

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #54
August 11, 2018 – August 17, 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 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

- 43,362 environmental reviews have been completed, representing 99% of the 43,589 homeowners in Phases I – VI.
 - 43,463 homeowners have been invited to complete applications from Phase I - VI. 33,762 (78%) homeowners have submitted their applications.
 - 31,923 scopes of work have been completed, representing 95% of the 33,762 homeowners that have submitted their application.
 - There have been a total of 13,642 Grant Awards offered to homeowners, amounting to \$450,647,072.49. Of those, 10,391 homeowners have acknowledged their grant agreements, obligating \$345,121,015.67.
 - 4,226 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of August 17, 2018, there were a total of 67,086 appointments held.
 - 259,084 calls were completed by the call center. 168,343 of the completed calls were inbound calls and 90,741 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 20 – August 26, 2018:
 - 8/20 – 8/22: Contractor Selection Population Outreach – Baton Rouge
 - 8/21: Contractor Selection Population Outreach – Lafayette
 - 8/22: Contractor Selection Population Outreach – Monroe
 - 8/22: Multi-Agency Housing Panel – Baton Rouge

Table 1: Outreach Events

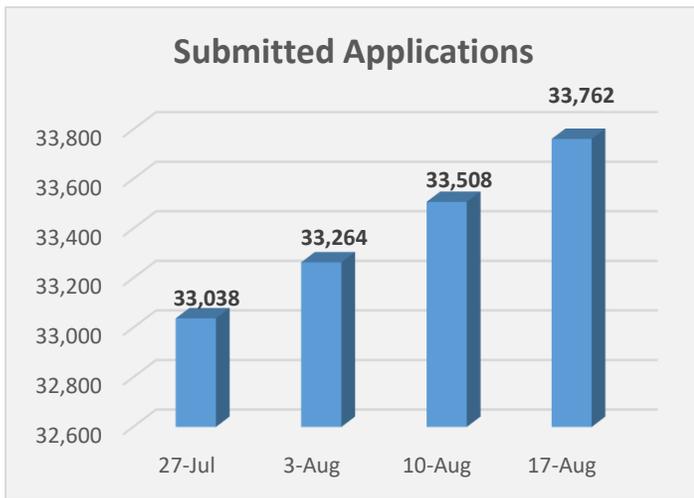
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
Total	219

Table 2: Homeowner Program Snapshot

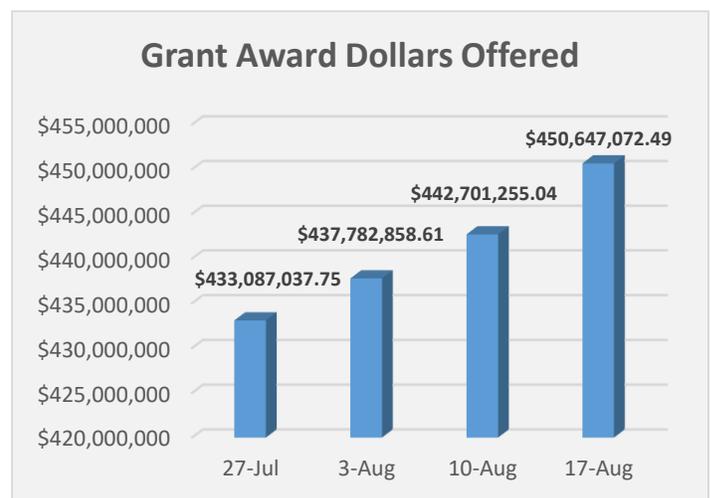
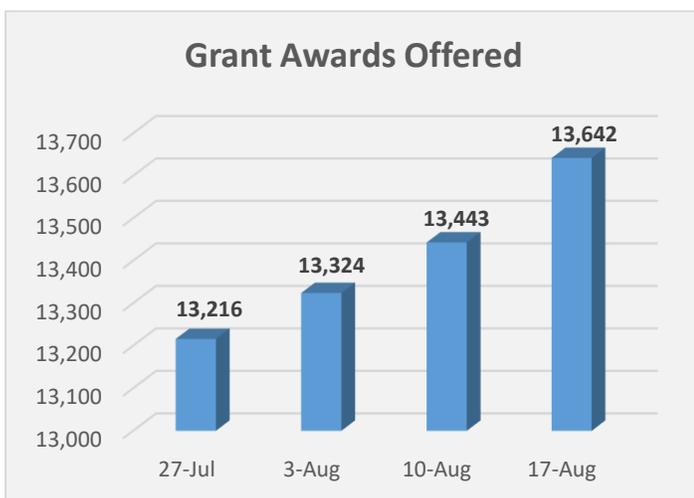
	As of 8/10/18	Weekly Activity	As of 8/17/18	Percentage		
Surveys Recorded					Percentage	
<i>Submitted Surveys</i>	53,726	0	53,726		7/20/2018 deadline	
<i>Phase I - VI Subtotal</i>	43,598	-9	43,589	81%		
<i>Duplicate Address</i>	4,034	10	4,044	8%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,094	-1	6,093	11%		
Environmental Reviews						
Environmental Reviews Available to Work	269	-42	227			
Environmental Reviews Completed	43,329	33	43,362			
Scope of Work: Prospective/Completed						
Scope of Work Available to Work	1,134	8	1,142			
Total Scope of Work Completed	31,698	225	31,923			
Applications In Process						
Total Number of Invited Applications	43,132	331	43,463			
Applications Not Submitted	4,288	44	4,332			
Applications Available For Grant Determination	38,844	287	39,131			
Pending Grant Determination	3,369	-103	3,266	8%		
Grant Determinations			92% Grant Determinations			
Zero Award	9,876	81	9,957	25%		
Ineligible Determination	7,315	59	7,374	19%		
Withdrawn By Applicant	4,841	51	4,892	13%		
Grant Award Offered To Applicant	13,443	199	13,642	35%		
Grant Awards					Total Dollars	
Grant Awards Offered	13,443	199	13,642		450,647,072.49	
Grant Awards Obligated	10,206	185	10,391		345,121,015.67	
<i>Solution 1 Only</i>	230	13	243		10,763,895.63	
<i>Solution 2 Only</i>	1,095	41	1,136		36,357,910.62	
<i>Solution 3 Only</i>	2,088	27	2,115		56,398,497.44	
<i>Solution 3 and 1</i>	1,561	25	1,586		61,307,932.64	
<i>Solution 3 and 2</i>	5,232	79	5,311		180,292,779.34	
Disbursements						
Total Disbursements	8,822	97	8,919		227,958,989.84	
<i>Solution 1 Only</i>	58	0	58		1,515,456.98	
<i>Solution 2 Only</i>	434	12	446		10,029,340.62	
<i>Solution 3 Only</i>	1,953	5	1,958		51,151,000.47	
<i>Solution 3 and 1</i>	1,456	25	1,481		34,997,899.34	
<i>Solution 3 and 2</i>	4,921	55	4,976		130,265,292.43	
Housing Rehabilitation/Reconstruction Complete						
Total Housing Rehabilitation/Reconstruction Complete	4,180	46	4,226			
<i>Solution 1</i>	1,210	40	1,250			
<i>Solution 2</i>	1,027	1	1,028			
<i>Solution 3 Only</i>	1,943	5	1,948			

Key Program Statistics

Table 3: Key Program Statistics



Invited 43,463 Homeowners to complete Applications.



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

As of August 17, 2018, there are 18,965 homeowners, 56.17% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,768 homeowners, 37.82% 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)	5,022	98.16%	5,116
Phase Two (II)	5,774	98.95%	5,835
Phase Three (III)	2,291	33.31%	6,877
Phase Four (IV)	2,625	34.40%	7,630
Phase Five (V)	484	55.57%	871
Phase Six (VI)	1,307	22.10%	5,915
Undetermined	2	100.00%	2
Not In Phase	1,460	96.31%	1,516
Total	18,965	56.17%	33,762

	Submitted Applications	Percentage
Most Impacted LMI	16,737	49.57%
Most Impacted Urgent Need	14,251	42.21%
LMI	2,228	6.60%
Urgent Need	546	1.62%
Total	33,762	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)	3,320	64.89%	3,298	64.46%	5,116
Phase Two (II)	4,174	71.53%	3,197	54.79%	5,835
Phase Three (III)	1,290	18.76%	767	11.15%	6,877
Phase Four (IV)	1,635	21.43%	1,015	13.30%	7,630
Phase Five (V)	160	18.37%	172	19.75%	871
Phase Six (VI)	1,592	26.91%	817	13.81%	5,915
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	596	39.31%	1,204	79.42%	1,516
Total	12,768	37.82%	10,472	31.02%	33,762

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

LMI/Most Impacted Parish Data for Obligated/Disbursed Grants

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

	Obligated Grants			Disbursed Grants		
	Count	Total Dollars	Percentage	Count	Total Dollars	Percentage
Total Grants	10,391	345,121,015.67		8,919	227,958,989.84	
LMI	5,282	188,085,250.01	54.5%	4,400	115,520,048.48	50.7%
Urgent Need	5,109	157,035,765.66	45.5%	4,519	112,438,941.36	49.3%
Most Impacted Parishes	10,056	332,664,517.13	96.4%	8,682	222,367,947.59	97.5%
LMI	5,062	179,451,505.59	52.0%	4,257	112,268,880.18	49.2%
Urgent Need	4,994	153,213,011.54	44.4%	4,425	110,099,067.41	48.3%
Other Parishes	335	12,456,498.54	3.6%	237	5,591,042.25	2.5%
LMI	220	8,633,744.42	2.5%	143	3,251,168.30	1.5%
Urgent Need	115	3,822,754.12	1.1%	94	2,339,873.95	1.0%

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	42	0.12%
American Indian/Alaska Native and White	83	0.25%
American Indian/Alaskan Native/Black-African American	52	0.15%
Asian	471	1.40%
Asian and White	42	0.12%
Black/African American	13,167	39.00%
Black/African American and White	242	0.72%
Native Hawaiian/Other Pacific Islander	32	0.09%
Other Multi-Racial	552	1.63%
White	19,030	56.37%
A Race was not provided	49	0.15%
Total	33,762	100.00%

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 8/10/2018	Weekly Activity	As of 8/17/2018
Appointments			
Total Number of Appointments	70,070	977	71,047
<i>Walk-ins</i>	38,864	740	39,604
<i>Scheduled</i>	31,206	237	31,443
<i>Held at office</i>	26,690	210	26,900
<i>Home visit</i>	578	4	582
<i>Cancelled</i>	2,600	15	2,615
<i>No Show</i>	1,338	8	1,346
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	46,090	638	46,728
<i>Walk-ins</i>	27,891	563	28,454
<i>Scheduled</i>	18,199	75	18,274
<i>Held at office</i>	15,795	64	15,859
<i>Home visit</i>	215	4	219
<i>Cancelled</i>	1,788	7	1,795
<i>No Show</i>	401	0	401
Hammond			
Total Number of Appointments	13,930	187	14,117
<i>Walk-ins</i>	8,071	119	8,190
<i>Scheduled</i>	5,859	68	5,927
<i>Held at office</i>	4,417	56	4,473
<i>Home visit</i>	345	0	345
<i>Cancelled</i>	498	5	503
<i>No Show</i>	599	7	606
Lafayette			
Total Number of Appointments	5,689	101	5,790
<i>Walk-ins</i>	1,230	26	1,256
<i>Scheduled</i>	4,459	75	4,534
<i>Held at office</i>	4,148	73	4,221
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	196	2	198
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,361	51	4,412
<i>Walk-ins</i>	1,672	32	1,704
<i>Scheduled</i>	2,689	19	2,708
<i>Held at office</i>	2,330	17	2,347
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	118	1	119
<i>No Show</i>	229	1	230

Call Center Activity

Table 10: Call Center Activity

Activity	As of 8/10/2018	Weekly Activity	As of 8/17/2018
Call Center			
Total Calls	263,624	3,862	267,486
Total Calls Abandoned	8,297	105	8,402
Abandoned %	3.15%	-0.01%	3.14%
Total Calls Processed	255,327	3,757	259,084
Inbound	165,912	2,431	168,343
Outbound	89,415	1,326	90,741
Completed Inbound Calls Details			
Total Inbound Calls Completed	165,912	2,431	168,343
Average Wait Time	1.31 min		1.30 min
Average Call Time	5.74 min		5.71 min
Program Inquiry	47,558	634	48,192
Surveys Status Update	3,519	68	3,587
Surveys Completed	9,642	0	9,642
Case Manager Request	17,250	413	17,663
Application Status Update	59,105	974	60,079
Application In Progress	856	24	880
Application Submitted (Pending Document Upload)	6,098	21	6,119
Applications Completed	249	1	250
Damage Assessment Inquiry	2,266	0	2,266
Award Acknowledgement Inquiry	2,659	15	2,674
Construction Inquiry	3,085	85	3,170
Appeals	1,472	31	1,503
Outbound Project	77	3	80
Invalid Number/ No Answer / Busy / Left Message	9,461	149	9,610
Call Transferred	2,615	13	2,628
Completed Outbound Calls Details			
Total Outbound Calls Completed	89,415	1,326	90,741
Average Call Time	1.61 min		1.61 min
Program Inquiry	5,601	19	5,620
Survey Status Update	1,682	0	1,682
Surveys Completed	858	0	858
Case Manager Request	149	4	153
Application Status Update	15,915	202	16,117
Application In Progress	2	1	3
Application Submitted (Pending Document Upload)	600	9	609
Applications Completed	44	0	44
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	43	1	44
Construction Inquiry	302	0	302
Appeals	2	0	2
Outbound Project	5,455	43	5,498
Invalid Number/ No Answer / Busy / Left Message	30,292	379	30,671
Call Transferred	28,456	668	29,124

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	3,764	1,418
2	26	0	37	56	10	72	1,314	305
3	15	0	38	80	18	73	840	289
4	47	8	39	99	25	74	193	48
5	13	2	40	89	21	75	193	44
6	2	0	41	135	36	76	19	4
7	25	5	42	176	53	77	134	34
8	11	0	43	291	129	78	0	0
9	72	24	44	44	4	79	0	0
10	86	25	45	78	21	80	0	0
11	33	3	46	130	35	81	1,479	555
12	58	11	47	303	91	83	0	0
13	40	7	48	360	168	84	0	0
14	223	53	49	191	65	85	0	0
15	40	12	50	1	0	86	509	150
16	343	80	51	0	0	88	1,980	656
17	743	255	52	0	0	89	1	0
18	74	14	53	0	0	90	6	0
19	202	50	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	86	23	57	0	0	94	0	0
23	57	13	58	148	32	95	1,638	749
24	46	13	59	447	144	96	291	86
25	5	0	60	45	7	97	0	0
26	16	1	61	1,076	467	98	0	0
27	15	7	62	370	137	99	0	0
28	39	4	63	662	315	100	0	0
29	1,226	671	64	2,363	1,050	101	4,236	2,531
30	7	1	65	4,105	1,859	102	0	0
31	719	306	66	1,119	360	103	0	0
32	23	6	67	84	12	104	5	0
33	35	17	68	44	13	105	0	0
34	10	2	69	139	46	Unknown	0	0
35	2	0	70	45	15	Total	33,762	13,642

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

Senate District	Application Count	Offered Count
1	29	5
2	200	44
3	0	0
4	0	0
5	0	0
6	6,041	2,455
7	0	0
8	0	0
9	0	0
10	0	0
11	530	173
12	1,436	358
13	6,489	2,613
14	1,257	543
15	7,474	4,134
16	326	110
17	628	181
18	3,814	1,300
19	0	0
20	0	0
21	25	3

Senate District	Application Count	Offered Count
22	506	145
23	1,073	481
24	278	50
25	189	43
26	817	302
27	14	2
28	177	42
29	89	17
30	106	40
31	103	24
32	157	38
33	446	99
34	1,038	321
35	149	38
36	157	44
37	49	13
38	56	12
39	109	12
Unknown	0	0
Total	33,762	13,642

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	229
Allen	75	23	11
Ascension	6,353	4,259	2,762
Avoyelles	274	133	39
Beauregard	113	56	16
Bienville	209	56	19
Bossier	607	282	111
Caddo	589	316	156
Calcasieu	266	180	75
Caldwell	154	54	31
Catahoula	72	20	7
Claiborne	208	55	22
De Soto	141	52	18
East Baton Rouge	24,248	20,704	14,561
East Carroll	237	48	26
East Feliciana	617	280	167
Evangeline	522	136	52
Franklin	58	26	10
Grant	280	79	42
Iberia	1,478	646	288
Iberville	357	133	72
Jackson	74	13	4
Jefferson Davis	508	129	55
Lafayette	4,753	2,736	1,487
LaSalle	73	28	14
Lincoln	152	30	10

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,973	7,351
Madison	85	57	27
Morehouse	1,005	329	176
Natchitoches	598	169	73
Ouachita	3,418	2,217	1,248
Pointe Coupee	444	154	67
Rapides	145	93	36
Red River	46	17	6
Richland	445	150	77
Sabine	100	61	18
St. Helena	976	551	309
St. James	162	103	41
St. Landry	1,615	434	188
St. Martin	1,301	534	248
St. Tammany	1,057	471	242
Tangipahoa	6,183	4,257	2,421
Union	399	100	56
Vermilion	1,786	964	466
Vernon	306	77	30
Washington	1,222	484	221
Webster	525	134	66
West Baton Rouge	110	36	9
West Carroll	336	80	43
West Feliciana	154	63	36
Winn	181	54	22
Total	*82,440	53,550	33,761

* 82,440 with FVL: 57,244 FEMA Major/Severe; 25,196 FEMA Minor

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	66	\$1,904,134.43	43	\$1,143,822.26	36	\$724,492.30
Allen	2	\$69,158.58	2	\$69,158.58	0	\$0.00
Ascension	900	\$28,620,587.58	640	\$20,148,747.21	522	\$13,475,266.74
Avoyelles	4	\$99,080.19	1	\$6,070.29	1	\$6,070.29
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	\$170,863.99
Caddo	21	\$715,552.26	12	\$392,545.50	6	\$105,075.31
Calcasieu	28	\$1,012,290.76	14	\$499,992.35	11	\$291,715.36
Caldwell	10	\$344,238.41	4	\$115,569.55	2	\$66,176.59
Catahoula	3	\$151,871.07	1	\$77,766.24	0	\$0.00
Claiborne	3	\$103,195.65	2	\$58,413.70	0	\$0.00
De Soto	3	\$75,500.67	2	\$47,672.21	0	\$0.00
East Baton Rouge	7,125	\$233,052,186.10	5,825	\$196,192,397.97	5,216	\$135,633,087.57
East Carroll	3	\$133,077.41	3	\$133,077.41	2	\$35,416.04
East Feliciana	57	\$1,877,500.21	37	\$1,305,591.86	28	\$602,744.36
Evangeline	16	\$628,884.38	11	\$305,392.40	10	\$153,725.70
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	72	\$2,441,799.73	41	\$1,477,799.70	30	\$677,850.23
Iberville	13	\$648,633.85	7	\$331,079.10	4	\$98,037.66
Jefferson Davis	9	\$350,987.49	5	\$147,537.74	4	\$90,652.91
Lafayette	626	\$17,896,166.07	508	\$14,494,710.44	448	\$10,328,242.39
LaSalle	1	\$54,789.40	1	\$54,789.40	1	\$54,789.40
Livingston	2,931	\$97,450,843.73	2,141	\$69,822,293.26	1,831	\$47,700,792.97
Madison	1	\$52,470.09	1	\$52,470.09	0	\$0.00
Morehouse	42	\$1,662,463.34	22	\$866,026.02	17	\$260,192.76
Natchitoches	20	\$880,289.56	6	\$228,224.49	6	\$160,470.80
Ouachita	379	\$12,828,236.68	245	\$8,544,059.16	176	\$3,520,995.47
Pointe Coupee	12	\$489,057.24	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	7	\$279,675.95	4	\$53,006.86
Sabine	3	\$120,376.42	1	\$22,344.21	1	\$17,503.71
St. Helena	56	\$2,320,389.42	29	\$1,183,460.64	18	\$430,778.11
St. James	7	\$356,169.80	3	\$124,385.11	2	\$84,939.57
St. Landry	37	\$1,377,882.81	16	\$513,110.90	13	\$313,500.49
St. Martin	74	\$2,955,687.06	48	\$1,863,225.00	36	\$836,118.32
St. Tammany	67	\$2,192,022.10	49	\$1,476,681.47	45	\$903,343.56
Tangipahoa	697	\$25,142,597.86	461	\$16,084,593.37	287	\$7,231,719.68
Union	11	\$308,137.49	6	\$180,497.82	3	\$74,314.26
Vermilion	158	\$4,861,794.91	110	\$3,498,565.36	91	\$2,180,302.75
Vernon	10	\$419,737.13	4	\$202,417.52	4	\$181,903.22
Washington	49	\$2,031,915.16	34	\$1,258,646.63	30	\$669,704.16
Webster	18	\$671,697.48	9	\$263,566.67	7	\$199,596.42
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	0	\$0.00
West Carroll	10	\$492,344.46	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	13,642	\$450,647,072.49	10,391	\$345,121,015.67	8,919	\$227,958,989.84

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.