

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #51
July 21, 2018 – July 27, 2018

July 28, 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 was a brief survey that all homeowners affected by the 2016 floods must complete. The purpose of this survey was to gather information about unmet needs related to the repair or reconstruction of flooded homes and responses to the survey are used to determine which phase of the program the homeowner is invited to apply for. The deadline to complete the homeowner survey was July 20, 2018. The program is unable to consider homeowners who did not submit a survey by the deadline.

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 was the first step in the process. Homeowners who submitted a survey and qualified for one of the six phases were invited to continue in the program.

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, the survey deadline, the total submissions are 53,726. 43,436 homeowners were determined to be in Phases I – VI.
 - 42,191 environmental reviews have been completed, representing 97% of the 43,436 homeowners in Phases I – VI.
 - 42,271 homeowners have been invited to complete applications from Phase I - VI. 33,038 (78%) homeowners have submitted their applications.
 - 31,228 scopes of work have been completed, representing 95% of the 33,038 homeowners that have submitted their application.
 - There have been a total of 13,216 Grant Awards offered to homeowners, amounting to \$433,087,037.75. Of those, 9,894 homeowners have acknowledged their grant agreements, obligating \$328,810,101.39.
-
- As of July 27, 2018, there were a total of 64,251 appointments held.
 - 247,588 calls were completed by the call center. 160,685 of the completed calls were inbound calls and 86,903 of the completed calls were outbound calls.
 - The Program has completed 5 outreach events for this reporting period. The following events are scheduled for the week of July 30 – August 5, 2018:
 - 7/30: Contractor Selection Population Outreach – Baton Rouge
 - 8/2: Multi-Agency Housing Panel – Baton Rouge
 - 8/2: FAYTH Housing Fair – Mt. Carmel Baptist Church – Baton Rouge, LA

Table 1: Outreach Events

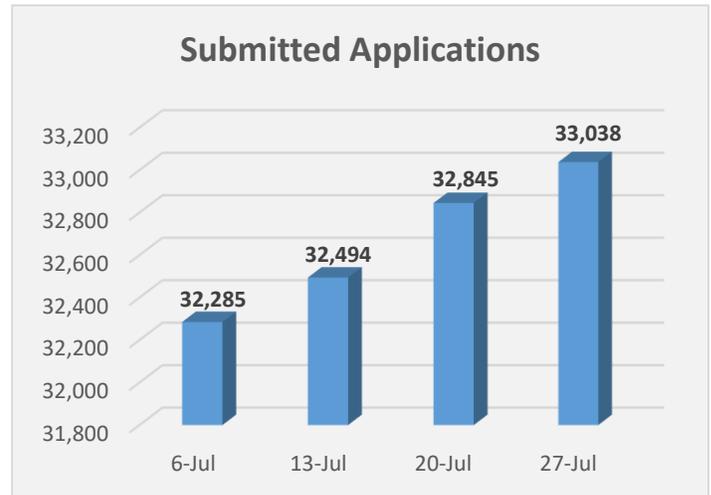
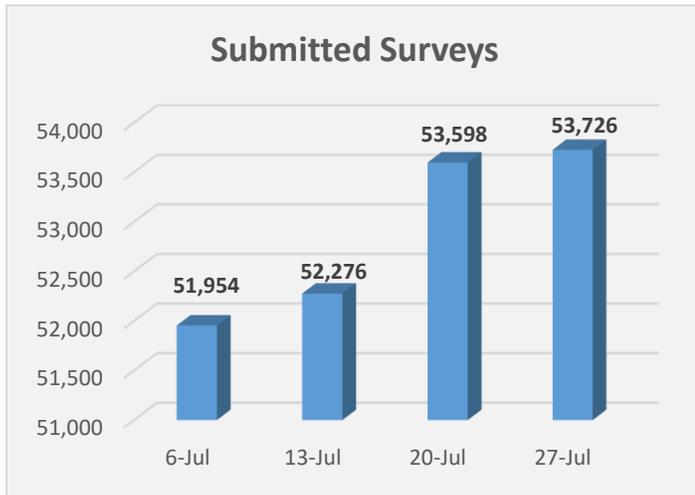
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
Total	194

Table 2: Homeowner Program Snapshot

	As of 7/20/18	Weekly Activity	As of 7/27/18	Percentage		
Surveys Recorded					Percentage	
<i>Submitted Surveys</i>	53,598	128	53,726		7/20/2018 deadline	
<i>Phase I - VI Subtotal</i>	43,265	171	43,436	81%		
<i>Duplicate Address</i>	3,967	20	3,987	7%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,366	-63	6,303	12%		
Environmental Reviews						
Environmental Reviews Available to Work	1,357	-112	1,245			
Environmental Reviews Completed	41,908	283	42,191			
Scope of Work: Prospective/Completed						
Scope of Work Available to Work	1,027	152	1,179			
Total Scope of Work Completed	31,015	213	31,228			
Applications In Process						
Total Number of Invited Applications	42,022	249	42,271			
Applications Not Submitted	4,054	-1	4,053			
Applications Available For Grant Determination	37,968	250	38,218			
Pending Grant Determination	3,775	-229	3,546	9%		
Grant Determinations			91% Grant Determinations			
Zero Award	9,656	81	9,737	25%		
Ineligible Determination	6,737	208	6,945	18%		
Withdrawn By Applicant	4,729	45	4,774	13%		
Grant Award Offered To Applicant	13,071	145	13,216	35%		
Grant Awards					Total Dollars	
Grant Awards Offered	13,071	145	13,216		433,087,037.75	
Grant Awards Obligated	9,640	254	9,894		328,810,101.39	
<i>Solution 1 Only</i>	201	11	212		9,292,919.55	
<i>Solution 2 Only</i>	991	42	1,033		33,087,569.64	
<i>Solution 3 Only</i>	2,004	38	2,042		54,546,518.56	
<i>Solution 3 and 1</i>	1,465	42	1,507		57,982,510.63	
<i>Solution 3 and 2</i>	4,979	121	5,100		173,900,583.01	
Disbursements						
Total Disbursements	8,310	181	8,491		158,386,611.49	
<i>Solution 1 Only</i>	49	1	50		1,294,385.08	
<i>Solution 2 Only</i>	363	27	390		8,675,757.33	
<i>Solution 3 Only</i>	1,842	62	1,904		32,539,619.79	
<i>Solution 3 and 1</i>	1,375	25	1,400		26,040,974.02	
<i>Solution 3 and 2</i>	4,681	66	4,747		89,835,875.27	
Housing Rehabilitation/Reconstruction Complete						
Total Housing Rehabilitation/Reconstruction Complete	3,780	182	3,962			
<i>Solution 1</i>	1,036	50	1,086			
<i>Solution 2</i>	906	71	977			
<i>Solution 3 Only</i>	1,838	61	1,899			

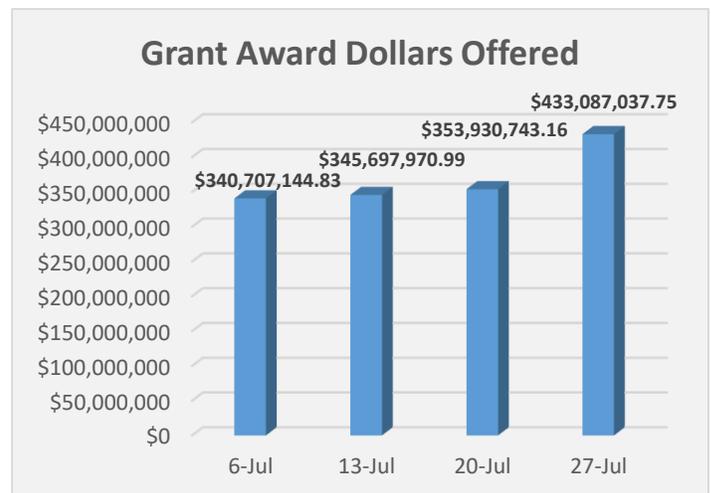
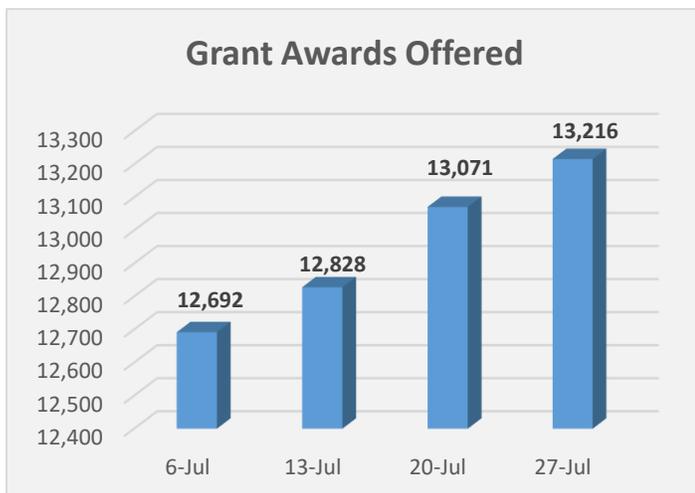
Key Program Statistics

Table 3: Key Program Statistics



43,436 of the 53,726 meet requirements for Phases I – VI.

Invited 42,271 Homeowners to complete Applications.

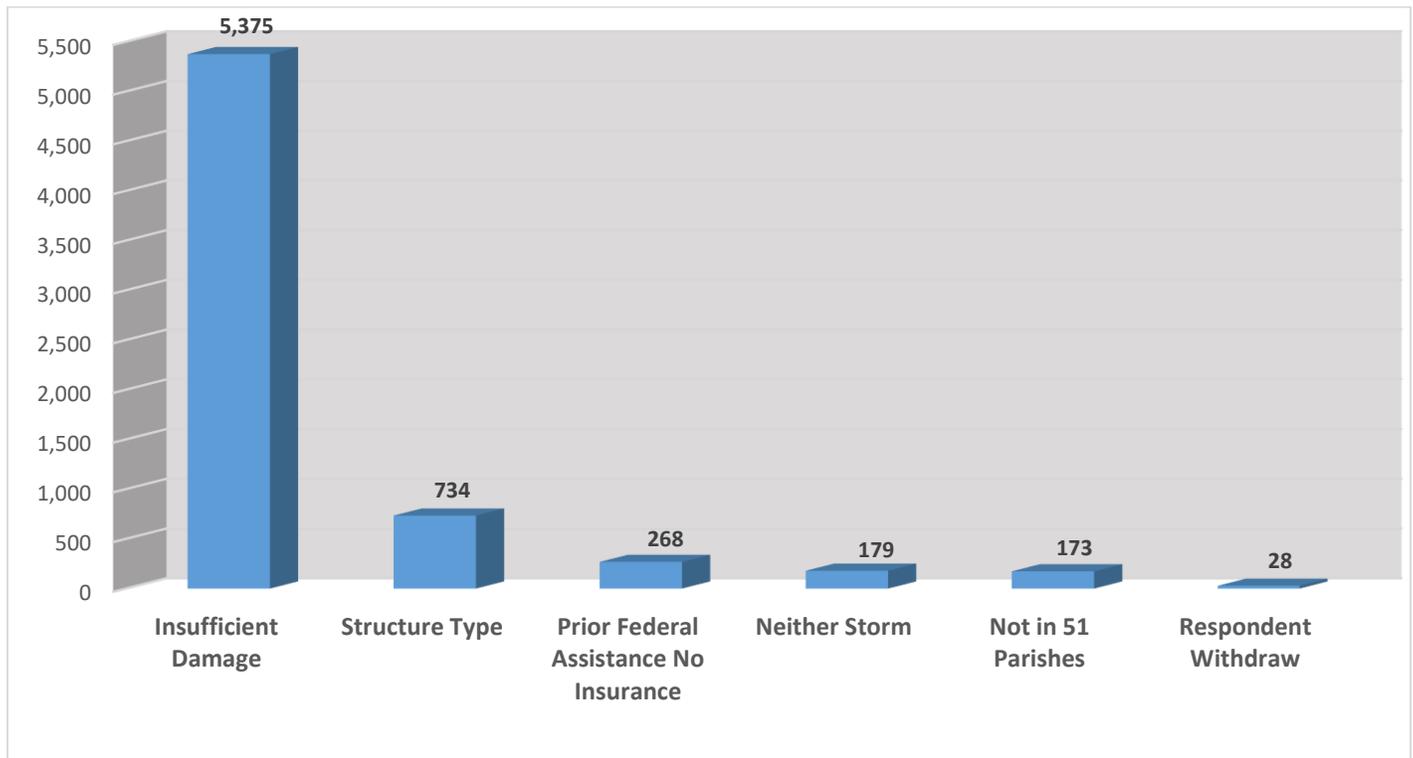


Submitted Surveys: Not Currently In A Phase and Undetermined Phase Reasons

Table 4: Not In Phase and Undetermined Reasons

Activity	As of 7/20/18	Weekly Activity	As of 7/27/18
Submitted Surveys			
Total Submitted Surveys Not Currently In A Phase	6,275	27	6,302
Total Submitted Surveys Undetermined	91	-90	1
Not Currently In A Phase Details			
Total Number of Not Currently In A Phase Reasons	6,726	31	6,757
<i>Insufficient Damage</i>	5,364	11	5,375
<i>Structure Type</i>	720	14	734
<i>Prior Federal Assistance No Insurance</i>	265	3	268
<i>Neither Storm</i>	179	0	179
<i>Not in 51 Parishes</i>	170	3	173
<i>Respondent Withdraw</i>	28	0	28
Undetermined Phase Details			
Total Number of Undetermined Phase Reasons	96	-95	1
<i>Flood Plain (Not determined)</i>	96	-95	1

Figure 1: Not Currently In A Phase Reasons



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

As of July 27, 2018, there are 28,955 homeowners, 53.89% of the homeowners who submitted surveys, that reported their income as low to moderate. There are 19,193 homeowners, 35.72% 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)	7,040	100.00%	7,040
Phase Two (II)	6,332	100.00%	6,332
Phase Three (III)	3,790	36.01%	10,524
Phase Four (IV)	3,293	32.31%	10,192
Phase Five (V)	927	53.93%	1,719
Phase Six (VI)	1,370	17.96%	7,629
Duplicate Address	2,205	55.30%	3,987
Undetermined	-	0.00%	1
Not In Phase	3,998	63.44%	6,302
Total	28,955	53.89%	53,726

	Submitted Surveys	Percentage
Most Impacted LMI	24,477	45.56%
Most Impacted Urgent Need	23,122	43.04%
LMI	4,478	8.33%
Urgent Need	1,649	3.07%
Total	53,726	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)	4,884	69.38%	4,558	64.74%	7,040
Phase Two (II)	4,793	75.69%	3,678	58.09%	6,332
Phase Three (III)	1,945	18.48%	1,034	9.83%	10,524
Phase Four (IV)	2,071	20.32%	1,019	10.00%	10,192
Phase Five (V)	244	14.19%	147	8.55%	1,719
Phase Six (VI)	1,852	24.28%	706	9.25%	7,629
Duplicate Address	1,316	33.01%	1,074	26.94%	3,987
Undetermined	-	0.00%	-	0.00%	1
Not In Phase	2,088	33.13%	1,942	30.82%	6,302
Total	19,193	35.72%	14,158	26.35%	53,726

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

As of July 27, 2018, there are 18,580 homeowners, 56.24% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,515 homeowners, 37.88% 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)	4,906	98.12%	5,000
Phase Two (II)	5,682	98.94%	5,743
Phase Three (III)	2,256	33.37%	6,760
Phase Four (IV)	2,569	34.49%	7,448
Phase Five (V)	445	54.87%	811
Phase Six (VI)	1,299	22.40%	5,798
Undetermined	2	100.00%	2
Not In Phase	1,421	96.27%	1,476
Total	18,580	56.24%	33,038

	Submitted Applications	Percentage
Most Impacted LMI	16,475	49.87%
Most Impacted Urgent Need	13,940	42.19%
LMI	2,105	6.37%
Urgent Need	518	1.57%
Total	33,038	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)	3,233	64.66%	3,235	64.70%	5,000
Phase Two (II)	4,096	71.32%	3,184	55.44%	5,743
Phase Three (III)	1,287	19.04%	786	11.63%	6,760
Phase Four (IV)	1,612	21.64%	1,029	13.82%	7,448
Phase Five (V)	152	18.74%	161	19.85%	811
Phase Six (VI)	1,564	26.97%	831	14.33%	5,798
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	570	38.62%	1,172	79.40%	1,476
Total	12,515	37.88%	10,400	31.48%	33,038

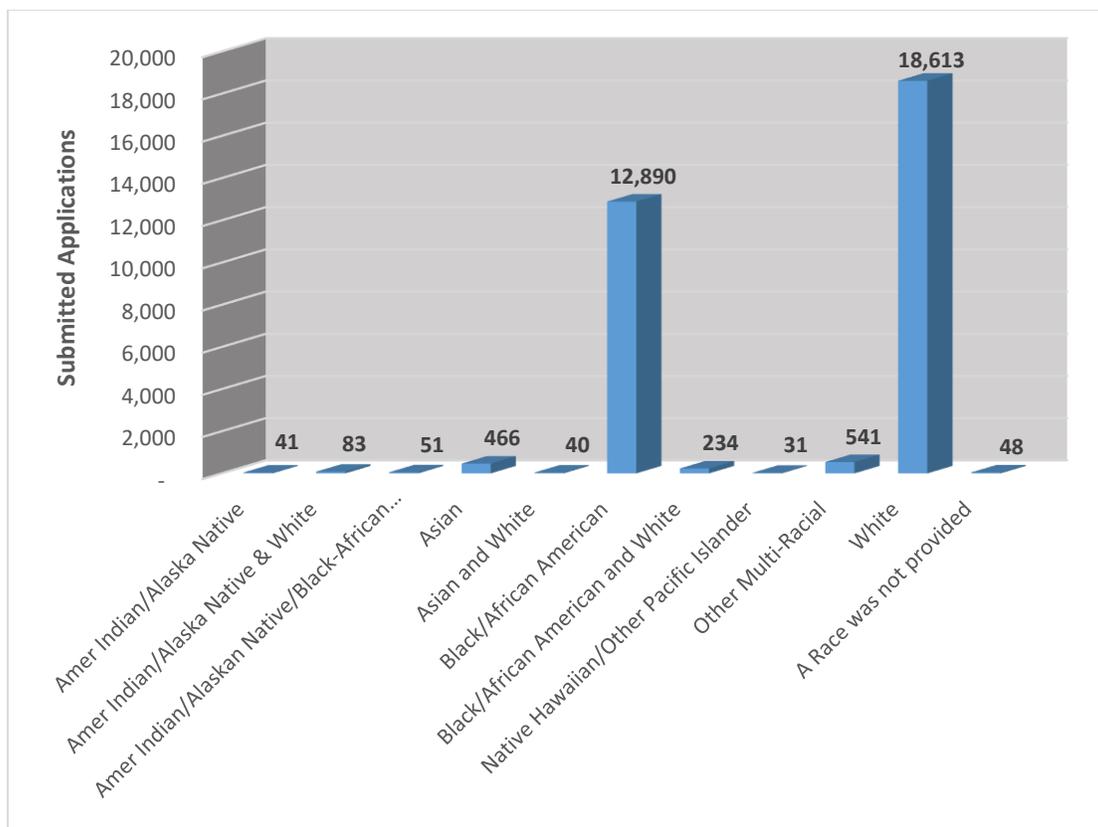
*A Senior Adult is anyone 62 years of age or older.

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	83	0.25%
American Indian/Alaskan Native/Black-African American	51	0.15%
Asian	466	1.41%
Asian and White	40	0.12%
Black/African American	12,890	39.02%
Black/African American and White	234	0.71%
Native Hawaiian/Other Pacific Islander	31	0.09%
Other Multi-Racial	541	1.64%
White	18,613	56.34%
A Race was not provided	48	0.15%
Total	33,038	100.00%

Figure 2: Submitted Applications by Race



Housing Assistance Center Activity (HAC)

Table 12: Housing Assistance Center Activity

Activity	As of 7/20/2018	Weekly Activity	As of 7/27/2018
Appointments			
Total Number of Appointments	67,218	928	68,146
<i>Walk-ins</i>	36,746	676	37,422
<i>Scheduled</i>	30,472	252	30,724
<i>Held at office</i>	26,023	235	26,258
<i>Home visit</i>	571	0	571
<i>Cancelled</i>	2,554	14	2,568
<i>No Show</i>	1,324	3	1,327
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	44,197	609	44,806
<i>Walk-ins</i>	26,267	507	26,774
<i>Scheduled</i>	17,930	102	18,032
<i>Held at office</i>	15,559	95	15,654
<i>Home visit</i>	208	0	208
<i>Cancelled</i>	1,763	7	1,770
<i>No Show</i>	400	0	400
Hammond			
Total Number of Appointments	13,380	197	13,577
<i>Walk-ins</i>	7,699	134	7,833
<i>Scheduled</i>	5,681	63	5,744
<i>Held at office</i>	4,261	56	4,317
<i>Home visit</i>	345	0	345
<i>Cancelled</i>	488	4	492
<i>No Show</i>	587	3	590
Lafayette			
Total Number of Appointments	5,428	85	5,513
<i>Walk-ins</i>	1,176	19	1,195
<i>Scheduled</i>	4,252	66	4,318
<i>Held at office</i>	3,949	63	4,012
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	188	3	191
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,213	37	4,250
<i>Walk-ins</i>	1,604	16	1,620
<i>Scheduled</i>	2,609	21	2,630
<i>Held at office</i>	2,254	21	2,275
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	115	0	115
<i>No Show</i>	228	0	228

Call Center Activity

Table 13: Call Center Activity

Activity	As of 7/20/2018	Weekly Activity	As of 7/27/2018
Call Center			
Total Calls	251,119	4,201	255,320
Total Calls Abandoned	7,521	211	7,732
Abandoned %	2.99%	0.04%	3.03%
Total Calls Processed	243,598	3,990	247,588
Inbound	158,258	2,427	160,685
Outbound	85,340	1,563	86,903
Completed Inbound Calls Details			
Total Inbound Calls Completed	158,258	2,427	160,685
Average Wait Time	1.26 min		1.28 min
Average Call Time	5.80 min		5.78 min
Program Inquiry	45,545	605	46,150
Surveys Status Update	3,410	39	3,449
Surveys Completed	9,596	38	9,634
Case Manager Request	15,948	393	16,341
Application Status Update	56,066	932	56,998
Application In Progress	820	15	835
Application Submitted (Pending Document Upload)	6,019	26	6,045
Applications Completed	247	0	247
Damage Assessment Inquiry	2,265	0	2,265
Award Acknowledgement Inquiry	2,608	18	2,626
Construction Inquiry	2,764	132	2,896
Appeals	1,343	43	1,386
Outbound Project	74	2	76
Invalid Number/ No Answer / Busy / Left Message	8,984	173	9,157
Call Transferred	2,569	11	2,580
Completed Outbound Calls Details			
Total Outbound Calls Completed	85,340	1,563	86,903
Average Call Time	1.63 min		1.62 min
Program Inquiry	5,530	33	5,563
Survey Status Update	1,579	90	1,669
Surveys Completed	835	15	850
Case Manager Request	141	2	143
Application Status Update	15,365	126	15,491
Application In Progress	1	0	1
Application Submitted (Pending Document Upload)	584	2	586
Applications Completed	44	0	44
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	42	0	42
Construction Inquiry	299	2	301
Appeals	1	0	1
Outbound Project	5,281	165	5,446
Invalid Number/ No Answer / Busy / Left Message	29,015	526	29,541
Call Transferred	26,609	602	27,211

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	42	36	4	1	71	5,556	3,695
2	55	23	37	135	54	72	2,256	1,264
3	38	15	38	206	69	73	1,480	819
4	92	43	39	225	90	74	383	182
5	22	13	40	213	81	75	423	187
6	6	2	41	301	130	76	37	19
7	63	24	42	367	165	77	273	130
8	27	10	43	547	284	78	2	0
9	188	71	44	121	43	79	2	0
10	190	81	45	169	76	80	1	0
11	81	30	46	287	125	81	2,321	1,442
12	107	54	47	647	292	83	4	0
13	116	38	48	647	348	84	2	0
14	436	215	49	418	184	85	1	0
15	81	40	50	48	1	86	902	491
16	639	328	51	2	0	88	3,034	1,944
17	1,260	722	52	1	0	89	4	1
18	182	72	53	4	0	90	23	6
19	373	190	54	2	0	91	4	0
20	107	52	55	4	0	92	3	0
21	96	43	56	4	0	93	10	0
22	168	78	57	21	0	94	1	0
23	140	57	58	283	136	95	2,447	1,585
24	127	44	59	684	443	96	626	282
25	15	4	60	96	40	97	9	0
26	51	15	61	1,556	1,061	98	1	0
27	27	15	62	628	363	99	7	0
28	128	39	63	1,038	653	100	7	0
29	1,774	1,217	64	3,379	2,325	101	5,579	4,199
30	25	7	65	5,784	4,062	102	7	0
31	1,249	713	66	1,739	1,100	103	2	0
32	68	21	67	191	79	104	15	5
33	68	33	68	85	42	105	4	0
34	27	10	69	240	134	Unknown	1	0
35	8	2	70	109	43	Total	53,726	33,038

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

Senate District	Survey Count	Application Count
1	69	29
2	421	186
3	13	0
4	17	0
5	11	0
6	8,942	5,944
7	8	0
8	10	0
9	1	0
10	4	0
11	1,000	518
12	2,623	1,386
13	9,662	6,350
14	1,993	1,237
15	10,158	7,400
16	555	315
17	1,139	605
18	5,898	3,737
19	15	0
20	5	0
21	114	24

Senate District	Survey Count	Application Count
22	1,096	480
23	1,889	1,059
24	660	262
25	423	177
26	1,653	791
27	39	14
28	452	167
29	206	85
30	268	100
31	263	98
32	310	152
33	814	419
34	1,833	1,006
35	315	144
36	370	151
37	125	47
38	131	55
39	220	100
Unknown	1	0
Total	53,726	33,038

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	514	214
Allen	75	23	11
Ascension	6,353	4,258	2,715
Avoyelles	274	133	39
Beauregard	113	56	14
Bienville	209	56	18
Bossier	607	282	109
Caddo	589	316	146
Calcasieu	266	180	72
Caldwell	154	54	31
Catahoula	72	20	7
Claiborne	208	55	18
De Soto	141	52	18
East Baton Rouge	24,248	20,704	14,388
East Carroll	237	48	26
East Feliciana	617	280	165
Evangeline	522	136	44
Franklin	58	26	9
Grant	280	79	40
Iberia	1,478	647	270
Iberville	357	133	64
Jackson	74	13	4
Jefferson Davis	508	129	53
Lafayette	4,753	2,735	1,460
LaSalle	73	28	13
Lincoln	152	30	10

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,974	7,180
Madison	85	57	26
Morehouse	1,005	329	163
Natchitoches	598	169	69
Ouachita	3,418	2,217	1,213
Pointe Coupee	444	154	65
Rapides	145	93	34
Red River	46	17	5
Richland	445	150	75
Sabine	100	61	17
St. Helena	976	551	288
St. James	162	103	37
St. Landry	1,615	434	176
St. Martin	1,301	534	240
St. Tammany	1,057	471	237
Tangipahoa	6,183	4,257	2,348
Union	399	100	53
Vermilion	1,786	964	451
Vernon	306	77	29
Washington	1,222	484	209
Webster	525	134	61
West Baton Rouge	110	36	9
West Carroll	336	80	39
West Feliciana	154	63	34
Winn	181	54	21
Total	82,440	53,550	33,037

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	8	0
Cameron	0	0
Concordia	5	0
Jefferson	19	0
Lafourche	4	0
Orleans	46	0
Plaquemines	3	0
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	32	0
St. Mary	49	1
Tensas	2	0
Terrebonne	4	0
Total	176	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	\$1,749,814.35	40	\$995,743.59	32	\$507,699.41
Allen	2	\$69,158.58	2	\$69,158.58	0	\$0.00
Ascension	860	\$27,151,957.71	598	\$18,771,977.06	494	\$9,776,559.57
Avoyelles	2	\$36,282.64	1	\$6,070.29	1	\$3,035.15
Beauregard	5	\$210,444.07	3	\$146,319.21	3	\$75,835.56
Bienville	5	\$192,055.52	2	\$73,021.09	2	\$33,961.48
Bossier	31	\$1,147,580.21	5	\$194,863.59	3	\$64,712.26
Caddo	20	\$669,248.95	10	\$275,647.08	6	\$59,254.73
Calcasieu	26	\$943,734.43	13	\$449,552.04	11	\$221,446.84
Caldwell	10	\$344,238.41	4	\$115,569.55	1	\$22,829.81
Catahoula	3	\$151,871.07	1	\$77,766.24	0	\$0.00
Claiborne	3	\$103,195.65	1	\$26,317.37	0	\$0.00
De Soto	3	\$75,500.67	2	\$47,672.21	0	\$0.00
East Baton Rouge	6,969	\$227,225,411.78	5,602	\$188,849,841.60	5,011	\$93,695,904.53
East Carroll	4	\$179,331.01	2	\$57,069.99	2	\$21,456.23
East Feliciana	55	\$1,835,838.02	35	\$1,234,938.91	25	\$403,237.99
Evangeline	14	\$383,958.06	11	\$305,691.08	9	\$76,074.62
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	11	\$362,527.21	2	\$72,675.68	2	\$57,989.33
Iberia	69	\$2,329,478.65	39	\$1,402,618.74	27	\$492,401.48
Iberville	11	\$571,057.63	6	\$271,901.95	4	\$98,037.66
Jefferson Davis	6	\$150,276.01	4	\$102,537.74	3	\$68,671.87
Lafayette	606	\$17,071,756.79	483	\$13,817,728.43	426	\$6,618,039.71
LaSalle	1	\$54,789.40	1	\$54,789.40	1	\$27,394.70
Livingston	2,828	\$92,642,007.22	2,032	\$66,504,717.99	1,730	\$33,633,509.59
Madison	1	\$51,358.71	1	\$51,358.71	0	\$0.00
Morehouse	38	\$1,491,229.83	18	\$695,767.71	15	\$140,868.70
Natchitoches	18	\$771,427.32	6	\$228,224.49	6	\$89,864.63
Ouachita	357	\$11,978,716.69	224	\$7,905,019.45	157	\$2,425,780.29
Pointe Coupee	11	\$448,286.16	7	\$289,844.06	4	\$82,938.85
Rapides	8	\$349,983.74	3	\$73,047.28	2	\$25,991.95
Red River	2	\$73,481.87	0	\$0.00	0	\$0.00
Richland	17	\$745,370.63	5	\$195,649.29	4	\$31,988.99
Sabine	4	\$120,603.28	1	\$22,344.21	1	\$17,503.71
St. Helena	55	\$2,279,360.42	28	\$1,174,699.58	17	\$373,843.90
St. James	8	\$396,205.34	3	\$124,385.11	1	\$45,000.00
St. Landry	36	\$1,142,379.14	15	\$483,517.05	12	\$221,205.84
St. Martin	71	\$2,798,602.63	45	\$1,746,740.04	34	\$625,055.00
St. Tammany	65	\$2,089,606.61	45	\$1,343,688.69	43	\$603,174.28
Tangipahoa	665	\$23,943,864.22	426	\$14,758,091.81	267	\$5,256,970.49
Union	9	\$288,271.20	5	\$157,922.40	3	\$53,038.26
Vermilion	149	\$4,612,769.24	106	\$3,414,716.20	86	\$1,481,586.68
Vernon	9	\$362,450.92	3	\$185,019.76	3	\$119,506.62
Washington	49	\$1,983,439.92	32	\$1,190,603.97	27	\$516,702.02
Webster	14	\$474,542.25	7	\$218,734.34	6	\$115,379.13
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	0	\$0.00
West Carroll	9	\$457,123.94	4	\$187,029.89	1	\$15,075.67
West Feliciana	10	\$378,414.93	7	\$275,056.79	7	\$127,467.86
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	13,216	\$433,087,037.75	9,894	\$328,810,101.39	8,491	\$158,386,611.49

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%	100%	100%	100%	100%
	PROSPECTIVE CONSTRUCTION	100%	100%	100%	100%	100%	N/A

* 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.

Note: On August 18, 2017, the program was expanded to include homeowners with structural flood insurance and on July 20, 2018 the program was expanded to increase the reimbursement amount from 50 percent to 100 percent for homeowners in phases 3-6.

APPENDIX F

The Housing Assistance Centers will be open 8 a.m. - 5 p.m. Monday through Friday to help homeowners 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.