

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #48
June 30, 2018 – July 6, 2018

July 7, 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 July 6, 2018, survey submissions increased by 179 from the previous week, making the total submissions 51,954. 42,156 homeowners were determined to be in Phases I – VI.
 - 41,547 environmental reviews have been completed, representing 99% of the 42,156 homeowners in Phases I – VI.
 - 41,598 homeowners have been invited to complete applications from Phase I - VI. 32,285 (78%) homeowners have submitted their applications.
 - 30,520 scopes of work have been completed, representing 95% of the 32,285 homeowners that have submitted their application.
 - There have been a total of 12,692 Grant Awards offered to homeowners, amounting to \$340,707,144.83. Of those, 9,373 homeowners have acknowledged their grant agreements, obligating \$248,663,671.42.
-
- As of July 6, 2018, there were a total of 61,220 appointments held.
 - 234,919 calls were completed by the call center. 152,217 of the completed calls were inbound calls and 82,702 of the completed calls were outbound calls.
 - The Program has completed 0 outreach events for this reporting period. The following event is scheduled for the week of July 9 – July 15, 2018:
 - 7/13: Task Force Meeting

Table 1: Outreach Events

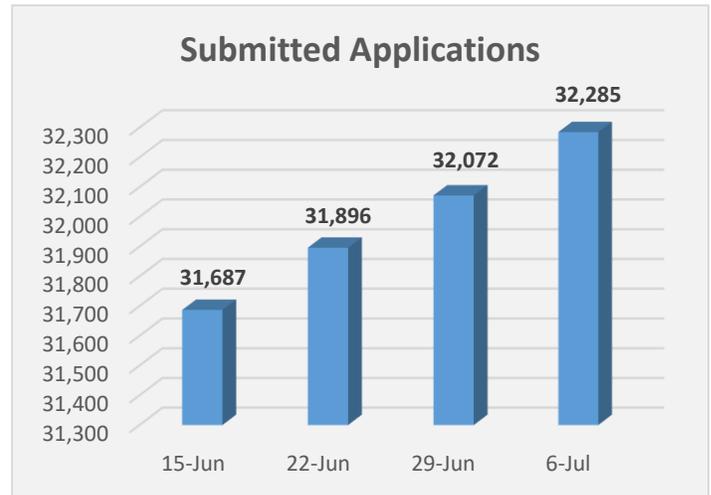
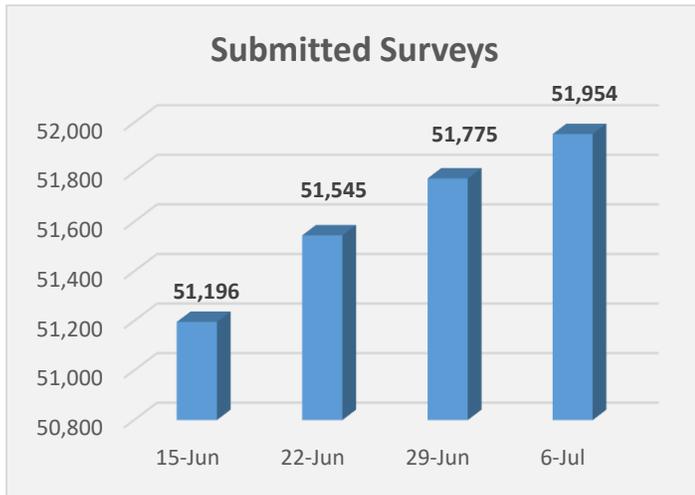
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
Total	194

Table 2: Homeowner Program Snapshot

	As of 6/29/18	Weekly Activity	As of 7/6/18		
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	51,775	179	51,954		
<i>Phase I - VI Subtotal</i>	42,056	100	42,156	81%	
<i>Duplicate Address</i>	3,785	22	3,807	7%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,934	57	5,991	12%	
Environmental Reviews					
Environmental Reviews Available to Work	703	-94	609		
Environmental Reviews Completed	41,353	194	41,547		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	1,071	-106	965		
Total Scope of Work Completed	30,255	265	30,520		
Applications In Process					
Total Number of Invited Applications	41,459	139	41,598		
Applications Not Submitted	4,681	-222	4,459		
Applications Available For Grant Determination	36,778	361	37,139		
Pending Grant Determination	4,425	-271	4,154	11%	
Grant Determinations			89% Grant Determinations		
Zero Award	9,374	94	9,468	26%	
Ineligible Determination	5,884	349	6,233	17%	
Withdrawn By Applicant	4,532	60	4,592	12%	
Grant Award Offered To Applicant	12,563	129	12,692	34%	
Grant Awards					Total Dollars
Grant Awards Offered	12,563	129	12,692		340,707,144.83
Grant Awards Obligated	9,233	140	9,373		248,663,671.42
<i>Solution 1 Only</i>	188	5	193		8,296,934.11
<i>Solution 2 Only</i>	917	26	943		30,157,788.64
<i>Solution 3 Only</i>	1,924	27	1,951		33,101,152.63
<i>Solution 3 and 1</i>	1,390	29	1,419		48,157,344.49
<i>Solution 3 and 2</i>	4,814	53	4,867		128,950,451.55
Disbursements					
Total Disbursements	7,729	119	7,848		145,945,205.47
<i>Solution 1 Only</i>	46	0	46		1,183,560.60
<i>Solution 2 Only</i>	311	12	323		7,053,232.37
<i>Solution 3 Only</i>	1,736	10	1,746		30,432,417.14
<i>Solution 3 and 1</i>	1,262	36	1,298		23,541,652.95
<i>Solution 3 and 2</i>	4,374	61	4,435		83,734,342.41
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	3,358	85	3,443		
<i>Solution 1</i>	863	45	908		
<i>Solution 2</i>	764	30	794		
<i>Solution 3 Only</i>	1,731	10	1,741		

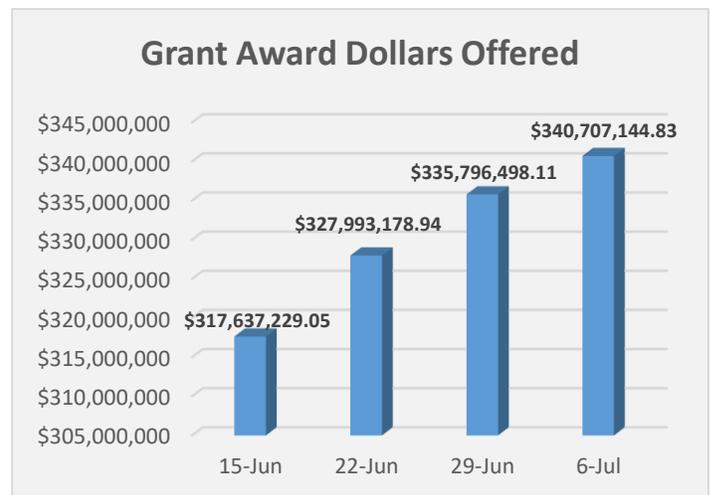
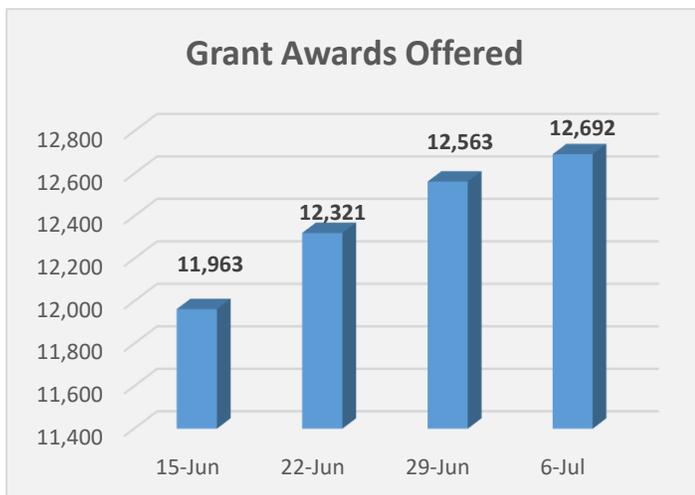
Key Program Statistics

Table 3: Key Program Statistics



42,156 of the 51,954 meet requirements for Phases I – VI.

Invited 41,598 Homeowners to complete Applications.

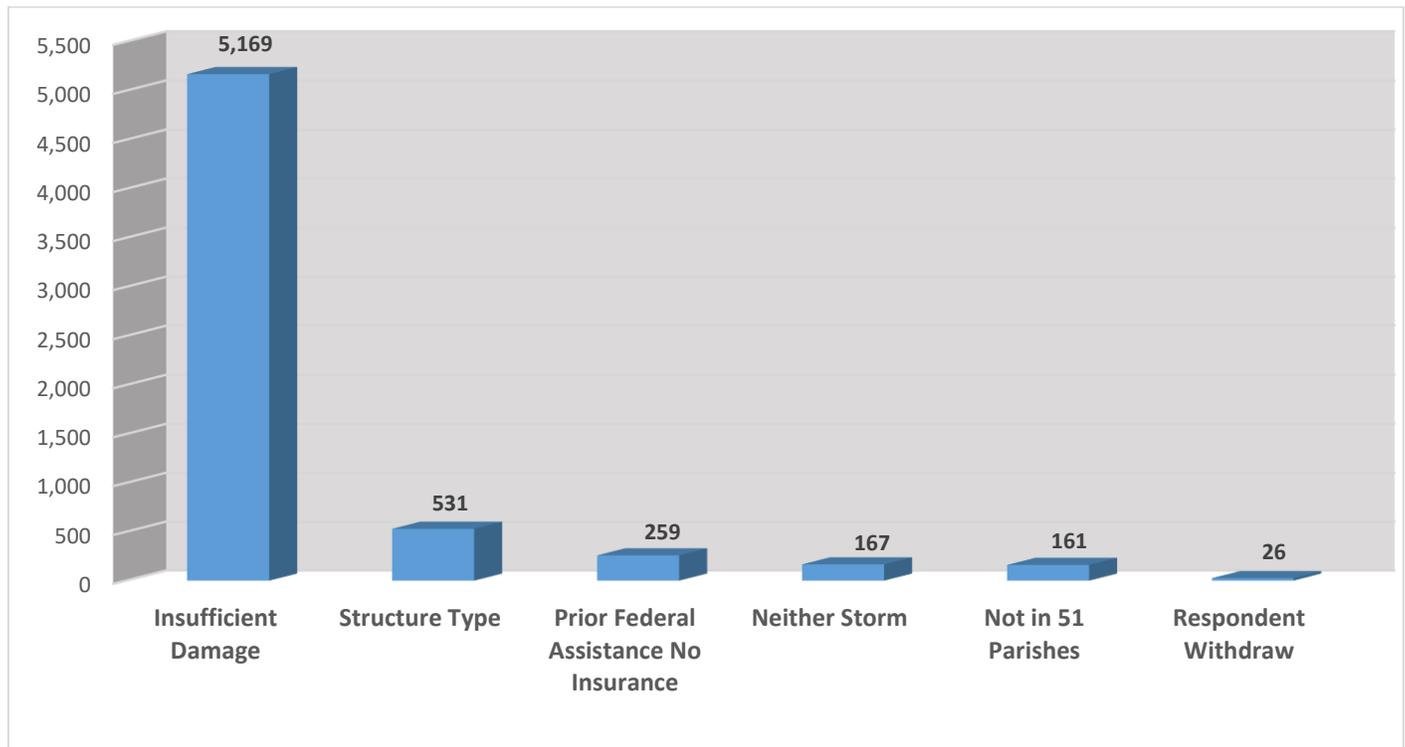


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 6/29/18	Weekly Activity	As of 7/6/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,872	34	5,906
Total Submitted Surveys Undetermined	62	23	85
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	6,275	38	6,313
<i>Insufficient Damage</i>	5,149	20	5,169
<i>Structure Type</i>	515	16	531
<i>Prior Federal Assistance No Insurance</i>	258	1	259
<i>Neither Storm</i>	167	0	167
<i>Not in 51 Parishes</i>	161	0	161
<i>Respondent Withdraw</i>	25	1	26
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	62	23	85
<i>Flood Plain (Not determined)</i>	62	23	85

Figure 1: Not Currently In A Phase Reasons



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

As of July 6, 2018, there are 27,973 homeowners, 53.84% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 18,615 homeowners, 35.83% 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)	6,809	100.00%	6,809
Phase Two (II)	6,138	100.00%	6,138
Phase Three (III)	3,705	35.97%	10,301
Phase Four (IV)	3,198	32.11%	9,958
Phase Five (V)	871	53.63%	1,624
Phase Six (VI)	1,301	17.76%	7,326
Duplicate Address	2,099	55.14%	3,807
Undetermined	73	85.88%	85
Not In Phase	3,779	63.99%	5,906
Total	27,973	53.84%	51,954

	Submitted Surveys	Percentage
Most Impacted LMI	23,698	45.61%
Most Impacted Urgent Need	22,434	43.18%
LMI	4,275	8.23%
Urgent Need	1,547	2.98%
Total	51,954	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)	4,722	69.35%	4,412	64.80%	6,809
Phase Two (II)	4,652	75.79%	3,568	58.13%	6,138
Phase Three (III)	1,908	18.52%	1,016	9.86%	10,301
Phase Four (IV)	2,040	20.49%	1,006	10.10%	9,958
Phase Five (V)	233	14.35%	145	8.93%	1,624
Phase Six (VI)	1,790	24.43%	684	9.34%	7,326
Duplicate Address	1,253	32.91%	1,027	26.98%	3,807
Undetermined	34	40.00%	35	41.18%	85
Not In Phase	1,983	33.58%	1,875	31.75%	5,906
Total	18,615	35.83%	13,768	26.50%	51,954

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

As of July 6, 2018, there are 18,152 homeowners, 56.22% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,312 homeowners, 38.14% 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)	4,792	99.90%	4,797
Phase Two (II)	5,597	99.88%	5,604
Phase Three (III)	2,212	32.92%	6,720
Phase Four (IV)	2,470	34.03%	7,259
Phase Five (V)	426	55.11%	773
Phase Six (VI)	1,261	22.18%	5,685
Undetermined	2	100.00%	2
Not In Phase	1,392	96.33%	1,445
Total	18,152	56.22%	32,285

	Submitted Applications	Percentage
Most Impacted LMI	16,152	50.03%
Most Impacted Urgent Need	13,647	42.27%
LMI	2,000	6.19%
Urgent Need	486	1.51%
Total	32,285	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)	3,107	64.77%	3,122	65.08%	4,797
Phase Two (II)	3,983	71.07%	3,135	55.94%	5,604
Phase Three (III)	1,330	19.79%	819	12.19%	6,720
Phase Four (IV)	1,620	22.32%	1,027	14.15%	7,259
Phase Five (V)	153	19.79%	165	21.35%	773
Phase Six (VI)	1,565	27.53%	810	14.25%	5,685
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	553	38.27%	1,145	79.24%	1,445
Total	12,312	38.14%	10,225	31.67%	32,285

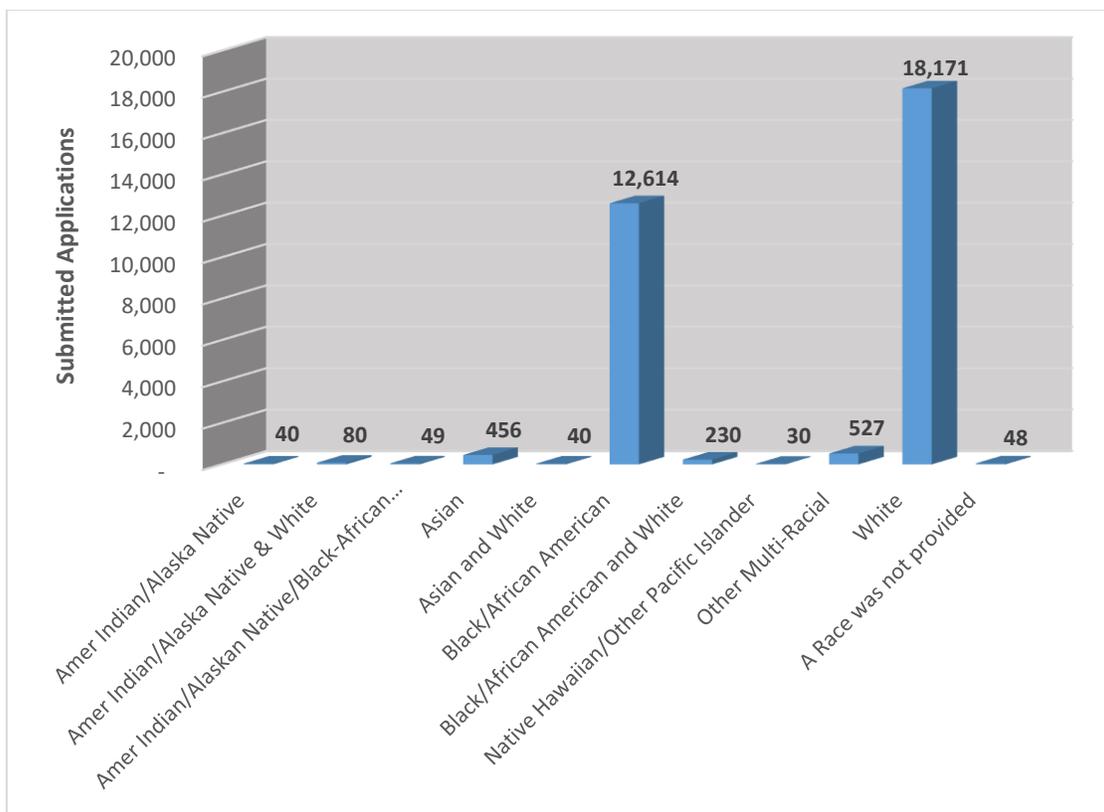
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	40	0.13%
American Indian/Alaska Native and White	80	0.25%
American Indian/Alaskan Native/Black-African American	49	0.15%
Asian	456	1.41%
Asian and White	40	0.13%
Black/African American	12,614	39.07%
Black/African American and White	230	0.71%
Native Hawaiian/Other Pacific Islander	30	0.09%
Other Multi-Racial	527	1.63%
White	18,171	56.28%
A Race was not provided	48	0.15%
Total	32,285	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 6/29/2018	Weekly Activity	As of 7/6/2018
Appointments			
Total Number of Appointments	64,338	680	65,018
<i>Walk-ins</i>	34,689	461	35,150
<i>Scheduled</i>	29,649	219	29,868
<i>Held at office</i>	25,322	186	25,508
<i>Home visit</i>	555	7	562
<i>Cancelled</i>	2,490	13	2,503
<i>No Show</i>	1,282	13	1,295
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	42,444	381	42,825
<i>Walk-ins</i>	24,813	301	25,114
<i>Scheduled</i>	17,631	80	17,711
<i>Held at office</i>	15,294	68	15,362
<i>Home visit</i>	200	3	203
<i>Cancelled</i>	1,741	9	1,750
<i>No Show</i>	396	0	396
Hammond			
Total Number of Appointments	12,651	212	12,863
<i>Walk-ins</i>	7,204	133	7,337
<i>Scheduled</i>	5,447	79	5,526
<i>Held at office</i>	4,096	61	4,157
<i>Home visit</i>	337	4	341
<i>Cancelled</i>	458	2	460
<i>No Show</i>	556	12	568
Lafayette			
Total Number of Appointments	5,163	52	5,215
<i>Walk-ins</i>	1,128	7	1,135
<i>Scheduled</i>	4,035	45	4,080
<i>Held at office</i>	3,739	43	3,782
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	181	2	183
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,080	35	4,115
<i>Walk-ins</i>	1,544	20	1,564
<i>Scheduled</i>	2,536	15	2,551
<i>Held at office</i>	2,193	14	2,207
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	110	0	110
<i>No Show</i>	221	1	222

Call Center Activity

Table 13: Call Center Activity

Activity	As of 6/29/2018	Weekly Activity	As of 7/6/2018
Call Center			
Total Calls	238,605	2,541	241,146
Total Calls Abandoned	6,110	117	6,227
Abandoned %	2.56%	0.02%	2.58%
Total Calls Processed	232,495	2,424	234,919
Inbound	150,831	1,386	152,217
Outbound	81,664	1,038	82,702
Completed Inbound Calls Details			
Total Inbound Calls Completed	150,831	1,386	152,217
Average Wait Time	1.08 min		1.08 min
Average Call Time	5.83 min		5.82 min
Program Inquiry	43,516	306	43,822
Surveys Status Update	3,226	32	3,258
Surveys Completed	9,108	51	9,159
Case Manager Request	14,979	231	15,210
Application Status Update	53,616	481	54,097
Application In Progress	753	20	773
Application Submitted (Pending Document Upload)	5,870	42	5,912
Applications Completed	241	1	242
Damage Assessment Inquiry	2,264	0	2,264
Award Acknowledgement Inquiry	2,535	25	2,560
Construction Inquiry	2,518	66	2,584
Appeals	1,222	23	1,245
Outbound Project	72	0	72
Invalid Number/ No Answer / Busy / Left Message	8,390	102	8,492
Call Transferred	2,521	6	2,527
Completed Outbound Calls Details			
Total Outbound Calls Completed	81,664	1,038	82,702
Average Call Time	1.65 min		1.65 min
Program Inquiry	5,454	25	5,479
Survey Status Update	1,346	94	1,440
Surveys Completed	809	4	813
Case Manager Request	132	4	136
Application Status Update	15,096	160	15,256
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	579	4	583
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	4,080	298	4,378
Invalid Number/ No Answer / Busy / Left Message	28,515	161	28,676
Call Transferred	25,257	288	25,545

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	76	41	36	4	1	71	5,380	3,605
2	54	23	37	132	51	72	2,150	1,230
3	38	15	38	188	64	73	1,434	799
4	88	42	39	213	87	74	372	176
5	22	13	40	200	74	75	392	180
6	6	2	41	283	122	76	34	19
7	62	22	42	350	152	77	262	126
8	27	10	43	531	277	78	2	0
9	182	68	44	115	39	79	1	0
10	183	78	45	166	71	80	1	0
11	78	27	46	275	115	81	2,247	1,416
12	101	51	47	626	282	83	4	0
13	114	36	48	622	333	84	2	0
14	433	205	49	405	171	85	1	0
15	80	40	50	45	1	86	875	478
16	610	311	51	1	0	88	2,924	1,899
17	1,234	699	52	1	0	89	4	1
18	176	69	53	4	0	90	23	6
19	349	178	54	2	0	91	4	0
20	104	47	55	4	0	92	3	0
21	96	41	56	4	0	93	8	0
22	158	73	57	20	0	94	1	0
23	138	55	58	269	130	95	2,330	1,545
24	119	44	59	660	437	96	586	273
25	15	4	60	90	38	97	8	0
26	50	15	61	1,518	1,044	98	1	0
27	27	15	62	601	351	99	5	0
28	128	36	63	996	643	100	7	0
29	1,719	1,205	64	3,277	2,284	101	5,468	4,155
30	23	7	65	5,664	4,006	102	7	0
31	1,204	697	66	1,690	1,076	103	2	0
32	61	19	67	175	77	104	14	5
33	67	30	68	78	41	105	4	0
34	26	10	69	232	133	Unknown	0	0
35	7	2	70	102	42	Total	51,954	32,285

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

Senate District	Survey Count	Application Count
1	66	29
2	399	181
3	11	0
4	15	0
5	10	0
6	8,689	5,837
7	8	0
8	10	0
9	1	0
10	3	0
11	972	506
12	2,513	1,345
13	9,324	6,198
14	1,930	1,216
15	9,912	7,316
16	538	311
17	1,084	587
18	5,692	3,659
19	14	0
20	5	0
21	108	19

Senate District	Survey Count	Application Count
22	1,027	451
23	1,835	1,035
24	626	246
25	401	166
26	1,591	757
27	38	13
28	434	155
29	204	82
30	249	96
31	253	94
32	298	143
33	778	393
34	1,789	968
35	306	141
36	358	145
37	122	45
38	130	53
39	211	98
Unknown	0	0
Total	51,954	32,285

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	482	201
Allen	75	22	11
Ascension	6,353	4,106	2,659
Avoyelles	274	133	36
Beauregard	113	49	12
Bienville	209	54	16
Bossier	607	274	106
Caddo	589	306	142
Calcasieu	266	174	69
Caldwell	154	53	27
Catahoula	72	18	7
Claiborne	208	54	17
De Soto	141	52	18
East Baton Rouge	24,248	20,176	14,188
East Carroll	237	48	26
East Feliciana	617	267	159
Evangeline	522	126	40
Franklin	58	25	8
Grant	280	76	38
Iberia	1,478	608	251
Iberville	357	126	62
Jackson	74	13	4
Jefferson Davis	508	128	50
Lafayette	4,753	2,646	1,417
LaSalle	73	28	12
Lincoln	152	28	9

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,575	7,008
Madison	85	56	24
Morehouse	1,005	306	148
Natchitoches	598	161	66
Ouachita	3,418	2,170	1,173
Pointe Coupee	444	149	62
Rapides	145	92	34
Red River	46	17	4
Richland	445	145	72
Sabine	100	60	17
St. Helena	976	506	281
St. James	162	100	35
St. Landry	1,615	408	164
St. Martin	1,301	504	224
St. Tammany	1,057	453	230
Tangipahoa	6,183	4,123	2,289
Union	399	95	50
Vermilion	1,786	933	433
Vernon	306	68	29
Washington	1,222	448	201
Webster	525	129	58
West Baton Rouge	110	34	9
West Carroll	336	74	35
West Feliciana	154	59	33
Winn	181	53	20
Total	82,440	51,790	32,284

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
Total	164	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	62	\$1,423,353.51	38	\$813,634.49	26	\$448,986.64
Allen	2	\$57,828.03	2	\$57,828.03	0	\$0.00
Ascension	811	\$21,227,426.50	568	\$14,239,101.76	443	\$9,058,164.97
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	28	\$920,625.33	4	\$89,688.40	2	\$42,170.09
Caddo	15	\$457,032.05	10	\$227,059.09	5	\$35,434.17
Calcasieu	22	\$724,135.15	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	1	\$77,766.24	0	\$0.00
Claiborne	2	\$45,255.02	1	\$13,158.69	0	\$0.00
De Soto	3	\$75,500.67	2	\$47,672.21	0	\$0.00
East Baton Rouge	6,775	\$178,654,888.89	5,370	\$144,078,085.90	4,697	\$86,975,485.49
East Carroll	3	\$89,363.78	2	\$43,110.18	2	\$21,456.23
East Feliciana	50	\$1,496,640.49	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	11	\$395,526.09	2	\$72,675.68	2	\$57,989.33
Iberia	60	\$1,863,628.58	37	\$1,220,698.42	24	\$380,068.59
Iberville	7	\$311,427.04	6	\$266,427.04	4	\$98,037.66
Jefferson Davis	4	\$80,556.71	2	\$52,006.10	2	\$52,006.10
Lafayette	585	\$11,711,769.22	454	\$9,035,531.29	390	\$5,991,928.40
LaSalle	1	\$27,394.70	1	\$27,394.70	1	\$27,394.70
Livingston	2,711	\$72,198,173.42	1,909	\$49,214,447.96	1,590	\$31,311,221.88
Madison	1	\$51,358.71	1	\$51,358.71	0	\$0.00
Morehouse	35	\$1,308,598.98	16	\$589,357.84	15	\$140,868.70
Natchitoches	17	\$668,231.53	6	\$145,956.40	3	\$46,332.04
Ouachita	326	\$9,725,235.64	198	\$6,052,506.37	139	\$2,208,030.57
Pointe Coupee	9	\$364,310.60	7	\$289,844.06	4	\$82,938.85
Rapides	7	\$260,860.85	3	\$50,692.39	2	\$25,991.95
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	48	\$2,104,154.01	27	\$1,306,180.15	17	\$373,843.90
St. James	5	\$211,991.57	3	\$124,385.11	1	\$45,000.00
St. Landry	32	\$883,461.76	13	\$380,284.78	11	\$213,759.84
St. Martin	67	\$2,288,615.07	42	\$1,322,934.22	33	\$590,173.66
St. Tammany	61	\$1,577,993.66	43	\$956,110.16	36	\$488,512.50
Tangipahoa	636	\$20,711,514.15	385	\$11,655,563.20	228	\$4,251,385.84
Union	8	\$230,134.95	5	\$136,646.40	3	\$53,038.26
Vermilion	145	\$3,721,237.97	97	\$2,454,856.08	81	\$1,338,861.21
Vernon	8	\$267,841.44	2	\$95,952.28	2	\$94,843.36
Washington	47	\$1,609,808.87	27	\$827,674.91	24	\$433,212.63
Webster	12	\$308,960.63	6	\$134,517.05	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
Total	12,692	\$340,707,144.83	9,373	\$248,663,671.42	7,848	\$145,945,205.47

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.