

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #56
August 25, 2018 – August 31, 2018
Rev #52

September 1, 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

- 43,511 environmental reviews have been completed, representing 99% of the 43,695 homeowners in Phases I – VI.
 - 43,614 homeowners have been invited to complete applications from Phase I - VI. 34,245 (79%) homeowners have submitted their applications.
 - 32,411 scopes of work have been completed, representing 95% of the 34,245 homeowners that have submitted their application.
 - There have been a total of 13,910 Grant Awards offered to homeowners, amounting to \$471,867,761.02. Of those, 10,781 homeowners have acknowledged their grant agreements, obligating \$360,978,922.77.
 - 4,499 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of August 31, 2018, there were a total of 68,774 appointments held.
 - 265,674 calls were completed by the call center. 172,364 of the completed calls were inbound calls and 93,310 of the completed calls were outbound calls.
 - The Program has completed 4 outreach events for this reporting period. The following event is scheduled for the week of September 3 – September 9, 2018:
 - 9/5: Multi-Agency Housing Panel – Baton Rouge

Table 1: Outreach Events

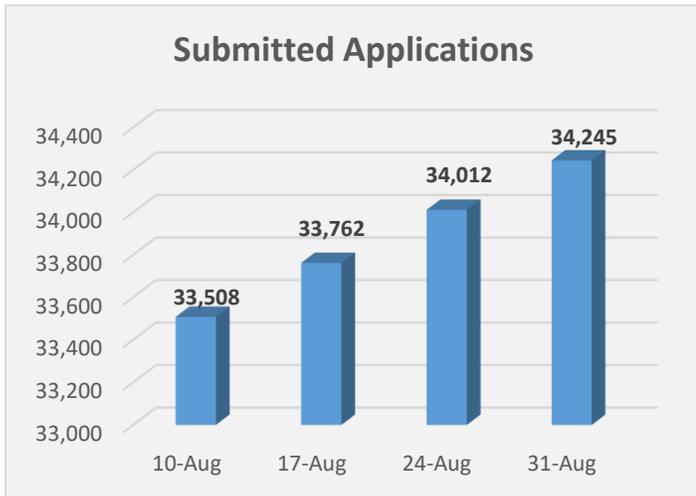
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
Total	248

Table 2: Homeowner Program Snapshot

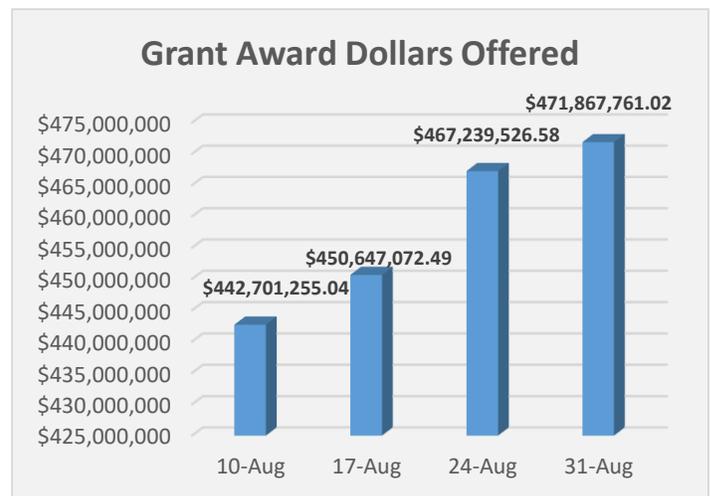
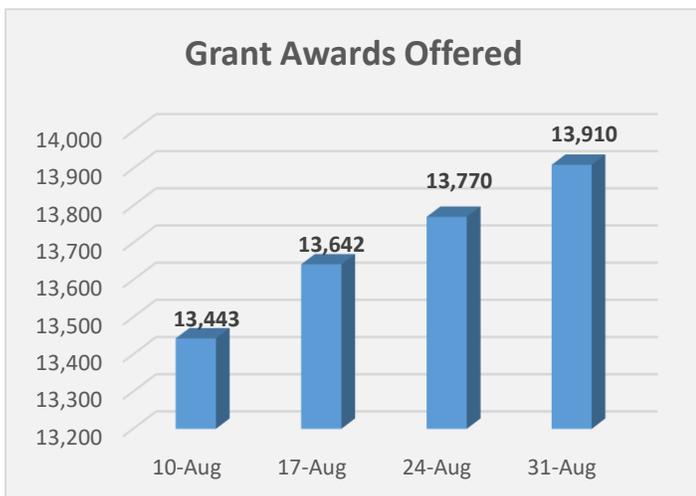
	As of 8/24/18	Weekly Activity	As of 8/31/18	Percentage		
Surveys Recorded					Percentage	
<i>Submitted Surveys</i>	53,729	1	53,730		7/20/2018 deadline	
<i>Phase I - VI Subtotal</i>	43,674	21	43,695	81%		
<i>Duplicate Address</i>	4,047	3	4,050	8%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,008	-23	5,985	11%		
Environmental Reviews						
Environmental Reviews Available to Work	272	-88	184			
Environmental Reviews Completed	43,402	109	43,511			
Scope of Work: Prospective/Completed						
Scope of Work Available to Work	1,074	7	1,081			
Total Scope of Work Completed	32,202	209	32,411			
Applications In Process						
Total Number of Invited Applications	43,522	92	43,614			
Applications Not Submitted	4,063	-242	3,821			
Applications Available For Grant Determination	39,459	334	39,793			
Pending Grant Determination	3,068	-64	3,004	8%		
Grant Determinations			92% Grant Determinations			
Zero Award	10,037	94	10,131	25%		
Ineligible Determination	7,630	120	7,750	19%		
Withdrawn By Applicant	4,954	44	4,998	13%		
Grant Award Offered To Applicant	13,770	140	13,910	35%		
Grant Awards					Total Dollars	
Grant Awards Offered	13,770	140	13,910		471,867,761.02	
Grant Awards Obligated	10,602	179	10,781		360,978,922.77	
<i>Solution 1 Only</i>	259	7	266		13,873,933.66	
<i>Solution 2 Only</i>	1,180	41	1,221		40,056,936.16	
<i>Solution 3 Only</i>	2,155	8	2,163		57,687,920.01	
<i>Solution 3 and 1</i>	1,608	42	1,650		63,939,002.59	
<i>Solution 3 and 2</i>	5,400	81	5,481		185,421,130.35	
Disbursements						
Total Disbursements	9,050	16	9,066		236,367,620.88	
<i>Solution 1 Only</i>	58	8	66		1,761,716.89	
<i>Solution 2 Only</i>	466	1	467		10,602,999.82	
<i>Solution 3 Only</i>	1,982	9	1,991		52,931,463.98	
<i>Solution 3 and 1</i>	1,510	0	1,510		36,615,641.23	
<i>Solution 3 and 2</i>	5,034	-2	5,032		134,455,798.96	
Housing Rehabilitation/Reconstruction Complete						
Total Housing Rehabilitation/Reconstruction Complete	4,443	56	4,499			
<i>Solution 1</i>	1,278	40	1,318			
<i>Solution 2</i>	1,194	7	1,201			
<i>Solution 3 Only</i>	1,971	9	1,980			

Key Program Statistics

Table 3: Key Program Statistics



Invited 43,614 Homeowners to complete Applications.



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

As of August 31, 2018, there are 19,203 homeowners, 56.08% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,900 homeowners, 37.67% 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)	5,088	98.20%	5,181
Phase Two (II)	5,843	98.97%	5,904
Phase Three (III)	2,298	33.12%	6,938
Phase Four (IV)	2,639	34.15%	7,728
Phase Five (V)	501	55.36%	905
Phase Six (VI)	1,325	22.00%	6,022
Undetermined	2	100.00%	2
Not In Phase	1,507	96.29%	1,565
Total	19,203	56.08%	34,245

	Submitted Applications	Percentage
Most Impacted LMI	16,916	49.40%
Most Impacted Urgent Need	14,466	42.24%
LMI	2,289	6.68%
Urgent Need	574	1.68%
Total	34,245	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)	3,334	64.35%	3,339	64.45%	5,181
Phase Two (II)	4,219	71.46%	3,238	54.84%	5,904
Phase Three (III)	1,315	18.95%	772	11.13%	6,938
Phase Four (IV)	1,647	21.31%	1,016	13.15%	7,728
Phase Five (V)	168	18.56%	171	18.90%	905
Phase Six (VI)	1,615	26.82%	824	13.68%	6,022
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	601	38.40%	1,258	80.38%	1,565
Total	12,900	37.67%	10,620	31.01%	34,245

*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	10,781	360,978,922.77		9,066	236,367,620.88	
LMI	5,477	196,949,888.38	54.5%	4,470	118,966,457.60	50.3%
Urgent Need	5,304	164,029,034.39	45.5%	4,596	117,401,163.28	49.7%
Most Impacted Parishes	10,410	346,964,379.22	96.1%	8,824	230,658,748.04	97.6%
LMI	5,230	187,129,701.20	51.8%	4,323	115,615,664.68	48.9%
Urgent Need	5,180	159,834,678.02	44.3%	4,501	115,043,083.36	48.7%
Other Parishes	371	14,014,543.55	3.9%	242	5,708,872.84	2.4%
LMI	247	9,820,187.18	2.7%	147	3,350,792.92	1.4%
Urgent Need	124	4,194,356.37	1.2%	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	44	0.13%
American Indian/Alaska Native and White	83	0.24%
American Indian/Alaskan Native/Black-African American	53	0.15%
Asian	479	1.40%
Asian and White	45	0.13%
Black/African American	13,346	38.97%
Black/African American and White	248	0.72%
Native Hawaiian/Other Pacific Islander	33	0.10%
Other Multi-Racial	560	1.64%
White	19,306	56.38%
A Race was not provided	48	0.14%
Total	34,245	100.00%

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 8/24/2018	Weekly Activity	As of 8/31/2018
Appointments			
Total Number of Appointments	71,955	803	72,758
<i>Walk-ins</i>	40,297	595	40,892
<i>Scheduled</i>	31,658	208	31,866
<i>Held at office</i>	27,100	195	27,295
<i>Home visit</i>	586	1	587
<i>Cancelled</i>	2,624	4	2,628
<i>No Show</i>	1,348	8	1,356
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	47,317	510	47,827
<i>Walk-ins</i>	28,967	455	29,422
<i>Scheduled</i>	18,350	55	18,405
<i>Held at office</i>	15,927	53	15,980
<i>Home visit</i>	223	0	223
<i>Cancelled</i>	1,799	2	1,801
<i>No Show</i>	401	0	401
Hammond			
Total Number of Appointments	14,296	169	14,465
<i>Walk-ins</i>	8,318	111	8,429
<i>Scheduled</i>	5,978	58	6,036
<i>Held at office</i>	4,522	49	4,571
<i>Home visit</i>	345	1	346
<i>Cancelled</i>	503	1	504
<i>No Show</i>	608	7	615
Lafayette			
Total Number of Appointments	5,876	96	5,972
<i>Walk-ins</i>	1,278	18	1,296
<i>Scheduled</i>	4,598	78	4,676
<i>Held at office</i>	4,280	77	4,357
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	203	1	204
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,466	28	4,494
<i>Walk-ins</i>	1,734	11	1,745
<i>Scheduled</i>	2,732	17	2,749
<i>Held at office</i>	2,371	16	2,387
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	119	0	119
<i>No Show</i>	230	1	231

Call Center Activity

Table 10: Call Center Activity

Activity	As of 8/24/2018	Weekly Activity	As of 8/31/2018
Call Center			
Total Calls	270,652	3,717	274,369
Total Calls Abandoned	8,562	133	8,695
Abandoned %	3.16%	0.01%	3.17%
Total Calls Processed	262,090	3,584	265,674
Inbound	170,573	1,791	172,364
Outbound	91,517	1,793	93,310
Completed Inbound Calls Details			
Total Inbound Calls Completed	170,573	1,791	172,364
Average Wait Time	1.30 min		1.31 min
Average Call Time	5.70 min		5.69 min
Program Inquiry	48,750	460	49,210
Surveys Status Update	3,736	47	3,783
Surveys Completed	9,642	0	9,642
Case Manager Request	18,011	316	18,327
Application Status Update	60,894	711	61,605
Application In Progress	897	21	918
Application Submitted (Pending Document Upload)	6,141	30	6,171
Applications Completed	253	2	255
Damage Assessment Inquiry	2,268	4	2,272
Award Acknowledgement Inquiry	2,696	15	2,711
Construction Inquiry	3,271	57	3,328
Appeals	1,547	22	1,569
Outbound Project	80	0	80
Invalid Number/ No Answer / Busy / Left Message	9,748	96	9,844
Call Transferred	2,639	10	2,649
Completed Outbound Calls Details			
Total Outbound Calls Completed	91,517	1,793	93,310
Average Call Time	1.61 min		1.60 min
Program Inquiry	5,635	23	5,658
Survey Status Update	1,682	0	1,682
Surveys Completed	858	0	858
Case Manager Request	153	2	155
Application Status Update	16,200	460	16,660
Application In Progress	3	1	4
Application Submitted (Pending Document Upload)	610	10	620
Applications Completed	44	0	44
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	303	0	303
Appeals	2	0	2
Outbound Project	5,503	50	5,553
Invalid Number/ No Answer / Busy / Left Message	30,879	749	31,628
Call Transferred	29,587	498	30,085

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	45	9	36	1	0	71	3,810	1,451
2	26	0	37	58	10	72	1,355	318
3	15	1	38	82	19	73	853	298
4	49	8	39	102	27	74	194	50
5	13	2	40	94	22	75	199	42
6	2	0	41	138	38	76	19	4
7	26	5	42	183	57	77	138	34
8	11	0	43	294	133	78	0	0
9	75	25	44	44	5	79	0	0
10	88	27	45	79	22	80	0	0
11	35	5	46	130	38	81	1,501	569
12	58	11	47	310	92	83	0	0
13	41	9	48	371	174	84	0	0
14	225	58	49	202	70	85	0	0
15	40	13	50	1	0	86	518	156
16	349	87	51	0	0	88	2,008	672
17	753	262	52	0	0	89	1	0
18	76	17	53	0	0	90	6	0
19	205	57	54	0	0	91	0	0
20	55	15	55	0	0	92	0	0
21	43	6	56	0	0	93	0	0
22	87	23	57	0	0	94	0	0
23	57	13	58	154	34	95	1,667	760
24	46	14	59	452	144	96	304	88
25	5	0	60	45	7	97	0	0
26	16	0	61	1,085	473	98	0	0
27	16	7	62	378	142	99	0	0
28	39	4	63	671	317	100	0	0
29	1,239	685	64	2,388	1,068	101	4,260	2,543
30	7	1	65	4,145	1,882	102	0	0
31	731	310	66	1,135	365	103	0	0
32	25	6	67	86	13	104	5	0
33	36	17	68	44	13	105	0	0
34	11	2	69	142	46	Unknown	0	0
35	2	0	70	46	15	Total	34,245	13,910

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

Senate District	Application Count	Offered Count
1	29	5
2	205	46
3	0	0
4	0	0
5	0	0
6	6,126	2,494
7	0	0
8	0	0
9	0	0
10	0	0
11	536	176
12	1,463	369
13	6,579	2,659
14	1,267	552
15	7,528	4,172
16	333	110
17	648	194
18	3,870	1,331
19	0	0
20	0	0
21	26	3

Senate District	Application Count	Offered Count
22	523	158
23	1,091	490
24	286	52
25	195	47
26	844	309
27	15	2
28	180	43
29	91	19
30	109	41
31	104	25
32	162	44
33	451	106
34	1,053	336
35	150	40
36	163	47
37	49	14
38	57	12
39	112	14
Unknown	0	0
Total	34,245	13,910

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	237
Allen	75	23	12
Ascension	6,353	4,259	2,801
Avoyelles	274	133	39
Beauregard	113	56	17
Bienville	209	56	20
Bossier	607	282	115
Caddo	589	316	159
Calcasieu	266	180	78
Caldwell	154	54	33
Catahoula	72	20	7
Claiborne	208	55	23
De Soto	141	52	19
East Baton Rouge	24,248	20,705	14,694
East Carroll	237	48	26
East Feliciana	617	280	169
Evangeline	522	136	54
Franklin	58	26	10
Grant	280	79	42
Iberia	1,478	646	301
Iberville	357	133	74
Jackson	74	13	4
Jefferson Davis	508	129	57
Lafayette	4,753	2,736	1,510
LaSalle	73	28	14
Lincoln	152	30	11

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,974	7,456
Madison	85	57	27
Morehouse	1,005	329	179
Natchitoches	598	169	74
Ouachita	3,418	2,217	1,264
Pointe Coupee	444	154	68
Rapides	145	93	37
Red River	46	17	6
Richland	445	150	78
Sabine	100	61	18
St. Helena	976	552	330
St. James	162	103	43
St. Landry	1,615	434	197
St. Martin	1,301	534	255
St. Tammany	1,057	471	246
Tangipahoa	6,183	4,257	2,464
Union	399	100	56
Vermilion	1,786	964	481
Vernon	306	78	30
Washington	1,222	484	229
Webster	525	134	67
West Baton Rouge	110	36	9
West Carroll	336	80	44
West Feliciana	154	63	38
Winn	181	54	22
Total	*82,440	53,554	34,244

* 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	71	\$2,186,337.09	46	\$1,236,563.26	37	\$758,209.91
Allen	2	\$69,158.58	2	\$69,158.58	1	\$22,661.10
Ascension	915	\$30,588,529.12	669	\$21,501,418.92	535	\$14,062,709.30
Avoyelles	4	\$99,080.19	2	\$34,495.51	1	\$6,070.29
Beauregard	5	\$192,941.08	3	\$146,319.21	3	\$118,270.09
Bienville	6	\$223,230.11	2	\$73,021.09	2	\$66,332.35
Bossier	33	\$1,237,580.21	11	\$438,038.99	4	\$170,863.99
Caddo	23	\$786,166.10	14	\$444,909.13	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	7,207	\$239,024,853.25	5,992	\$202,577,650.37	5,286	\$139,462,623.14
East Carroll	4	\$190,198.44	3	\$133,077.41	2	\$35,416.04
East Feliciana	58	\$1,957,405.05	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	12	\$553,391.75	4	\$142,368.92	2	\$57,989.33
Iberia	82	\$2,784,246.95	44	\$1,558,150.35	30	\$677,850.23
Iberville	14	\$771,908.71	7	\$331,079.10	5	\$103,429.39
Jefferson Davis	9	\$407,362.23	6	\$210,953.33	4	\$95,968.17
Lafayette	640	\$18,538,240.20	534	\$15,292,968.00	456	\$11,144,425.84
LaSalle	2	\$75,220.81	1	\$54,789.40	1	\$54,789.40
Lincoln	2	\$127,447.75	0	\$0.00	0	\$0.00
Livingston	2,992	\$103,968,676.37	2,225	\$73,574,598.21	1,862	\$49,694,572.51
Madison	1	\$52,470.09	1	\$52,470.09	0	\$0.00
Morehouse	49	\$2,132,716.62	27	\$1,121,376.50	17	\$260,192.76
Natchitoches	19	\$957,555.44	6	\$228,224.49	6	\$160,470.80
Ouachita	396	\$13,777,997.25	262	\$9,183,583.82	179	\$3,768,120.02
Pointe Coupee	15	\$614,187.65	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	22	\$1,054,894.62	9	\$486,720.11	4	\$53,006.86
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$17,503.71
St. Helena	63	\$2,695,147.98	34	\$1,437,604.63	18	\$440,317.10
St. James	7	\$393,969.80	3	\$124,385.11	2	\$84,939.57
St. Landry	39	\$1,578,080.94	20	\$667,476.11	13	\$313,500.49
St. Martin	78	\$3,185,927.20	48	\$1,853,099.48	36	\$836,118.32
St. Tammany	69	\$2,321,843.28	49	\$1,476,681.47	46	\$968,482.01
Tangipahoa	719	\$26,637,682.56	481	\$16,856,720.86	298	\$7,661,202.09
Union	11	\$353,137.49	7	\$223,181.25	3	\$74,314.26
Vermilion	158	\$4,957,561.30	117	\$3,796,987.66	95	\$2,421,249.83
Vernon	10	\$439,214.05	4	\$202,417.52	4	\$181,903.22
Washington	47	\$1,854,341.77	35	\$1,467,206.65	30	\$717,153.39
Webster	20	\$947,751.33	11	\$346,805.71	7	\$199,596.42
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	0	\$0.00
West Carroll	11	\$537,344.46	5	\$280,612.94	1	\$30,151.33
West Feliciana	11	\$410,605.39	7	\$275,056.79	7	\$171,182.18
Winn	3	\$64,424.21	1	\$14,616.10	1	\$14,616.10
Total	13,910	\$471,867,761.02	10,781	\$360,978,922.77	9,066	\$236,367,620.88

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.