

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #43
May 26, 2018 – June 1, 2018

June 2, 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 June 1, 2018, survey submissions increased by 336 from the previous week, making the total submissions 50,596. 41,190 homeowners were determined to be in Phases I – VI.
 - 40,584 environmental reviews have been completed, representing 99% of the 41,190 homeowners in Phases I – VI.
 - 40,696 homeowners have been invited to complete applications from Phase I - VI. 31,284 (77%) homeowners have submitted their applications.
 - 29,042 scopes of work have been completed, representing 93% of the 31,284 homeowners that have submitted their application.
 - There have been a total of 11,404 Grant Awards offered to homeowners, amounting to \$301,103,055.03. Of those, 8,056 homeowners have acknowledged their grant agreements, obligating \$215,400,049.59.
-
- As of June 1, 2018, there were a total of 56,717 appointments held.
 - 217,102 calls were completed by the call center. 143,331 of the completed calls were inbound calls and 73,771 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 June 4 – June 10, 2018:
 - 6/4: Survey Closeout Outreach, Livingston Parish Library – Watson
 - 6/5: Survey Closeout Outreach, EBR Parish Library - Baker
 - 6/6: Survey Closeout Outreach, Livingston Parish Library – South Branch
 - 6/9: Denham Strong Homeownership Housing Fair, Denham Springs, LA

Table 1: Outreach Events

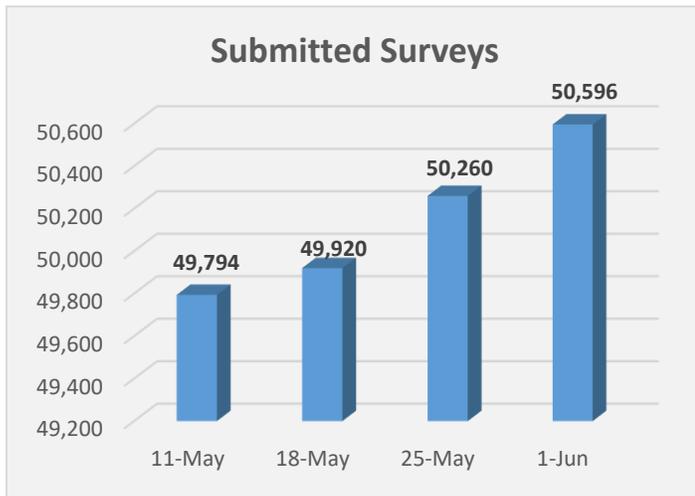
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
Total	177

Table 2: Homeowner Program Snapshot

	As of 5/25/18	Weekly Activity	As of 6/1/18	Percentage		
Surveys Recorded					Percentage	
<i>Submitted Surveys</i>	50,260	336	50,596			
<i>Phase I - VI Subtotal</i>	40,978	212	41,190	82%		
<i>Duplicate Address</i>	3,587	56	3,643	7%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,695	68	5,763	11%		
Environmental Reviews						
Environmental Reviews Available to Work	452	154	606			
Environmental Reviews Completed	40,526	58	40,584			
Scope of Work: Prospective/Completed						
Scope of Work Available to Work	1,928	-497	1,431			
Total Scope of Work Completed	28,565	477	29,042			
Applications In Process						
Total Number of Invited Applications	40,579	117	40,696			
Applications Not Submitted	6,393	-88	6,305			
Applications Available For Grant Determination	34,186	205	34,391			
Pending Grant Determination	8,287	-358	7,929	23%		
Grant Determinations			77% Grant Determinations			
Zero Award	7,099	282	7,381	21%		
Ineligible Determination	3,973	8	3,981	12%		
Withdrawn By Applicant	3,572	124	3,696	11%		
Grant Award Offered To Applicant	11,255	149	11,404	33%		
Grant Awards					Total Dollars	
Grant Awards Offered	11,255	149	11,404		301,103,055.03	
Grant Awards Obligated	7,805	251	8,056		215,400,049.59	
<i>Solution 1 Only</i>	161	7	168		6,522,808.69	
<i>Solution 2 Only</i>	717	34	751		24,322,391.30	
<i>Solution 3 Only</i>	1,612	63	1,675		29,312,111.40	
<i>Solution 3 and 1</i>	1,197	29	1,226		41,100,431.52	
<i>Solution 3 and 2</i>	4,118	118	4,236		114,142,306.68	
Disbursements						
Total Disbursements	6,399	269	6,668		122,144,304.73	
<i>Solution 1 Only</i>	29	11	40		905,505.69	
<i>Solution 2 Only</i>	208	18	226		4,510,737.06	
<i>Solution 3 Only</i>	1,336	109	1,445		25,691,818.09	
<i>Solution 3 and 1</i>	1,089	23	1,112		19,047,364.72	
<i>Solution 3 and 2</i>	3,737	108	3,845		71,988,879.17	
Housing Rehabilitation/Reconstruction Complete						
Total Housing Rehabilitation/Reconstruction Complete	2,058	518	2,576			
<i>Solution 1</i>	309	338	647			
<i>Solution 2</i>	413	71	484			
<i>Solution 3 Only</i>	1,336	109	1,445			

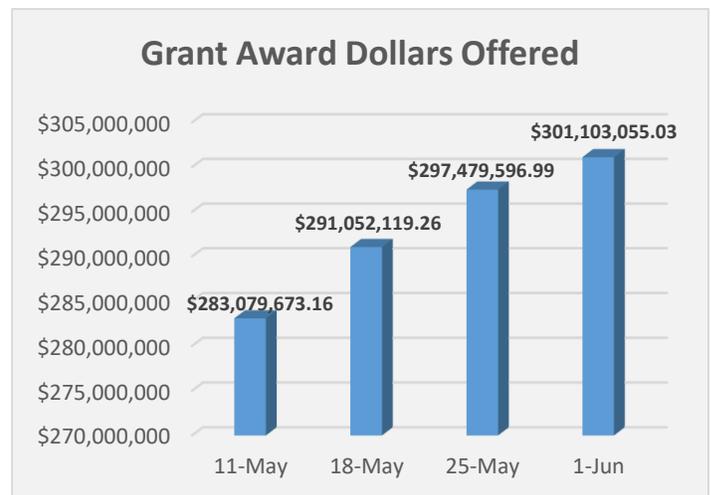
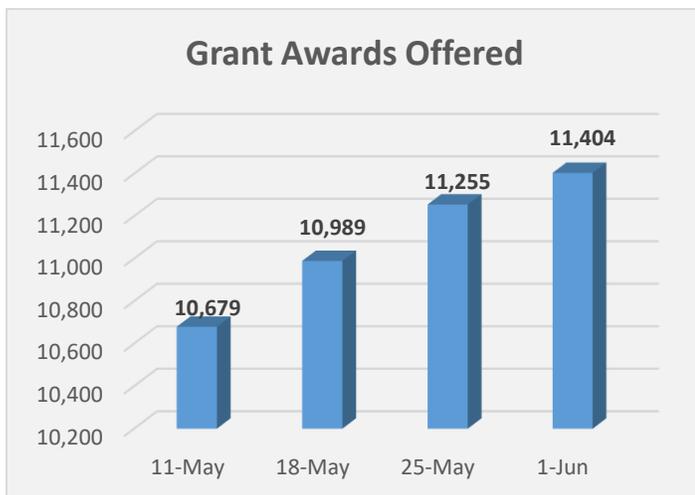
Key Program Statistics

Table 3: Key Program Statistics



41,190 of the 50,596 meet requirements for Phases I – VI.

Invited 40,696 Homeowners to complete Applications.



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

As of June 1, 2018, there are 27,027 homeowners, 53.42% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 18,153 homeowners, 35.88% 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)	6,567	100.00%	6,567
Phase Two (II)	5,987	100.00%	5,987
Phase Three (III)	3,602	35.58%	10,125
Phase Four (IV)	3,119	31.80%	9,809
Phase Five (V)	811	53.22%	1,524
Phase Six (VI)	1,257	17.51%	7,178
Duplicate Address	1,995	54.76%	3,643
Undetermined	66	74.16%	89
Not In Phase	3,623	63.85%	5,674
Total	27,027	53.42%	50,596

	Submitted Surveys	Percentage
Most Impacted LMI	23,044	45.55%
Most Impacted Urgent Need	22,097	43.67%
LMI	3,983	7.87%
Urgent Need	1,472	2.91%
Total	50,596	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)	4,562	69.47%	4,246	64.66%	6,567
Phase Two (II)	4,543	75.88%	3,477	58.08%	5,987
Phase Three (III)	1,892	18.69%	1,002	9.90%	10,125
Phase Four (IV)	2,020	20.59%	998	10.17%	9,809
Phase Five (V)	217	14.24%	141	9.25%	1,524
Phase Six (VI)	1,768	24.63%	665	9.26%	7,178
Duplicate Address	1,210	33.21%	992	27.23%	3,643
Undetermined	27	30.34%	20	22.47%	89
Not In Phase	1,914	33.73%	1,805	31.81%	5,674
Total	18,153	35.88%	13,346	26.38%	50,596

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

As of June 1, 2018, there are 18,089 homeowners, 57.82% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,117 homeowners, 38.73% 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)	4,768	99.98%	4,769
Phase Two (II)	5,443	99.98%	5,444
Phase Three (III)	2,175	33.40%	6,512
Phase Four (IV)	2,461	35.77%	6,880
Phase Five (V)	406	58.59%	693
Phase Six (VI)	1,374	25.11%	5,472
Undetermined	6	85.71%	7
Not In Phase	1,456	96.62%	1,507
Total	18,089	57.82%	31,284

	Submitted Applications	Percentage
Most Impacted LMI	16,194	51.76%
Most Impacted Urgent Need	12,782	40.86%
LMI	1,895	6.06%
Urgent Need	413	1.32%
Total	31,284	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)	3,054	64.04%	3,177	66.62%	4,769
Phase Two (II)	3,772	69.29%	3,208	58.93%	5,444
Phase Three (III)	1,340	20.58%	929	14.27%	6,512
Phase Four (IV)	1,673	24.32%	1,268	18.43%	6,880
Phase Five (V)	152	21.93%	207	29.87%	693
Phase Six (VI)	1,549	28.31%	982	17.95%	5,472
Undetermined	5	71.43%	6	85.71%	7
Not In Phase	572	37.96%	1,202	79.76%	1,507
Total	12,117	38.73%	10,979	35.09%	31,284

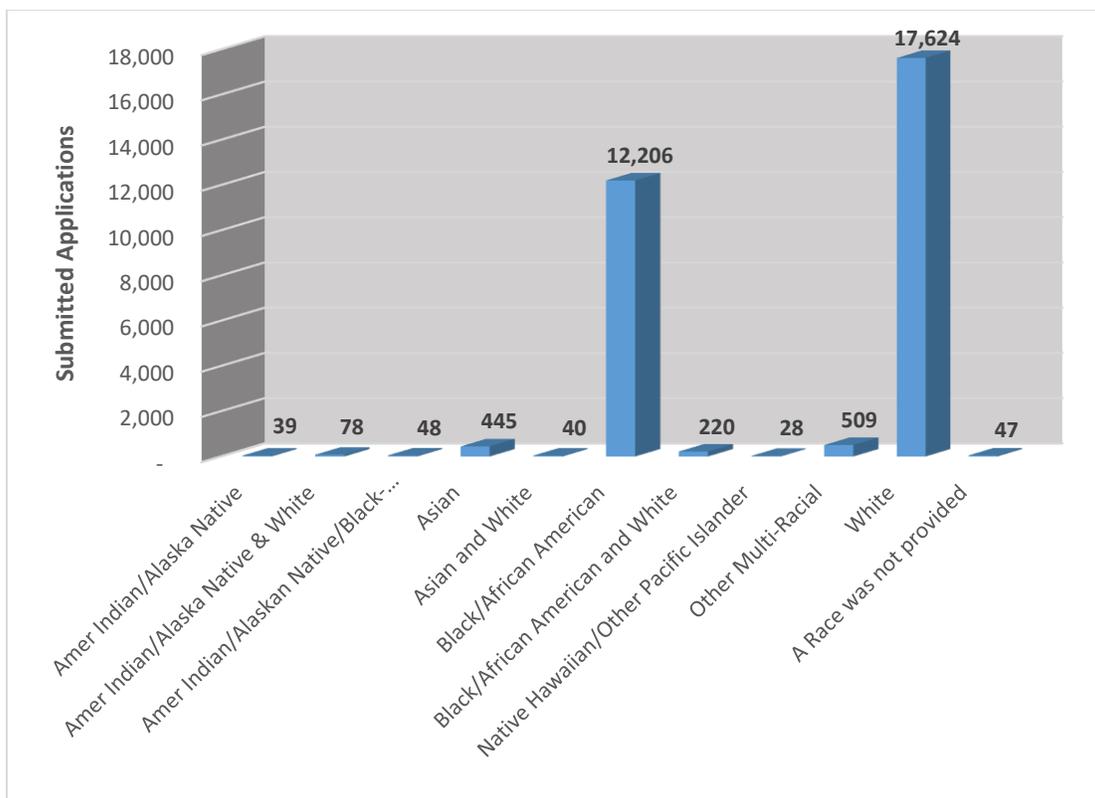
*A Senior Adult is anyone 62 years of age or older.

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	1.42%
Asian and White	40	0.13%
Black/African American	12,206	39.02%
Black/African American and White	220	0.70%
Native Hawaiian/Other Pacific Islander	28	0.09%
Other Multi-Racial	509	1.63%
White	17,624	56.34%
A Race was not provided	47	0.15%
Total	31,284	100.00%

Figure 1: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 11: Housing Assistance Center Activity

Activity	As of 5/25/2018	Weekly Activity	As of 6/1/2018
Appointments			
Total Number of Appointments	59,575	799	60,374
<i>Walk-ins</i>	31,570	531	32,101
<i>Scheduled</i>	28,005	268	28,273
<i>Held at office</i>	23,835	234	24,069
<i>Home visit</i>	535	12	547
<i>Cancelled</i>	2,408	14	2,422
<i>No Show</i>	1,227	8	1,235
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	39,589	507	40,096
<i>Walk-ins</i>	22,570	385	22,955
<i>Scheduled</i>	17,019	122	17,141
<i>Held at office</i>	14,737	108	14,845
<i>Home visit</i>	194	4	198
<i>Cancelled</i>	1,700	8	1,708
<i>No Show</i>	388	2	390
Hammond			
Total Number of Appointments	11,558	160	11,718
<i>Walk-ins</i>	6,538	95	6,633
<i>Scheduled</i>	5,020	65	5,085
<i>Held at office</i>	3,749	49	3,798
<i>Home visit</i>	323	8	331
<i>Cancelled</i>	430	4	434
<i>No Show</i>	518	4	522
Lafayette			
Total Number of Appointments	4,642	86	4,728
<i>Walk-ins</i>	1,050	24	1,074
<i>Scheduled</i>	3,592	62	3,654
<i>Held at office</i>	3,304	62	3,366
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	173	0	173
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,786	46	3,832
<i>Walk-ins</i>	1,412	27	1,439
<i>Scheduled</i>	2,374	19	2,393
<i>Held at office</i>	2,045	15	2,060
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	105	2	107
<i>No Show</i>	212	2	214

Call Center Activity

Table 12: Call Center Activity

Activity	As of 5/25/2018	Weekly Activity	As of 6/1/2018
Call Center			
Total Calls	219,362	3,460	222,822
Total Calls Abandoned	5,515	205	5,720
Abandoned %	2.51%	0.06%	2.57%
Total Calls Processed	213,847	3,255	217,102
Inbound	141,472	1,859	143,331
Outbound	72,375	1,396	73,771
Completed Inbound Calls Details			
Total Inbound Calls Completed	141,472	1,859	143,331
Average Wait Time	1.06 min		1.08 min
Average Call Time	5.89 min		5.88 min
Program Inquiry	41,332	405	41,737
Surveys Status Update	2,997	50	3,047
Surveys Completed	8,541	135	8,676
Case Manager Request	13,410	311	13,721
Application Status Update	50,443	628	51,071
Application In Progress	707	1	708
Application Submitted (Pending Document Upload)	5,747	11	5,758
Applications Completed	235	2	237
Damage Assessment Inquiry	2,261	3	2,264
Award Acknowledgement Inquiry	2,329	47	2,376
Construction Inquiry	2,099	95	2,194
Appeals	1,076	35	1,111
Outbound Project	61	2	63
Invalid Number/ No Answer / Busy / Left Message	7,748	126	7,874
Call Transferred	2,486	8	2,494
Completed Outbound Calls Details			
Total Outbound Calls Completed	72,375	1,396	73,771
Average Call Time	1.69 min		1.68 min
Program Inquiry	5,259	15	5,274
Survey Status Update	211	109	320
Surveys Completed	699	10	709
Case Manager Request	124	1	125
Application Status Update	14,087	115	14,202
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	575	0	575
Applications Completed	43	0	43
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	40	0	40
Construction Inquiry	287	4	291
Appeals	1	0	1
Outbound Project	882	524	1406
Invalid Number/ No Answer / Busy / Left Message	27,012	162	27,174
Call Transferred	23,141	456	23,597

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	75	38	36	4	1	71	5,298	3,486
2	53	22	37	128	48	72	2,043	1,156
3	38	15	38	168	61	73	1,397	767
4	84	41	39	199	85	74	359	170
5	21	13	40	186	71	75	365	172
6	5	2	41	262	111	76	34	19
7	58	19	42	326	142	77	248	122
8	27	10	43	517	270	78	2	0
9	177	66	44	108	38	79	1	0
10	178	72	45	165	67	80	1	0
11	75	25	46	258	108	81	2,160	1,350
12	96	51	47	602	261	83	4	0
13	104	33	48	598	318	84	2	0
14	420	195	49	379	159	85	1	0
15	79	35	50	43	1	86	830	459
16	585	284	51	1	0	88	2,843	1,847
17	1,200	654	52	1	0	89	4	1
18	165	67	53	4	0	90	22	6
19	329	166	54	2	0	91	4	0
20	95	45	55	4	0	92	3	0
21	92	40	56	4	0	93	8	0
22	142	67	57	20	0	94	1	0
23	130	52	58	246	122	95	2,247	1,492
24	116	41	59	651	430	96	554	260
25	13	4	60	85	36	97	8	0
26	49	13	61	1,500	1,018	98	1	0
27	26	14	62	583	338	99	5	0
28	125	30	63	979	630	100	7	0
29	1,706	1,191	64	3,213	2,218	101	5,424	4,102
30	23	5	65	5,602	3,956	102	7	0
31	1,183	675	66	1,672	1,055	103	2	0
32	48	18	67	165	75	104	11	5
33	62	28	68	78	37	105	4	0
34	26	8	69	231	132	Unknown	0	0
35	7	2	70	100	41	Total	50,596	31,284

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

Senate District	Survey Count	Application Count
1	65	29
2	375	169
3	11	0
4	15	0
5	10	0
6	8,519	5,711
7	8	0
8	10	0
9	1	0
10	3	0
11	944	488
12	2,400	1,284
13	9,119	5,992
14	1,898	1,190
15	9,819	7,212
16	532	302
17	1,029	554
18	5,525	3,539
19	14	0
20	5	0
21	99	17

Senate District	Survey Count	Application Count
22	956	422
23	1,802	1,001
24	587	237
25	380	157
26	1,528	714
27	37	11
28	403	142
29	197	75
30	230	89
31	233	89
32	283	134
33	739	369
34	1,730	903
35	298	132
36	345	135
37	117	44
38	125	49
39	205	94
Unknown	0	0
Total	50,596	31,284

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	460	186
Allen	75	20	10
Ascension	6,353	4,003	2,593
Avoyelles	274	130	30
Beauregard	113	38	12
Bienville	209	48	15
Bossier	607	267	103
Caddo	589	296	135
Calcasieu	266	166	64
Caldwell	154	46	25
Catahoula	72	18	7
Claiborne	208	51	15
De Soto	141	51	16
East Baton Rouge	24,248	19,947	13,964
East Carroll	237	46	24
East Feliciana	617	259	150
Evangeline	522	114	39
Franklin	58	23	8
Grant	280	72	34
Iberia	1,478	560	230
Iberville	357	116	58
Jackson	74	13	4
Jefferson Davis	508	124	47
Lafayette	4,753	2,576	1,371
LaSalle	73	25	11
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,302	6,746
Madison	85	55	24
Morehouse	1,005	280	131
Natchitoches	598	149	64
Ouachita	3,418	2,115	1,101
Pointe Coupee	444	139	60
Rapides	145	88	31
Red River	46	13	4
Richland	445	136	67
Sabine	100	58	16
St. Helena	976	462	249
St. James	162	89	29
St. Landry	1,615	371	156
St. Martin	1,301	472	212
St. Tammany	1,057	430	224
Tangipahoa	6,183	3,978	2,191
Union	399	90	50
Vermilion	1,786	899	406
Vernon	306	67	25
Washington	1,222	415	194
Webster	525	125	53
West Baton Rouge	110	34	9
West Carroll	336	71	31
West Feliciana	154	56	32
Winn	181	49	18
Total	82,440	50,440	31,283

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	56	\$1,347,824.62	30	\$709,858.73	23	\$338,006.43
Allen	2	\$57,828.03	1	\$38,213.24	0	\$0.00
Ascension	710	\$18,572,403.35	471	\$12,130,138.66	387	\$7,691,119.78
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	\$21,980.23
Bossier	22	\$737,158.09	1	\$42,887.30	0	\$0.00
Caddo	10	\$266,195.73	6	\$121,835.67	4	\$21,485.53
Calcasieu	20	\$662,088.31	11	\$316,992.47	7	\$132,179.34
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	6,229	\$162,444,892.56	4,693	\$127,249,760.60	4,055	\$73,629,377.55
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	43	\$1,364,635.31	23	\$668,668.65	17	\$278,988.04
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	2	\$57,989.33
Iberia	55	\$1,764,552.75	33	\$1,083,682.58	18	\$273,026.33
Iberville	8	\$324,204.19	6	\$235,573.52	3	\$88,014.07
Jefferson Davis	2	\$55,839.13	2	\$55,839.13	2	\$52,006.10
Lafayette	528	\$10,886,666.08	394	\$8,124,393.34	329	\$5,057,700.14
Livingston	2,440	\$63,364,384.76	1,631	\$42,190,367.64	1,312	\$26,008,984.57
Madison	1	\$51,358.71	0	\$0.00	0	\$0.00
Morehouse	24	\$848,097.30	11	\$352,712.52	10	\$99,736.11
Natchitoches	10	\$244,738.39	4	\$114,465.95	3	\$46,332.04
Ouachita	254	\$7,469,140.99	155	\$4,642,878.77	116	\$1,820,794.33
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	11	\$448,841.29	2	\$93,327.93	1	\$10,971.10
Sabine	3	\$120,376.42	1	\$22,344.21	1	\$17,503.71
St. Helena	33	\$1,408,622.94	22	\$868,379.69	13	\$297,493.31
St. James	5	\$211,991.57	2	\$84,445.54	1	\$45,000.00
St. Landry	26	\$784,669.72	9	\$280,035.04	7	\$148,439.33
St. Martin	59	\$1,951,174.04	37	\$1,118,571.74	26	\$413,434.26
St. Tammany	50	\$1,255,645.12	36	\$839,617.68	28	\$352,505.18
Tangipahoa	539	\$17,185,850.97	319	\$9,777,240.57	184	\$3,228,953.60
Union	7	\$201,736.35	5	\$136,646.40	3	\$45,658.66
Vermilion	131	\$3,226,975.80	87	\$2,235,063.12	69	\$1,172,539.33
Vernon	4	\$127,151.69	1	\$64,937.15	1	\$63,828.23
Washington	37	\$1,081,584.93	22	\$652,748.14	20	\$353,456.11
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	11,404	\$301,103,055.03	8,056	\$215,400,049.59	6,668	\$122,144,304.73

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.