

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #44**  
**June 2, 2018 – June 8, 2018**

June 9, 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.

<b>ALL PHASES</b>
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**Must have major/severe home damage.**

PHASE I	PHASE II	PHASE III
<ul style="list-style-type: none"> <li>• Low-to-moderate income*</li> <li>• Elderly or persons with disabilities</li> <li>• Outside the floodplain</li> </ul>	<ul style="list-style-type: none"> <li>• Low-to-moderate income*</li> <li>• Elderly or persons with disabilities</li> <li>• Inside the floodplain</li> </ul>	<ul style="list-style-type: none"> <li>• Reside within one of the 10 most impacted or distressed parishes</li> <li>• Outside the floodplain</li> <li>• No priority due to income</li> </ul>
PHASE IV	PHASE V	PHASE VI
<ul style="list-style-type: none"> <li>• Reside within one of the 10 most impacted or distressed parishes</li> <li>• Inside the floodplain</li> <li>• No priority due to income</li> </ul>	<ul style="list-style-type: none"> <li>• All other disaster-declared parishes</li> <li>• Inside and outside the floodplain</li> <li>• No priority due to income</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• No priority due to income</li> </ul>

*\* 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.

<b>Solution 1</b> <b>PROGRAM MANAGED</b>	<b>Solution 2</b> <b>HOMEOWNER MANAGED</b>	<b>Solution 3</b> <b>REIMBURSEMENT</b>
<ul style="list-style-type: none"> <li>• Program manages and completes construction process</li> <li>• Homeowners do not select contractors or deal directly with the contractor</li> <li>• The program’s contractors will repair or reconstruct damaged properties</li> <li>• Economy-grade materials/finishes only</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners manage repair or reconstruction work</li> <li>• Homeowners select contractors and deal directly with the contractor</li> <li>• Program provides advisory services and monitoring</li> <li>• Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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 8, 2018, survey submissions increased by 297 from the previous week, making the total submissions 50,893. 41,461 homeowners were determined to be in Phases I – VI.
  - 40,707 environmental reviews have been completed, representing 98% of the 41,461 homeowners in Phases I – VI.
  - 40,818 homeowners have been invited to complete applications from Phase I - VI. 31,523 (77%) homeowners have submitted their applications.
  - 29,348 scopes of work have been completed, representing 93% of the 31,523 homeowners that have submitted their application.
  - There have been a total of 11,577 Grant Awards offered to homeowners, amounting to \$305,536,751.03. Of those, 8,324 homeowners have acknowledged their grant agreements, obligating \$221,849,031.98.
- 
- As of June 8, 2018, there were a total of 57,670 appointments held.
  - 220,737 calls were completed by the call center. 145,270 of the completed calls were inbound calls and 75,467 of the completed calls were outbound calls.
  - The Program has completed 4 outreach events for this reporting period. The following events are scheduled for the week of June 11 – June 17, 2018:
    - 6/11: Solution 2 Informational Meeting
    - 6/12: Survey Closeout Outreach, St. John the Evangelist Catholic Church – Ascension Parish
    - 6/13: Survey Closeout Outreach, St. Amant High School – Ascension Parish
    - 6/14: Ponchatoula Area Recreation Building – Tangipahoa Parish

**Table 1: Outreach Events**

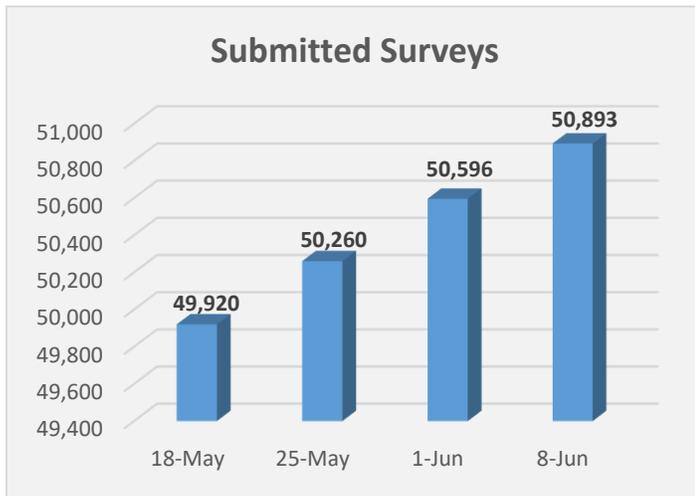
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
<b>Total</b>	<b>177</b>

**Table 2: Homeowner Program Snapshot**

	As of 6/1/18	Weekly Activity	As of 6/8/18	Percentage		
<b>Surveys Recorded</b>					<b>Percentage</b>	
<i>Submitted Surveys</i>	50,596	297	50,893			
<i>Phase I - VI Subtotal</i>	41,190	271	41,461	82%		
<i>Duplicate Address</i>	3,643	36	3,679	7%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,763	-10	5,753	11%		
<b>Environmental Reviews</b>						
Environmental Reviews Available to Work	606	148	754			
Environmental Reviews Completed	40,584	123	40,707			
<b>Scope of Work: Prospective/Completed</b>						
Scope of Work Available to Work	1,431	-45	1,386			
Total Scope of Work Completed	29,042	306	29,348			
<b>Applications In Process</b>						
Total Number of Invited Applications	40,696	122	<b>40,818</b>			
Applications Not Submitted	6,305	-245	6,060			
Applications Available For Grant Determination	34,391	367	34,758			
Pending Grant Determination	7,929	-603	7,326	21%		
<b>Grant Determinations</b>			<b>79% Grant Determinations</b>			
Zero Award	7,381	624	8,005	23%		
Ineligible Determination	3,981	1	3,982	12%		
Withdrawn By Applicant	3,696	172	3,868	11%		
Grant Award Offered To Applicant	11,404	149	11,577	33%		
<b>Grant Awards</b>					<b>Total Dollars</b>	
Grant Awards Offered	11,404	173	11,577		305,536,751.03	
Grant Awards Obligated	8,056	268	8,324		221,849,031.98	
<i>Solution 1 Only</i>	168	4	172		6,683,928.85	
<i>Solution 2 Only</i>	751	29	780		25,378,609.60	
<i>Solution 3 Only</i>	1,675	75	1,750		30,322,575.35	
<i>Solution 3 and 1</i>	1,226	30	1,256		42,175,120.19	
<i>Solution 3 and 2</i>	4,236	130	4,366		117,288,797.99	
<b>Disbursements</b>						
Total Disbursements	6,668	244	6,912		127,856,768.63	
<i>Solution 1 Only</i>	40	1	41		1,021,431.19	
<i>Solution 2 Only</i>	226	31	257		5,605,830.51	
<i>Solution 3 Only</i>	1,445	94	1,539		27,208,848.83	
<i>Solution 3 and 1</i>	1,112	31	1,143		19,791,446.71	
<i>Solution 3 and 2</i>	3,845	87	3,932		74,229,211.39	
<b>Housing Rehabilitation/Reconstruction Complete</b>						
Total Housing Rehabilitation/Reconstruction Complete	2,576	271	2,847			
<i>Solution 1</i>	647	56	703			
<i>Solution 2</i>	484	125	609			
<i>Solution 3 Only</i>	1,445	90	1,535			

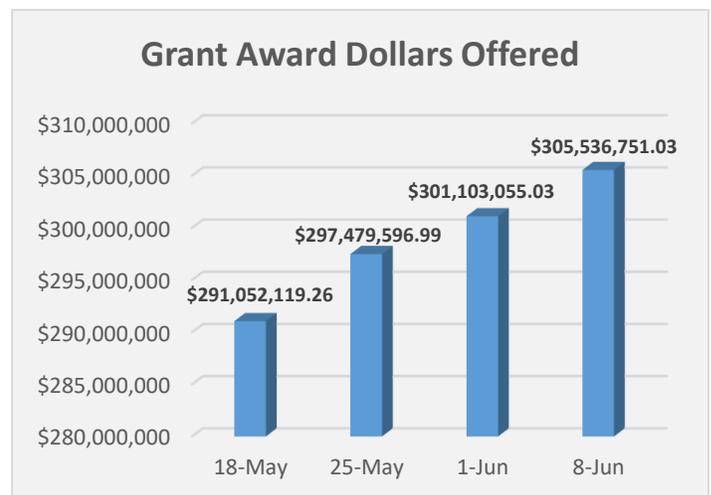
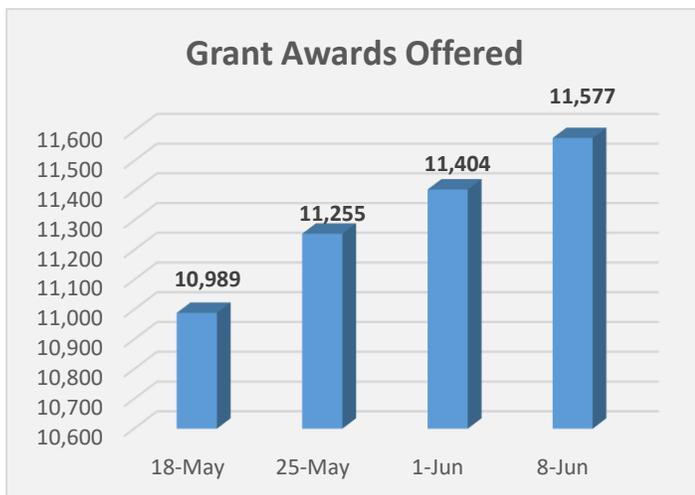
Key Program Statistics

**Table 3: Key Program Statistics**



**41,461 of the 50,893 meet requirements for Phases I – VI.**

**Invited 40,818 Homeowners to complete Applications.**



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

As of June 8, 2018, there are 27,233 homeowners, 53.51% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 18,253 homeowners, 35.87% 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)	6,627	100.00%	6,627
Phase Two (II)	6,036	100.00%	6,036
Phase Three (III)	3,625	35.64%	10,171
Phase Four (IV)	3,149	31.93%	9,861
Phase Five (V)	826	53.43%	1,546
Phase Six (VI)	1,269	17.58%	7,220
Duplicate Address	2,014	54.74%	3,679
Undetermined	22	84.62%	26
Not In Phase	3,665	64.00%	5,727
<b>Total</b>	<b>27,233</b>	<b>53.51%</b>	<b>50,893</b>

	Submitted Surveys	Percentage
Most Impacted LMI	23,201	45.59%
Most Impacted Urgent Need	22,179	43.58%
LMI	4,032	7.92%
Urgent Need	1,481	2.91%
<b>Total</b>	<b>50,893</b>	<b>100.00%</b>

**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)	4,607	69.52%	4,282	64.61%	6,627
Phase Two (II)	4,579	75.86%	3,506	58.08%	6,036
Phase Three (III)	1,896	18.64%	1,009	9.92%	10,171
Phase Four (IV)	2,027	20.56%	999	10.13%	9,861
Phase Five (V)	220	14.23%	141	9.12%	1,546
Phase Six (VI)	1,774	24.57%	668	9.25%	7,220
Duplicate Address	1,215	33.03%	995	27.05%	3,679
Undetermined	6	23.08%	3	11.54%	26
Not In Phase	1,929	33.68%	1,827	31.90%	5,727
<b>Total</b>	<b>18,253</b>	<b>35.87%</b>	<b>13,430</b>	<b>26.39%</b>	<b>50,893</b>

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

As of June 8, 2018, there are 18,213 homeowners, 57.78% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,177 homeowners, 38.63% 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)	4,780	99.98%	4,781
Phase Two (II)	5,492	99.95%	5,495
Phase Three (III)	2,215	33.74%	6,565
Phase Four (IV)	2,516	36.17%	6,956
Phase Five (V)	422	59.10%	714
Phase Six (VI)	1,334	24.26%	5,499
Undetermined	3	75.00%	4
Not In Phase	1,451	96.16%	1,509
<b>Total</b>	<b>18,213</b>	<b>57.78%</b>	<b>31,523</b>

	Submitted Applications	Percentage
Most Impacted LMI	16,281	51.64%
Most Impacted Urgent Need	12,892	40.90%
LMI	1,932	6.13%
Urgent Need	418	1.33%
<b>Total</b>	<b>31,523</b>	<b>100.00%</b>

**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)	3,071	64.23%	3,164	66.18%	4,781
Phase Two (II)	3,842	69.92%	3,188	58.02%	5,495
Phase Three (III)	1,344	20.47%	929	14.15%	6,565
Phase Four (IV)	1,646	23.66%	1,250	17.97%	6,956
Phase Five (V)	154	21.57%	202	28.29%	714
Phase Six (VI)	1,543	28.06%	925	16.82%	5,499
Undetermined	3	75.00%	2	50.00%	4
Not In Phase	574	38.04%	1,209	80.12%	1,509
<b>Total</b>	<b>12,177</b>	<b>38.63%</b>	<b>10,869</b>	<b>34.48%</b>	<b>31,523</b>

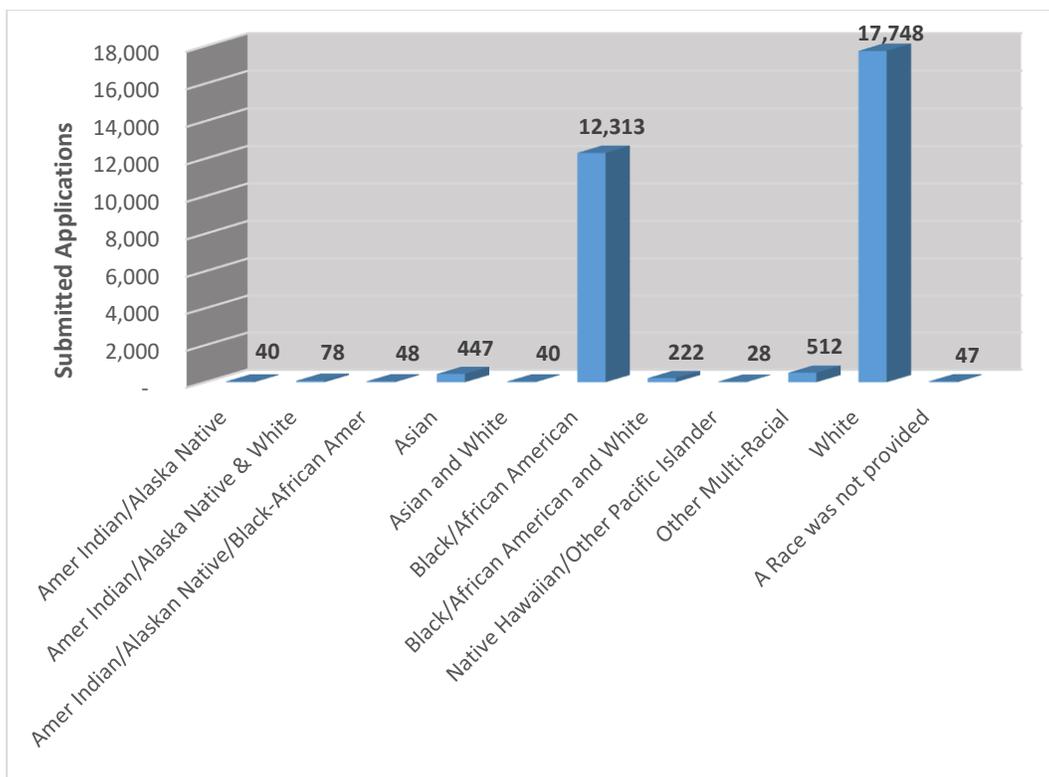
\*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

**Table 10: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	40	0.13%
American Indian/Alaska Native and White	78	0.25%
American Indian/Alaskan Native/Black-African American	48	0.15%
Asian	447	1.42%
Asian and White	40	0.13%
Black/African American	12,313	39.06%
Black/African American and White	222	0.70%
Native Hawaiian/Other Pacific Islander	28	0.09%
Other Multi-Racial	512	1.62%
White	17,748	56.30%
A Race was not provided	47	0.15%
<b>Total</b>	<b>31,523</b>	<b>100.00%</b>

**Figure 1: Submitted Applications by Race**



Housing Assistance Center Activity (HAC)

**Table 11: Housing Assistance Center Activity**

Activity	As of 6/1/2018	Weekly Activity	As of 6/8/2018
<b>Appointments</b>			
Total Number of Appointments	60,374	985	61,359
<i>Walk-ins</i>	32,101	622	32,723
<i>Scheduled</i>	28,273	363	28,636
<i>Held at office</i>	24,069	329	24,398
<i>Home visit</i>	547	2	549
<i>Cancelled</i>	2,422	17	2,439
<i>No Show</i>	1,235	15	1,250
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	40,096	636	40,732
<i>Walk-ins</i>	22,955	477	23,432
<i>Scheduled</i>	17,141	159	17,300
<i>Held at office</i>	14,845	146	14,991
<i>Home visit</i>	198	2	200
<i>Cancelled</i>	1,708	9	1,717
<i>No Show</i>	390	2	392
<b>Hammond</b>			
Total Number of Appointments	11,718	210	11,928
<i>Walk-ins</i>	6,633	118	6,751
<i>Scheduled</i>	5,085	92	5,177
<i>Held at office</i>	3,798	76	3,874
<i>Home visit</i>	331	0	331
<i>Cancelled</i>	434	6	440
<i>No Show</i>	522	10	532
<b>Lafayette</b>			
Total Number of Appointments	4,728	94	4,822
<i>Walk-ins</i>	1,074	14	1,088
<i>Scheduled</i>	3,654	80	3,734
<i>Held at office</i>	3,366	78	3,444
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	173	2	175
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	3,832	45	3,877
<i>Walk-ins</i>	1,439	13	1,452
<i>Scheduled</i>	2,393	32	2,425
<i>Held at office</i>	2,060	29	2,089
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	107	0	107
<i>No Show</i>	214	3	217

Call Center Activity

**Table 12: Call Center Activity**

Activity	As of 6/1/2018	Weekly Activity	As of 6/8/2018
<b>Call Center</b>			
Total Calls	222,822	3,777	226,599
Total Calls Abandoned	5,720	142	5,862
Abandoned %	2.57%	0.02%	2.59%
Total Calls Processed	217,102	3,635	220,737
Inbound	143,331	1,939	145,270
Outbound	73,771	1,696	75,467
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	143,331	1,939	145,270
Average Wait Time	1.08 min		1.08 min
Average Call Time	5.88 min		5.87 min
Program Inquiry	41,737	444	42,181
Surveys Status Update	3,047	41	3,088
Surveys Completed	8,676	118	8,794
Case Manager Request	13,721	319	14,040
Application Status Update	51,071	691	51,762
Application In Progress	708	17	725
Application Submitted (Pending Document Upload)	5,758	18	5,776
Applications Completed	237	1	238
Damage Assessment Inquiry	2,264	0	2,264
Award Acknowledgement Inquiry	2,376	40	2,416
Construction Inquiry	2,194	81	2,275
Appeals	1,111	33	1,144
Outbound Project	63	2	65
Invalid Number/ No Answer / Busy / Left Message	7,874	131	8,005
Call Transferred	2,494	3	2,497
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	73,771	1,696	75,467
Average Call Time	1.68 min		1.68 min
Program Inquiry	5,274	28	5,302
Survey Status Update	320	156	476
Surveys Completed	709	4	713
Case Manager Request	125	2	127
Application Status Update	14,202	345	14,547
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	291	2	293
Appeals	1	0	1
Outbound Project	1,406	485	1,891
Invalid Number/ No Answer / Busy / Left Message	27,174	239	27,413
Call Transferred	23,597	435	24,032

**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	5,324	3,514
2	53	23	37	130	50	72	2,064	1,178
3	38	15	38	174	61	73	1,406	776
4	84	41	39	199	85	74	361	170
5	21	13	40	187	71	75	369	172
6	5	2	41	266	115	76	34	19
7	58	20	42	328	143	77	252	122
8	27	10	43	524	272	78	2	0
9	177	66	44	108	38	79	1	0
10	180	74	45	165	69	80	1	0
11	75	26	46	259	111	81	2,197	1,364
12	96	51	47	603	269	83	4	0
13	104	33	48	600	320	84	2	0
14	420	198	49	383	162	85	1	0
15	80	37	50	45	1	86	839	465
16	591	289	51	1	0	88	2,854	1,859
17	1,207	667	52	1	0	89	4	1
18	165	68	53	4	0	90	22	6
19	331	172	54	2	0	91	4	0
20	96	46	55	4	0	92	3	0
21	92	40	56	4	0	93	8	0
22	144	67	57	20	0	94	1	0
23	132	52	58	250	123	95	2,270	1,505
24	116	42	59	654	433	96	557	263
25	13	4	60	86	36	97	8	0
26	49	13	61	1,506	1,024	98	1	0
27	26	14	62	588	341	99	5	0
28	127	32	63	987	632	100	7	0
29	1,710	1,194	64	3,233	2,234	101	5,437	4,112
30	23	5	65	5,615	3,971	102	7	0
31	1,186	677	66	1,677	1,059	103	2	0
32	51	18	67	167	75	104	11	5
33	63	28	68	78	38	105	4	0
34	26	8	69	231	132	Unknown	0	0
35	7	2	70	100	41	<b>Total</b>	<b>50,893</b>	<b>31,523</b>

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

Senate District	Survey Count	Application Count
1	65	29
2	380	171
3	11	0
4	15	0
5	10	0
6	8,556	5,743
7	8	0
8	10	0
9	1	0
10	3	0
11	951	494
12	2,417	1,299
13	9,185	6,043
14	1,908	1,193
15	9,849	7,234
16	535	303
17	1,038	561
18	5,571	3,568
19	14	0
20	5	0
21	101	18

Senate District	Survey Count	Application Count
22	964	427
23	1,810	1,007
24	589	238
25	384	161
26	1,533	727
27	37	11
28	415	146
29	197	75
30	233	90
31	237	89
32	284	137
33	742	373
34	1,741	923
35	300	136
36	347	138
37	117	45
38	125	50
39	205	94
Unknown	0	0
<b>Total</b>	<b>50,893</b>	<b>31,523</b>

**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	462	190
Allen	75	21	10
Ascension	6,353	4,022	2,608
Avoyelles	274	132	32
Beauregard	113	40	12
Bienville	209	48	15
Bossier	607	267	104
Caddo	589	296	136
Calcasieu	266	167	64
Caldwell	154	47	26
Catahoula	72	18	7
Claiborne	208	51	16
De Soto	141	51	17
East Baton Rouge	24,248	20,008	14,009
East Carroll	237	46	25
East Feliciana	617	261	152
Evangeline	522	119	39
Franklin	58	23	8
Grant	280	72	34
Iberia	1,478	568	234
Iberville	357	116	59
Jackson	74	13	4
Jefferson Davis	508	126	49
Lafayette	4,753	2,585	1,378
LaSalle	73	25	11
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,399	6,812
Madison	85	55	24
Morehouse	1,005	284	133
Natchitoches	598	153	64
Ouachita	3,418	2,125	1,123
Pointe Coupee	444	139	61
Rapides	145	88	31
Red River	46	13	4
Richland	445	138	70
Sabine	100	58	16
St. Helena	976	473	258
St. James	162	91	30
St. Landry	1,615	375	157
St. Martin	1,301	474	216
St. Tammany	1,057	435	224
Tangipahoa	6,183	4,006	2,219
Union	399	90	50
Vermilion	1,786	902	416
Vernon	306	67	26
Washington	1,222	419	194
Webster	525	127	54
West Baton Rouge	110	34	9
West Carroll	336	71	32
West Feliciana	154	56	33
Winn	181	49	18
<b>Total</b>	<b>82,440</b>	<b>50,733</b>	<b>31,522</b>

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	7	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	30	0
St. Mary	44	1
Tensas	2	0
Terrebonne	4	0
<b>Total</b>	<b>160</b>	<b>1</b>

**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	\$1,267,938.02	30	\$709,858.73	23	\$339,250.36
Allen	2	\$57,828.03	1	\$38,213.24	0	\$0.00
Ascension	727	\$18,968,308.94	490	\$12,450,635.23	397	\$7,997,209.67
Avoyelles	2	\$33,247.50	1	\$3,035.15	0	\$0.00
Beauregard	3	\$103,884.68	2	\$46,483.86	0	\$0.00
Bienville	3	\$72,623.57	2	\$40,650.22	1	\$21,980.23
Bossier	22	\$737,158.09	3	\$88,400.09	0	\$0.00
Caddo	10	\$266,195.73	7	\$163,312.24	5	\$29,657.85
Calcasieu	20	\$642,468.09	11	\$316,992.47	7	\$132,179.34
Caldwell	5	\$150,425.63	3	\$72,012.47	0	\$0.00
Catahoula	3	\$151,871.07	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	6,309	\$164,331,697.41	4,820	\$130,332,246.04	4,182	\$76,760,619.06
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	43	\$1,329,143.34	23	\$668,668.65	17	\$278,988.04
Evangeline	15	\$386,058.18	9	\$197,117.13	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	\$1,766,802.75	33	\$1,083,682.58	19	\$279,926.72
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	534	\$11,009,843.39	405	\$8,247,829.01	343	\$5,323,928.84
Livingston	2,480	\$64,622,197.60	1,698	\$43,810,176.09	1,373	\$27,169,668.11
Madison	1	\$51,358.71	0	\$0.00	0	\$0.00
Morehouse	24	\$848,599.26	14	\$520,023.90	10	\$99,736.11
Natchitoches	11	\$265,705.70	4	\$114,465.95	3	\$46,332.04
Ouachita	264	\$7,740,673.77	167	\$5,051,474.64	120	\$1,883,907.56
Pointe Coupee	6	\$259,394.63	6	\$259,394.63	4	\$82,938.85
Rapides	7	\$260,860.85	1	\$17,341.25	1	\$15,947.74
Richland	11	\$448,841.29	3	\$132,112.44	1	\$10,971.10
Sabine	3	\$120,376.42	1	\$22,344.21	1	\$17,503.71
St. Helena	34	\$1,466,979.80	22	\$870,803.62	13	\$305,441.23
St. James	5	\$211,991.57	3	\$124,385.11	1	\$45,000.00
St. Landry	26	\$784,956.62	10	\$287,046.21	8	\$163,186.59
St. Martin	59	\$1,951,174.04	38	\$1,135,383.14	30	\$533,826.43
St. Tammany	53	\$1,263,564.22	36	\$797,572.22	31	\$394,098.22
Tangipahoa	546	\$17,442,779.67	330	\$10,046,033.61	197	\$3,717,309.10
Union	7	\$201,736.35	5	\$136,646.40	3	\$45,658.66
Vermilion	133	\$3,235,976.53	89	\$2,260,472.10	72	\$1,212,467.28
Vernon	5	\$189,398.55	1	\$64,937.15	1	\$63,828.23
Washington	37	\$1,081,584.93	23	\$702,670.06	21	\$390,569.94
Webster	10	\$278,618.08	5	\$107,927.67	4	\$72,368.65
West Baton Rouge	2	\$104,835.65	1	\$45,000.00	0	\$0.00
West Carroll	7	\$282,960.15	4	\$171,954.23	1	\$15,075.67
West Feliciana	10	\$327,353.90	7	\$226,687.85	5	\$69,586.98
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
<b>Total</b>	<b>11,577</b>	<b>\$305,536,751.03</b>	<b>8,324</b>	<b>\$221,849,031.98</b>	<b>6,912</b>	<b>\$127,856,768.63</b>

**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		
<b>TOTALS</b>	<b>\$1,656,972,000</b>	<b>\$51,435,020</b>	<b>\$1,708,407,020</b>	<b>\$3,737,800,000</b>	<b>\$2,095,671,860</b>

**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.