

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #53
August 4, 2018 – August 10, 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.

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

- 43,329 environmental reviews have been completed, representing 99% of the 43,598 homeowners in Phases I – VI.
 - 43,132 homeowners have been invited to complete applications from Phase I - VI. 33,508 (78%) homeowners have submitted their applications.
 - 31,698 scopes of work have been completed, representing 95% of the 33,508 homeowners that have submitted their application.
 - There have been a total of 13,443 Grant Awards offered to homeowners, amounting to \$442,701,255.04. Of those, 10,206 homeowners have acknowledged their grant agreements, obligating \$339,294,217.15.
 - 4,180 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of August 10, 2018, there were a total of 66,132 appointments held.
 - 255,327 calls were completed by the call center. 165,912 of the completed calls were inbound calls and 89,415 of the completed calls were outbound calls.
 - The Program has completed 3 outreach events for this reporting period. The following events are scheduled for the week of August 13 – August 19, 2018:
 - 8/13 – 8/15: Contractor Selection Population Outreach – Baton Rouge
 - 8/13 – 8/15: Contractor Selection Population Outreach – Hammond
 - 8/14: Contractor Selection Population Outreach – Lafayette
 - 8/15: Contractor Selection Population Outreach – Monroe
 - 8/15: Multi-Agency Housing Panel – Baton Rouge

Table 1: Outreach Events

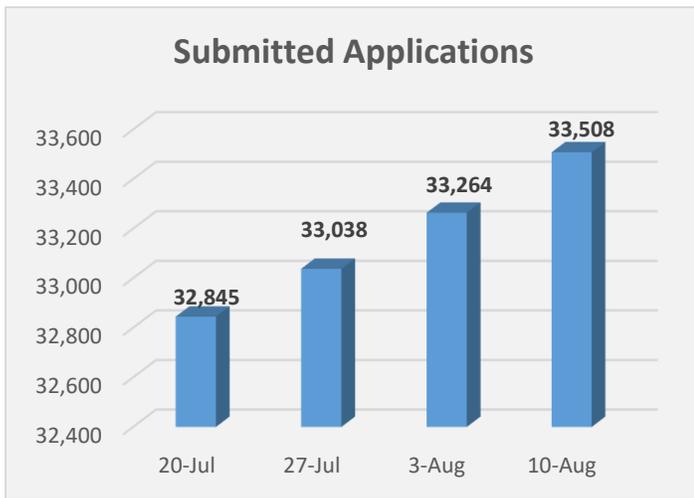
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
Total	219

Table 2: Homeowner Program Snapshot

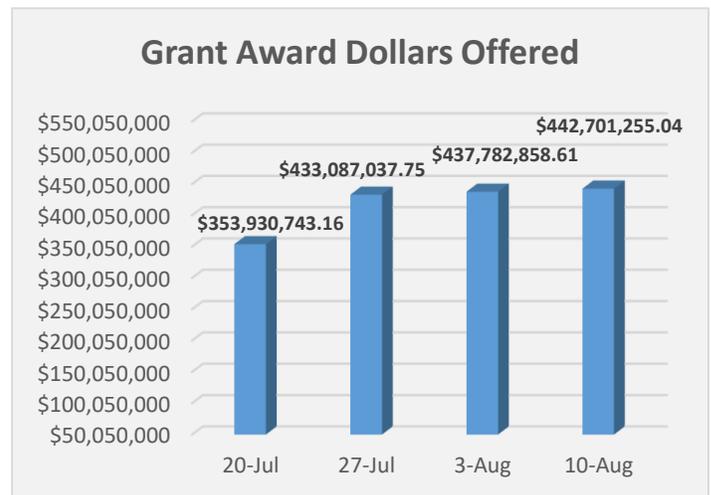
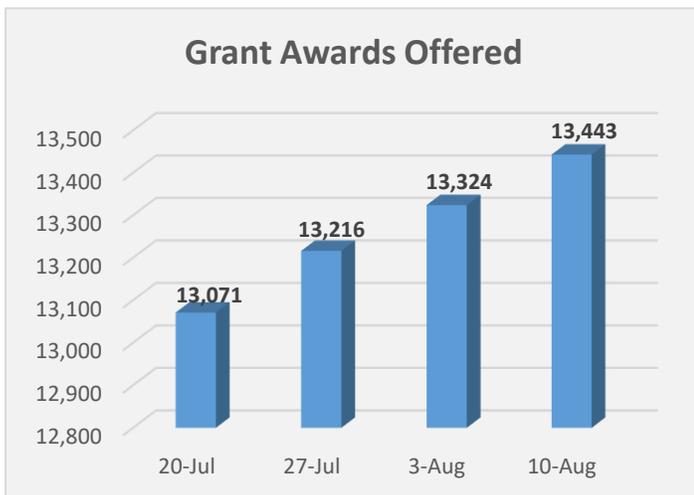
	As of 8/3/18	Weekly Activity	As of 8/10/18	Percentage		
Surveys Recorded					Percentage	
<i>Submitted Surveys</i>	53,726	0	53,726		7/20/2018 deadline	
<i>Phase I - VI Subtotal</i>	43,427	171	43,598	81%		
<i>Duplicate Address</i>	3,993	41	4,034	8%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,306	-212	6,094	11%		
Environmental Reviews						
Environmental Reviews Available to Work	834	-565	269			
Environmental Reviews Completed	42,593	736	43,329			
Scope of Work: Prospective/Completed						
Scope of Work Available to Work	1,166	-32	1,134			
Total Scope of Work Completed	31,467	231	31,698			
Applications In Process						
Total Number of Invited Applications	42,563	569	43,132			
Applications Not Submitted	4,099	189	4,288			
Applications Available For Grant Determination	38,464	380	38,844			
Pending Grant Determination	3,577	-208	3,369	9%		
Grant Determinations			91% Grant Determinations			
Zero Award	9,804	72	9,876	25%		
Ineligible Determination	6,967	348	7,315	19%		
Withdrawn By Applicant	4,792	49	4,841	12%		
Grant Award Offered To Applicant	13,324	119	13,443	35%		
Grant Awards					Total Dollars	
Grant Awards Offered	13,324	119	13,443		442,701,255.04	
Grant Awards Obligated	10,014	192	10,206		339,294,217.15	
<i>Solution 1 Only</i>	215	15	230		10,006,506.53	
<i>Solution 2 Only</i>	1,053	42	1,095		35,034,535.43	
<i>Solution 3 Only</i>	2,063	25	2,088		55,845,801.43	
<i>Solution 3 and 1</i>	1,532	29	1,561		60,312,726.89	
<i>Solution 3 and 2</i>	5,151	81	5,232		178,094,646.87	
Disbursements						
Total Disbursements	8,629	193	8,822		222,015,764.98	
<i>Solution 1 Only</i>	58	0	58		1,515,456.98	
<i>Solution 2 Only</i>	408	26	434		9,785,789.39	
<i>Solution 3 Only</i>	1,930	23	1,953		49,895,557.48	
<i>Solution 3 and 1</i>	1,425	31	1,456		33,857,667.61	
<i>Solution 3 and 2</i>	4,808	113	4,921		126,961,293.52	
Housing Rehabilitation/Reconstruction Complete						
Total Housing Rehabilitation/Reconstruction Complete	4,075	105	4,180			
<i>Solution 1</i>	1,144	66	1,210			
<i>Solution 2</i>	1,011	16	1,027			
<i>Solution 3 Only</i>	1,920	23	1,943			

Key Program Statistics

Table 3: Key Program Statistics



Invited 43,132 Homeowners to complete Applications.



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

As of August 10, 2018, there are 18,817 homeowners, 56.16% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,670 homeowners, 37.81% 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)	4,977	98.15%	5,071
Phase Two (II)	5,742	98.95%	5,803
Phase Three (III)	2,270	33.17%	6,844
Phase Four (IV)	2,602	34.39%	7,566
Phase Five (V)	473	55.58%	851
Phase Six (VI)	1,298	22.15%	5,861
Undetermined	2	100.00%	2
Not In Phase	1,453	96.23%	1,510
Total	18,817	56.16%	33,508

	Submitted Applications	Percentage
Most Impacted LMI	16,628	49.62%
Most Impacted Urgent Need	14,156	42.25%
LMI	2,189	6.53%
Urgent Need	535	1.60%
Total	33,508	100.00%

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)	3,287	64.82%	3,276	64.60%	5,071
Phase Two (II)	4,149	71.50%	3,186	54.90%	5,803
Phase Three (III)	1,287	18.80%	770	11.25%	6,844
Phase Four (IV)	1,626	21.49%	1,016	13.43%	7,566
Phase Five (V)	155	18.21%	164	19.27%	851
Phase Six (VI)	1,578	26.92%	815	13.91%	5,861
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	587	38.87%	1,195	79.14%	1,510
Total	12,670	37.81%	10,424	31.11%	33,508

*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

Obligated Grants			
	Count	Total Dollars	Percentage
Total Grants Obligated	10,206	339,294,217.15	
LMI	5,199	185,012,316.43	54.5%
Urgent Need	5,007	154,281,900.72	45.5%
Most Impacted Parishes			
	9,886	327,383,359.65	96.5%
LMI	4,988	176,760,426.66	52.1%
Urgent Need	4,898	150,622,932.99	44.4%
Other Parishes			
	320	11,910,857.50	3.5%
LMI	211	8,251,889.77	2.4%
Urgent Need	109	3,658,967.73	1.1%

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	42	0.13%
American Indian/Alaska Native and White	83	0.25%
American Indian/Alaskan Native/Black-African American	52	0.16%
Asian	469	1.40%
Asian and White	41	0.12%
Black/African American	13,072	39.01%
Black/African American and White	238	0.71%
Native Hawaiian/Other Pacific Islander	31	0.09%
Other Multi-Racial	550	1.64%
White	18,882	56.35%
A Race was not provided	48	0.14%
Total	33,508	100.00%

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 8/3/2018	Weekly Activity	As of 8/10/2018
Appointments			
Total Number of Appointments	69,124	946	70,070
<i>Walk-ins</i>	38,156	708	38,864
<i>Scheduled</i>	30,968	238	31,206
<i>Held at office</i>	26,483	207	26,690
<i>Home visit</i>	571	7	578
<i>Cancelled</i>	2,581	19	2,600
<i>No Show</i>	1,333	5	1,338
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	45,480	610	46,090
<i>Walk-ins</i>	27,363	528	27,891
<i>Scheduled</i>	18,117	82	18,199
<i>Held at office</i>	15,732	63	15,795
<i>Home visit</i>	208	7	215
<i>Cancelled</i>	1,776	12	1,788
<i>No Show</i>	401	0	401
Hammond			
Total Number of Appointments	13,739	191	13,930
<i>Walk-ins</i>	7,945	126	8,071
<i>Scheduled</i>	5,794	65	5,859
<i>Held at office</i>	4,359	58	4,417
<i>Home visit</i>	345	0	345
<i>Cancelled</i>	495	3	498
<i>No Show</i>	595	4	599
Lafayette			
Total Number of Appointments	5,602	87	5,689
<i>Walk-ins</i>	1,209	21	1,230
<i>Scheduled</i>	4,393	66	4,459
<i>Held at office</i>	4,084	64	4,148
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	194	2	196
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,303	58	4,361
<i>Walk-ins</i>	1,639	33	1,672
<i>Scheduled</i>	2,664	25	2,689
<i>Held at office</i>	2,308	22	2,330
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	116	2	118
<i>No Show</i>	228	1	229

Call Center Activity

Table 10: Call Center Activity

Activity	As of 8/3/2018	Weekly Activity	As of 8/10/2018
Call Center			
Total Calls	259,900	3,724	263,624
Total Calls Abandoned	8,217	80	8,297
Abandoned %	3.16%	-0.01%	3.15%
Total Calls Processed	251,683	3,644	255,327
Inbound	163,678	2,234	165,912
Outbound	88,005	1,410	89,415
Completed Inbound Calls Details			
Total Inbound Calls Completed	163,678	2,234	165,912
Average Wait Time	1.32 min		1.31 min
Average Call Time	5.75 min		5.74 min
Program Inquiry	46,988	570	47,558
Surveys Status Update	3,489	30	3,519
Surveys Completed	9,641	1	9,642
Case Manager Request	16,800	450	17,250
Application Status Update	58,239	866	59,105
Application In Progress	843	13	856
Application Submitted (Pending Document Upload)	6,071	27	6,098
Applications Completed	248	1	249
Damage Assessment Inquiry	2,266	0	2,266
Award Acknowledgement Inquiry	2,645	14	2,659
Construction Inquiry	2,993	92	3,085
Appeals	1,430	42	1,472
Outbound Project	77	0	77
Invalid Number/ No Answer / Busy / Left Message	9,346	115	9,461
Call Transferred	2,602	13	2,615
Completed Outbound Calls Details			
Total Outbound Calls Completed	88,005	1,410	89,415
Average Call Time	1.62 min		1.61 min
Program Inquiry	5,583	18	5,601
Survey Status Update	1,682	0	1,682
Surveys Completed	858	0	858
Case Manager Request	147	2	149
Application Status Update	15,627	288	15,915
Application In Progress	1	1	2
Application Submitted (Pending Document Upload)	591	9	600
Applications Completed	44	0	44
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	43	0	43
Construction Inquiry	302	0	302
Appeals	2	0	2
Outbound Project	5,454	1	5,455
Invalid Number/ No Answer / Busy / Left Message	29,849	443	30,292
Call Transferred	27,808	648	28,456

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	44	8	36	1	0	71	3,739	1,398
2	25	0	37	56	9	72	1,294	297
3	15	0	38	76	18	73	830	282
4	46	8	39	96	26	74	188	47
5	13	1	40	87	22	75	193	43
6	2	0	41	133	33	76	19	4
7	24	5	42	172	51	77	132	34
8	11	0	43	290	127	78	0	0
9	71	24	44	44	4	79	0	0
10	85	23	45	77	19	80	0	0
11	32	3	46	129	34	81	1,464	544
12	55	11	47	303	89	83	0	0
13	39	7	48	355	164	84	0	0
14	220	51	49	189	62	85	0	0
15	40	11	50	1	0	86	504	147
16	333	78	51	0	0	88	1,970	636
17	737	248	52	0	0	89	1	0
18	72	13	53	0	0	90	6	0
19	201	48	54	0	0	91	0	0
20	53	14	55	0	0	92	0	0
21	43	5	56	0	0	93	0	0
22	83	23	57	0	0	94	0	0
23	57	13	58	142	29	95	1,622	734
24	45	14	59	446	141	96	290	85
25	5	0	60	45	7	97	0	0
26	16	1	61	1,071	464	98	0	0
27	15	7	62	366	133	99	0	0
28	39	4	63	657	311	100	0	0
29	1,222	663	64	2,351	1,041	101	4,224	2,514
30	7	1	65	4,088	1,832	102	0	0
31	716	306	66	1,111	362	103	0	0
32	22	6	67	81	11	104	5	0
33	34	17	68	43	13	105	0	0
34	10	2	69	139	46	Unknown	0	0
35	2	0	70	44	15	Total	33,508	13,443

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

Senate District	Application Count	Offered Count
1	29	5
2	193	42
3	0	0
4	0	0
5	0	0
6	6,006	2,427
7	0	0
8	0	0
9	0	0
10	0	0
11	523	167
12	1,416	349
13	6,445	2,566
14	1,249	536
15	7,449	4,107
16	321	109
17	617	176
18	3,789	1,268
19	0	0
20	0	0
21	25	3

Senate District	Application Count	Offered Count
22	500	142
23	1,069	474
24	273	50
25	185	41
26	810	296
27	14	2
28	174	41
29	89	17
30	103	40
31	101	25
32	155	38
33	433	94
34	1,028	313
35	147	37
36	155	42
37	48	13
38	55	11
39	107	12
Unknown	0	0
Total	33,508	13,443

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	223
Allen	75	23	11
Ascension	6,353	4,259	2,746
Avoyelles	274	133	39
Beauregard	113	56	15
Bienville	209	56	18
Bossier	607	282	110
Caddo	589	316	153
Calcasieu	266	180	74
Caldwell	154	54	31
Catahoula	72	20	7
Claiborne	208	55	21
De Soto	141	52	18
East Baton Rouge	24,248	20,704	14,496
East Carroll	237	48	26
East Feliciana	617	280	166
Evangeline	522	136	50
Franklin	58	26	10
Grant	280	79	41
Iberia	1,478	646	283
Iberville	357	133	70
Jackson	74	13	4
Jefferson Davis	508	129	55
Lafayette	4,753	2,736	1,479
LaSalle	73	28	14
Lincoln	152	30	10

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,973	7,293
Madison	85	57	27
Morehouse	1,005	329	171
Natchitoches	598	169	71
Ouachita	3,418	2,217	1,235
Pointe Coupee	444	154	65
Rapides	145	93	36
Red River	46	17	6
Richland	445	150	76
Sabine	100	61	18
St. Helena	976	551	301
St. James	162	103	40
St. Landry	1,615	434	184
St. Martin	1,301	534	247
St. Tammany	1,057	471	240
Tangipahoa	6,183	4,257	2,391
Union	399	100	53
Vermilion	1,786	964	463
Vernon	306	77	29
Washington	1,222	484	218
Webster	525	134	65
West Baton Rouge	110	36	9
West Carroll	336	80	43
West Feliciana	154	63	34
Winn	181	54	22
Total	82,440	53,550	33,507

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 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	63	\$1,779,193.48	42	\$1,118,105.66	34	\$659,388.43
Allen	2	\$69,158.58	2	\$69,158.58	0	\$0.00
Ascension	875	\$27,891,772.82	624	\$19,717,504.14	513	\$13,057,123.58
Avoyelles	4	\$99,080.19	1	\$6,070.29	1	\$3,035.15
Beauregard	5	\$192,941.08	3	\$146,319.21	3	\$118,270.09
Bienville	5	\$192,055.52	2	\$73,021.09	2	\$66,332.35
Bossier	32	\$1,192,580.21	7	\$279,609.89	4	\$148,321.82
Caddo	20	\$676,269.89	12	\$393,940.18	6	\$105,075.31
Calcasieu	28	\$1,012,290.76	13	\$450,719.22	11	\$291,715.36
Caldwell	10	\$344,238.41	4	\$115,569.55	1	\$45,659.62
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	7,062	\$230,627,551.62	5,739	\$193,680,390.38	5,166	\$132,861,654.55
East Carroll	4	\$179,331.01	2	\$57,069.99	2	\$35,416.04
East Feliciana	55	\$1,837,538.94	36	\$1,263,175.43	28	\$594,514.80
Evangeline	15	\$586,944.25	11	\$305,392.40	10	\$146,476.73
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	71	\$2,385,685.54	41	\$1,477,799.70	29	\$660,838.48
Iberville	11	\$571,057.63	7	\$331,079.10	4	\$98,037.66
Jefferson Davis	8	\$241,933.02	4	\$102,537.74	4	\$73,987.14
Lafayette	618	\$17,591,760.71	499	\$14,196,968.38	445	\$9,516,092.00
LaSalle	1	\$54,789.40	1	\$54,789.40	1	\$54,789.40
Livingston	2,880	\$95,190,254.15	2,105	\$68,613,754.59	1,813	\$46,556,382.92
Madison	1	\$51,358.71	1	\$51,358.71	0	\$0.00
Morehouse	40	\$1,564,425.40	21	\$829,009.71	17	\$260,192.76
Natchitoches	20	\$880,289.56	6	\$228,224.49	6	\$139,503.49
Ouachita	367	\$12,398,239.81	241	\$8,428,792.81	169	\$3,262,212.42
Pointe Coupee	11	\$448,286.16	7	\$289,844.06	4	\$82,938.85
Rapides	8	\$349,983.74	3	\$73,047.28	2	\$48,346.84
Red River	2	\$73,481.87	0	\$0.00	0	\$0.00
Richland	20	\$913,306.23	5	\$195,649.29	4	\$51,685.12
Sabine	4	\$120,603.28	1	\$22,344.21	1	\$17,503.71
St. Helena	56	\$2,320,389.42	28	\$1,170,862.77	18	\$430,778.11
St. James	8	\$396,205.34	3	\$124,385.11	2	\$84,939.57
St. Landry	38	\$1,308,403.34	15	\$483,517.05	13	\$313,500.49
St. Martin	73	\$2,929,016.15	46	\$1,792,736.41	35	\$833,902.66
St. Tammany	66	\$2,153,291.03	48	\$1,449,211.12	44	\$826,078.19
Tangipahoa	678	\$24,284,111.59	448	\$15,527,766.40	284	\$7,040,509.73
Union	11	\$308,137.49	5	\$157,922.40	3	\$68,951.05
Vermilion	153	\$4,726,776.28	108	\$3,460,262.20	91	\$2,160,964.11
Vernon	10	\$419,737.13	4	\$202,417.52	3	\$150,521.74
Washington	48	\$1,983,552.20	32	\$1,190,603.97	30	\$640,816.53
Webster	16	\$628,564.91	7	\$218,734.34	7	\$199,596.42
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	0	\$0.00
West Carroll	9	\$457,123.94	5	\$280,612.94	1	\$30,151.33
West Feliciana	10	\$378,414.93	7	\$275,056.79	7	\$161,955.00
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
Total	13,443	\$442,701,255.04	10,206	\$339,294,217.15	8,822	\$222,015,764.98

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		
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 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.