

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #49
July 7, 2018 – July 13, 2018

July 14, 2018

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Program Overview

The Restore Louisiana Homeowner Assistance Program is dedicated to helping homeowners affected by the March and/or August 2016 floods repair and restore their damaged homes, or get reimbursed for work already completed. The funding for The Restore Louisiana Homeowner Assistance Program is allocated out of the Department of Housing and Urban Development’s (HUD) Community Development Block Grant Disaster Recovery (CDBG-DR) Program. There is currently \$1.3 billion available for this program.

The Restore Louisiana Homeowner Assistance Program has been designed to serve homeowners in six phases. The State of Louisiana’s Office of Community Development – Disaster Recovery Unit (OCD-DRU) structured the program in this manner in order to ensure that the limited federal funding is provided to homeowners in the greatest need. It also ensures that the rebuilding process is not slowed by federal environmental requirements.

The first step in the process is a brief survey that all homeowners affected by the 2016 floods must complete. The purpose of this survey is to gather information about unmet needs related to the repair or reconstruction of flooded homes and responses to the survey will be used to determine which phase of the program the homeowner will be invited to apply for.

Below is a brief explanation of the six phases that are currently funded.

ALL PHASES

Must have major/severe home damage.

PHASE I	PHASE II	PHASE III
<ul style="list-style-type: none"> • Low-to-moderate income* • Elderly or persons with disabilities • Outside the floodplain 	<ul style="list-style-type: none"> • Low-to-moderate income* • Elderly or persons with disabilities • Inside the floodplain 	<ul style="list-style-type: none"> • Reside within one of the 10 most impacted or distressed parishes • Outside the floodplain • No priority due to income
PHASE IV	PHASE V	PHASE VI
<ul style="list-style-type: none"> • Reside within one of the 10 most impacted or distressed parishes • Inside the floodplain • No priority due to income 	<ul style="list-style-type: none"> • All other disaster-declared parishes • Inside and outside the floodplain • No priority due to income 	<ul style="list-style-type: none"> • Reimbursement for homeowners who do not qualify under Phases I or II, who have completed the rebuilding process at the time they complete the application • No priority due to income

** Household income is at or below 80% of an area’s median income.*

In addition, in order to be eligible for the Program, homeowners must meet all of the eligibility criteria listed below:

- Owner occupant at time of disaster event
- Damaged address was the applicant’s primary residence at the time of disaster event
- Suffered damage as a result of the March or August 2016 Severe Storms and Flooding events
- Eligible structure as determined by program, including single family homes, duplexes, mobile homes and condominiums
- Located in one of 51 disaster declared parishes

For homeowners that do qualify and are eligible for assistance, they can choose one of three solutions based on their progress in the rebuilding process and their capacity to complete the work.

Solution 1 PROGRAM MANAGED	Solution 2 HOMEOWNER MANAGED	Solution 3 REIMBURSEMENT
<ul style="list-style-type: none"> • Program manages and completes construction process • Homeowners do not select contractors or deal directly with the contractor • The program’s contractors will repair or reconstruct damaged properties • Economy-grade materials/finishes only 	<ul style="list-style-type: none"> • Homeowners manage repair or reconstruction work • Homeowners select contractors and deal directly with the contractor • Program provides advisory services and monitoring • Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes 	<ul style="list-style-type: none"> • Homeowners who have completed partial or full repairs before applying to the assistance program may qualify for reimbursement of eligible expenses incurred before the application process or by September 8, 2018, whichever is sooner.

Below is an overview of the homeowner journey in the program, from initial survey to reimbursement and/or repair.

1



TAKE THE SURVEY

The survey can be completed online at RESTORE.LA.GOV or by calling 866.735.2001. Personal assistance is also available at our Housing Assistance Centers.

2



ENVIRONMENTAL REVIEW RECORD

The federally-required environmental review is the process of reviewing a project and its potential environmental impact to determine whether it meets federal, state, and local environmental standards. This review is conducted without appointment and from the road or right-of-way.

3



COMPLETE THE FORMAL APPLICATION

Qualified homeowners will be invited to complete the formal application. The application may be completed online, over the phone, or by scheduling an appointment at one of the Housing Assistance Centers. Homeowners will be required to provide supporting documentation.

4



ELIGIBILITY REVIEW

The Program will review the homeowner's application and supporting documentation to ensure that the information provided confirms that the homeowner meets the eligibility requirements for the program.

5



DAMAGE AND LEAD ASSESSMENT

During this scheduled appointment, inspectors will utilize industry-standard software to inspect the home, document completed work, and determine a scope of work for remaining repairs. Homes constructed before 1978 will receive a lead-based paint inspection. At least one homeowner must be present for all inspections.

6



REVIEW GRANT AWARD

Once eligibility has been determined, the homeowner will receive a grant award. The homeowner may request to speak to a case manager, accept the award, or appeal the award.

7



SIGN GRANT AWARD

Once a homeowner accepts their award, a program representative will reach out to discuss next steps which will depend on which solution is selected.

8



REIMBURSEMENT/ REPAIR

Once the grant award is signed, if a homeowner is eligible for reimbursement, funding will be requested and a check will be mailed within 3-4 weeks. Funding for repairs will be disbursed in accordance with the signed grant award.

Executive Summary

- As of July 13, 2018, survey submissions increased by 322 from the previous week, making the total submissions 52,276. 42,426 homeowners were determined to be in Phases I – VI.
 - 41,761 environmental reviews have been completed, representing 98% of the 42,426 homeowners in Phases I – VI.
 - 41,874 homeowners have been invited to complete applications from Phase I - VI. 32,494 (78%) homeowners have submitted their applications.
 - 30,760 scopes of work have been completed, representing 95% of the 32,494 homeowners that have submitted their application.
 - There have been a total of 12,828 Grant Awards offered to homeowners, amounting to \$345,697,970.99. Of those, 9,545 homeowners have acknowledged their grant agreements, obligating \$252,802,108.61.
-
- As of July 13, 2018, there were a total of 62,119 appointments held.
 - 238,875 calls were completed by the call center. 154,586 of the completed calls were inbound calls and 84,289 of the completed calls were outbound calls.
 - The Program has completed 6 outreach events for this reporting period. The following events are scheduled for the week of July 16 – July 22, 2018:
 - 7/16 – 7/18: Contractor Selection Population Outreach – Baton Rouge, HAC
 - 7/16 – 7/19: Contractor Selection Population Outreach – Hammond, HAC
 - 7/16 – 7/17: Contractor Selection Population Outreach – Lafayette, HAC
 - 7/17: Survey Closeout Outreach, EBR Parish Library – Greenwell Springs – Baton Rouge, LA
 - 7/18: Survey Closeout Outreach, EBR Parish Library – Jones Creek – Baton Rouge, LA
 - 7/18: Contractor Selection Population Outreach – Monroe, HAC
 - 7/19: Survey Closeout Outreach, Livingston Parish Library – Denham Springs, LA

Table 1: Outreach Events

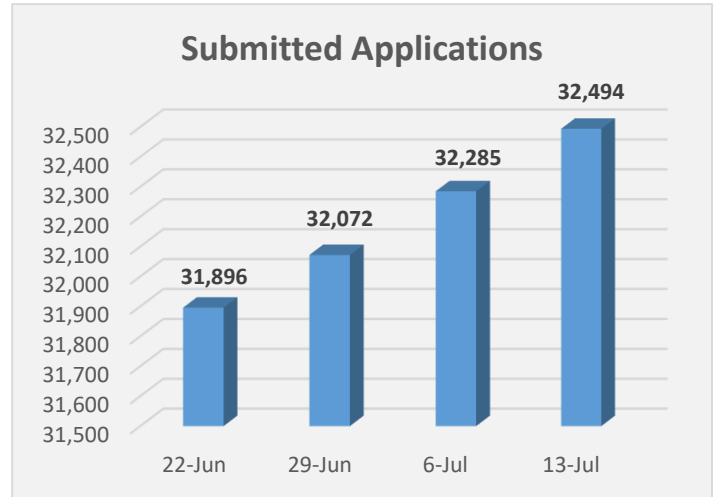
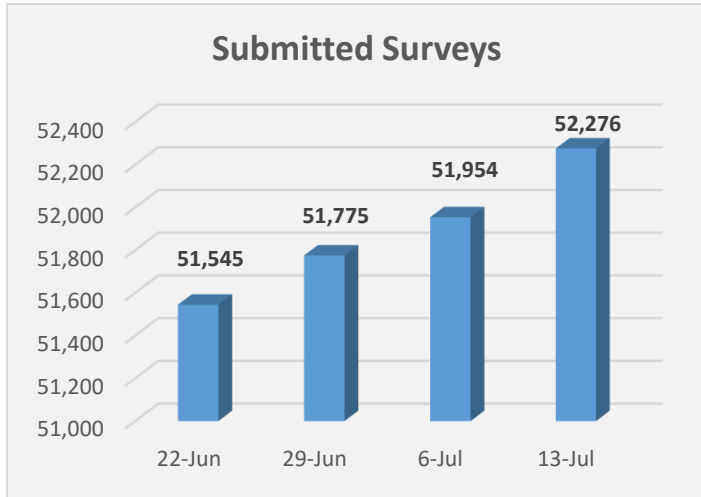
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
Total	194

Table 2: Homeowner Program Snapshot

	As of 7/6/18	Weekly Activity	As of 7/13/18	Percentage		
Surveys Recorded					Percentage	
<i>Submitted Surveys</i>	51,954	322	52,276			
<i>Phase I - VI Subtotal</i>	42,156	270	42,426	81%		
<i>Duplicate Address</i>	3,807	52	3,859	7%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,991	0	5,991	12%		
Environmental Reviews						
Environmental Reviews Available to Work	609	56	665			
Environmental Reviews Completed	41,547	214	41,761			
Scope of Work: Prospective/Completed						
Scope of Work Available to Work	965	-43	922			
Total Scope of Work Completed	30,520	240	30,760			
Applications In Process						
Total Number of Invited Applications	41,598	276	41,874			
Applications Not Submitted	4,459	-142	4,317			
Applications Available For Grant Determination	37,139	418	37,557			
Pending Grant Determination	4,154	-353	3,801	10%		
Grant Determinations			90% Grant Determinations			
Zero Award	9,468	100	9,568	25%		
Ineligible Determination	6,233	423	6,656	18%		
Withdrawn By Applicant	4,592	112	4,704	13%		
Grant Award Offered To Applicant	12,692	136	12,828	34%		
Grant Awards					Total Dollars	
Grant Awards Offered	12,692	136	12,828		345,697,970.99	
Grant Awards Obligated	9,373	172	9,545		252,802,108.61	
<i>Solution 1 Only</i>	193	8	201		8,770,367.74	
<i>Solution 2 Only</i>	943	26	969		30,988,569.06	
<i>Solution 3 Only</i>	1,951	38	1,989		33,561,704.19	
<i>Solution 3 and 1</i>	1,419	31	1,450		49,104,233.66	
<i>Solution 3 and 2</i>	4,867	69	4,936		130,377,233.96	
Disbursements						
Total Disbursements	7,848	291	8,139		150,993,459.46	
<i>Solution 1 Only</i>	46	0	46		1,183,560.60	
<i>Solution 2 Only</i>	323	24	347		7,619,816.11	
<i>Solution 3 Only</i>	1,746	53	1,799		31,247,646.38	
<i>Solution 3 and 1</i>	1,298	45	1,343		24,175,189.48	
<i>Solution 3 and 2</i>	4,435	169	4,604		86,767,246.89	
Housing Rehabilitation/Reconstruction Complete						
Total Housing Rehabilitation/Reconstruction Complete	3,443	172	3,615			
<i>Solution 1</i>	908	71	979			
<i>Solution 2</i>	794	47	841			
<i>Solution 3 Only</i>	1,741	54	1,795			

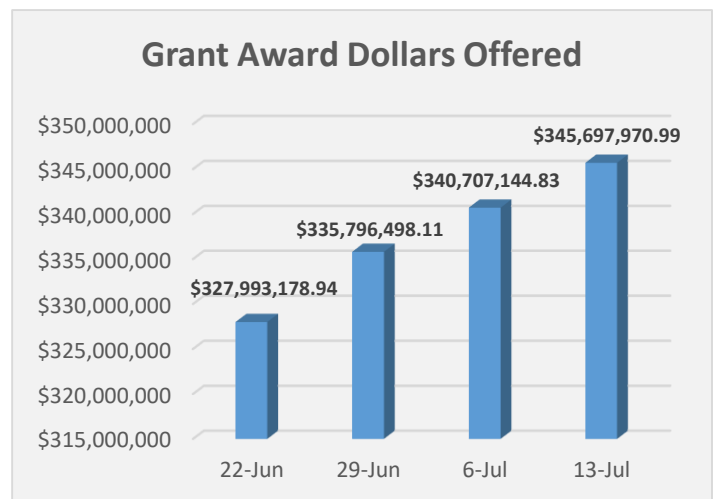
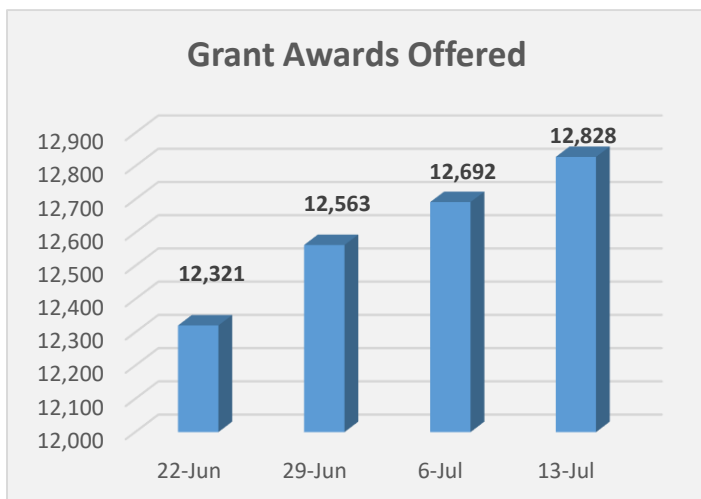
Key Program Statistics

Table 3: Key Program Statistics



42,426 of the 52,276 meet requirements for Phases I – VI.

Invited 41,874 Homeowners to complete Applications.

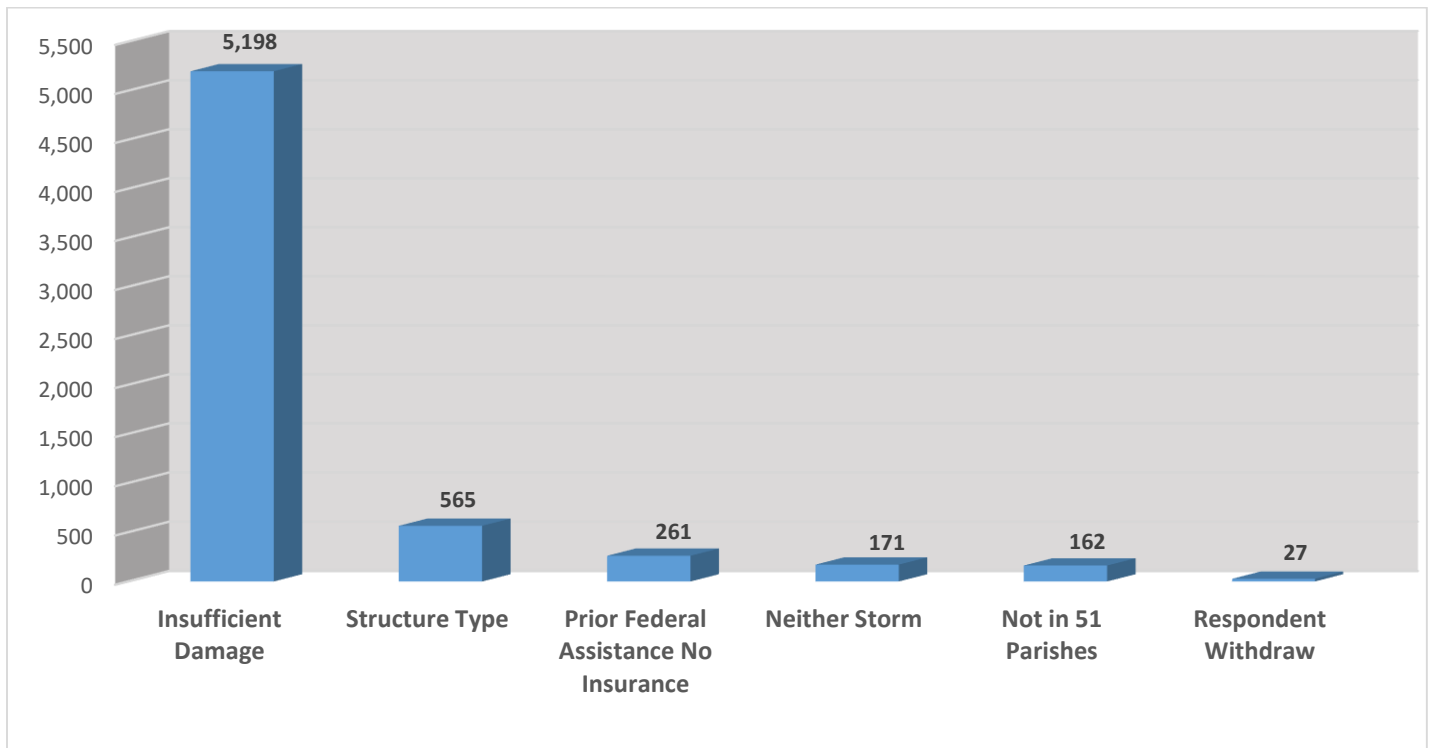


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 7/6/18	Weekly Activity	As of 7/13/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,906	65	5,971
Total Submitted Surveys Undetermined	85	-65	20
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	6,313	71	6,384
<i>Insufficient Damage</i>	5,169	29	5,198
<i>Structure Type</i>	531	34	565
<i>Prior Federal Assistance No Insurance</i>	259	2	261
<i>Neither Storm</i>	167	4	171
<i>Not in 51 Parishes</i>	161	1	162
<i>Respondent Withdraw</i>	26	1	27
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	85	-65	20
<i>Flood Plain (Not determined)</i>	85	-65	20

Figure 1: Not Currently In A Phase Reasons



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

As of July 13, 2018, there are 28,175 homeowners, 53.90% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 18,723 homeowners, 35.82% 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)	6,881	100.00%	6,881
Phase Two (II)	6,178	100.00%	6,178
Phase Three (III)	3,731	36.02%	10,359
Phase Four (IV)	3,215	32.18%	9,992
Phase Five (V)	891	54.10%	1,647
Phase Six (VI)	1,319	17.90%	7,369
Duplicate Address	2,129	55.17%	3,859
Undetermined	14	70.00%	20
Not In Phase	3,817	63.93%	5,971
Total	28,175	53.90%	52,276

	Submitted Surveys	Percentage
Most Impacted LMI	23,852	45.63%
Most Impacted Urgent Need	22,543	43.12%
LMI	4,323	8.27%
Urgent Need	1,558	2.98%
Total	52,276	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)	4,774	69.38%	4,463	64.86%	6,881
Phase Two (II)	4,680	75.75%	3,595	58.19%	6,178
Phase Three (III)	1,912	18.46%	1,019	9.84%	10,359
Phase Four (IV)	2,046	20.48%	1,008	10.09%	9,992
Phase Five (V)	234	14.21%	145	8.80%	1,647
Phase Six (VI)	1,798	24.40%	687	9.32%	7,369
Duplicate Address	1,273	32.99%	1,043	27.03%	3,859
Undetermined	8	40.00%	6	30.00%	20
Not In Phase	1,998	33.46%	1,889	31.64%	5,971
Total	18,723	35.82%	13,855	26.50%	52,276

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

As of July 13, 2018, there are 18,248 homeowners, 56.16% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,363 homeowners, 38.05% 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)	4,820	99.90%	4,825
Phase Two (II)	5,622	99.89%	5,628
Phase Three (III)	2,218	32.87%	6,748
Phase Four (IV)	2,488	33.97%	7,325
Phase Five (V)	438	55.58%	788
Phase Six (VI)	1,274	22.20%	5,740
Undetermined	2	100.00%	2
Not In Phase	1,386	96.38%	1,438
Total	18,248	56.16%	32,494

	Submitted Applications	Percentage
Most Impacted LMI	16,215	49.90%
Most Impacted Urgent Need	13,751	42.32%
LMI	2,033	6.26%
Urgent Need	495	1.52%
Total	32,494	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)	3,122	64.70%	3,142	65.12%	4,825
Phase Two (II)	4,003	71.13%	3,141	55.81%	5,628
Phase Three (III)	1,330	19.71%	813	12.05%	6,748
Phase Four (IV)	1,627	22.21%	1,011	13.80%	7,325
Phase Five (V)	152	19.29%	156	19.80%	788
Phase Six (VI)	1,568	27.32%	813	14.16%	5,740
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	560	38.94%	1,127	78.37%	1,438
Total	12,363	38.05%	10,205	31.41%	32,494

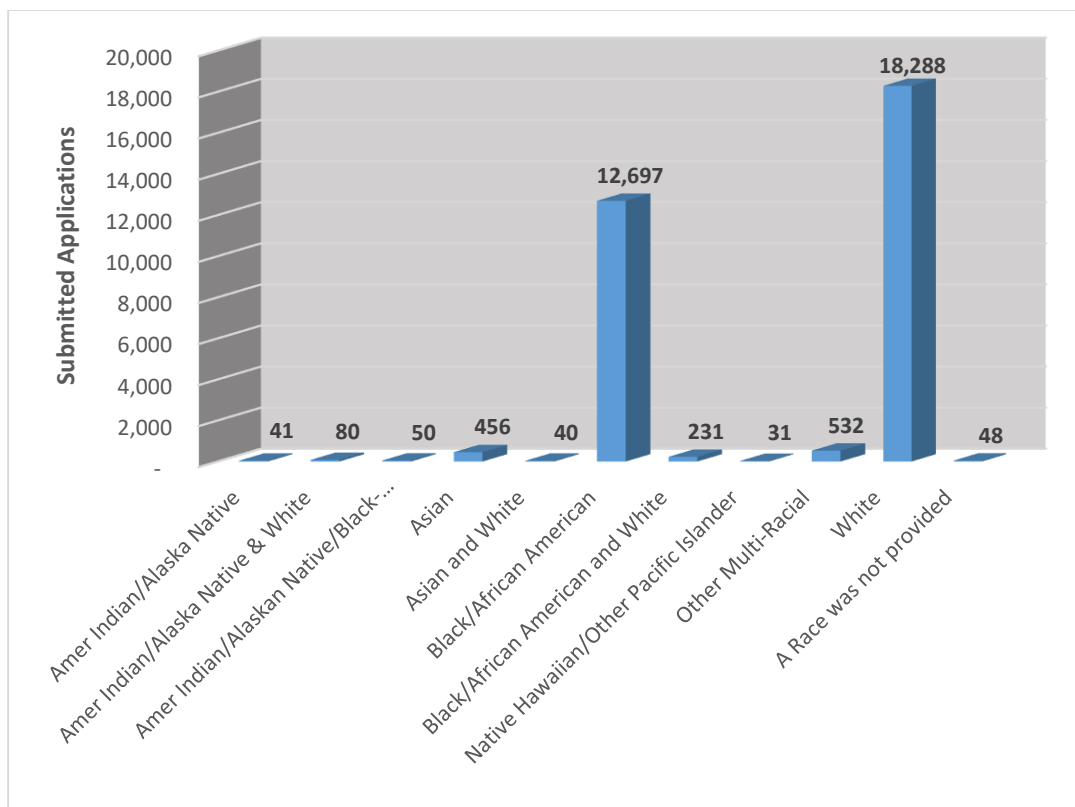
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	41	0.13%
American Indian/Alaska Native and White	80	0.25%
American Indian/Alaskan Native/Black-African American	50	0.15%
Asian	456	1.40%
Asian and White	40	0.12%
Black/African American	12,697	39.07%
Black/African American and White	231	0.71%
Native Hawaiian/Other Pacific Islander	31	0.10%
Other Multi-Racial	532	1.64%
White	18,288	56.28%
A Race was not provided	48	0.15%
Total	32,494	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 7/6/2018	Weekly Activity	As of 7/13/2018
Appointments			
Total Number of Appointments	65,018	935	65,953
<i>Walk-ins</i>	35,150	665	35,815
<i>Scheduled</i>	29,868	270	30,138
<i>Held at office</i>	25,508	227	25,735
<i>Home visit</i>	562	7	569
<i>Cancelled</i>	2,503	18	2,521
<i>No Show</i>	1,295	18	1,313
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	42,825	576	43,401
<i>Walk-ins</i>	25,114	469	25,583
<i>Scheduled</i>	17,711	107	17,818
<i>Held at office</i>	15,362	89	15,451
<i>Home visit</i>	203	5	208
<i>Cancelled</i>	1,750	11	1,761
<i>No Show</i>	396	2	398
Hammond			
Total Number of Appointments	12,863	220	13,083
<i>Walk-ins</i>	7,337	148	7,485
<i>Scheduled</i>	5,526	72	5,598
<i>Held at office</i>	4,157	52	4,209
<i>Home visit</i>	341	2	343
<i>Cancelled</i>	460	7	467
<i>No Show</i>	568	11	579
Lafayette			
Total Number of Appointments	5,215	94	5,309
<i>Walk-ins</i>	1,135	20	1,155
<i>Scheduled</i>	4,080	74	4,154
<i>Held at office</i>	3,782	74	3,856
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	183	0	183
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,115	45	4,160
<i>Walk-ins</i>	1,564	28	1,592
<i>Scheduled</i>	2,551	17	2,568
<i>Held at office</i>	2,207	12	2,219
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	110	0	110
<i>No Show</i>	222	5	227

Call Center Activity

Table 13: Call Center Activity

Activity	As of 7/6/2018	Weekly Activity	As of 7/13/2018
Call Center			
Total Calls	241,146	4,137	245,283
Total Calls Abandoned	6,227	181	6,408
Abandoned %	2.58%	0.03%	2.61%
Total Calls Processed	234,919	3,956	238,875
Inbound	152,217	2,369	154,586
Outbound	82,702	1,587	84,289
Completed Inbound Calls Details			
Total Inbound Calls Completed	152,217	2,369	154,586
Average Wait Time	1.08 min		1.09 min
Average Call Time	5.82 min		5.81 min
Program Inquiry	43,822	685	44,507
Surveys Status Update	3,258	63	3,321
Surveys Completed	9,159	99	9,258
Case Manager Request	15,210	385	15,595
Application Status Update	54,097	756	54,853
Application In Progress	773	10	783
Application Submitted (Pending Document Upload)	5,912	25	5,937
Applications Completed	242	5	247
Damage Assessment Inquiry	2,264	0	2,264
Award Acknowledgement Inquiry	2,560	27	2,587
Construction Inquiry	2,584	106	2,690
Appeals	1,245	42	1,287
Outbound Project	72	0	72
Invalid Number/ No Answer / Busy / Left Message	8,492	153	8,645
Call Transferred	2,527	13	2,540
Completed Outbound Calls Details			
Total Outbound Calls Completed	82,702	1,587	84,289
Average Call Time	1.65 min		1.63 min
Program Inquiry	5,479	35	5,514
Survey Status Update	1,440	80	1,520
Surveys Completed	813	7	820
Case Manager Request	136	3	139
Application Status Update	15,256	54	15,310
Application In Progress	0	0	0
Application Submitted (Pending Document Upload)	583	0	583
Applications Completed	43	0	43
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	42	0	42
Construction Inquiry	296	3	299
Appeals	1	0	1
Outbound Project	4,378	731	5,109
Invalid Number/ No Answer / Busy / Left Message	28,676	143	28,819
Call Transferred	25,545	531	26,076

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	5,400	3,632
2	54	23	37	132	52	72	2,181	1,238
3	38	15	38	189	67	73	1,448	808
4	88	43	39	217	87	74	375	177
5	22	13	40	202	77	75	398	181
6	6	2	41	287	123	76	35	19
7	62	23	42	352	154	77	264	128
8	27	10	43	534	279	78	2	0
9	182	68	44	116	42	79	1	0
10	186	78	45	167	71	80	1	0
11	78	28	46	276	117	81	2,264	1,420
12	102	51	47	630	283	83	4	0
13	114	36	48	627	338	84	2	0
14	433	207	49	406	178	85	1	0
15	81	40	50	45	1	86	885	482
16	617	317	51	1	0	88	2,935	1,912
17	1,241	710	52	1	0	89	4	1
18	176	69	53	4	0	90	23	6
19	354	182	54	2	0	91	4	0
20	104	48	55	4	0	92	3	0
21	96	41	56	4	0	93	8	0
22	159	74	57	20	0	94	1	0
23	138	55	58	271	132	95	2,351	1,555
24	122	44	59	663	439	96	599	275
25	15	4	60	91	38	97	8	0
26	50	15	61	1,525	1,051	98	1	0
27	27	15	62	605	356	99	6	0
28	128	37	63	1,001	649	100	7	0
29	1,728	1,207	64	3,296	2,293	101	5,490	4,166
30	23	7	65	5,683	4,020	102	7	0
31	1,212	701	66	1,697	1,079	103	2	0
32	64	20	67	175	78	104	15	5
33	68	32	68	79	41	105	4	0
34	27	10	69	232	133	Unknown	1	0
35	7	2	70	103	42	Total	52,276	32,494

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

Senate District	Survey Count	Application Count
1	67	29
2	402	182
3	12	0
4	15	0
5	10	0
6	8,733	5,868
7	8	0
8	10	0
9	1	0
10	3	0
11	981	512
12	2,546	1,352
13	9,379	6,236
14	1,938	1,221
15	9,954	7,342
16	540	311
17	1,094	593
18	5,722	3,679
19	14	0
20	5	0
21	108	22

Senate District	Survey Count	Application Count
22	1,041	461
23	1,846	1,040
24	633	252
25	403	167
26	1,603	765
27	39	13
28	437	159
29	204	84
30	257	99
31	253	94
32	298	146
33	782	400
34	1,805	983
35	308	141
36	361	145
37	122	45
38	130	54
39	211	99
Unknown	1	0
Total	52,276	32,494

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	489	202
Allen	75	22	11
Ascension	6,353	4,123	2,676
Avoyelles	274	133	37
Beauregard	113	52	13
Bienville	209	54	16
Bossier	607	275	106
Caddo	589	306	144
Calcasieu	266	177	71
Caldwell	154	53	28
Catahoula	72	18	7
Claiborne	208	54	17
De Soto	141	52	18
East Baton Rouge	24,248	20,260	14,242
East Carroll	237	48	26
East Feliciana	617	269	160
Evangeline	522	127	42
Franklin	58	26	8
Grant	280	77	39
Iberia	1,478	616	261
Iberville	357	127	62
Jackson	74	13	4
Jefferson Davis	508	128	51
Lafayette	4,753	2,668	1,430
LaSalle	73	28	12
Lincoln	152	28	10

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,641	7,052
Madison	85	56	24
Morehouse	1,005	310	154
Natchitoches	598	161	66
Ouachita	3,418	2,181	1,188
Pointe Coupee	444	149	62
Rapides	145	92	34
Red River	46	17	4
Richland	445	147	73
Sabine	100	60	17
St. Helena	976	520	284
St. James	162	100	35
St. Landry	1,615	411	168
St. Martin	1,301	510	227
St. Tammany	1,057	458	232
Tangipahoa	6,183	4,163	2,307
Union	399	96	50
Vermilion	1,786	936	435
Vernon	306	71	29
Washington	1,222	455	202
Webster	525	131	58
West Baton Rouge	110	34	9
West Carroll	336	77	36
West Feliciana	154	59	34
Winn	181	53	20
Total	82,440	52,111	32,493

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	7	0
Cameron	0	0
Concordia	5	0
Jefferson	18	0
Lafourche	4	0
Orleans	42	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	165	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	\$1,570,520.47	38	\$813,634.49	29	\$486,267.86
Allen	2	\$57,828.03	2	\$57,828.03	0	\$0.00
Ascension	827	\$21,698,383.46	576	\$14,425,978.36	458	\$9,232,316.24
Avoyelles	2	\$33,247.50	1	\$3,035.15	1	\$3,035.15
Beauregard	3	\$103,884.68	3	\$103,884.68	3	\$75,835.56
Bienville	5	\$159,684.65	2	\$40,650.22	2	\$33,961.48
Bossier	29	\$1,001,470.99	5	\$115,148.17	2	\$42,170.09
Caddo	15	\$457,032.05	10	\$227,059.09	6	\$59,254.73
Calcasieu	23	\$740,799.21	13	\$368,181.06	10	\$190,415.34
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	6,816	\$179,893,494.98	5,449	\$145,594,329.27	4,860	\$89,964,047.89
East Carroll	3	\$89,363.78	2	\$43,110.18	2	\$21,456.23
East Feliciana	51	\$1,511,299.92	30	\$946,326.33	22	\$377,356.80
Evangeline	15	\$386,058.18	11	\$273,372.71	9	\$66,428.63
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	61	\$1,873,341.30	37	\$1,220,698.42	27	\$490,908.40
Iberville	8	\$370,604.19	6	\$266,427.04	4	\$98,037.66
Jefferson Davis	5	\$83,294.98	4	\$80,556.71	2	\$52,006.10
Lafayette	589	\$11,823,148.77	468	\$9,324,799.75	403	\$6,205,210.64
LaSalle	1	\$27,394.70	1	\$27,394.70	1	\$27,394.70
Livingston	2,748	\$73,918,751.34	1,949	\$50,293,277.34	1,652	\$32,237,947.99
Madison	1	\$51,358.71	1	\$51,358.71	0	\$0.00
Morehouse	34	\$1,276,793.02	17	\$617,323.54	15	\$140,868.70
Natchitoches	17	\$668,231.53	6	\$145,956.40	4	\$53,125.14
Ouachita	336	\$10,008,136.72	206	\$6,295,638.97	140	\$2,224,354.98
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	15	\$649,705.55	5	\$174,631.42	3	\$30,667.24
Sabine	4	\$120,603.28	1	\$22,344.21	1	\$17,503.71
St. Helena	51	\$2,209,162.70	27	\$1,306,180.15	17	\$373,843.90
St. James	5	\$209,420.65	3	\$124,385.11	1	\$45,000.00
St. Landry	32	\$884,486.48	13	\$380,284.78	12	\$221,205.84
St. Martin	68	\$2,362,088.60	43	\$1,374,387.40	34	\$625,055.00
St. Tammany	62	\$1,633,197.96	44	\$1,001,760.02	40	\$582,264.39
Tangipahoa	647	\$21,262,522.25	396	\$12,051,850.58	243	\$4,569,230.31
Union	8	\$230,134.95	5	\$136,646.40	3	\$53,038.26
Vermilion	149	\$3,772,828.62	100	\$2,581,078.79	82	\$1,360,961.42
Vernon	9	\$285,798.39	3	\$129,341.39	2	\$94,843.36
Washington	46	\$1,565,594.66	28	\$864,509.11	25	\$439,995.63
Webster	13	\$314,839.78	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	12,828	\$345,697,970.99	9,545	\$252,802,108.61	8,139	\$150,993,459.46

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.