

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #45
June 9, 2018 – June 15, 2018

June 16, 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 15, 2018, survey submissions increased by 303 from the previous week, making the total submissions 51,196. 41,651 homeowners were determined to be in Phases I – VI.
 - 40,972 environmental reviews have been completed, representing 98% of the 41,651 homeowners in Phases I – VI.
 - 41,044 homeowners have been invited to complete applications from Phase I - VI. 31,687 (77%) homeowners have submitted their applications.
 - 29,729 scopes of work have been completed, representing 94% of the 31,687 homeowners that have submitted their application.
 - There have been a total of 11,963 Grant Awards offered to homeowners, amounting to \$317,637,229.05. Of those, 8,627 homeowners have acknowledged their grant agreements, obligating \$229,729,244.43.
-
- As of June 15, 2018, there were a total of 58,589 appointments held.
 - 224,291 calls were completed by the call center. 146,970 of the completed calls were inbound calls and 77,321 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 18 – June 24, 2018:
 - 6/18: Survey Closeout Outreach, Abbeville Library – Vermilion
 - 6/19: Survey Closeout Outreach, South Regional Library – Lafayette
 - 6/20: Survey Closeout Outreach, Shreveport Memorial Library – Caddo
 - 6/20: Solution 2, Homeowner Informational Meeting – Baton Rouge, LA
 - 6/21: Survey Closeout Outreach, Harvey Benoit Community Center – Monroe, LA
 - 6/22: Amedisys employee outreach and application updates – Baton Rouge, LA
 - 6/23: Greater Preparedness Resource Fair – Ponchatoula, LA

Table 1: Outreach Events

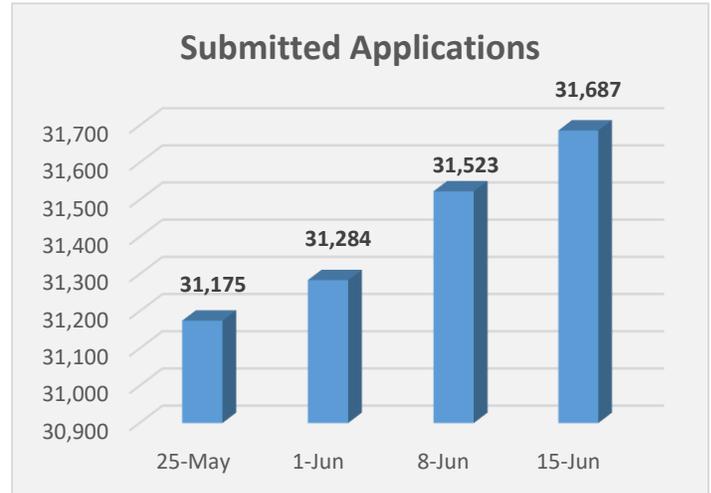
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
Total	177

Table 2: Homeowner Program Snapshot

	As of 6/8/18	Weekly Activity	As of 6/15/18	Percentage		
Surveys Recorded					Percentage	
<i>Submitted Surveys</i>	50,893	303	51,196			
<i>Phase I - VI Subtotal</i>	41,461	190	41,651	81%		
<i>Duplicate Address</i>	3,679	35	3,714	7%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,753	78	5,831	12%		
Environmental Reviews						
Environmental Reviews Available to Work	754	-75	679			
Environmental Reviews Completed	40,707	265	40,972			
Scope of Work: Prospective/Completed						
Scope of Work Available to Work	1,386	-238	1,148			
Total Scope of Work Completed	29,348	381	29,729			
Applications In Process						
Total Number of Invited Applications	40,818	226	41,044			
Applications Not Submitted	6,060	-910	5,150			
Applications Available For Grant Determination	34,758	1,136	35,894			
Pending Grant Determination	7,326	-1,623	5,703	16%		
Grant Determinations			84% Grant Determinations			
Zero Award	8,005	506	8,511	24%		
Ineligible Determination	3,982	1,558	5,540	15%		
Withdrawn By Applicant	3,868	309	4,177	12%		
Grant Award Offered To Applicant	11,577	386	11,963	33%		
Grant Awards					Total Dollars	
Grant Awards Offered	11,577	386	11,963		317,637,229.05	
Grant Awards Obligated	8,324	303	8,627		229,729,244.43	
<i>Solution 1 Only</i>	172	3	175		6,995,304.15	
<i>Solution 2 Only</i>	780	45	825		26,784,153.73	
<i>Solution 3 Only</i>	1,750	70	1,820		31,444,296.20	
<i>Solution 3 and 1</i>	1,256	27	1,283		43,665,112.40	
<i>Solution 3 and 2</i>	4,366	158	4,524		120,840,377.95	
Disbursements						
Total Disbursements	6,912	196	7,108		131,323,396.75	
<i>Solution 1 Only</i>	41	1	42		1,064,958.22	
<i>Solution 2 Only</i>	257	11	268		5,827,611.21	
<i>Solution 3 Only</i>	1,539	13	1,552		27,373,242.74	
<i>Solution 3 and 1</i>	1,143	47	1,190		20,430,585.04	
<i>Solution 3 and 2</i>	3,932	124	4,056		76,626,399.10	
Housing Rehabilitation/Reconstruction Complete						
Total Housing Rehabilitation/Reconstruction Complete	2,847	85	2,932			
<i>Solution 1</i>	703	48	751			
<i>Solution 2</i>	609	24	633			
<i>Solution 3 Only</i>	1,535	13	1,548			

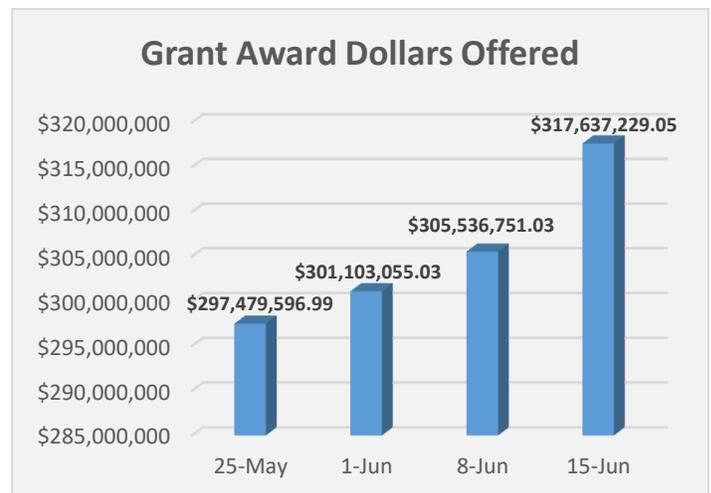
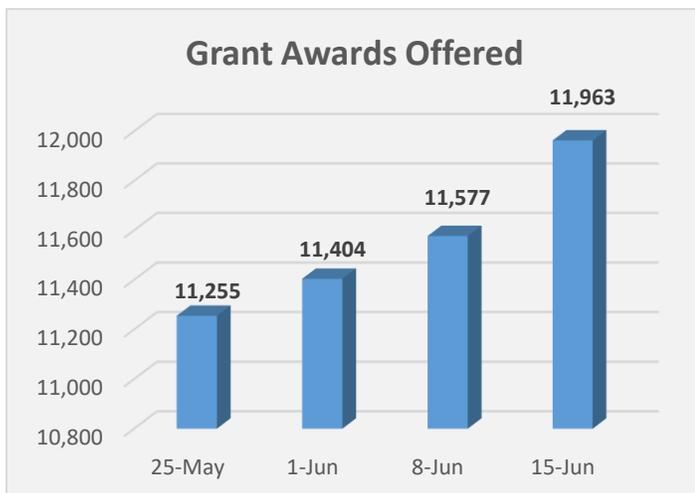
Key Program Statistics

Table 3: Key Program Statistics



41,651 of the 51,196 meet requirements for Phases I – VI.

Invited 41,044 Homeowners to complete Applications.



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

As of June 15, 2018, there are 27,451 homeowners, 53.62% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 18,363 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)	6,681	100.00%	6,681
Phase Two (II)	6,066	100.00%	6,066
Phase Three (III)	3,651	35.78%	10,205
Phase Four (IV)	3,163	31.99%	9,889
Phase Five (V)	833	53.50%	1,557
Phase Six (VI)	1,277	17.61%	7,253
Duplicate Address	2,037	54.85%	3,714
Undetermined	51	80.95%	63
Not In Phase	3,692	64.01%	5,768
Total	27,451	53.62%	51,196

	Submitted Surveys	Percentage
Most Impacted LMI	23,370	45.65%
Most Impacted Urgent Need	22,253	43.47%
LMI	4,081	7.97%
Urgent Need	1,492	2.91%
Total	51,196	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)	4,642	69.48%	4,317	64.62%	6,681
Phase Two (II)	4,603	75.88%	3,521	58.04%	6,066
Phase Three (III)	1,898	18.60%	1,012	9.92%	10,205
Phase Four (IV)	2,030	20.53%	1,000	10.11%	9,889
Phase Five (V)	222	14.26%	142	9.12%	1,557
Phase Six (VI)	1,783	24.58%	674	9.29%	7,253
Duplicate Address	1,224	32.96%	1,001	26.95%	3,714
Undetermined	20	31.75%	15	23.81%	63
Not In Phase	1,941	33.65%	1,836	31.83%	5,768
Total	18,363	35.87%	13,518	26.40%	51,196

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

As of June 15, 2018, there are 18,179 homeowners, 57.37% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,191 homeowners, 38.47% 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)	4,788	99.96%	4,790
Phase Two (II)	5,559	99.93%	5,563
Phase Three (III)	2,196	33.41%	6,573
Phase Four (IV)	2,485	35.46%	7,007
Phase Five (V)	408	56.90%	717
Phase Six (VI)	1,313	23.66%	5,549
Undetermined	2	100.00%	2
Not In Phase	1,428	96.10%	1,486
Total	18,179	57.37%	31,687

	Submitted Applications	Percentage
Most Impacted LMI	16,247	51.27%
Most Impacted Urgent Need	13,066	41.23%
LMI	1,932	6.10%
Urgent Need	442	1.40%
Total	31,687	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)	3,089	64.49%	3,151	65.78%	4,790
Phase Two (II)	3,905	70.20%	3,189	57.33%	5,563
Phase Three (III)	1,321	20.10%	877	13.34%	6,573
Phase Four (IV)	1,622	23.15%	1,170	16.70%	7,007
Phase Five (V)	151	21.06%	183	25.52%	717
Phase Six (VI)	1,535	27.66%	877	15.80%	5,549
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	567	38.16%	1,195	80.42%	1,486
Total	12,191	38.47%	10,644	33.59%	31,687

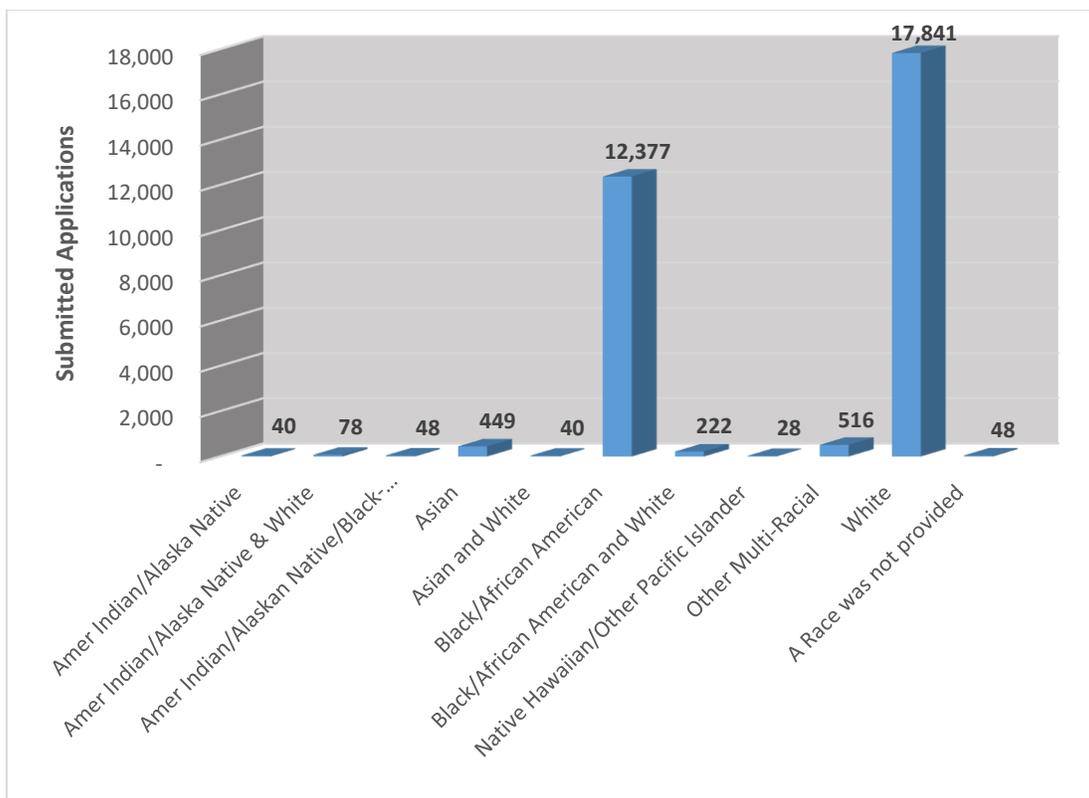
*A Senior Adult is anyone 62 years of age or older.

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	0.24%
American Indian/Alaskan Native/Black-African American	48	0.15%
Asian	449	1.42%
Asian and White	40	0.13%
Black/African American	12,377	39.06%
Black/African American and White	222	0.70%
Native Hawaiian/Other Pacific Islander	28	0.09%
Other Multi-Racial	516	1.63%
White	17,841	56.30%
A Race was not provided	48	0.15%
Total	31,687	100.00%

Figure 1: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 11: Housing Assistance Center Activity

Activity	As of 6/8/2018	Weekly Activity	As of 6/15/2018
Appointments			
Total Number of Appointments	61,359	944	62,303
<i>Walk-ins</i>	32,723	626	33,349
<i>Scheduled</i>	28,636	318	28,954
<i>Held at office</i>	24,398	293	24,691
<i>Home visit</i>	549	0	549
<i>Cancelled</i>	2,439	16	2,455
<i>No Show</i>	1,250	9	1,259
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	40,732	555	41,287
<i>Walk-ins</i>	23,432	448	23,880
<i>Scheduled</i>	17,300	107	17,407
<i>Held at office</i>	14,991	95	15,086
<i>Home visit</i>	200	0	200
<i>Cancelled</i>	1,717	10	1,727
<i>No Show</i>	392	2	394
Hammond			
Total Number of Appointments	11,928	222	12,150
<i>Walk-ins</i>	6,751	145	6,896
<i>Scheduled</i>	5,177	77	5,254
<i>Held at office</i>	3,874	68	3,942
<i>Home visit</i>	331	0	331
<i>Cancelled</i>	440	3	443
<i>No Show</i>	532	6	538
Lafayette			
Total Number of Appointments	4,822	118	4,940
<i>Walk-ins</i>	1,088	17	1,105
<i>Scheduled</i>	3,734	101	3,835
<i>Held at office</i>	3,444	100	3,544
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	175	1	176
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,877	49	3,926
<i>Walk-ins</i>	1,452	16	1,468
<i>Scheduled</i>	2,425	33	2,458
<i>Held at office</i>	2,089	30	2,119
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	107	2	109
<i>No Show</i>	217	1	218

Call Center Activity

Table 12: Call Center Activity

Activity	As of 6/8/2018	Weekly Activity	As of 6/15/2018
Call Center			
Total Calls	226,599	3,624	230,223
Total Calls Abandoned	5,862	70	5,932
Abandoned %	2.59%	-0.01%	2.58%
Total Calls Processed	220,737	3,554	224,291
Inbound	145,270	1,700	146,970
Outbound	75,467	1,854	77,321
Completed Inbound Calls Details			
Total Inbound Calls Completed	145,270	1,700	146,970
Average Wait Time	1.08 min		1.08 min
Average Call Time	5.87 min		5.85 min
Program Inquiry	42,181	418	42,599
Surveys Status Update	3,088	32	3,120
Surveys Completed	8,794	108	8,902
Case Manager Request	14,040	287	14,327
Application Status Update	51,762	569	52,331
Application In Progress	725	1	726
Application Submitted (Pending Document Upload)	5,776	23	5,799
Applications Completed	238	0	238
Damage Assessment Inquiry	2,264	0	2,264
Award Acknowledgement Inquiry	2,416	38	2,454
Construction Inquiry	2,275	80	2,355
Appeals	1,144	25	1,169
Outbound Project	65	2	67
Invalid Number/ No Answer / Busy / Left Message	8,005	109	8,114
Call Transferred	2,497	8	2,505
Completed Outbound Calls Details			
Total Outbound Calls Completed	75,467	1,854	77,321
Average Call Time	1.68 min		1.67 min
Program Inquiry	5,302	24	5,326
Survey Status Update	476	268	744
Surveys Completed	713	27	740
Case Manager Request	127	0	127
Application Status Update	14,547	196	14,743
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	575	1	576
Applications Completed	43	0	43
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	40	0	40
Construction Inquiry	293	1	294
Appeals	1	0	1
Outbound Project	1,891	603	2,494
Invalid Number/ No Answer / Busy / Left Message	27,413	335	27,748
Call Transferred	24,032	399	24,431

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	39	36	4	1	71	5,341	3,539
2	53	23	37	130	50	72	2,089	1,188
3	38	15	38	176	62	73	1,415	783
4	84	42	39	202	85	74	363	170
5	21	13	40	189	72	75	382	173
6	5	2	41	267	117	76	34	19
7	58	21	42	329	145	77	255	124
8	27	10	43	524	273	78	2	0
9	180	66	44	110	39	79	1	0
10	180	74	45	165	69	80	1	0
11	75	26	46	262	111	81	2,217	1,375
12	96	51	47	610	272	83	4	0
13	105	33	48	604	324	84	2	0
14	424	198	49	384	164	85	1	0
15	80	38	50	45	1	86	852	468
16	592	295	51	1	0	88	2,888	1,873
17	1,217	672	52	1	0	89	4	1
18	170	68	53	4	0	90	23	6
19	334	172	54	2	0	91	4	0
20	98	46	55	4	0	92	3	0
21	93	40	56	4	0	93	8	0
22	146	67	57	20	0	94	1	0
23	132	53	58	258	125	95	2,295	1,513
24	117	42	59	658	433	96	563	264
25	14	4	60	87	36	97	8	0
26	49	13	61	1,509	1,030	98	1	0
27	27	14	62	592	343	99	5	0
28	127	34	63	987	636	100	7	0
29	1,713	1,196	64	3,244	2,245	101	5,443	4,113
30	23	5	65	5,631	3,982	102	7	0
31	1,190	678	66	1,681	1,063	103	2	0
32	52	18	67	172	75	104	11	5
33	65	30	68	78	38	105	4	0
34	26	8	69	232	132	Unknown	0	0
35	7	2	70	101	42	Total	51,196	31,687

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

Senate District	Survey Count	Application Count
1	66	29
2	385	173
3	11	0
4	15	0
5	10	0
6	8,599	5,767
7	8	0
8	10	0
9	1	0
10	3	0
11	956	500
12	2,452	1,305
13	9,234	6,081
14	1,918	1,197
15	9,862	7,246
16	536	305
17	1,050	568
18	5,631	3,592
19	14	0
20	5	0
21	102	19

Senate District	Survey Count	Application Count
22	975	431
23	1,813	1,012
24	597	241
25	385	163
26	1,543	730
27	38	11
28	416	149
29	198	75
30	236	92
31	240	90
32	287	138
33	747	375
34	1,755	932
35	300	136
36	349	138
37	119	45
38	125	51
39	205	96
Unknown	0	0
Total	51,196	31,687

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	463	193
Allen	75	21	10
Ascension	6,353	4,065	2,624
Avoyelles	274	132	34
Beauregard	113	41	12
Bienville	209	49	15
Bossier	607	270	104
Caddo	589	296	139
Calcasieu	266	170	66
Caldwell	154	49	26
Catahoula	72	18	7
Claiborne	208	51	16
De Soto	141	51	17
East Baton Rouge	24,248	20,054	14,046
East Carroll	237	47	25
East Feliciana	617	265	153
Evangeline	522	120	39
Franklin	58	23	8
Grant	280	72	34
Iberia	1,478	573	238
Iberville	357	119	59
Jackson	74	13	4
Jefferson Davis	508	126	49
Lafayette	4,753	2,597	1,383
LaSalle	73	26	11
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,462	6,860
Madison	85	55	24
Morehouse	1,005	287	135
Natchitoches	598	153	65
Ouachita	3,418	2,138	1,133
Pointe Coupee	444	143	61
Rapides	145	90	31
Red River	46	14	4
Richland	445	140	70
Sabine	100	59	16
St. Helena	976	480	263
St. James	162	96	31
St. Landry	1,615	379	160
St. Martin	1,301	481	216
St. Tammany	1,057	440	226
Tangipahoa	6,183	4,046	2,233
Union	399	90	50
Vermilion	1,786	908	420
Vernon	306	67	26
Washington	1,222	432	195
Webster	525	127	54
West Baton Rouge	110	34	9
West Carroll	336	71	32
West Feliciana	154	56	33
Winn	181	49	18
Total	82,440	51,036	31,686

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
Total	160	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	57	\$1,304,448.55	32	\$732,350.12	24	\$366,319.26
Allen	2	\$57,828.03	2	\$57,828.03	0	\$0.00
Ascension	747	\$19,606,497.56	505	\$12,932,179.62	401	\$8,131,681.04
Avoyelles	2	\$33,247.50	1	\$3,035.15	1	\$3,035.15
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	23	\$753,990.31	3	\$88,400.09	0	\$0.00
Caddo	11	\$271,277.89	7	\$163,312.24	5	\$29,657.85
Calcasieu	21	\$673,499.59	11	\$324,385.19	9	\$182,637.61
Caldwell	6	\$160,894.42	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	6,474	\$169,930,515.75	4,994	\$134,597,707.66	4,313	\$79,046,241.16
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	45	\$1,402,162.55	25	\$745,763.04	17	\$278,988.04
Evangeline	15	\$386,058.18	9	\$196,244.32	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	58	\$1,829,446.05	35	\$1,157,921.15	20	\$301,722.92
Iberville	8	\$324,204.19	6	\$234,814.51	3	\$88,014.07
Jefferson Davis	3	\$63,890.94	2	\$52,006.10	2	\$52,006.10
Lafayette	565	\$11,426,238.89	417	\$8,395,133.59	347	\$5,413,243.64
LaSalle	1	\$27,394.70	0	\$0.00	0	\$0.00
Livingston	2,566	\$67,070,920.81	1,765	\$45,528,713.12	1,408	\$27,771,197.41
Madison	1	\$51,358.71	0	\$0.00	0	\$0.00
Morehouse	25	\$898,665.57	14	\$520,525.86	10	\$99,736.11
Natchitoches	11	\$265,705.70	4	\$114,465.95	3	\$46,332.04
Ouachita	284	\$8,462,271.72	167	\$5,059,712.93	126	\$1,974,043.55
Pointe Coupee	7	\$289,844.06	6	\$259,394.63	4	\$82,938.85
Rapides	7	\$260,860.85	2	\$39,675.89	1	\$15,947.74
Richland	14	\$620,099.12	3	\$132,112.44	1	\$10,971.10
Sabine	3	\$120,376.42	1	\$22,344.21	1	\$17,503.71
St. Helena	37	\$1,632,096.40	22	\$1,080,553.11	15	\$327,326.72
St. James	5	\$211,991.57	3	\$124,385.11	1	\$45,000.00
St. Landry	32	\$922,709.76	11	\$318,346.52	8	\$163,186.59
St. Martin	61	\$2,047,105.95	40	\$1,216,209.99	31	\$534,679.22
St. Tammany	57	\$1,401,505.56	38	\$836,686.63	33	\$436,323.58
Tangipahoa	566	\$18,182,891.12	346	\$10,591,176.00	201	\$3,776,895.80
Union	7	\$201,736.35	5	\$136,646.40	3	\$45,658.66
Vermilion	137	\$3,570,533.40	93	\$2,302,288.29	74	\$1,241,106.47
Vernon	7	\$234,452.33	2	\$95,952.28	1	\$63,828.23
Washington	42	\$1,176,220.53	24	\$767,320.31	21	\$390,569.94
Webster	11	\$281,464.60	5	\$107,927.67	4	\$72,368.65
West Baton Rouge	2	\$104,835.05	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	\$223,995.76	5	\$79,593.49
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	11,963	\$317,637,229.05	8,627	\$229,729,244.43	7,108	\$131,323,396.75

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.