

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #46
June 16, 2018 – June 22, 2018

June 23, 2018

Table of Contents

Program Overview 1
 Executive Summary 4
 Key Program Statistics..... 6
 Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons..... 7
 Low to Moderate Income (LMI), Senior Adults and Disabled Reported..... 8
 Demographics for Submitted Applications..... 10
 Housing Assistance Center Activity (HAC) 11
 Call Center Activity..... 12
 APPENDIX A..... 13
 APPENDIX B..... 15
 APPENDIX C 16
 APPENDIX D 17
 APPENDIX E..... 18
 APPENDIX F..... 19
 Glossary 20

List of Tables

Table 1: Outreach Events 4
 Table 2: Homeowner Program Snapshot 5
 Table 3: Key Program Statistics 6
 Table 4: Not In Phase and Undetermined Reasons..... 7
 Table 5 & 6: Submitted Surveys with LMI and Urgent Need Data 8
 Table 7: Submitted Surveys with Senior Adult or Disabled Reported..... 8
 Table 8 & 9: Submitted Applications with LMI and Urgent Need Data..... 9
 Table 10: Submitted Applications with Senior Adult or Disabled Reported 9
 Table 11: Submitted Applications by Race..... 10
 Table 12: Housing Assistance Center Activity..... 11
 Table 13: Call Center Activity 12
 Table 14: Submitted Surveys and Submitted Applications by Louisiana House Districts 13
 Table 15: Submitted Surveys and Submitted Applications by Louisiana Senate Districts 14
 Table 16: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications
 by Parish 15
 Table 17: Grant Awards by Parish..... 16

List of Figures

Figure 1: Not Currently In A Phase Reasons 7
 Figure 2: Submitted Applications by Race 10
 Figure 3: Requested Assistance..... 17
 Figure 4: Phase and Tiers 18
 Figure 5: Housing Assistance Centers 19

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 22, 2018, survey submissions increased by 349 from the previous week, making the total submissions 51,545. 41,889 homeowners were determined to be in Phases I – VI.
- 41,045 environmental reviews have been completed, representing 98% of the 41,889 homeowners in Phases I – VI.
- 41,154 homeowners have been invited to complete applications from Phase I - VI. 31,896 (78%) homeowners have submitted their applications.
- 29,948 scopes of work have been completed, representing 94% of the 31,896 homeowners that have submitted their application.
- There have been a total of 12,321 Grant Awards offered to homeowners, amounting to \$327,993,178.94. Of those, 8,878 homeowners have acknowledged their grant agreements, obligating \$235,945,876.31.

- As of June 22, 2018, there were a total of 59,557 appointments held.
- 228,820 calls were completed by the call center. 148,924 of the completed calls were inbound calls and 79,896 of the completed calls were outbound calls.
- The Program has completed 7 outreach events for this reporting period. The following event is scheduled for the week of June 25 – July 1, 2018:
 - 6/30: City of Baker Housing Fair

Table 1: Outreach Events

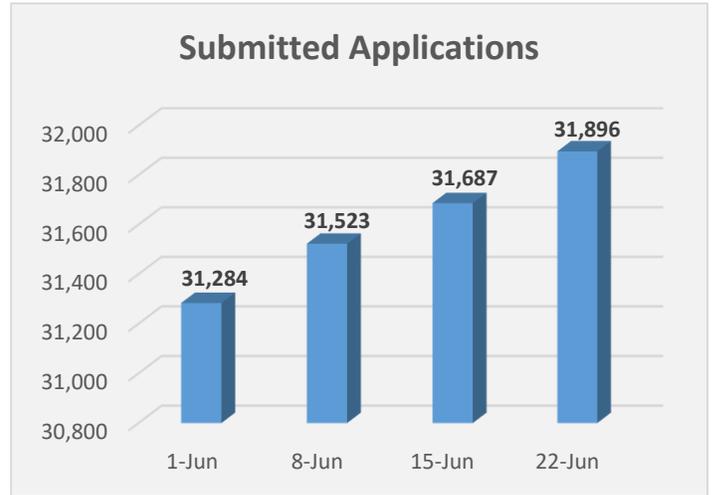
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
Total	177

Table 2: Homeowner Program Snapshot

	As of 6/15/18	Weekly Activity	As of 6/22/18		
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	51,196	349	51,545		
<i>Phase I - VI Subtotal</i>	41,651	238	41,889	81%	
<i>Duplicate Address</i>	3,714	28	3,742	7%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,831	83	5,914	12%	
Environmental Reviews					
Environmental Reviews Available to Work	679	165	844		
Environmental Reviews Completed	40,972	73	41,045		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	1,148	-33	1,115		
Total Scope of Work Completed	29,729	219	29,948		
Applications In Process					
Total Number of Invited Applications	41,044	110	41,154		
Applications Not Submitted	5,150	-469	4,681		
Applications Available For Grant Determination	35,894	579	36,473		
Pending Grant Determination	5,703	-805	4,898	13%	
Grant Determinations			87% Grant Determinations		
Zero Award	8,511	491	9,002	25%	
Ineligible Determination	5,540	369	5,909	16%	
Withdrawn By Applicant	4,177	166	4,343	12%	
Grant Award Offered To Applicant	11,963	358	12,321	34%	
Grant Awards					Total Dollars
Grant Awards Offered	11,963	358	12,321		327,993,178.94
Grant Awards Obligated	8,627	251	8,878		235,945,876.31
<i>Solution 1 Only</i>	175	6	181		7,348,635.92
<i>Solution 2 Only</i>	825	37	862		28,118,841.24
<i>Solution 3 Only</i>	1,820	46	1,866		32,032,174.94
<i>Solution 3 and 1</i>	1,283	46	1,329		45,124,303.28
<i>Solution 3 and 2</i>	4,524	116	4,640		123,321,920.93
Disbursements					
Total Disbursements	7,108	325	7,433		138,210,705.80
<i>Solution 1 Only</i>	42	2	44		1,138,848.09
<i>Solution 2 Only</i>	268	28	296		6,469,847.46
<i>Solution 3 Only</i>	1,552	106	1,658		29,008,693.29
<i>Solution 3 and 1</i>	1,190	28	1,218		21,617,191.91
<i>Solution 3 and 2</i>	4,056	161	4,217		79,976,125.05
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	2,932	227	3,159		
<i>Solution 1</i>	751	49	800		
<i>Solution 2</i>	633	72	705		
<i>Solution 3 Only</i>	1,548	106	1,654		

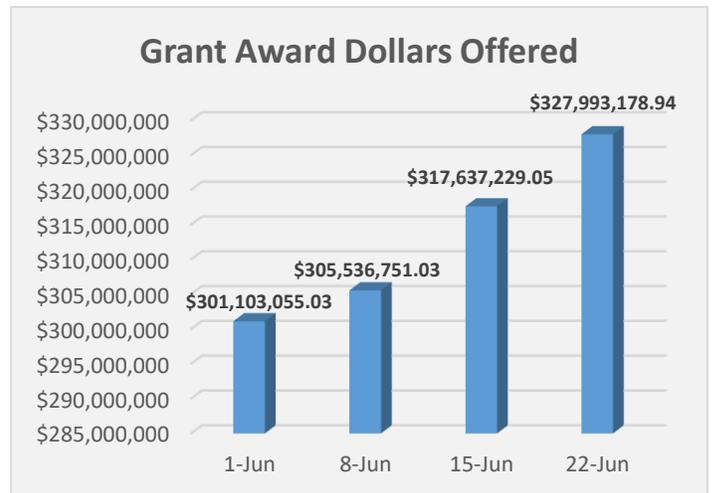
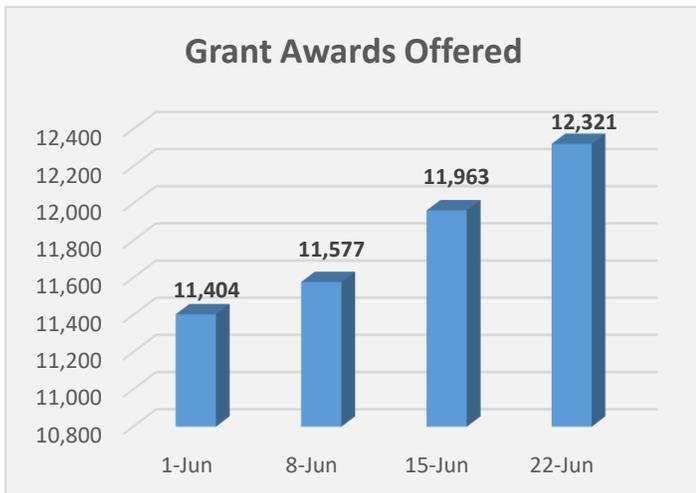
Key Program Statistics

Table 3: Key Program Statistics



41,889 of the 51,545 meet requirements for Phases I – VI.

Invited 41,154 Homeowners to complete Applications.

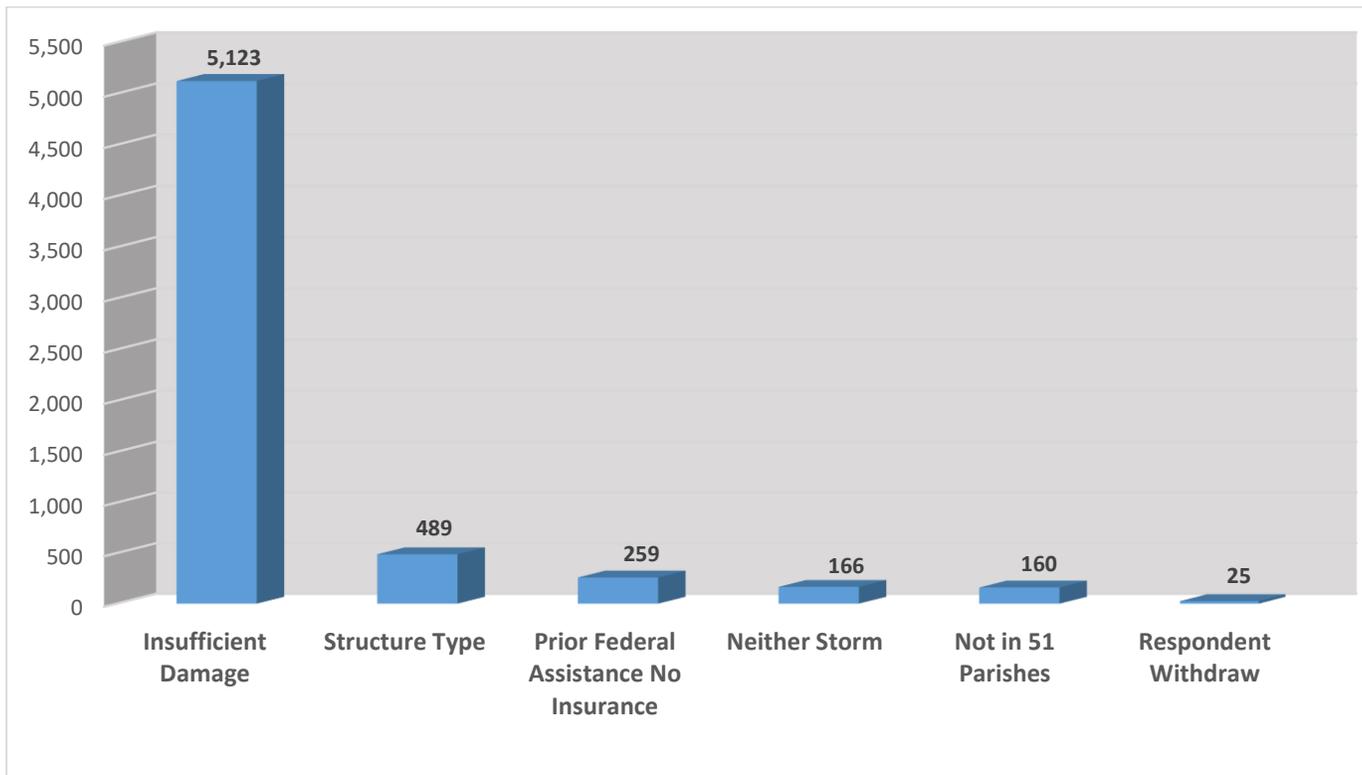


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 6/15/18	Weekly Activity	As of 6/22/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,768	51	5,819
Total Submitted Surveys Undetermined	63	32	95
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	6,163	59	6,222
<i>Insufficient Damage</i>	5,089	34	5,123
<i>Structure Type</i>	472	17	489
<i>Prior Federal Assistance No Insurance</i>	256	3	259
<i>Neither Storm</i>	163	3	166
<i>Not in 51 Parishes</i>	158	2	160
<i>Respondent Withdraw</i>	25	0	25
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	63	32	95
<i>Flood Plain (Not determined)</i>	63	32	95

Figure 1: Not Currently In A Phase Reasons



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

As of June 22, 2018, there are 27,702 homeowners, 53.74% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 18,489 homeowners, 35.87% of the homeowners who submitted surveys, that reported they were 62 years of age or older.

Table 5 & 6: 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)	6,748	100.00%	6,748
Phase Two (II)	6,108	100.00%	6,108
Phase Three (III)	3,678	35.87%	10,255
Phase Four (IV)	3,173	32.02%	9,910
Phase Five (V)	848	53.43%	1,587
Phase Six (VI)	1,286	17.66%	7,281
Duplicate Address	2,056	54.94%	3,742
Undetermined	78	82.11%	95
Not In Phase	3,727	64.05%	5,819
Total	27,702	53.74%	51,545

	Submitted Surveys	Percentage
Most Impacted LMI	23,521	45.63%
Most Impacted Urgent Need	22,326	43.32%
LMI	4,181	8.11%
Urgent Need	1,517	2.94%
Total	51,545	100.00%

Table 7: 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)	4,683	69.40%	4,369	64.75%	6,748
Phase Two (II)	4,632	75.83%	3,546	58.06%	6,108
Phase Three (III)	1,904	18.57%	1,015	9.90%	10,255
Phase Four (IV)	2,033	20.51%	1,001	10.10%	9,910
Phase Five (V)	228	14.37%	146	9.20%	1,587
Phase Six (VI)	1,786	24.53%	677	9.30%	7,281
Duplicate Address	1,236	33.03%	1,011	27.02%	3,742
Undetermined	34	35.79%	28	29.47%	95
Not In Phase	1,953	33.56%	1,859	31.95%	5,819
Total	18,489	35.87%	13,652	26.49%	51,545

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

As of June 22, 2018, there are 18,101 homeowners, 56.75% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,223 homeowners, 38.32% of the homeowners who submitted applications, that reported they were 62 years of age or older.

Table 8 & 9: 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)	4,776	99.96%	4,778
Phase Two (II)	5,579	99.89%	5,585
Phase Three (III)	2,196	33.08%	6,638
Phase Four (IV)	2,468	34.73%	7,107
Phase Five (V)	416	56.37%	738
Phase Six (VI)	1,255	22.47%	5,584
Undetermined	2	100.00%	2
Not In Phase	1,409	96.24%	1,464
Total	18,101	56.75%	31,896

	Submitted Applications	Percentage
Most Impacted LMI	16,153	50.64%
Most Impacted Urgent Need	13,331	41.80%
LMI	1,948	6.11%
Urgent Need	464	1.45%
Total	31,896	100.00%

Table 10: 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)	3,082	64.50%	3,134	65.59%	4,778
Phase Two (II)	3,938	70.51%	3,166	56.69%	5,585
Phase Three (III)	1,332	20.07%	843	12.70%	6,638
Phase Four (IV)	1,613	22.70%	1,102	15.51%	7,107
Phase Five (V)	149	20.19%	175	23.71%	738
Phase Six (VI)	1,546	27.69%	825	14.77%	5,584
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	562	38.39%	1,170	79.92%	1,464
Total	12,223	38.32%	10,417	32.66%	31,896

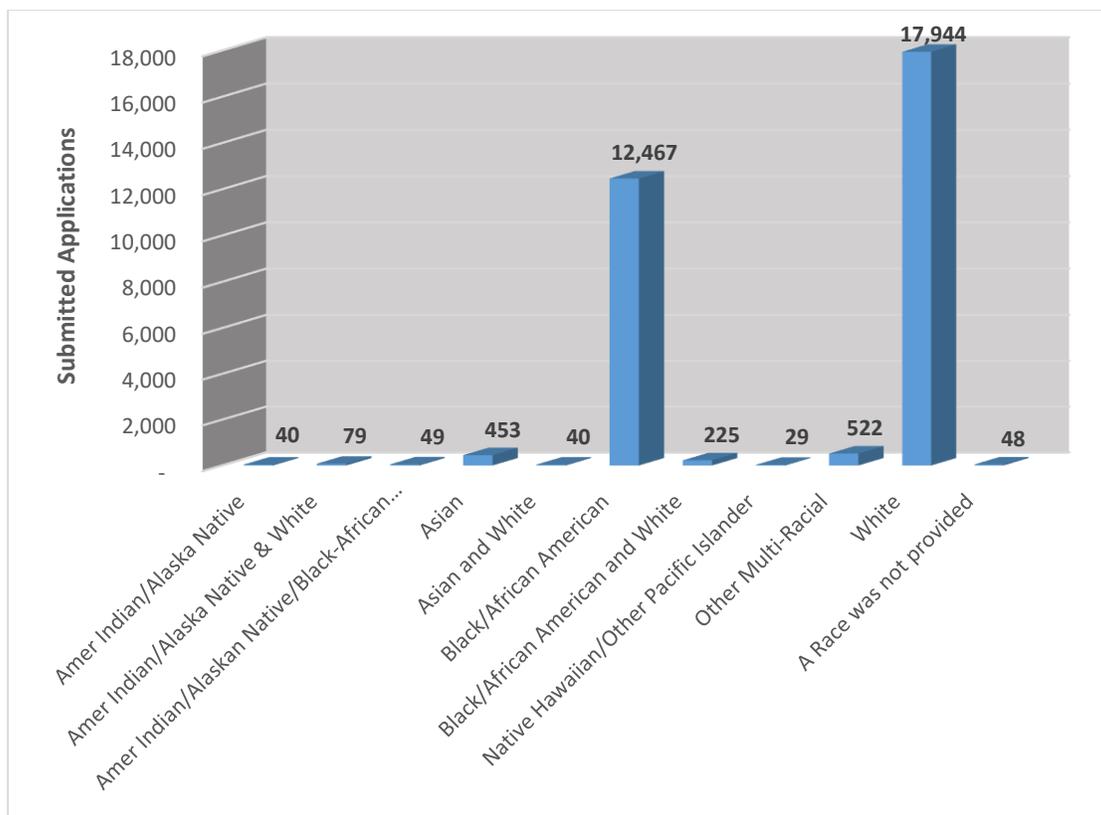
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	40	0.12%
American Indian/Alaska Native and White	79	0.25%
American Indian/Alaskan Native/Black-African American	49	0.15%
Asian	453	1.42%
Asian and White	40	0.12%
Black/African American	12,467	39.09%
Black/African American and White	225	0.71%
Native Hawaiian/Other Pacific Islander	29	0.09%
Other Multi-Racial	522	1.64%
White	17,944	56.26%
A Race was not provided	48	0.15%
Total	31,896	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 6/15/2018	Weekly Activity	As of 6/22/2018
Appointments			
Total Number of Appointments	62,303	996	63,299
<i>Walk-ins</i>	33,349	663	34,012
<i>Scheduled</i>	28,954	333	29,287
<i>Held at office</i>	24,691	305	24,996
<i>Home visit</i>	549	0	549
<i>Cancelled</i>	2,455	15	2,470
<i>No Show</i>	1,259	13	1,272
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	41,287	572	41,859
<i>Walk-ins</i>	23,880	464	24,344
<i>Scheduled</i>	17,407	108	17,515
<i>Held at office</i>	15,086	102	15,188
<i>Home visit</i>	200	0	200
<i>Cancelled</i>	1,727	4	1,731
<i>No Show</i>	394	2	396
Hammond			
Total Number of Appointments	12,150	240	12,390
<i>Walk-ins</i>	6,896	151	7,047
<i>Scheduled</i>	5,254	89	5,343
<i>Held at office</i>	3,942	70	4,012
<i>Home visit</i>	331	0	331
<i>Cancelled</i>	443	9	452
<i>No Show</i>	538	10	548
Lafayette			
Total Number of Appointments	4,940	107	5,047
<i>Walk-ins</i>	1,105	12	1,117
<i>Scheduled</i>	3,835	95	3,930
<i>Held at office</i>	3,544	93	3,637
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	176	2	178
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	3,926	77	4,003
<i>Walk-ins</i>	1,468	36	1,504
<i>Scheduled</i>	2,458	41	2,499
<i>Held at office</i>	2,119	40	2,159
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	109	0	109
<i>No Show</i>	218	1	219

Call Center Activity

Table 13: Call Center Activity

Activity	As of 6/15/2018	Weekly Activity	As of 6/22/2018
Call Center			
Total Calls	230,223	4,617	234,840
Total Calls Abandoned	5,932	88	6,020
Abandoned %	2.58%	-0.02%	2.56%
Total Calls Processed	224,291	4,529	228,820
Inbound	146,970	1,954	148,924
Outbound	77,321	2,575	79,896
Completed Inbound Calls Details			
Total Inbound Calls Completed	146,970	1,954	148,924
Average Wait Time	1.08 min		1.08 min
Average Call Time	5.85 min		5.84 min
Program Inquiry	42,599	460	43,059
Surveys Status Update	3,120	51	3,171
Surveys Completed	8,902	121	9,023
Case Manager Request	14,327	321	14,648
Application Status Update	52,331	663	52,994
Application In Progress	726	17	743
Application Submitted (Pending Document Upload)	5,799	32	5,831
Applications Completed	238	1	239
Damage Assessment Inquiry	2,264	0	2,264
Award Acknowledgement Inquiry	2,454	37	2,491
Construction Inquiry	2,355	84	2,439
Appeals	1,169	28	1,197
Outbound Project	67	5	72
Invalid Number/ No Answer / Busy / Left Message	8,114	125	8,239
Call Transferred	2,505	9	2,514
Completed Outbound Calls Details			
Total Outbound Calls Completed	77,321	2,575	79,896
Average Call Time	1.67 min		1.66 min
Program Inquiry	5,326	74	5,400
Survey Status Update	744	433	1,177
Surveys Completed	740	50	790
Case Manager Request	127	3	130
Application Status Update	14,743	153	14,896
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	576	1	577
Applications Completed	43	0	43
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	40	2	42
Construction Inquiry	294	2	296
Appeals	1	0	1
Outbound Project	2,494	967	3,461
Invalid Number/ No Answer / Busy / Left Message	27,748	477	28,225
Call Transferred	24,431	413	24,844

APPENDIX A

Table 14: 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	41	36	4	1	71	5,354	3,566
2	54	23	37	132	50	72	2,111	1,201
3	38	15	38	180	63	73	1,424	785
4	86	42	39	210	86	74	367	173
5	21	13	40	196	72	75	387	177
6	6	2	41	279	118	76	34	19
7	62	22	42	343	148	77	260	124
8	27	10	43	527	274	78	2	0
9	181	67	44	114	39	79	1	0
10	182	75	45	166	69	80	1	0
11	77	26	46	268	113	81	2,226	1,386
12	99	51	47	617	278	83	4	0
13	110	34	48	615	327	84	2	0
14	429	200	49	391	168	85	1	0
15	80	39	50	45	1	86	864	472
16	602	298	51	1	0	88	2,906	1,884
17	1,223	681	52	1	0	89	4	1
18	171	68	53	4	0	90	23	6
19	343	175	54	2	0	91	4	0
20	102	46	55	4	0	92	3	0
21	95	40	56	4	0	93	8	0
22	151	69	57	20	0	94	1	0
23	135	54	58	264	126	95	2,306	1,523
24	119	43	59	658	435	96	573	269
25	15	4	60	89	36	97	8	0
26	49	13	61	1,516	1,037	98	1	0
27	27	14	62	593	345	99	5	0
28	128	34	63	992	639	100	7	0
29	1,715	1,201	64	3,259	2,257	101	5,448	4,125
30	23	6	65	5,646	3,991	102	7	0
31	1,200	683	66	1,684	1,070	103	2	0
32	54	18	67	172	77	104	12	5
33	65	30	68	78	39	105	4	0
34	26	8	69	232	132	Unknown	0	0
35	7	2	70	102	42	Total	51,545	31,896

Table 15: Submitted Surveys and Submitted Applications by Louisiana Senate Districts

Senate District	Survey Count	Application Count
1	66	29
2	392	176
3	11	0
4	15	0
5	10	0
6	8,638	5,786
7	8	0
8	10	0
9	1	0
10	3	0
11	966	502
12	2,476	1,320
13	9,267	6,125
14	1,925	1,210
15	9,875	7,267
16	536	307
17	1,063	574
18	5,657	3,615
19	14	0
20	5	0
21	105	19

Senate District	Survey Count	Application Count
22	1,001	441
23	1,826	1,017
24	615	243
25	395	164
26	1,571	742
27	38	11
28	424	151
29	200	76
30	240	93
31	247	92
32	294	139
33	765	379
34	1,770	944
35	302	138
36	356	140
37	121	45
38	129	53
39	208	98
Unknown	0	0
Total	51,545	31,896

APPENDIX B

Table 16: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	474	196
Allen	75	21	10
Ascension	6,353	4,086	2,640
Avoyelles	274	133	34
Beauregard	113	43	12
Bienville	209	53	15
Bossier	607	273	105
Caddo	589	302	142
Calcasieu	266	171	66
Caldwell	154	52	26
Catahoula	72	18	7
Claiborne	208	53	16
De Soto	141	52	18
East Baton Rouge	24,248	20,102	14,097
East Carroll	237	48	25
East Feliciana	617	266	155
Evangeline	522	121	40
Franklin	58	24	8
Grant	280	73	36
Iberia	1,478	585	245
Iberville	357	124	59
Jackson	74	13	4
Jefferson Davis	508	128	49
Lafayette	4,753	2,631	1,393
LaSalle	73	27	11
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,497	6,909
Madison	85	55	24
Morehouse	1,005	299	137
Natchitoches	598	157	65
Ouachita	3,418	2,152	1,146
Pointe Coupee	444	144	61
Rapides	145	91	31
Red River	46	16	4
Richland	445	143	72
Sabine	100	60	17
St. Helena	976	488	269
St. James	162	97	33
St. Landry	1,615	398	160
St. Martin	1,301	497	220
St. Tammany	1,057	448	226
Tangipahoa	6,183	4,081	2,251
Union	399	93	50
Vermilion	1,786	918	427
Vernon	306	68	27
Washington	1,222	439	199
Webster	525	128	55
West Baton Rouge	110	34	9
West Carroll	336	72	33
West Feliciana	154	56	33
Winn	181	50	19
Total	82,440	51,382	31,895

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	7	0
Cameron	0	0
Concordia	5	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	45	1
Tensas	2	0
Terrebonne	4	0
Total	163	1

APPENDIX C

Table 17: 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	59	\$1,394,871.61	35	\$773,648.42	25	\$447,349.18
Allen	2	\$57,828.03	2	\$57,828.03	0	\$0.00
Ascension	777	\$20,330,548.15	519	\$13,169,835.22	426	\$8,681,073.58
Avoyelles	2	\$33,247.50	1	\$3,035.15	1	\$3,035.15
Beauregard	3	\$103,884.68	2	\$46,483.86	2	\$42,434.54
Bienville	3	\$72,623.57	2	\$40,650.22	2	\$33,961.48
Bossier	27	\$862,513.75	3	\$88,400.09	1	\$15,639.20
Caddo	12	\$335,317.63	9	\$192,214.96	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	\$75,500.67	1	\$5,069.09	0	\$0.00
East Baton Rouge	6,632	\$174,303,488.93	5,124	\$137,900,099.52	4,470	\$82,600,531.91
East Carroll	2	\$43,110.18	2	\$43,110.18	2	\$21,456.23
East Feliciana	43	\$1,274,232.15	25	\$745,763.04	19	\$353,109.65
Evangeline	15	\$386,058.18	11	\$273,372.71	8	\$59,949.85
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	9	\$294,398.98	2	\$72,675.68	2	\$57,989.33
Iberia	60	\$1,849,800.98	35	\$1,157,921.15	21	\$310,541.72
Iberville	8	\$324,204.19	6	\$234,814.51	4	\$98,037.66
Jefferson Davis	3	\$63,890.94	2	\$52,006.10	2	\$52,006.10
Lafayette	577	\$11,527,862.85	433	\$8,654,520.39	369	\$5,730,784.56
LaSalle	1	\$27,394.70	1	\$27,394.70	0	\$0.00
Livingston	2,642	\$69,353,978.74	1,802	\$46,404,871.98	1,494	\$29,478,491.98
Madison	1	\$51,358.71	1	\$51,358.71	0	\$0.00
Morehouse	29	\$1,028,593.84	16	\$589,357.84	13	\$127,585.04
Natchitoches	15	\$417,804.84	5	\$124,989.09	3	\$46,332.04
Ouachita	298	\$8,992,524.64	183	\$5,582,905.71	130	\$2,068,344.95
Pointe Coupee	7	\$289,844.06	6	\$259,394.63	4	\$82,938.85
Rapides	7	\$260,860.85	3	\$50,692.39	1	\$15,947.74
Richland	14	\$620,099.12	4	\$134,214.77	1	\$10,971.10
Sabine	4	\$120,603.28	1	\$22,344.21	1	\$17,503.71
St. Helena	42	\$1,898,665.48	24	\$1,139,582.54	15	\$327,326.72
St. James	5	\$211,991.57	3	\$124,385.11	1	\$45,000.00
St. Landry	32	\$883,461.76	12	\$360,073.86	9	\$177,793.12
St. Martin	64	\$2,151,766.85	41	\$1,263,696.60	31	\$546,702.52
St. Tammany	59	\$1,434,778.76	39	\$872,418.20	34	\$445,665.46
Tangipahoa	598	\$19,213,183.45	360	\$10,934,915.55	211	\$4,005,681.74
Union	8	\$230,134.95	5	\$136,646.40	3	\$45,658.66
Vermilion	140	\$3,643,120.82	96	\$2,416,305.95	77	\$1,297,658.28
Vernon	7	\$234,452.33	2	\$95,952.28	1	\$63,828.23
Washington	45	\$1,410,483.44	26	\$824,877.36	22	\$411,662.33
Webster	11	\$281,464.60	5	\$107,927.67	5	\$105,865.03
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	6	\$94,860.93
Winn	3	\$111,559.98	1	\$14,616.10	1	\$14,616.10
Total	12,321	\$327,993,178.94	8,878	\$235,945,876.31	7,433	\$138,210,705.80

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 3: 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 4: 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 5: 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.