

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #47**  
**June 23, 2018 – June 29, 2018**

June 30, 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.

<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 29, 2018, survey submissions increased by 230 from the previous week, making the total submissions 51,775. 42,056 homeowners were determined to be in Phases I – VI.
- 41,353 environmental reviews have been completed, representing 98% of the 42,056 homeowners in Phases I – VI.
- 41,459 homeowners have been invited to complete applications from Phase I - VI. 32,072 (77%) homeowners have submitted their applications.
- 30,255 scopes of work have been completed, representing 94% of the 32,072 homeowners that have submitted their application.
- There have been a total of 12,563 Grant Awards offered to homeowners, amounting to \$335,796,498.11. Of those, 9,233 homeowners have acknowledged their grant agreements, obligating \$244,953,478.94.

- As of June 29, 2018, there were a total of 60,566 appointments held.
- 232,495 calls were completed by the call center. 150,831 of the completed calls were inbound calls and 81,664 of the completed calls were outbound calls.
- The Program has completed 2 outreach events for this reporting period. There are no events scheduled for the week of July 2 – July 8, 2018.

**Table 1: Outreach Events**

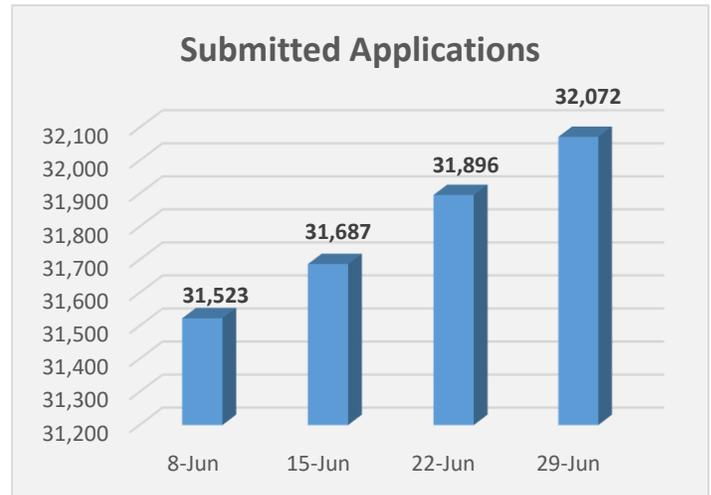
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
<b>Total</b>	<b>194</b>

**Table 2: Homeowner Program Snapshot**

	As of 6/22/18	Weekly Activity	As of 6/29/18	Percentage		
<b>Surveys Recorded</b>					<b>Percentage</b>	
<i>Submitted Surveys</i>	51,545	230	51,775			
<i>Phase I - VI Subtotal</i>	41,889	167	42,056	81%		
<i>Duplicate Address</i>	3,742	43	3,785	7%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,914	20	5,934	12%		
<b>Environmental Reviews</b>						
Environmental Reviews Available to Work	844	-141	703			
Environmental Reviews Completed	41,045	308	41,353			
<b>Scope of Work: Prospective/Completed</b>						
Scope of Work Available to Work	1,115	-44	1,071			
Total Scope of Work Completed	29,948	307	30,255			
<b>Applications In Process</b>						
Total Number of Invited Applications	41,154	305	<b>41,459</b>			
Applications Not Submitted	4,681	0	4,681			
Applications Available For Grant Determination	36,473	305	36,778			
Pending Grant Determination	4,898	-473	4,425	12%		
<b>Grant Determinations</b>			<b>88% Grant Determinations</b>			
Zero Award	9,002	372	9,374	26%		
Ineligible Determination	5,909	-25	5,884	16%		
Withdrawn By Applicant	4,343	189	4,532	12%		
Grant Award Offered To Applicant	12,321	242	12,563	34%		
<b>Grant Awards</b>					<b>Total Dollars</b>	
Grant Awards Offered	12,321	242	12,563		335,796,498.11	
Grant Awards Obligated	8,878	355	9,233		244,953,478.94	
<i>Solution 1 Only</i>	181	7	188		7,842,780.08	
<i>Solution 2 Only</i>	862	55	917		29,370,575.18	
<i>Solution 3 Only</i>	1,866	58	1,924		32,835,223.85	
<i>Solution 3 and 1</i>	1,329	61	1,390		47,140,954.05	
<i>Solution 3 and 2</i>	4,640	174	4,814		127,763,945.78	
<b>Disbursements</b>						
Total Disbursements	7,433	296	7,729		143,920,275.95	
<i>Solution 1 Only</i>	44	2	46		1,183,560.60	
<i>Solution 2 Only</i>	296	15	311		6,831,398.82	
<i>Solution 3 Only</i>	1,658	78	1,736		30,266,398.05	
<i>Solution 3 and 1</i>	1,218	44	1,262		23,161,513.51	
<i>Solution 3 and 2</i>	4,217	157	4,374		82,477,404.97	
<b>Housing Rehabilitation/Reconstruction Complete</b>						
Total Housing Rehabilitation/Reconstruction Complete	3,159	199	3,358			
<i>Solution 1</i>	800	63	863			
<i>Solution 2</i>	705	59	764			
<i>Solution 3 Only</i>	1,654	77	1,731			

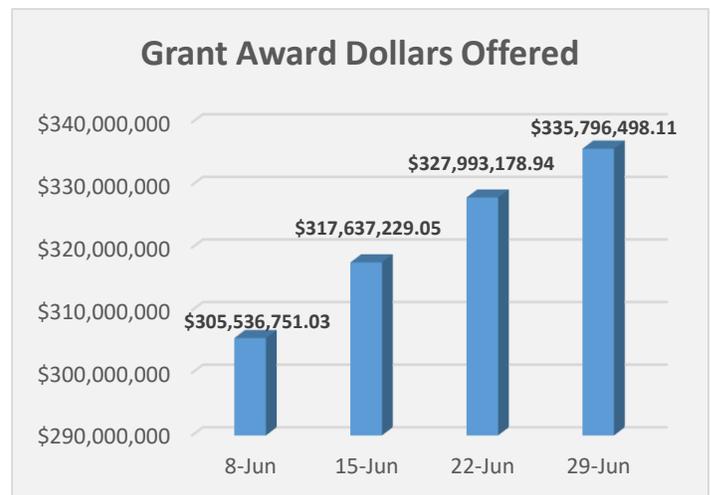
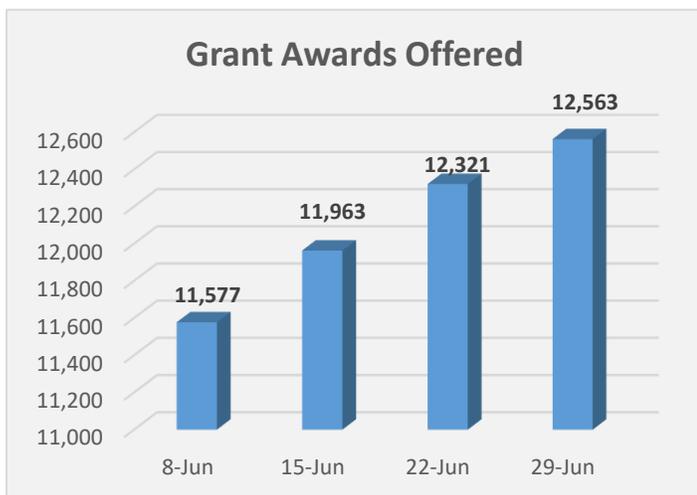
Key Program Statistics

**Table 3: Key Program Statistics**



**42,056 of the 51,775 meet requirements for Phases I – VI.**

**Invited 41,459 Homeowners to complete Applications.**

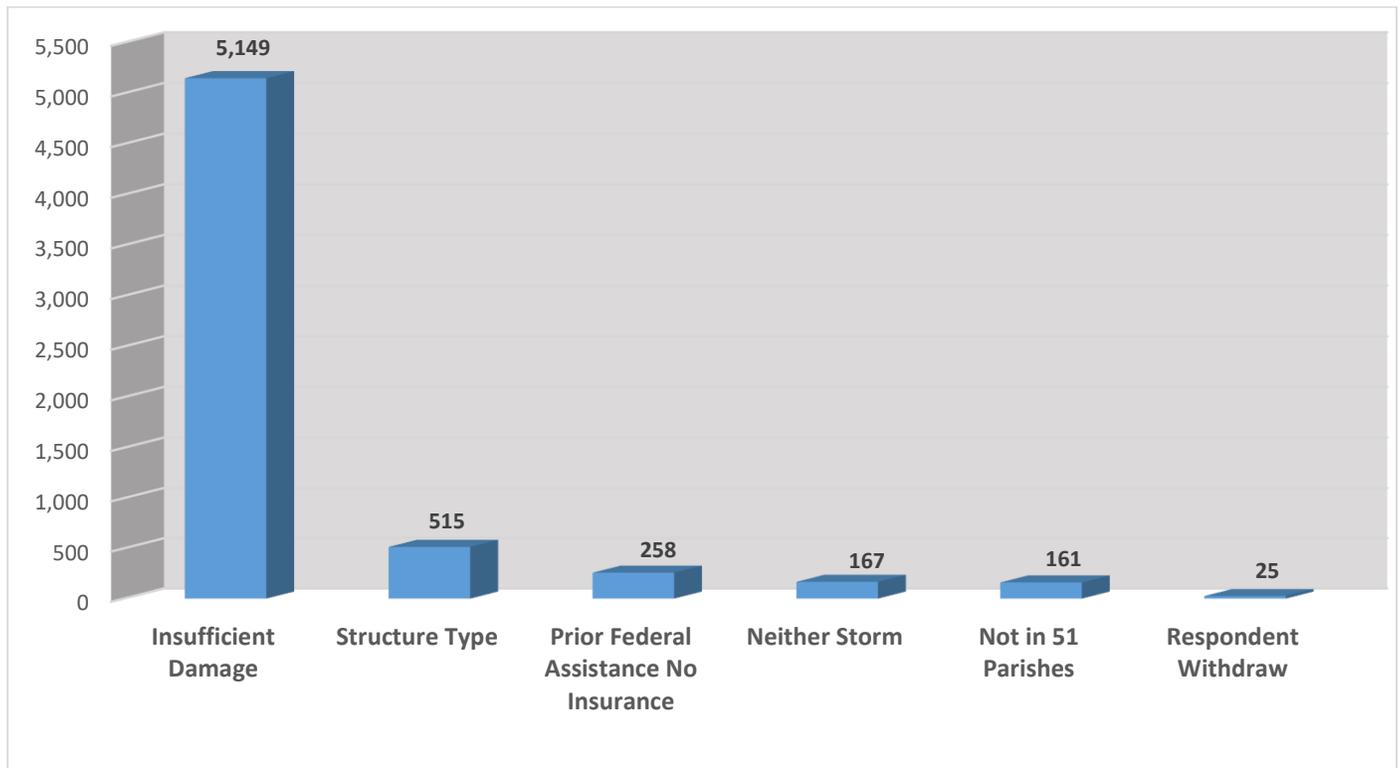


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

**Table 4: Not In Phase and Undetermined Reasons**

Activity	As of 6/22/18	Weekly Activity	As of 6/29/18
<b>Submitted Surveys</b>			
Total Submitted Surveys Not Currently In A Phase	5,819	53	5,872
Total Submitted Surveys Undetermined	95	-33	62
<b>Not Currently In A Phase Details</b>			
Total Number of Not Currently In A Phase Reasons	6,222	53	6,275
<i>Insufficient Damage</i>	5,123	26	5,149
<i>Structure Type</i>	489	26	515
<i>Prior Federal Assistance No Insurance</i>	259	-1	258
<i>Neither Storm</i>	166	1	167
<i>Not in 51 Parishes</i>	160	1	161
<i>Respondent Withdraw</i>	25	0	25
<b>Undetermined Phase Details</b>			
Total Number of Undetermined Phase Reasons	95	-33	62
<i>Flood Plain (Not determined)</i>	95	-33	62

**Figure 1: Not Currently In A Phase Reasons**



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

As of June 29, 2018, there are 27,863 homeowners, 53.82% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 18,567 homeowners, 35.86% 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)	6,788	100.00%	6,788
Phase Two (II)	6,132	100.00%	6,132
Phase Three (III)	3,693	35.92%	10,282
Phase Four (IV)	3,192	32.10%	9,943
Phase Five (V)	863	53.57%	1,611
Phase Six (VI)	1,293	17.71%	7,300
Duplicate Address	2,083	55.03%	3,785
Undetermined	55	88.71%	62
Not In Phase	3,764	64.10%	5,872
<b>Total</b>	<b>27,863</b>	<b>53.82%</b>	<b>51,775</b>

	Submitted Surveys	Percentage
Most Impacted LMI	23,618	45.62%
Most Impacted Urgent Need	22,377	43.22%
LMI	4,245	8.20%
Urgent Need	1,535	2.96%
<b>Total</b>	<b>51,775</b>	<b>100.00%</b>

**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)	4,710	69.39%	4,395	64.75%	6,788
Phase Two (II)	4,648	75.80%	3,566	58.15%	6,132
Phase Three (III)	1,906	18.54%	1,016	9.88%	10,282
Phase Four (IV)	2,037	20.49%	1,004	10.10%	9,943
Phase Five (V)	231	14.34%	145	9.00%	1,611
Phase Six (VI)	1,787	24.48%	681	9.33%	7,300
Duplicate Address	1,245	32.89%	1,023	27.03%	3,785
Undetermined	28	45.16%	27	43.55%	62
Not In Phase	1,975	33.63%	1,869	31.83%	5,872
<b>Total</b>	<b>18,567</b>	<b>35.86%</b>	<b>13,726</b>	<b>26.51%</b>	<b>51,775</b>

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

As of June 29, 2018, there are 18,054 homeowners, 56.29% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,258 homeowners, 38.22% 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)	4,778	99.92%	4,782
Phase Two (II)	5,574	99.87%	5,581
Phase Three (III)	2,197	32.90%	6,678
Phase Four (IV)	2,468	34.22%	7,213
Phase Five (V)	420	55.34%	759
Phase Six (VI)	1,242	22.05%	5,632
Undetermined	2	100.00%	2
Not In Phase	1,373	96.35%	1,425
<b>Total</b>	<b>18,054</b>	<b>56.29%</b>	<b>32,072</b>

	Submitted Applications	Percentage
Most Impacted LMI	16,093	50.18%
Most Impacted Urgent Need	13,539	42.22%
LMI	1,961	6.11%
Urgent Need	479	1.49%
<b>Total</b>	<b>32,072</b>	<b>100.00%</b>

**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)	3,096	64.74%	3,118	65.20%	4,782
Phase Two (II)	3,962	70.99%	3,133	56.14%	5,581
Phase Three (III)	1,328	19.89%	817	12.23%	6,678
Phase Four (IV)	1,622	22.49%	1,053	14.60%	7,213
Phase Five (V)	153	20.16%	168	22.13%	759
Phase Six (VI)	1,552	27.56%	807	14.33%	5,632
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	544	38.18%	1,135	79.65%	1,425
<b>Total</b>	<b>12,258</b>	<b>38.22%</b>	<b>10,233</b>	<b>31.91%</b>	<b>32,072</b>

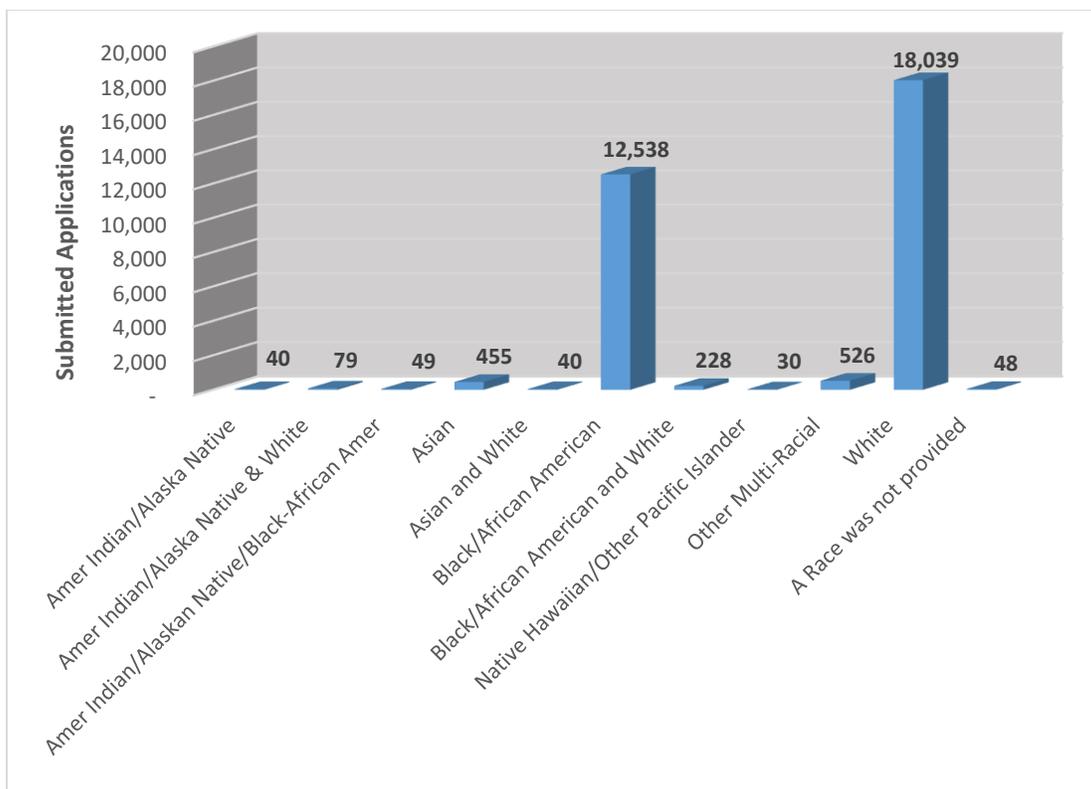
\*A Senior Adult is anyone 62 years of age or older.

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	455	1.42%
Asian and White	40	0.12%
Black/African American	12,538	39.09%
Black/African American and White	228	0.71%
Native Hawaiian/Other Pacific Islander	30	0.10%
Other Multi-Racial	526	1.64%
White	18,039	56.25%
A Race was not provided	48	0.15%
<b>Total</b>	<b>32,072</b>	<b>100.00%</b>

**Figure 2: Submitted Applications by Race**



Housing Assistance Center Activity (HAC)

**Table 12: Housing Assistance Center Activity**

Activity	As of 6/22/2018	Weekly Activity	As of 6/29/2018
<b>Appointments</b>			
Total Number of Appointments	63,299	1,039	64,338
<i>Walk-ins</i>	34,012	677	34,689
<i>Scheduled</i>	29,287	362	29,649
<i>Held at office</i>	24,996	326	25,322
<i>Home visit</i>	549	6	555
<i>Cancelled</i>	2,470	20	2,490
<i>No Show</i>	1,272	10	1,282
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	41,859	585	42,444
<i>Walk-ins</i>	24,344	469	24,813
<i>Scheduled</i>	17,515	116	17,631
<i>Held at office</i>	15,188	106	15,294
<i>Home visit</i>	200	0	200
<i>Cancelled</i>	1,731	10	1,741
<i>No Show</i>	396	0	396
<b>Hammond</b>			
Total Number of Appointments	12,390	261	12,651
<i>Walk-ins</i>	7,047	157	7,204
<i>Scheduled</i>	5,343	104	5,447
<i>Held at office</i>	4,012	84	4,096
<i>Home visit</i>	331	6	337
<i>Cancelled</i>	452	6	458
<i>No Show</i>	548	8	556
<b>Lafayette</b>			
Total Number of Appointments	5,047	116	5,163
<i>Walk-ins</i>	1,117	11	1,128
<i>Scheduled</i>	3,930	105	4,035
<i>Held at office</i>	3,637	102	3,739
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	178	3	181
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,003	77	4,080
<i>Walk-ins</i>	1,504	40	1,544
<i>Scheduled</i>	2,499	37	2,536
<i>Held at office</i>	2,159	34	2,193
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	109	1	110
<i>No Show</i>	219	2	221

Call Center Activity

**Table 13: Call Center Activity**

Activity	As of 6/22/2018	Weekly Activity	As of 6/29/2018
<b>Call Center</b>			
Total Calls	234,840	3,765	238,605
Total Calls Abandoned	6,020	90	6,110
Abandoned %	2.56%	0.00%	2.56%
Total Calls Processed	228,820	3,675	232,495
Inbound	148,924	1,907	150,831
Outbound	79,896	1,768	81,664
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	148,924	1,907	150,831
Average Wait Time	1.08 min		1.08 min
Average Call Time	5.84 min		5.83 min
Program Inquiry	43,059	457	43,516
Surveys Status Update	3,171	55	3,226
Surveys Completed	9,023	85	9,108
Case Manager Request	14,648	331	14,979
Application Status Update	52,994	622	53,616
Application In Progress	743	10	753
Application Submitted (Pending Document Upload)	5,831	39	5,870
Applications Completed	239	2	241
Damage Assessment Inquiry	2,264	0	2,264
Award Acknowledgement Inquiry	2,491	44	2,535
Construction Inquiry	2,439	79	2,518
Appeals	1,197	25	1,222
Outbound Project	72	0	72
Invalid Number/ No Answer / Busy / Left Message	8,239	151	8,390
Call Transferred	2,514	7	2,521
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	79,896	1,768	81,664
Average Call Time	1.66 min		1.65 min
Program Inquiry	5,400	54	5,454
Survey Status Update	1,177	169	1,346
Surveys Completed	790	19	809
Case Manager Request	130	2	132
Application Status Update	14,896	200	15,096
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	577	2	579
Applications Completed	43	0	43
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	42	0	42
Construction Inquiry	296	0	296
Appeals	1	0	1
Outbound Project	3,461	619	4,080
Invalid Number/ No Answer / Busy / Left Message	28,225	290	28,515
Call Transferred	24,844	413	25,257

**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	5,364	3,579
2	54	23	37	132	50	72	2,138	1,212
3	38	15	38	186	64	73	1,432	788
4	88	42	39	212	86	74	371	174
5	21	13	40	199	72	75	390	178
6	6	2	41	282	120	76	34	19
7	62	22	42	344	149	77	260	124
8	27	10	43	529	277	78	2	0
9	181	68	44	115	39	79	1	0
10	182	77	45	166	70	80	1	0
11	78	27	46	273	114	81	2,239	1,394
12	100	51	47	620	280	83	4	0
13	112	36	48	620	331	84	2	0
14	431	203	49	399	168	85	1	0
15	80	39	50	45	1	86	871	473
16	606	306	51	1	0	88	2,915	1,891
17	1,225	696	52	1	0	89	4	1
18	174	68	53	4	0	90	23	6
19	346	175	54	2	0	91	4	0
20	103	46	55	4	0	92	3	0
21	95	40	56	4	0	93	8	0
22	157	70	57	20	0	94	1	0
23	137	54	58	267	128	95	2,319	1,534
24	119	44	59	658	436	96	580	271
25	15	4	60	90	36	97	8	0
26	50	13	61	1,518	1,039	98	1	0
27	27	15	62	599	347	99	5	0
28	128	35	63	993	641	100	7	0
29	1,717	1,203	64	3,269	2,273	101	5,458	4,144
30	23	7	65	5,657	4,001	102	7	0
31	1,201	690	66	1,687	1,072	103	2	0
32	59	18	67	173	77	104	14	5
33	67	30	68	78	39	105	4	0
34	26	9	69	232	132	Unknown	0	0
35	7	2	70	102	42	<b>Total</b>	<b>51,775</b>	<b>32,072</b>

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

Senate District	Survey Count	Application Count
1	66	29
2	397	178
3	11	0
4	15	0
5	10	0
6	8,670	5,808
7	8	0
8	10	0
9	1	0
10	3	0
11	970	503
12	2,502	1,331
13	9,297	6,151
14	1,928	1,213
15	9,892	7,297
16	537	308
17	1,076	576
18	5,674	3,631
19	14	0
20	5	0
21	107	19

Senate District	Survey Count	Application Count
22	1,018	447
23	1,830	1,028
24	621	245
25	396	164
26	1,579	747
27	38	12
28	433	151
29	202	78
30	247	95
31	252	93
32	297	141
33	771	387
34	1,776	962
35	306	138
36	356	144
37	121	45
38	129	53
39	210	98
Unknown	0	0
<b>Total</b>	<b>51,775</b>	<b>32,072</b>

**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	476	197
Allen	75	21	10
Ascension	6,353	4,095	2,649
Avoyelles	274	133	35
Beauregard	113	48	12
Bienville	209	53	16
Bossier	607	273	106
Caddo	589	304	142
Calcasieu	266	173	67
Caldwell	154	52	26
Catahoula	72	18	7
Claiborne	208	54	17
De Soto	141	52	18
East Baton Rouge	24,248	20,142	14,149
East Carroll	237	48	25
East Feliciana	617	267	157
Evangeline	522	126	40
Franklin	58	25	8
Grant	280	76	36
Iberia	1,478	600	248
Iberville	357	126	60
Jackson	74	13	4
Jefferson Davis	508	128	49
Lafayette	4,753	2,637	1,405
LaSalle	73	28	11
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,537	6,942
Madison	85	55	24
Morehouse	1,005	302	141
Natchitoches	598	160	66
Ouachita	3,418	2,157	1,168
Pointe Coupee	444	147	61
Rapides	145	92	32
Red River	46	17	4
Richland	445	145	72
Sabine	100	60	17
St. Helena	976	499	270
St. James	162	99	33
St. Landry	1,615	405	162
St. Martin	1,301	502	223
St. Tammany	1,057	451	226
Tangipahoa	6,183	4,110	2,266
Union	399	94	50
Vermilion	1,786	925	430
Vernon	306	68	29
Washington	1,222	445	200
Webster	525	128	57
West Baton Rouge	110	34	9
West Carroll	336	73	33
West Feliciana	154	58	33
Winn	181	52	20
<b>Total</b>	<b>82,440</b>	<b>51,611</b>	<b>32,071</b>

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	31	0
St. Mary	45	1
Tensas	2	0
Terrebonne	4	0
<b>Total</b>	<b>164</b>	<b>1</b>

**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	61	\$1,407,926.62	38	\$813,634.49	25	\$447,818.11
Allen	2	\$57,828.03	2	\$57,828.03	0	\$0.00
Ascension	800	\$20,947,170.09	552	\$13,893,653.07	443	\$9,053,582.22
Avoyelles	2	\$33,247.50	1	\$3,035.15	1	\$3,035.15
Beauregard	3	\$103,884.68	3	\$103,884.68	2	\$42,434.54
Bienville	4	\$136,405.77	2	\$40,650.22	2	\$33,961.48
Bossier	27	\$862,513.75	3	\$88,400.09	2	\$42,170.09
Caddo	13	\$399,309.63	9	\$192,214.96	5	\$35,434.17
Calcasieu	22	\$723,504.14	13	\$368,181.06	9	\$182,637.61
Caldwell	8	\$228,430.58	3	\$72,012.47	1	\$22,829.81
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	6,732	\$177,021,690.46	5,310	\$142,696,449.87	4,623	\$85,672,776.19
East Carroll	3	\$89,363.78	2	\$43,110.18	2	\$21,456.23
East Feliciana	47	\$1,383,798.52	30	\$934,468.72	20	\$359,450.70
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	10	\$357,232.01	2	\$72,675.68	2	\$57,989.33
Iberia	60	\$1,863,893.02	37	\$1,220,698.42	23	\$340,762.00
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	582	\$11,603,473.38	454	\$9,008,179.29	383	\$5,894,920.95
LaSalle	1	\$27,394.70	1	\$27,394.70	0	\$0.00
Livingston	2,682	\$71,085,293.22	1,881	\$48,328,290.61	1,570	\$30,992,043.23
Madison	1	\$51,358.71	1	\$51,358.71	0	\$0.00
Morehouse	31	\$1,096,227.83	16	\$589,357.84	13	\$127,585.04
Natchitoches	16	\$610,707.64	5	\$124,989.09	3	\$46,332.04
Ouachita	322	\$9,642,642.82	183	\$5,618,656.73	138	\$2,200,635.84
Pointe Coupee	9	\$364,310.60	7	\$289,844.06	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	2	\$28,564.91
Sabine	4	\$120,603.28	1	\$22,344.21	1	\$17,503.71
St. Helena	44	\$1,971,703.90	27	\$1,306,180.15	16	\$328,843.90
St. James	5	\$211,991.57	3	\$124,385.11	1	\$45,000.00
St. Landry	32	\$883,461.76	13	\$380,284.78	10	\$194,166.39
St. Martin	66	\$2,235,074.16	42	\$1,322,934.22	33	\$590,173.66
St. Tammany	59	\$1,440,122.09	40	\$920,220.85	36	\$488,512.50
Tangipahoa	621	\$20,056,830.22	374	\$11,305,315.16	222	\$4,152,977.48
Union	8	\$230,134.95	5	\$136,646.40	3	\$53,038.26
Vermilion	145	\$3,751,040.90	96	\$2,440,915.68	80	\$1,317,472.04
Vernon	8	\$267,841.44	2	\$95,952.28	2	\$94,843.36
Washington	44	\$1,449,172.64	27	\$827,674.91	22	\$414,744.66
Webster	11	\$281,464.60	5	\$107,927.67	5	\$105,865.03
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	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	7	\$127,143.35
Winn	3	\$111,559.98	1	\$14,616.10	1	\$14,616.10
<b>Total</b>	<b>12,563</b>	<b>\$335,796,498.11</b>	<b>9,233</b>	<b>\$244,953,478.94</b>	<b>7,729</b>	<b>\$143,920,275.95</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 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		
<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 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.