

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #52**  
**July 28, 2018 – August 3, 2018**  
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**Table of Contents**

Program Overview ..... 1  
 Executive Summary ..... 4  
 Key Program Statistics ..... 6  
 Low to Moderate Income (LMI), Senior Adults and Disabled Reported ..... 7  
 LMI/Most Impacted Parish Data for Obligated Grants ..... 8  
 Demographics for Submitted Applications ..... 8  
 Housing Assistance Center Activity (HAC) ..... 9  
 Call Center Activity ..... 10  
 APPENDIX A ..... 11  
 APPENDIX B ..... 13  
 APPENDIX C ..... 14  
 APPENDIX D ..... 15  
 APPENDIX E ..... 16  
 APPENDIX F ..... 17  
 Glossary ..... 18

**List of Tables**

Table 1: Outreach Events ..... 4  
 Table 2: Homeowner Program Snapshot ..... 5  
 Table 3: Key Program Statistics ..... 6  
 Table 4 & 5: Submitted Applications with LMI and Urgent Need Data ..... 7  
 Table 6: Submitted Applications with Senior Adult or Disabled Reported ..... 7  
 Table 7: Obligated Grants LMI/Most Impacted Data ..... 8  
 Table 8: Submitted Applications by Race ..... 8  
 Table 9: Housing Assistance Center Activity ..... 9  
 Table 10: Call Center Activity ..... 10  
 Table 11: Submitted Applications and Grants Offered by Louisiana  
   House Districts ..... 11  
 Table 12: Submitted Applications and Grants Offered by Louisiana  
   Senate Districts ..... 12  
 Table 13: FEMA Verified Loss (FVL), Submitted Surveys and Submitted  
   Applications by Parish ..... 13  
 Table 14: Grant Awards by Parish ..... 14

**List of Figures**

Figure 1: Requested Assistance ..... 15  
 Figure 2: Phase and Tiers ..... 16  
 Figure 3: Housing Assistance Centers ..... 17

## 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 have completed. 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 were used to determine which phase of the program the homeowner was 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.

<b>ALL PHASES</b>
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**Must have major/severe home damage.**

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

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

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

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

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

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

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

1



### TAKE THE SURVEY

The survey 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

- 42,593 environmental reviews have been completed, representing 98% of the 43,427 homeowners in Phases I – VI.
  - 42,563 homeowners have been invited to complete applications from Phase I - VI. 33,264 (78%) homeowners have submitted their applications.
  - 31,467 scopes of work have been completed, representing 95% of the 33,264 homeowners that have submitted their application.
  - There have been a total of 13,324 Grant Awards offered to homeowners, amounting to \$437,782,858.61. Of those, 10,014 homeowners have acknowledged their grant agreements, obligating \$332,844,774.44.
  - 4,075 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of August 3, 2018, there were a total of 65,210 appointments held.
  - 251,683 calls were completed by the call center. 163,678 of the completed calls were inbound calls and 88,005 of the completed calls were outbound calls.
  - The Program has completed 4 outreach events for this reporting period. The following events are scheduled for the week of August 6 – August 12, 2018:
    - 8/6 – 8/8: Contractor Selection Population Outreach – Baton Rouge
    - 8/7: Contractor Selection Population Outreach – Lafayette
    - 8/8: Contractor Selection Population Outreach – Monroe
    - 8/8: Multi-Agency Housing Panel – Baton Rouge

**Table 1: Outreach Events**

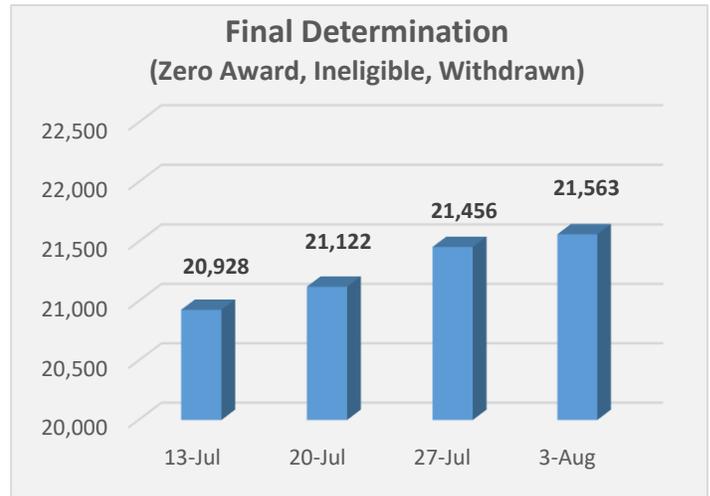
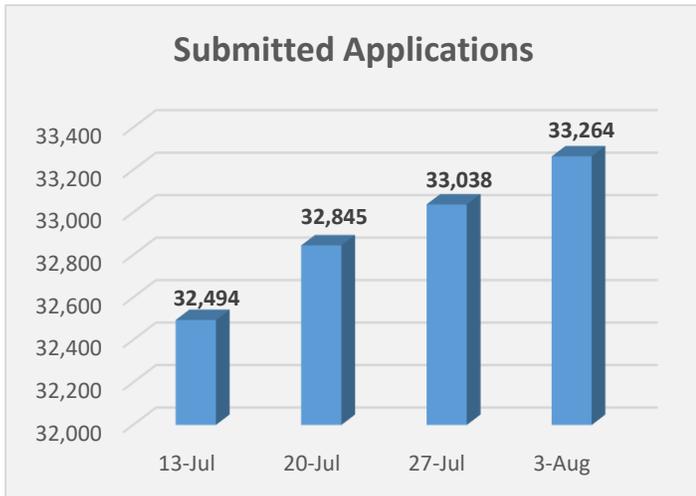
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
<b>Total</b>	<b>219</b>

**Table 2: Homeowner Program Snapshot**

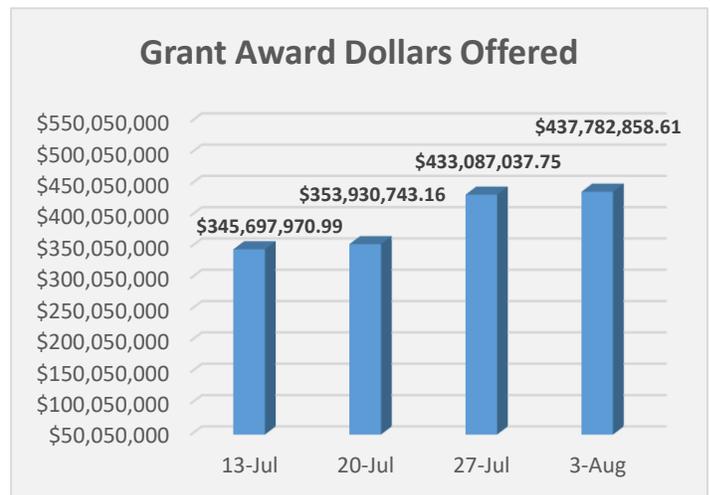
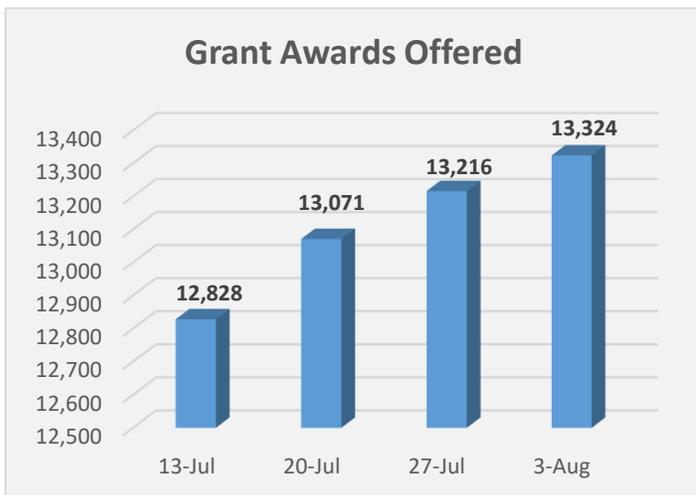
	As of 7/27/18	Weekly Activity	As of 8/3/18		
<b>Surveys Recorded</b>				<b>Percentage</b>	
<i>Submitted Surveys</i>	53,726	0	53,726		7/20/2018 deadline
<i>Phase I - VI Subtotal</i>	43,436	-9	43,427	81%	
<i>Duplicate Address</i>	3,987	6	3,993	7%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,303	3	6,306	12%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	1,245	-411	834		
Environmental Reviews Completed	42,191	402	42,593		
<b>Scope of Work: Prospective/Completed</b>					
Scope of Work Available to Work	1,179	-13	1,166		
Total Scope of Work Completed	31,228	239	31,467		
<b>Applications In Process</b>					
Total Number of Invited Applications	42,271	292	<b>42,563</b>		
Applications Not Submitted	4,053	46	4,099		
Applications Available For Grant Determination	38,218	246	38,464		
Pending Grant Determination	<i>3,546</i>	31	<i>3,577</i>	9%	
<b>Grant Determinations</b>			<b>91% Grant Determinations</b>		
Zero Award	9,737	67	9,804	25%	
Ineligible Determination	6,945	22	6,967	18%	
Withdrawn By Applicant	4,774	18	4,792	13%	
Grant Award Offered To Applicant	13,216	108	13,324	35%	
<b>Grant Awards</b>					<b>Total Dollars</b>
Grant Awards Offered	13,216	108	13,324		437,782,858.61
Grant Awards Obligated	9,894	120	10,014		332,844,774.44
<i>Solution 1 Only</i>	212	3	215		9,470,240.27
<i>Solution 2 Only</i>	1,033	20	1,053		33,593,856.59
<i>Solution 3 Only</i>	2,042	21	2,063		55,191,921.77
<i>Solution 3 and 1</i>	1,507	25	1,532		59,045,520.82
<i>Solution 3 and 2</i>	5,100	51	5,151		175,543,234.99
<b>Disbursements</b>					
Total Disbursements	8,491	138	8,629		181,874,151.79
<i>Solution 1 Only</i>	50	8	58		1,515,456.98
<i>Solution 2 Only</i>	390	18	408		9,051,663.93
<i>Solution 3 Only</i>	1,904	26	1,930		35,976,096.21
<i>Solution 3 and 1</i>	1,400	25	1,425		30,244,200.23
<i>Solution 3 and 2</i>	4,747	61	4,808		105,086,734.44
<b>Housing Rehabilitation/Reconstruction Complete</b>					
Total Housing Rehabilitation/Reconstruction Complete	3,962	113	4,075		
<i>Solution 1</i>	1,086	58	1,144		
<i>Solution 2</i>	977	34	1,011		
<i>Solution 3 Only</i>	1,899	21	1,920		

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 42,563 Homeowners to complete Applications.**



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

As of August 3, 2018, there are 18,662 homeowners, 56.10% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,593 homeowners, 37.86% of the homeowners who submitted applications, that reported they were 62 years of age or older.

**Table 4 & 5: 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)	4,944	98.13%	5,038
Phase Two (II)	5,699	98.94%	5,760
Phase Three (III)	2,248	33.11%	6,790
Phase Four (IV)	2,583	34.38%	7,512
Phase Five (V)	457	54.93%	832
Phase Six (VI)	1,288	22.09%	5,832
Undetermined	2	100.00%	2
Not In Phase	1,441	96.19%	1,498
<b>Total</b>	<b>18,662</b>	<b>56.10%</b>	<b>33,264</b>

	Submitted Applications	Percentage
Most Impacted LMI	16,509	49.63%
Most Impacted Urgent Need	14,072	42.31%
LMI	2,153	6.47%
Urgent Need	530	1.59%
<b>Total</b>	<b>33,264</b>	<b>100.00%</b>

**Table 6: 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)	3,261	64.73%	3,257	64.65%	5,038
Phase Two (II)	4,113	71.41%	3,172	55.07%	5,760
Phase Three (III)	1,289	18.98%	774	11.40%	6,790
Phase Four (IV)	1,623	21.61%	1,016	13.53%	7,512
Phase Five (V)	154	18.51%	162	19.47%	832
Phase Six (VI)	1,577	27.04%	816	13.99%	5,832
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	575	38.38%	1,193	79.64%	1,498
<b>Total</b>	<b>12,593</b>	<b>37.86%</b>	<b>10,392</b>	<b>31.24%</b>	<b>33,264</b>

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

LMI/Most Impacted Parish Data for Obligated Grants

**Table 7: Obligated Grants LMI/Most Impacted Data**

<b>Obligated Grants</b>			
	<b>Count</b>	<b>Total Dollars</b>	<b>Percentage</b>
Total Grants Obligated	<b>10,014</b>	<b>332,844,774.44</b>	
LMI	5,095	181,092,598.39	54.4%
Urgent Need	4,919	151,752,176.05	45.6%
<b>Most Impacted Parishes</b>			
	<b>9,704</b>	<b>321,432,443.05</b>	<b>96.6%</b>
LMI	4,890	173,144,901.48	52.0%
Urgent Need	4,814	148,287,541.57	44.6%
<b>Other Parishes</b>			
	<b>310</b>	<b>11,412,331.39</b>	<b>3.4%</b>
LMI	205	7,947,696.91	2.4%
Urgent Need	105	3,464,634.48	1.0%

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

<b>Race (Self-Reported)</b>	<b>Submitted Applications</b>	<b>Percentage</b>
American Indian/Alaska Native	42	0.13%
American Indian/Alaska Native and White	83	0.25%
American Indian/Alaskan Native/Black-African American	51	0.15%
Asian	467	1.41%
Asian and White	41	0.12%
Black/African American	12,980	39.02%
Black/African American and White	237	0.71%
Native Hawaiian/Other Pacific Islander	31	0.09%
Other Multi-Racial	545	1.64%
White	18,738	56.33%
A Race was not provided	49	0.15%
<b>Total</b>	<b>33,264</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 9: Housing Assistance Center Activity**

Activity	As of 7/27/2018	Weekly Activity	As of 8/3/2018
<b>Appointments</b>			
Total Number of Appointments	68,146	978	69,124
<i>Walk-ins</i>	37,422	734	38,156
<i>Scheduled</i>	30,724	244	30,968
<i>Held at office</i>	26,258	225	26,483
<i>Home visit</i>	571	0	571
<i>Cancelled</i>	2,568	13	2,581
<i>No Show</i>	1,327	6	1,333
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	44,806	674	45,480
<i>Walk-ins</i>	26,774	589	27,363
<i>Scheduled</i>	18,032	85	18,117
<i>Held at office</i>	15,654	78	15,732
<i>Home visit</i>	208	0	208
<i>Cancelled</i>	1,770	6	1,776
<i>No Show</i>	400	1	401
<b>Hammond</b>			
Total Number of Appointments	13,577	162	13,739
<i>Walk-ins</i>	7,833	112	7,945
<i>Scheduled</i>	5,744	50	5,794
<i>Held at office</i>	4,317	42	4,359
<i>Home visit</i>	345	0	345
<i>Cancelled</i>	492	3	495
<i>No Show</i>	590	5	595
<b>Lafayette</b>			
Total Number of Appointments	5,513	89	5,602
<i>Walk-ins</i>	1,195	14	1,209
<i>Scheduled</i>	4,318	75	4,393
<i>Held at office</i>	4,012	72	4,084
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	191	3	194
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,250	53	4,303
<i>Walk-ins</i>	1,620	19	1,639
<i>Scheduled</i>	2,630	34	2,664
<i>Held at office</i>	2,275	33	2,308
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	115	1	116
<i>No Show</i>	228	0	228

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 7/27/2018	Weekly Activity	As of 8/3/2018
<b>Call Center</b>			
Total Calls	255,320	4,580	259,900
Total Calls Abandoned	7,732	485	8,217
Abandoned %	3.03%	0.13%	3.16%
Total Calls Processed	247,588	4,095	251,683
Inbound	160,685	2,993	163,678
Outbound	86,903	1,102	88,005
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	160,685	2,993	163,678
Average Wait Time	1.28 min		1.32 min
Average Call Time	5.78 min		5.75 min
Program Inquiry	46,150	838	46,988
Surveys Status Update	3,449	40	3,489
Surveys Completed	9,634	7	9,641
Case Manager Request	16,341	459	16,800
Application Status Update	56,998	1,241	58,239
Application In Progress	835	8	843
Application Submitted (Pending Document Upload)	6,045	26	6,071
Applications Completed	247	1	248
Damage Assessment Inquiry	2,265	1	2,266
Award Acknowledgement Inquiry	2,626	19	2,645
Construction Inquiry	2,896	97	2,993
Appeals	1,386	44	1,430
Outbound Project	76	1	77
Invalid Number/ No Answer / Busy / Left Message	9,157	189	9,346
Call Transferred	2,580	22	2,602
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	86,903	1,102	88,005
Average Call Time	1.62 min		1.62 min
Program Inquiry	5,563	20	5,583
Survey Status Update	1,669	13	1,682
Surveys Completed	850	8	858
Case Manager Request	143	4	147
Application Status Update	15,491	136	15,627
Application In Progress	1	0	1
Application Submitted (Pending Document Upload)	586	5	591
Applications Completed	44	0	44
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	42	1	43
Construction Inquiry	301	1	302
Appeals	1	1	2
Outbound Project	5,446	8	5,454
Invalid Number/ No Answer / Busy / Left Message	29,541	308	29,849
Call Transferred	27,211	597	27,808

**APPENDIX A**

**Table 11: Submitted Applications and Grants Offered by Louisiana House Districts**

House District	Application Count	Offered Count	House District	Application Count	Offered Count	House District	Application Count	Offered Count
1	43	8	36	1	0	71	3,717	1,388
2	24	0	37	55	8	72	1,278	290
3	15	0	38	74	16	73	821	282
4	45	8	39	93	26	74	182	46
5	13	1	40	84	21	75	188	42
6	2	0	41	132	31	76	19	4
7	24	5	42	166	51	77	131	33
8	11	0	43	288	125	78	0	0
9	71	24	44	44	4	79	0	0
10	84	22	45	77	19	80	0	0
11	31	3	46	128	32	81	1,451	535
12	54	10	47	297	88	83	0	0
13	38	7	48	353	162	84	0	0
14	218	50	49	188	61	85	0	0
15	40	11	50	1	0	86	496	143
16	332	77	51	0	0	88	1,955	625
17	729	246	52	0	0	89	1	0
18	72	13	53	0	0	90	6	0
19	199	48	54	0	0	91	0	0
20	52	14	55	0	0	92	0	0
21	43	5	56	0	0	93	0	0
22	81	22	57	0	0	94	0	0
23	57	13	58	139	29	95	1,602	731
24	44	14	59	445	140	96	286	85
25	4	0	60	43	7	97	0	0
26	15	1	61	1,066	462	98	0	0
27	15	7	62	365	132	99	0	0
28	39	4	63	653	305	100	0	0
29	1,221	662	64	2,340	1,033	101	4,209	2,498
30	7	1	65	4,073	1,825	102	0	0
31	716	303	66	1,104	358	103	0	0
32	22	6	67	81	11	104	5	0
33	33	17	68	42	12	105	0	0
34	10	2	69	135	46	Unknown	0	0
35	2	0	70	44	14	<b>Total</b>	<b>33,264</b>	<b>13,324</b>

**Table 12: Submitted Applications and Grants Offered by Louisiana Senate Districts**

Senate District	Application Count	Offered Count
1	29	4
2	189	42
3	0	0
4	0	0
5	0	0
6	5,972	2,410
7	0	0
8	0	0
9	0	0
10	0	0
11	520	165
12	1,393	340
13	6,395	2,555
14	1,246	535
15	7,420	4,075
16	316	108
17	613	174
18	3,759	1,249
19	0	0
20	0	0
21	25	3

Senate District	Application Count	Offered Count
22	492	139
23	1,067	469
24	269	47
25	180	40
26	800	293
27	14	2
28	171	39
29	86	17
30	102	40
31	99	24
32	152	38
33	428	92
34	1,020	310
35	146	37
36	154	41
37	48	13
38	55	11
39	104	12
Unknown	0	0
<b>Total</b>	<b>33,264</b>	<b>13,324</b>

**APPENDIX B**

**Table 13: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish**

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	514	217
Allen	75	23	11
Ascension	6,353	4,258	2,728
Avoyelles	274	133	39
Beauregard	113	56	15
Bienville	209	56	18
Bossier	607	282	110
Caddo	589	316	150
Calcasieu	266	180	73
Caldwell	154	54	31
Catahoula	72	20	7
Claiborne	208	55	19
De Soto	141	52	18
East Baton Rouge	24,248	20,704	14,439
East Carroll	237	48	26
East Feliciana	617	280	165
Evangeline	522	136	48
Franklin	58	26	9
Grant	280	79	41
Iberia	1,478	646	280
Iberville	357	133	67
Jackson	74	13	4
Jefferson Davis	508	129	54
Lafayette	4,753	2,736	1,474
LaSalle	73	28	13
Lincoln	152	30	10

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,974	7,232
Madison	85	57	27
Morehouse	1,005	329	170
Natchitoches	598	169	71
Ouachita	3,418	2,217	1,224
Pointe Coupee	444	154	65
Rapides	145	93	34
Red River	46	17	5
Richland	445	150	76
Sabine	100	61	17
St. Helena	976	551	296
St. James	162	103	39
St. Landry	1,615	434	180
St. Martin	1,301	534	242
St. Tammany	1,057	471	238
Tangipahoa	6,183	4,257	2,362
Union	399	100	53
Vermilion	1,786	964	457
Vernon	306	77	29
Washington	1,222	484	210
Webster	525	134	64
West Baton Rouge	110	36	9
West Carroll	336	80	42
West Feliciana	154	63	34
Winn	181	54	21
<b>Total</b>	<b>82,440</b>	<b>53,550</b>	<b>33,263</b>

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
<b>Total</b>	<b>176</b>	<b>1</b>

**APPENDIX C**

**Table 14: 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	42	\$1,118,105.66	33	\$597,706.78
Allen	2	\$69,158.58	2	\$69,158.58	0	\$0.00
Ascension	861	\$27,325,755.72	614	\$19,381,029.10	501	\$10,154,615.29
Avoyelles	4	\$99,080.19	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	\$54,351.11
Bossier	32	\$1,192,580.21	5	\$194,863.59	3	\$64,712.26
Caddo	20	\$676,269.89	10	\$275,647.08	6	\$62,258.39
Calcasieu	28	\$1,011,123.58	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	7,015	\$228,991,580.13	5,660	\$190,842,035.28	5,084	\$112,180,651.33
East Carroll	4	\$179,331.01	2	\$57,069.99	2	\$21,456.23
East Feliciana	55	\$1,837,538.94	35	\$1,234,059.95	25	\$403,237.99
Evangeline	14	\$383,659.38	11	\$305,392.40	9	\$93,818.13
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	70	\$2,374,478.65	41	\$1,477,799.70	29	\$564,403.27
Iberville	11	\$571,057.63	7	\$331,079.10	4	\$98,037.66
Jefferson Davis	7	\$213,691.60	4	\$102,537.74	4	\$73,987.14
Lafayette	610	\$17,352,671.35	488	\$13,905,311.35	435	\$7,578,524.86
LaSalle	1	\$54,789.40	1	\$54,789.40	1	\$27,394.70
Livingston	2,860	\$94,107,058.67	2,056	\$67,106,522.26	1,760	\$36,086,517.16
Madison	1	\$51,358.71	1	\$51,358.71	0	\$0.00
Morehouse	39	\$1,524,377.66	18	\$695,767.71	17	\$205,691.47
Natchitoches	19	\$825,611.44	6	\$228,224.49	6	\$108,201.81
Ouachita	364	\$12,294,032.27	225	\$7,950,951.53	159	\$2,571,175.85
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	20	\$904,587.71	5	\$195,649.29	4	\$31,988.99
Sabine	4	\$120,603.28	1	\$22,344.21	1	\$17,503.71
St. Helena	55	\$2,281,568.23	28	\$1,176,907.39	17	\$387,247.13
St. James	8	\$396,205.34	3	\$124,385.11	2	\$84,939.57
St. Landry	36	\$1,142,379.14	15	\$483,517.05	13	\$231,779.50
St. Martin	71	\$2,800,175.38	45	\$1,748,312.79	34	\$625,055.00
St. Tammany	64	\$2,068,130.71	46	\$1,380,936.93	43	\$645,889.44
Tangipahoa	668	\$23,989,865.97	435	\$15,143,721.51	272	\$5,696,831.85
Union	10	\$297,094.20	5	\$157,922.40	3	\$53,038.26
Vermilion	152	\$4,702,308.68	106	\$3,413,225.46	88	\$1,643,196.04
Vernon	10	\$419,737.13	4	\$202,417.52	3	\$119,506.62
Washington	47	\$1,921,068.76	32	\$1,190,603.97	29	\$582,828.00
Webster	15	\$508,956.76	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
<b>Total</b>	<b>13,324</b>	<b>\$437,782,858.61</b>	<b>10,014</b>	<b>\$332,844,774.44</b>	<b>8,629</b>	<b>\$181,874,151.79</b>

**APPENDIX D**

In 2016, after Gov. John Bel Edwards sought federal flood recovery funding for Louisiana, Congress provided three appropriations of Community Development Block Grant-Disaster Recovery funds for nationwide recovery from several disasters. These funds were allocated by the U.S. Department of Housing and Urban Development to various states. HUD allocated \$437.8 million from the first appropriation, \$1.2 billion from the second appropriation and \$51 million from the third appropriation to Louisiana. Below is a summary of the funding requested, appropriated, and allocation across Restore Louisiana programs.

**Figure 1: Requested Assistance**

PROGRAM AREA	2016 SEVERE STORMS & FLOODING: FIRST & SECOND ALLOCATIONS	THIRD ALLOCATION	TOTAL PROGRAM BUDGETS	TOTAL CONGRESSIONAL REQUEST	APPROXIMATE UNMET NEED GAP
HOMEOWNER ASSISTANCE PROGRAM	\$1,293,693,120	\$37,470,799	\$1,331,163,919	\$2,667,800,000	\$1,336,636,081
RENTAL HOUSING	\$130,000,000	\$4,163,422	\$134,163,422	\$180,000,000	\$45,836,578
INTERIM MORTGAGE ASSISTANCE	\$0	\$0	\$0	\$40,000,000	\$40,000,000
BUSINESS AND AGRICULTURE	\$62,000,000	\$0	\$62,000,000	\$120,000,000	\$58,000,000
FEMA NONFEDERAL SHARE MATCH	\$105,000,000	\$0	\$105,000,000	\$130,000,000	\$25,000,000
INFRASTRUCTURE ENHANCEMENT	\$0	\$9,800,799	\$9,800,799	\$600,000,000	\$590,199,201
ADMIN AND PLANNING	\$66,278,880	\$0	\$66,278,880		
<b>TOTALS</b>	<b>\$1,656,972,000</b>	<b>\$51,435,020</b>	<b>\$1,708,407,020</b>	<b>\$3,737,800,000</b>	<b>\$2,095,671,860</b>

**APPENDIX E**

The table below should help give you an idea of your potential for program eligibility, as well as the application phase in which you are most likely to be included and which tier of funding would most likely apply to you. Please note that to be eligible for a certain application phase, you must meet all of the checked criteria for that phase. Your survey and application results will ultimately determine your specific eligibility.

**Figure 2: 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 3: 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.