

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #55**  
**August 18, 2018 – August 24, 2018**  
**Rev #52**

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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.

<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

- 43,402 environmental reviews have been completed, representing 99% of the 43,674 homeowners in Phases I – VI.
  - 43,522 homeowners have been invited to complete applications from Phase I - VI. 34,012 (78%) homeowners have submitted their applications.
  - 32,202 scopes of work have been completed, representing 95% of the 34,012 homeowners that have submitted their application.
  - There have been a total of 13,770 Grant Awards offered to homeowners, amounting to \$467,239,526.58. Of those, 10,602 homeowners have acknowledged their grant agreements, obligating \$354,772,025.09.
  - 4,443 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of August 24, 2018, there were a total of 67,983 appointments held.
  - 262,090 calls were completed by the call center. 170,573 of the completed calls were inbound calls and 91,517 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 27 – September 2, 2018:
    - 8/27 – 8/28: Contractor Selection Population Outreach – Baton Rouge
    - 8/28: Contractor Selection Population Outreach – Lafayette
    - 8/29: Contractor Selection Population Outreach – Monroe
    - 8/29: Multi-Agency Housing Panel – Baton Rouge

**Table 1: Outreach Events**

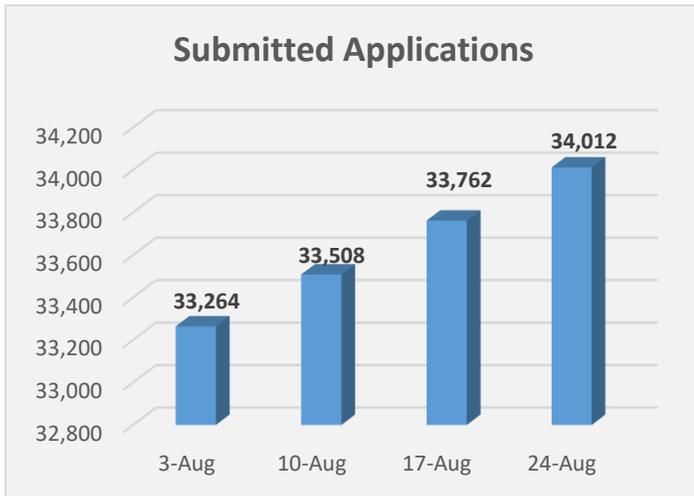
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
<b>Total</b>	<b>219</b>

**Table 2: Homeowner Program Snapshot**

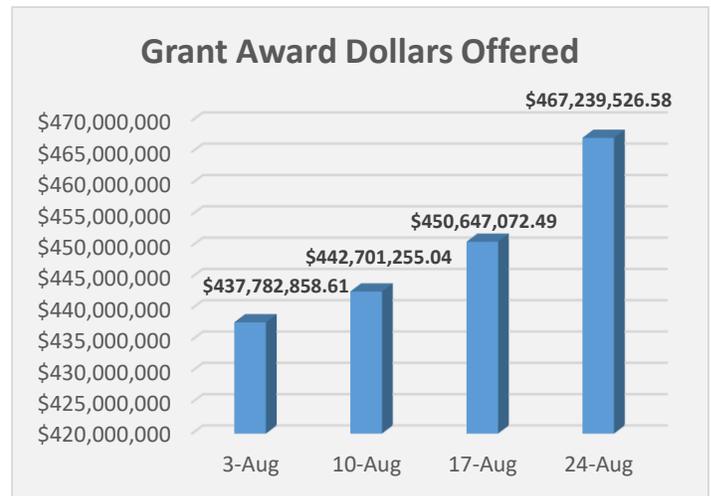
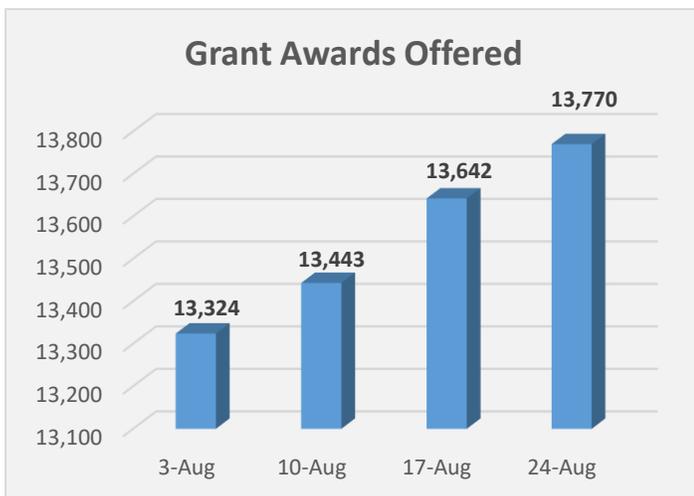
	As of 8/17/2018	Weekly Activity	As of 8/24/2018	Percentage	
<b>Surveys Recorded</b>					<b>Percentage</b>
<i>Submitted Surveys</i>	53,726	3	53,729		7/20/2018 deadline
<i>Phase I - VI Subtotal</i>	43,589	85	43,674	81%	
<i>Duplicate Address</i>	4,044	3	4,047	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,093	-85	6,008	11%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	227	45	272		
Environmental Reviews Completed	43,362	40	43,402		
<b>Scope of Work: Prospective/Completed</b>					
Scope of Work Available to Work	1,142	-68	1,074		
Total Scope of Work Completed	31,923	279	32,202		
<b>Applications In Process</b>					
Total Number of Invited Applications	43,463	59	<b>43,522</b>		
Applications Not Submitted	4,332	-269	4,063		
Applications Available For Grant Determination	39,131	328	39,459		
Pending Grant Determination	3,266	-198	3,068	8%	
<b>Grant Determinations</b>			<b>92% Grant Determinations</b>		
Zero Award	9,957	80	10,037	25%	
Ineligible Determination	7,374	256	7,630	19%	
Withdrawn By Applicant	4,892	62	4,954	13%	
Grant Award Offered To Applicant	13,642	128	13,770	35%	
<b>Grant Awards</b>					<b>Total Dollars</b>
Grant Awards Offered	13,642	128	13,770		467,239,526.58
Grant Awards Obligated	10,391	211	10,602		354,772,025.09
<i>Solution 1 Only</i>	243	16	259		13,273,786.48
<i>Solution 2 Only</i>	1,136	44	1,180		38,762,555.26
<i>Solution 3 Only</i>	2,115	40	2,155		57,402,407.45
<i>Solution 3 and 1</i>	1,586	22	1,608		62,224,745.78
<i>Solution 3 and 2</i>	5,311	89	5,400		183,108,530.12
<b>Disbursements</b>					
Total Disbursements	8,919	131	9,050		235,195,754.47
<i>Solution 1 Only</i>	58	0	58		1,515,456.98
<i>Solution 2 Only</i>	446	20	466		10,577,897.13
<i>Solution 3 Only</i>	1,958	24	1,982		52,828,656.96
<i>Solution 3 and 1</i>	1,481	29	1,510		35,778,218.60
<i>Solution 3 and 2</i>	4,976	58	5,034		134,495,524.80
<b>Housing Rehabilitation/Reconstruction Complete</b>					
Total Housing Rehabilitation/Reconstruction Complete	4,226	217	4,443		
<i>Solution 1</i>	1,250	28	1,278		
<i>Solution 2</i>	1,028	166	1,194		
<i>Solution 3 Only</i>	1,948	23	1,971		

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 43,522 Homeowners to complete Applications.**



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

As of August 24, 2018, there are 19,111 homeowners, 56.19% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,846 homeowners, 37.77% 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)	5,064	98.18%	5,158
Phase Two (II)	5,805	98.93%	5,868
Phase Three (III)	2,300	33.28%	6,912
Phase Four (IV)	2,638	34.34%	7,682
Phase Five (V)	497	56.03%	887
Phase Six (VI)	1,324	22.20%	5,963
Undetermined	2	100.00%	2
Not In Phase	1,481	96.17%	1,540
<b>Total</b>	<b>19,111</b>	<b>56.19%</b>	<b>34,012</b>

	Submitted Applications	Percentage
Most Impacted LMI	16,849	49.54%
Most Impacted Urgent Need	14,342	42.17%
LMI	2,266	6.66%
Urgent Need	555	1.63%
<b>Total</b>	<b>34,012</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)	3,332	64.60%	3,331	64.58%	5,158
Phase Two (II)	4,199	71.56%	3,223	54.93%	5,868
Phase Three (III)	1,305	18.88%	779	11.27%	6,912
Phase Four (IV)	1,640	21.35%	1,020	13.28%	7,682
Phase Five (V)	163	18.38%	173	19.50%	887
Phase Six (VI)	1,605	26.92%	831	13.94%	5,963
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	601	39.03%	1,226	79.61%	1,540
<b>Total</b>	<b>12,846</b>	<b>37.77%</b>	<b>10,585</b>	<b>31.12%</b>	<b>34,012</b>

\*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	<b>10,602</b>	<b>354,772,025.09</b>		<b>9,050</b>	<b>235,195,754.47</b>	
LMI	5,387	193,125,197.26	54.5%	4,461	118,180,292.69	50.2%
Urgent Need	5,215	161,646,827.83	45.5%	4,589	117,015,461.78	49.8%
Most Impacted Parishes	<b>10,252</b>	<b>341,625,584.42</b>	<b>96.3%</b>	<b>8,808</b>	<b>229,486,881.63</b>	<b>97.6%</b>
LMI	5,157	183,992,996.51	51.9%	4,314	114,829,499.77	48.8%
Urgent Need	5,095	157,632,587.91	44.4%	4,494	114,657,381.86	48.8%
Other Parishes	<b>350</b>	<b>13,146,440.67</b>	<b>3.7%</b>	<b>242</b>	<b>5,708,872.84</b>	<b>2.4%</b>
LMI	230	9,132,200.75	2.6%	147	3,350,792.92	1.4%
Urgent Need	120	4,014,239.92	1.1%	95	2,358,079.92	1.0%

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	43	0.13%
American Indian/Alaska Native and White	83	0.24%
American Indian/Alaskan Native/Black-African American	53	0.15%
Asian	475	1.40%
Asian and White	44	0.13%
Black/African American	13,263	39.00%
Black/African American and White	246	0.72%
Native Hawaiian/Other Pacific Islander	33	0.10%
Other Multi-Racial	557	1.64%
White	19,166	56.35%
A Race was not provided	49	0.14%
<b>Total</b>	<b>34,012</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 9: Housing Assistance Center Activity**

Activity	As of 8/17/2018	Weekly Activity	As of 8/24/2018
<b>Appointments</b>			
Total Number of Appointments	71,047	908	71,955
<i>Walk-ins</i>	39,604	693	40,297
<i>Scheduled</i>	31,443	215	31,658
<i>Held at office</i>	26,900	200	27,100
<i>Home visit</i>	582	4	586
<i>Cancelled</i>	2,615	9	2,624
<i>No Show</i>	1,346	2	1,348
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	46,728	589	47,317
<i>Walk-ins</i>	28,454	513	28,967
<i>Scheduled</i>	18,274	76	18,350
<i>Held at office</i>	15,859	68	15,927
<i>Home visit</i>	219	4	223
<i>Cancelled</i>	1,795	4	1,799
<i>No Show</i>	401	0	401
<b>Hammond</b>			
Total Number of Appointments	14,117	179	14,296
<i>Walk-ins</i>	8,190	128	8,318
<i>Scheduled</i>	5,927	51	5,978
<i>Held at office</i>	4,473	49	4,522
<i>Home visit</i>	345	0	345
<i>Cancelled</i>	503	0	503
<i>No Show</i>	606	2	608
<b>Lafayette</b>			
Total Number of Appointments	5,790	86	5,876
<i>Walk-ins</i>	1,256	22	1,278
<i>Scheduled</i>	4,534	64	4,598
<i>Held at office</i>	4,221	59	4,280
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	198	5	203
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,412	54	4,466
<i>Walk-ins</i>	1,704	30	1,734
<i>Scheduled</i>	2,708	24	2,732
<i>Held at office</i>	2,347	24	2,371
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	119	0	119
<i>No Show</i>	230	0	230

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 8/17/2018	Weekly Activity	As of 8/24/2018
<b>Call Center</b>			
Total Calls	267,486	3,166	270,652
Total Calls Abandoned	8,402	160	8,562
Abandoned %	3.14%	0.02%	3.16%
Total Calls Processed	259,084	3,006	262,090
Inbound	168,343	2,230	170,573
Outbound	90,741	776	91,517
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	168,343	2,230	170,573
Average Wait Time	1.30 min		1.30 min
Average Call Time	5.71 min		5.70 min
Program Inquiry	48,192	558	48,750
Surveys Status Update	3,587	149	3,736
Surveys Completed	9,642	0	9,642
Case Manager Request	17,663	348	18,011
Application Status Update	60,079	815	60,894
Application In Progress	880	17	897
Application Submitted (Pending Document Upload)	6,119	22	6,141
Applications Completed	250	3	253
Damage Assessment Inquiry	2,266	2	2,268
Award Acknowledgement Inquiry	2,674	22	2,696
Construction Inquiry	3,170	101	3,271
Appeals	1,503	44	1,547
Outbound Project	80	0	80
Invalid Number/ No Answer / Busy / Left Message	9,610	138	9,748
Call Transferred	2,628	11	2,639
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	90,741	776	91,517
Average Call Time	1.61 min		1.61 min
Program Inquiry	5,620	15	5,635
Survey Status Update	1,682	0	1,682
Surveys Completed	858	0	858
Case Manager Request	153	0	153
Application Status Update	16,117	83	16,200
Application In Progress	3	0	3
Application Submitted (Pending Document Upload)	609	1	610
Applications Completed	44	0	44
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	302	1	303
Appeals	2	0	2
Outbound Project	5,498	5	5,503
Invalid Number/ No Answer / Busy / Left Message	30,671	208	30,879
Call Transferred	29,124	463	29,587

**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	3,790	1,431
2	26	0	37	57	10	72	1,334	312
3	15	1	38	81	19	73	844	293
4	48	8	39	101	26	74	193	49
5	13	2	40	89	21	75	198	43
6	2	0	41	136	36	76	19	4
7	25	5	42	181	55	77	137	34
8	11	0	43	292	134	78	0	0
9	74	25	44	44	5	79	0	0
10	88	25	45	78	22	80	0	0
11	34	4	46	130	37	81	1,492	562
12	58	11	47	308	90	83	0	0
13	41	7	48	362	173	84	0	0
14	224	55	49	194	67	85	0	0
15	40	12	50	1	0	86	515	155
16	347	83	51	0	0	88	1,996	664
17	747	258	52	0	0	89	1	0
18	75	16	53	0	0	90	6	0
19	203	52	54	0	0	91	0	0
20	54	15	55	0	0	92	0	0
21	43	6	56	0	0	93	0	0
22	87	22	57	0	0	94	0	0
23	57	13	58	152	33	95	1,657	757
24	46	14	59	450	146	96	296	88
25	5	0	60	45	7	97	0	0
26	16	0	61	1,081	468	98	0	0
27	15	7	62	375	139	99	0	0
28	39	4	63	669	316	100	0	0
29	1,233	678	64	2,373	1,061	101	4,249	2,532
30	7	1	65	4,124	1,865	102	0	0
31	725	310	66	1,126	363	103	0	0
32	23	6	67	86	11	104	5	0
33	36	17	68	44	14	105	0	0
34	11	2	69	140	46	Unknown	0	0
35	2	0	70	46	15	<b>Total</b>	<b>34,012</b>	<b>13,770</b>

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

Senate District	Application Count	Offered Count
1	29	5
2	203	45
3	0	0
4	0	0
5	0	0
6	6,079	2,476
7	0	0
8	0	0
9	0	0
10	0	0
11	533	174
12	1,450	365
13	6,540	2,636
14	1,263	544
15	7,505	4,148
16	331	110
17	638	185
18	3,848	1,316
19	0	0
20	0	0
21	25	3

Senate District	Application Count	Offered Count
22	513	154
23	1,077	492
24	281	50
25	193	45
26	830	303
27	15	2
28	177	43
29	89	17
30	108	41
31	104	24
32	161	42
33	448	102
34	1,045	326
35	150	39
36	162	44
37	49	14
38	56	12
39	110	13
Unknown	0	0
<b>Total</b>	<b>34,012</b>	<b>13,770</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	234
Allen	75	23	11
Ascension	6,353	4,259	2,784
Avoyelles	274	133	39
Beauregard	113	56	16
Bienville	209	56	20
Bossier	607	282	114
Caddo	589	316	157
Calcasieu	266	180	78
Caldwell	154	54	32
Catahoula	72	20	7
Claiborne	208	55	23
De Soto	141	52	18
East Baton Rouge	24,248	20,704	14,629
East Carroll	237	48	26
East Feliciana	617	280	168
Evangeline	522	136	53
Franklin	58	26	10
Grant	280	79	42
Iberia	1,478	646	293
Iberville	357	133	73
Jackson	74	13	4
Jefferson Davis	508	129	56
Lafayette	4,753	2,736	1,493
LaSalle	73	28	14
Lincoln	152	30	10

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,974	7,410
Madison	85	57	27
Morehouse	1,005	329	178
Natchitoches	598	169	74
Ouachita	3,418	2,217	1,255
Pointe Coupee	444	154	68
Rapides	145	93	36
Red River	46	17	6
Richland	445	150	78
Sabine	100	61	18
St. Helena	976	551	321
St. James	162	103	43
St. Landry	1,615	434	191
St. Martin	1,301	534	251
St. Tammany	1,057	471	245
Tangipahoa	6,183	4,258	2,441
Union	399	100	56
Vermilion	1,786	964	473
Vernon	306	78	30
Washington	1,222	484	227
Webster	525	134	67
West Baton Rouge	110	36	9
West Carroll	336	80	43
West Feliciana	154	63	38
Winn	181	54	22
<b>Total</b>	<b>*82,440</b>	<b>53,553</b>	<b>34,011</b>

\* 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
<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	68	\$2,061,679.10	45	\$1,204,726.18	37	\$758,209.91
Allen	2	\$69,158.58	2	\$69,158.58	1	\$22,661.10
Ascension	909	\$30,482,379.88	655	\$20,929,845.76	535	\$14,035,273.13
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	\$185,637.92	2	\$73,021.09	2	\$66,332.35
Bossier	33	\$1,237,580.21	8	\$330,211.39	4	\$170,863.99
Caddo	22	\$760,532.44	12	\$393,545.50	6	\$105,075.31
Calcasieu	29	\$1,047,041.42	16	\$534,374.17	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	7,154	\$237,365,480.11	5,915	\$200,043,299.55	5,276	\$138,740,448.95
East Carroll	4	\$190,198.44	3	\$133,077.41	2	\$35,416.04
East Feliciana	58	\$1,948,180.21	37	\$1,305,591.86	31	\$668,440.69
Evangeline	17	\$725,177.30	11	\$305,392.40	10	\$153,725.70
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	11	\$456,361.46	3	\$117,418.44	2	\$57,989.33
Iberia	78	\$2,642,348.01	43	\$1,529,319.73	30	\$677,850.23
Iberville	14	\$771,908.71	7	\$331,079.10	5	\$103,429.39
Jefferson Davis	9	\$407,362.23	5	\$147,537.74	4	\$95,968.17
Lafayette	640	\$18,683,246.29	524	\$15,040,368.89	456	\$11,138,795.71
LaSalle	2	\$75,220.81	1	\$54,789.40	1	\$54,789.40
Lincoln	1	\$65,000.00	0	\$0.00	0	\$0.00
Livingston	2,961	\$102,926,790.89	2,192	\$72,532,421.28	1,861	\$49,545,664.33
Madison	1	\$52,470.09	1	\$52,470.09	0	\$0.00
Morehouse	45	\$1,991,918.33	23	\$904,243.37	17	\$260,192.76
Natchitoches	19	\$957,555.44	6	\$228,224.49	6	\$160,470.80
Ouachita	385	\$13,159,452.46	253	\$8,840,522.78	177	\$3,643,427.87
Pointe Coupee	14	\$554,798.41	8	\$310,299.47	4	\$82,938.85
Rapides	7	\$283,215.74	3	\$73,047.28	2	\$48,346.84
Red River	2	\$73,481.87	0	\$0.00	0	\$0.00
Richland	21	\$1,034,684.83	9	\$486,720.11	4	\$53,006.86
Sabine	4	\$165,376.42	1	\$22,344.21	1	\$17,503.71
St. Helena	59	\$2,555,526.47	31	\$1,299,517.27	18	\$440,317.10
St. James	7	\$393,969.80	3	\$124,385.11	2	\$84,939.57
St. Landry	37	\$1,492,130.87	16	\$513,110.90	13	\$313,500.49
St. Martin	77	\$3,180,540.98	48	\$1,863,225.00	36	\$836,118.32
St. Tammany	68	\$2,299,192.33	49	\$1,476,681.47	46	\$968,482.01
Tangipahoa	710	\$26,311,841.83	470	\$16,431,956.21	296	\$7,576,701.15
Union	11	\$353,137.49	7	\$223,181.25	3	\$74,314.26
Vermilion	156	\$4,960,484.89	114	\$3,659,995.67	94	\$2,362,725.18
Vernon	10	\$419,737.13	4	\$202,417.52	4	\$181,903.22
Washington	48	\$1,915,385.19	35	\$1,465,766.63	30	\$717,153.39
Webster	18	\$915,530.36	11	\$346,805.71	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	11	\$410,605.39	7	\$275,056.79	7	\$171,182.18
Winn	2	\$48,199.67	1	\$14,616.10	1	\$14,616.10
<b>Total</b>	<b>13,770</b>	<b>\$467,239,526.58</b>	<b>10,602</b>	<b>\$354,772,025.09</b>	<b>9,050</b>	<b>\$235,195,754.47</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.