136,646.40	3	\$45,658.66
Vermilion	131	\$3,171,021.75	87	\$2,235,063.12	65	\$1,072,685.27
Vernon	3	\$99,926.68	1	\$64,937.15	1	\$63,828.23
Washington	34	\$979,478.87	22	\$652,748.14	18	\$318,986.43
Webster	9	\$207,270.69	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	3	\$101,687.95	0	\$0.00
West Feliciana	10	\$327,353.90	6	\$195,928.73	5	\$69,586.98
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	11,255	\$297,479,596.99	7,805	\$209,332,384.44	6,399	\$115,911,757.78

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.