

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #50
July 14, 2018 – July 20, 2018

July 21, 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 20, 2018, survey submissions increased by 1,322 from the previous week, making the total submissions 53,598. 43,265 homeowners were determined to be in Phases I – VI.
 - 41,908 environmental reviews have been completed, representing 97% of the 43,265 homeowners in Phases I – VI.
 - 42,022 homeowners have been invited to complete applications from Phase I - VI. 32,845 (78%) homeowners have submitted their applications.
 - 31,015 scopes of work have been completed, representing 94% of the 32,845 homeowners that have submitted their application.
 - There have been a total of 13,071 Grant Awards offered to homeowners, amounting to \$353,930,743.16. Of those, 9,640 homeowners have acknowledged their grant agreements, obligating \$255,213,177.12.
-
- As of July 20, 2018, there were a total of 63,340 appointments held.
 - 243,598 calls were completed by the call center. 158,258 of the completed calls were inbound calls and 85,340 of the completed calls were outbound calls.
 - The Program has completed 7 outreach events for this reporting period. The following events are scheduled for the week of July 23 – July 29, 2018:
 - 7/23 – 7/25: Contractor Selection Population Outreach – Baton Rouge, HAC
 - 7/23: Contractor Selection Population Outreach – Hammond, HAC

Table 1: Outreach Events

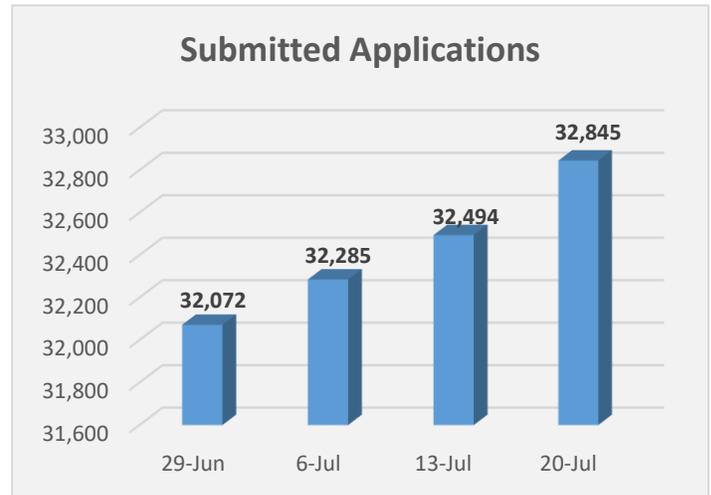
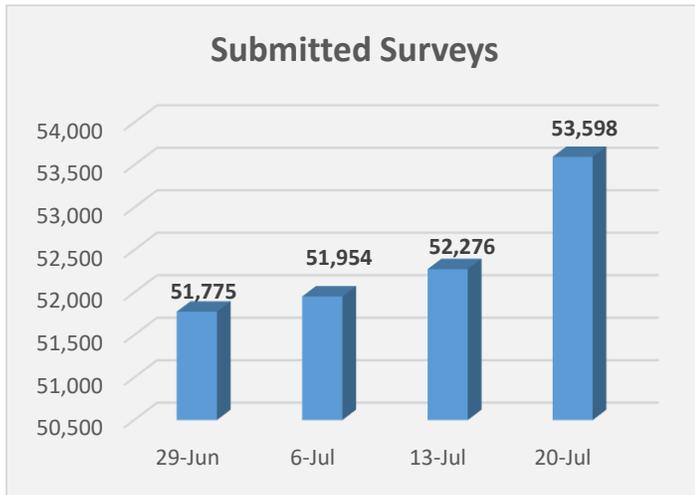
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
Total	194

Table 2: Homeowner Program Snapshot

	As of 7/13/18	Weekly Activity	As of 7/20/18		
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	52,276	1,322	53,598		
<i>Phase I - VI Subtotal</i>	42,426	839	43,265	81%	
<i>Duplicate Address</i>	3,859	108	3,967	7%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,991	375	6,366	12%	
Environmental Reviews					
Environmental Reviews Available to Work	665	692	1,357		
Environmental Reviews Completed	41,761	147	41,908		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	922	105	1,027		
Total Scope of Work Completed	30,760	255	31,015		
Applications In Process					
Total Number of Invited Applications	41,874	148	42,022		
Applications Not Submitted	4,317	-263	4,054		
Applications Available For Grant Determination	37,557	411	37,968		
Pending Grant Determination	3,801	-26	3,775	10%	
Grant Determinations			90% Grant Determinations		
Zero Award	9,568	88	9,656	25%	
Ineligible Determination	6,656	81	6,737	18%	
Withdrawn By Applicant	4,704	25	4,729	13%	
Grant Award Offered To Applicant	12,828	243	13,071	34%	
Grant Awards					Total Dollars
Grant Awards Offered	12,828	243	13,071		353,930,743.16
Grant Awards Obligated	9,545	95	9,640		255,213,177.12
<i>Solution 1 Only</i>	201	0	201		8,795,484.36
<i>Solution 2 Only</i>	969	22	991		31,851,462.19
<i>Solution 3 Only</i>	1,989	15	2,004		33,718,819.64
<i>Solution 3 and 1</i>	1,450	15	1,465		49,581,559.11
<i>Solution 3 and 2</i>	4,936	43	4,979		131,265,851.82
Disbursements					
Total Disbursements	8,139	171	8,310		154,788,218.77
<i>Solution 1 Only</i>	46	3	49		1,253,012.65
<i>Solution 2 Only</i>	347	16	363		8,043,397.14
<i>Solution 3 Only</i>	1,799	43	1,842		31,804,766.69
<i>Solution 3 and 1</i>	1,343	32	1,375		25,332,962.01
<i>Solution 3 and 2</i>	4,604	77	4,681		88,354,080.28
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	3,615	165	3,780		
<i>Solution 1</i>	979	57	1,036		
<i>Solution 2</i>	841	65	906		
<i>Solution 3 Only</i>	1,795	43	1,838		

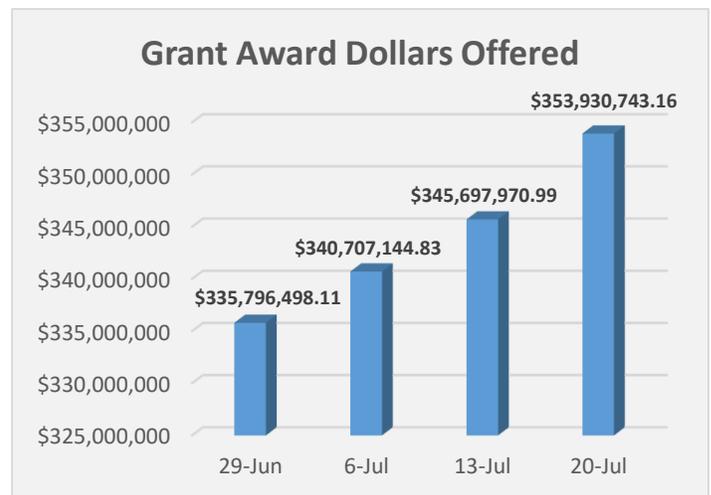
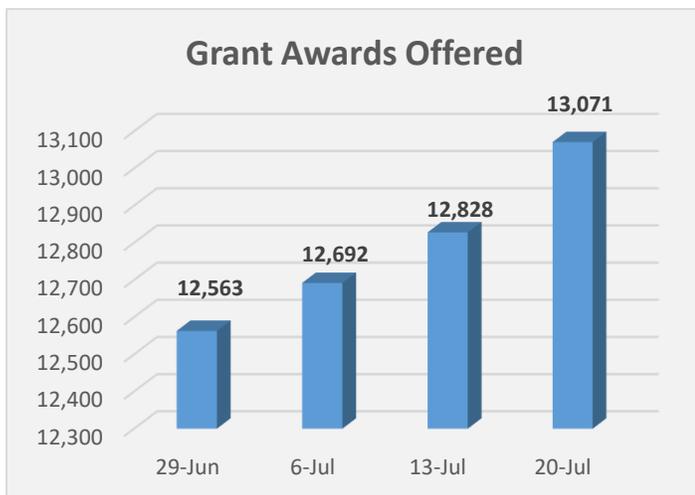
Key Program Statistics

Table 3: Key Program Statistics



43,265 of the 53,598 meet requirements for Phases I – VI.

Invited 42,022 Homeowners to complete Applications.

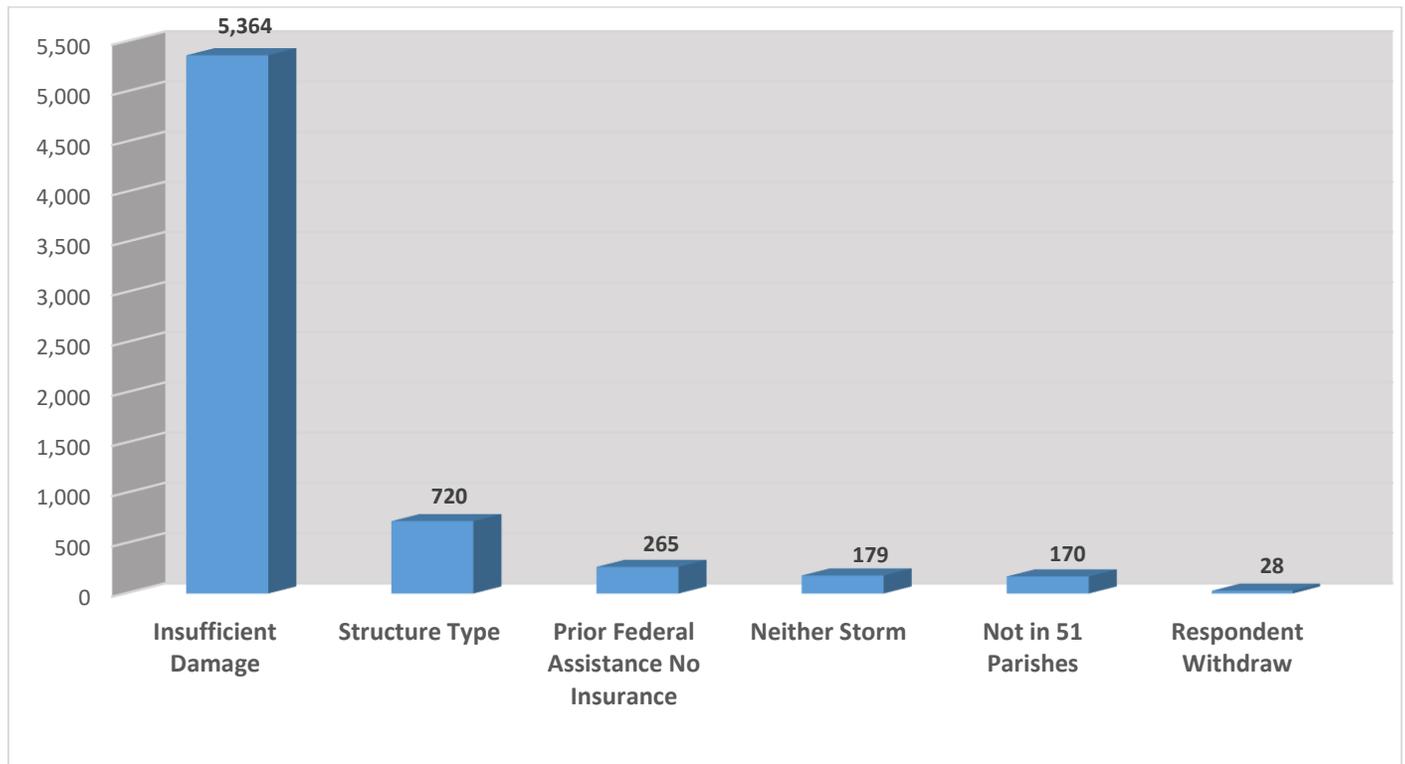


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 7/13/18	Weekly Activity	As of 7/20/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	5,971	304	6,275
Total Submitted Surveys Undetermined	20	71	91
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	6,384	342	6,726
<i>Insufficient Damage</i>	5,198	166	5,364
<i>Structure Type</i>	565	155	720
<i>Prior Federal Assistance No Insurance</i>	261	4	265
<i>Neither Storm</i>	171	8	179
<i>Not in 51 Parishes</i>	162	8	170
<i>Respondent Withdraw</i>	27	1	28
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	20	76	96
<i>Flood Plain (Not determined)</i>	20	76	96

Figure 1: Not Currently In A Phase Reasons



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

As of July 20, 2018, there are 28,876 homeowners, 53.88% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 19,151 homeowners, 35.73% 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)	7,008	100.00%	7,008
Phase Two (II)	6,304	100.00%	6,304
Phase Three (III)	3,770	35.97%	10,480
Phase Four (IV)	3,280	32.27%	10,165
Phase Five (V)	916	53.79%	1,703
Phase Six (VI)	1,363	17.92%	7,605
Duplicate Address	2,192	55.26%	3,967
Undetermined	62	68.13%	91
Not In Phase	3,981	63.44%	6,275
Total	28,876	53.88%	53,598

	Submitted Surveys	Percentage
Most Impacted LMI	24,417	45.56%
Most Impacted Urgent Need	23,079	43.06%
LMI	4,459	8.32%
Urgent Need	1,643	3.06%
Total	53,598	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)	4,861	69.36%	4,538	64.75%	7,008
Phase Two (II)	4,774	75.73%	3,664	58.12%	6,304
Phase Three (III)	1,935	18.46%	1,028	9.81%	10,480
Phase Four (IV)	2,067	20.33%	1,019	10.02%	10,165
Phase Five (V)	243	14.27%	147	8.63%	1,703
Phase Six (VI)	1,850	24.33%	704	9.26%	7,605
Duplicate Address	1,311	33.05%	1,069	26.95%	3,967
Undetermined	31	34.07%	27	29.67%	91
Not In Phase	2,079	33.13%	1,935	30.84%	6,275
Total	19,151	35.73%	14,131	26.36%	53,598

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

As of July 20, 2018, there are 18,527 homeowners, 56.41% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,467 homeowners, 37.96% 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)	4,894	99.90%	4,899
Phase Two (II)	5,663	99.89%	5,669
Phase Three (III)	2,250	33.11%	6,795
Phase Four (IV)	2,552	34.41%	7,417
Phase Five (V)	444	55.50%	800
Phase Six (VI)	1,316	22.67%	5,805
Undetermined	2	100.00%	2
Not In Phase	1,406	96.43%	1,458
Total	18,527	56.41%	32,845

	Submitted Applications	Percentage
Most Impacted LMI	16,435	50.04%
Most Impacted Urgent Need	13,815	42.06%
LMI	2,092	6.37%
Urgent Need	503	1.53%
Total	32,845	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)	3,154	64.38%	3,206	65.44%	4,899
Phase Two (II)	4,027	71.04%	3,171	55.94%	5,669
Phase Three (III)	1,339	19.71%	816	12.01%	6,795
Phase Four (IV)	1,640	22.11%	1,041	14.04%	7,417
Phase Five (V)	152	19.00%	157	19.63%	800
Phase Six (VI)	1,589	27.37%	846	14.57%	5,805
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	565	38.75%	1,148	78.74%	1,458
Total	12,467	37.96%	10,387	31.62%	32,845

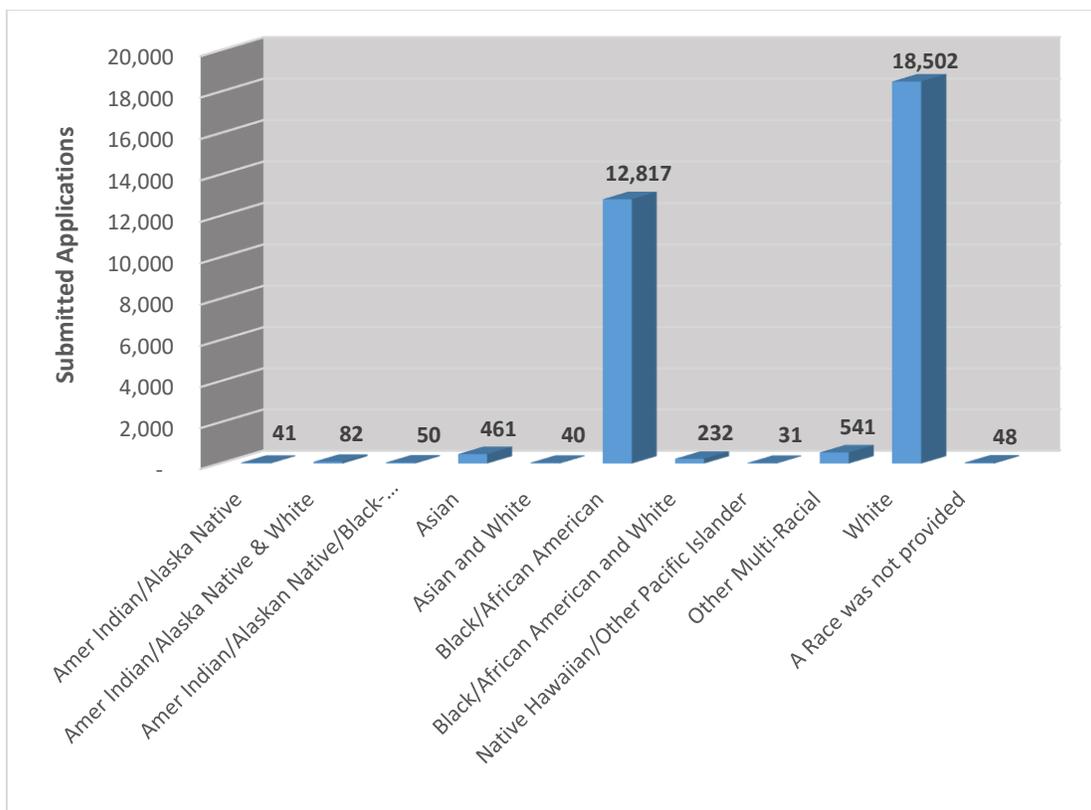
*A Senior Adult is anyone 62 years of age or older.

Demographics for Submitted Applications

Table 11: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	41	0.12%
American Indian/Alaska Native and White	82	0.25%
American Indian/Alaskan Native/Black-African American	50	0.15%
Asian	461	1.40%
Asian and White	40	0.12%
Black/African American	12,817	39.02%
Black/African American and White	232	0.71%
Native Hawaiian/Other Pacific Islander	31	0.10%
Other Multi-Racial	541	1.65%
White	18,502	56.33%
A Race was not provided	48	0.15%
Total	32,845	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 7/13/2018	Weekly Activity	As of 7/20/2018
Appointments			
Total Number of Appointments	65,953	1,265	67,218
<i>Walk-ins</i>	35,815	931	36,746
<i>Scheduled</i>	30,138	334	30,472
<i>Held at office</i>	25,735	288	26,023
<i>Home visit</i>	569	2	571
<i>Cancelled</i>	2,521	33	2,554
<i>No Show</i>	1,313	11	1,324
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	43,401	796	44,197
<i>Walk-ins</i>	25,583	684	26,267
<i>Scheduled</i>	17,818	112	17,930
<i>Held at office</i>	15,451	108	15,559
<i>Home visit</i>	208	0	208
<i>Cancelled</i>	1,761	2	1,763
<i>No Show</i>	398	2	400
Hammond			
Total Number of Appointments	13,083	297	13,380
<i>Walk-ins</i>	7,485	214	7,699
<i>Scheduled</i>	5,598	83	5,681
<i>Held at office</i>	4,209	52	4,261
<i>Home visit</i>	343	2	345
<i>Cancelled</i>	467	21	488
<i>No Show</i>	579	8	587
Lafayette			
Total Number of Appointments	5,309	119	5,428
<i>Walk-ins</i>	1,155	21	1,176
<i>Scheduled</i>	4,154	98	4,252
<i>Held at office</i>	3,856	93	3,949
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	183	5	188
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,160	53	4,213
<i>Walk-ins</i>	1,592	12	1,604
<i>Scheduled</i>	2,568	41	2,609
<i>Held at office</i>	2,219	35	2,254
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	110	5	115
<i>No Show</i>	227	1	228

Call Center Activity

Table 13: Call Center Activity

Activity	As of 7/13/2018	Weekly Activity	As of 7/20/2018
Call Center			
Total Calls	245,283	5,836	251,119
Total Calls Abandoned	6,408	1,113	7,521
Abandoned %	2.61%	0.38%	2.99%
Total Calls Processed	238,875	4,723	243,598
Inbound	154,586	3,672	158,258
Outbound	84,289	1,051	85,340
Completed Inbound Calls Details			
Total Inbound Calls Completed	154,586	3,672	158,258
Average Wait Time	1.09 min		1.26 min
Average Call Time	5.81 min		5.80 min
Program Inquiry	44,507	1,038	45,545
Surveys Status Update	3,321	89	3,410
Surveys Completed	9,258	338	9,596
Case Manager Request	15,595	353	15,948
Application Status Update	54,853	1,213	56,066
Application In Progress	783	37	820
Application Submitted (Pending Document Upload)	5,937	82	6,019
Applications Completed	247	0	247
Damage Assessment Inquiry	2,264	1	2,265
Award Acknowledgement Inquiry	2,587	21	2,608
Construction Inquiry	2,690	74	2,764
Appeals	1,287	56	1,343
Outbound Project	72	2	74
Invalid Number/ No Answer / Busy / Left Message	8,645	339	8,984
Call Transferred	2,540	29	2,569
Completed Outbound Calls Details			
Total Outbound Calls Completed	84,289	1,051	85,340
Average Call Time	1.63 min		1.63 min
Program Inquiry	5,514	16	5,530
Survey Status Update	1,520	59	1,579
Surveys Completed	820	15	835
Case Manager Request	139	2	141
Application Status Update	15,310	55	15,365
Application In Progress	0	1	1
Application Submitted (Pending Document Upload)	583	1	584
Applications Completed	43	1	44
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	42	0	42
Construction Inquiry	299	0	299
Appeals	1	0	1
Outbound Project	5,109	172	5,281
Invalid Number/ No Answer / Busy / Left Message	28,819	196	29,015
Call Transferred	26,076	533	26,609

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	80	41	36	4	1	71	5,546	3,674
2	55	23	37	135	52	72	2,249	1,252
3	38	15	38	204	69	73	1,474	817
4	92	43	39	225	90	74	381	179
5	22	13	40	212	81	75	421	186
6	6	2	41	300	127	76	37	19
7	63	24	42	366	159	77	272	130
8	27	10	43	545	283	78	2	0
9	188	70	44	120	42	79	2	0
10	190	81	45	169	75	80	1	0
11	81	30	46	286	124	81	2,316	1,433
12	107	54	47	644	288	83	4	0
13	116	38	48	647	343	84	2	0
14	436	212	49	416	182	85	1	0
15	81	40	50	47	1	86	900	490
16	638	321	51	2	0	88	3,029	1,935
17	1,257	717	52	1	0	89	4	1
18	182	71	53	4	0	90	23	6
19	368	187	54	2	0	91	4	0
20	107	51	55	4	0	92	3	0
21	96	42	56	4	0	93	10	0
22	167	78	57	21	0	94	1	0
23	139	56	58	282	133	95	2,437	1,571
24	127	44	59	682	442	96	623	278
25	15	4	60	95	39	97	8	0
26	51	15	61	1,551	1,055	98	1	0
27	27	15	62	626	362	99	7	0
28	128	39	63	1,032	650	100	7	0
29	1,770	1,214	64	3,372	2,317	101	5,573	4,189
30	25	7	65	5,777	4,042	102	7	0
31	1,247	708	66	1,737	1,095	103	2	0
32	67	21	67	191	79	104	15	5
33	68	32	68	84	42	105	4	0
34	27	10	69	239	134	Unknown	1	0
35	8	2	70	109	43	Total	53,598	32,845

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

Senate District	Survey Count	Application Count
1	69	29
2	419	184
3	13	0
4	16	0
5	11	0
6	8,921	5,916
7	8	0
8	10	0
9	1	0
10	4	0
11	997	516
12	2,616	1,374
13	9,639	6,312
14	1,988	1,231
15	10,137	7,380
16	555	314
17	1,136	601
18	5,888	3,716
19	15	0
20	5	0
21	113	24

Senate District	Survey Count	Application Count
22	1,090	473
23	1,886	1,054
24	658	258
25	421	171
26	1,649	779
27	39	13
28	450	166
29	206	85
30	267	100
31	262	97
32	309	150
33	810	413
34	1,829	995
35	314	143
36	370	150
37	125	47
38	131	55
39	220	99
Unknown	1	0
Total	53,598	32,845

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	512	207
Allen	75	23	11
Ascension	6,353	4,251	2,704
Avoyelles	274	133	39
Beauregard	113	55	14
Bienville	209	56	18
Bossier	607	282	108
Caddo	589	316	145
Calcasieu	266	180	71
Caldwell	154	54	31
Catahoula	72	20	7
Claiborne	208	55	18
De Soto	141	52	18
East Baton Rouge	24,248	20,666	14,335
East Carroll	237	48	26
East Feliciana	617	278	164
Evangeline	522	135	44
Franklin	58	26	8
Grant	280	78	40
Iberia	1,478	643	265
Iberville	357	133	63
Jackson	74	13	4
Jefferson Davis	508	129	51
Lafayette	4,753	2,730	1,450
LaSalle	73	28	13
Lincoln	152	30	10

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,946	7,133
Madison	85	57	25
Morehouse	1,005	326	161
Natchitoches	598	168	68
Ouachita	3,418	2,213	1,199
Pointe Coupee	444	154	64
Rapides	145	93	34
Red River	46	17	5
Richland	445	149	74
Sabine	100	61	17
St. Helena	976	547	286
St. James	162	103	35
St. Landry	1,615	433	175
St. Martin	1,301	532	237
St. Tammany	1,057	469	234
Tangipahoa	6,183	4,245	2,337
Union	399	100	53
Vermilion	1,786	961	444
Vernon	306	77	29
Washington	1,222	482	207
Webster	525	134	61
West Baton Rouge	110	36	9
West Carroll	336	79	38
West Feliciana	154	63	34
Winn	181	54	21
Total	82,440	53,425	32,844

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	7	0
Cameron	0	0
Concordia	5	0
Jefferson	19	0
Lafourche	4	0
Orleans	45	0
Plaquemines	3	0
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	32	0
St. Mary	48	1
Tensas	2	0
Terrebonne	4	0
Total	173	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	61	\$1,540,896.40	39	\$814,989.25	32	\$507,699.41
Allen	2	\$57,828.03	2	\$57,828.03	0	\$0.00
Ascension	849	\$22,212,708.98	581	\$14,559,483.01	475	\$9,410,970.78
Avoyelles	2	\$33,247.50	1	\$3,035.15	1	\$3,035.15
Beauregard	5	\$168,009.54	3	\$103,884.68	3	\$75,835.56
Bienville	5	\$159,684.65	2	\$40,650.22	2	\$33,961.48
Bossier	31	\$1,084,109.51	4	\$113,859.86	2	\$42,170.09
Caddo	17	\$507,775.66	10	\$227,059.09	6	\$59,254.73
Calcasieu	23	\$706,246.64	13	\$368,181.06	11	\$221,446.84
Caldwell	9	\$266,407.36	3	\$72,012.47	1	\$22,829.81
Catahoula	3	\$151,871.07	1	\$77,766.24	0	\$0.00
Claiborne	3	\$90,036.97	1	\$13,158.69	0	\$0.00
De Soto	3	\$75,500.67	2	\$47,672.21	0	\$0.00
East Baton Rouge	6,913	\$183,147,762.77	5,482	\$146,456,568.38	4,939	\$92,105,531.26
East Carroll	4	\$165,371.20	2	\$43,110.18	2	\$21,456.23
East Feliciana	53	\$1,546,143.36	31	\$957,683.51	23	\$385,275.01
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	12	\$454,194.72	2	\$72,675.68	2	\$57,989.33
Iberia	65	\$2,000,460.68	39	\$1,272,262.34	27	\$490,908.40
Iberville	10	\$533,336.24	6	\$266,427.04	4	\$98,037.66
Jefferson Davis	6	\$128,294.98	4	\$80,556.71	2	\$52,006.10
Lafayette	598	\$12,144,468.78	475	\$9,459,941.82	418	\$6,481,962.95
LaSalle	1	\$27,394.70	1	\$27,394.70	1	\$27,394.70
Livingston	2,794	\$75,765,563.64	1,971	\$50,708,619.32	1,686	\$32,928,830.23
Madison	1	\$51,358.71	1	\$51,358.71	0	\$0.00
Morehouse	37	\$1,398,381.34	17	\$619,803.14	15	\$140,868.70
Natchitoches	18	\$681,813.53	6	\$145,956.40	4	\$57,235.39
Ouachita	353	\$10,537,911.15	206	\$6,299,421.92	148	\$2,346,933.97
Pointe Coupee	11	\$448,286.16	7	\$289,844.06	4	\$82,938.85
Rapides	7	\$260,860.85	3	\$50,692.39	2	\$25,991.95
Red River	2	\$65,841.00	0	\$0.00	0	\$0.00
Richland	17	\$721,020.56	5	\$174,631.42	3	\$30,667.24
Sabine	4	\$120,603.28	1	\$22,344.21	1	\$17,503.71
St. Helena	53	\$2,069,935.82	28	\$1,313,912.47	17	\$373,843.90
St. James	6	\$252,925.34	3	\$124,385.11	1	\$45,000.00
St. Landry	34	\$955,495.28	15	\$422,710.10	12	\$221,205.84
St. Martin	71	\$2,461,307.58	45	\$1,479,347.52	34	\$625,055.00
St. Tammany	64	\$1,732,776.73	44	\$1,005,713.59	40	\$585,417.89
Tangipahoa	657	\$21,557,545.44	410	\$12,545,006.93	253	\$4,858,254.81
Union	9	\$241,422.66	5	\$136,646.40	3	\$53,038.26
Vermilion	150	\$3,832,377.85	103	\$2,631,595.60	83	\$1,378,316.46
Vernon	9	\$285,798.39	3	\$129,341.39	2	\$94,843.36
Washington	47	\$1,666,378.71	31	\$957,355.22	26	\$440,864.84
Webster	13	\$314,839.78	6	\$134,517.05	6	\$115,379.13
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	0	\$0.00
West Carroll	9	\$395,102.15	4	\$171,954.23	1	\$15,075.67
West Feliciana	10	\$327,353.90	7	\$223,995.76	7	\$127,143.35
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	13,071	\$353,930,743.16	9,640	\$255,213,177.12	8,310	\$154,788,218.77

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.