

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #57**  
**September 1, 2018 – September 7, 2018**  
**Rev #52**

September 8, 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.

<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

- 43,528 environmental reviews have been completed, representing 99% of the 43,716 homeowners in Phases I – VI.
  - 43,654 homeowners have been invited to complete applications from Phase I - VI. 34,377 (79%) homeowners have submitted their applications.
  - 32,657 scopes of work have been completed, representing 95% of the 34,377 homeowners that have submitted their application.
  - There have been a total of 14,010 Grant Awards offered to homeowners, amounting to \$474,489,108.30. Of those, 10,887 homeowners have acknowledged their grant agreements, obligating \$364,919,658.04.
  - 4,814 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of September 7, 2018, there were a total of 69,275 appointments held.
  - 268,552 calls were completed by the call center. 173,785 of the completed calls were inbound calls and 94,767 of the completed calls were outbound calls.
  - The Program has completed 2 outreach events for this reporting period. The following events are scheduled for the week of September 10 – September 16, 2018:
    - 9/10: EBRP Unmet Needs Meeting – Baton Rouge, LA
    - 9/11: Sen. Barrow Community Meeting requests – Baton Rouge, LA
    - 9/12: Multi-Agency Housing Panel – Baton Rouge, LA
    - 9/10 – 9/12: Contractor Selection Population Outreach – Baton Rouge, LA
    - 9/11 – 9/12: Contractor Selection Population Outreach – Hammond, LA
    - 9/11: Contractor Selection Population Outreach – Lafayette, LA
    - 9/12: Contractor Selection Population Outreach – Monroe, LA

**Table 1: Outreach Events**

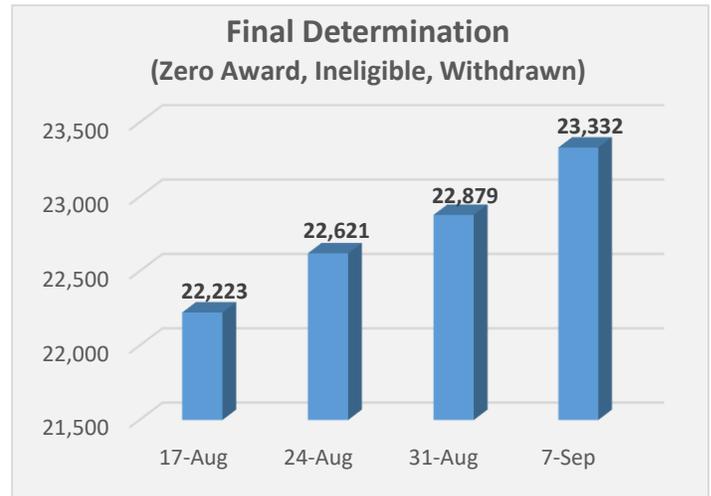
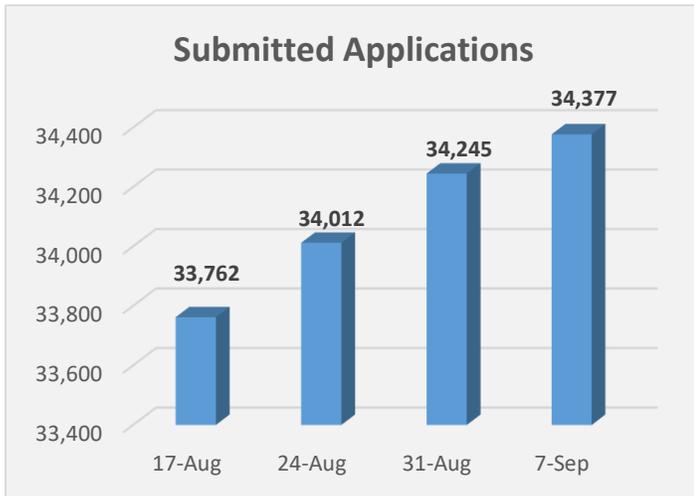
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
<b>Total</b>	<b>248</b>

**Table 2: Homeowner Program Snapshot**

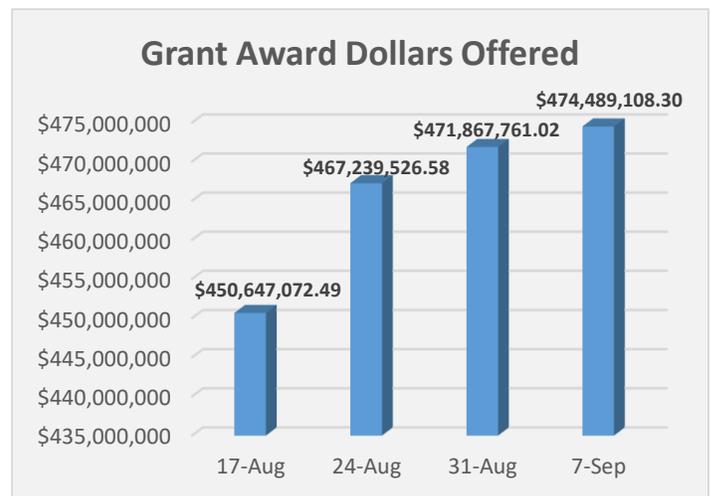
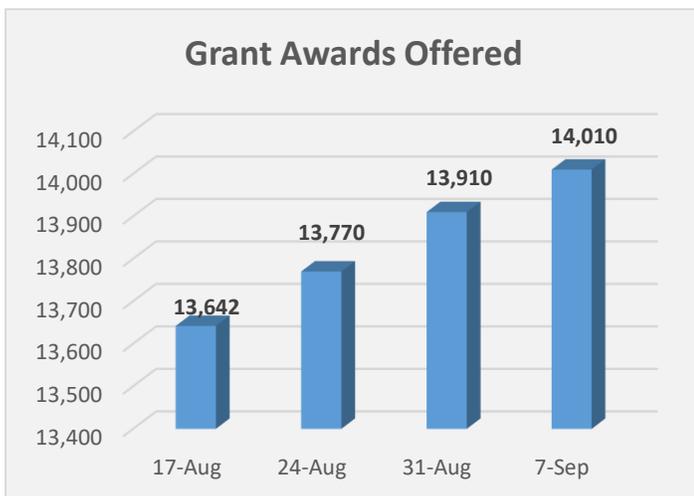
	As of 8/31/2018	Weekly Activity	As of 9/7/2018		
<b>Surveys Recorded</b>				<b>Percentage</b>	
<i>Submitted Surveys</i>	53,730	1	53,731		7/20/2018 deadline
<i>Phase I - VI Subtotal</i>	43,695	21	43,716	81%	
<i>Duplicate Address</i>	4,050	2	4,052	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,985	-22	5,963	11%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	184	4	188		
Environmental Reviews Completed	43,511	17	43,528		
<b>Scope of Work: Prospective/Completed</b>					
Scope of Work Available to Work	1,081	-148	933		
Total Scope of Work Completed	32,411	246	32,657		
<b>Applications In Process</b>					
Total Number of Invited Applications	43,614	40	<b>43,654</b>		
Applications Not Submitted	3,821	-323	3,498		
Applications Available For Grant Determination	39,793	363	40,156		
Pending Grant Determination	3,004	-190	2,814	7%	
<b>Grant Determinations</b>			<b>93% Grant Determinations</b>		
Zero Award	10,131	63	10,194	25%	
Ineligible Determination	7,750	336	8,086	20%	
Withdrawn By Applicant	4,998	54	5,052	13%	
Grant Award Offered To Applicant	13,910	100	14,010	35%	
<b>Grant Awards</b>					<b>Total Dollars</b>
Grant Awards Offered	13,910	100	14,010		474,489,108.30
Grant Awards Obligated	10,781	106	10,887		364,919,658.04
<i>Solution 1 Only</i>	266	9	275		14,806,514.89
<i>Solution 2 Only</i>	1,221	16	1,237		40,673,924.51
<i>Solution 3 Only</i>	2,163	29	2,192		58,359,856.06
<i>Solution 3 and 1</i>	1,650	15	1,665		64,652,611.52
<i>Solution 3 and 2</i>	5,481	37	5,518		186,426,751.06
<b>Disbursements</b>					
Total Disbursements	9,066	281	9,347		244,952,228.71
<i>Solution 1 Only</i>	66	0	66		1,761,716.89
<i>Solution 2 Only</i>	467	46	513		11,784,401.17
<i>Solution 3 Only</i>	1,991	85	2,076		55,048,421.66
<i>Solution 3 and 1</i>	1,510	33	1,543		37,166,678.81
<i>Solution 3 and 2</i>	5,032	117	5,149		139,191,010.18
<b>Housing Rehabilitation/Reconstruction Complete</b>					
Total Housing Rehabilitation/Reconstruction Complete	4,499	315	4,814		
<i>Solution 1</i>	1,318	31	1,349		
<i>Solution 2</i>	1,201	199	1,400		
<i>Solution 3 Only</i>	1,980	85	2,065		

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 43,654 Homeowners to complete Applications.**



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

As of September 7, 2018, there are 19,263 homeowners, 56.03% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,928 homeowners, 37.61% 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)	5,085	98.20%	5,178
Phase Two (II)	5,863	99.00%	5,922
Phase Three (III)	2,308	33.14%	6,965
Phase Four (IV)	2,656	34.20%	7,766
Phase Five (V)	512	55.47%	923
Phase Six (VI)	1,330	21.96%	6,056
Undetermined	2	100.00%	2
Not In Phase	1,507	96.29%	1,565
<b>Total</b>	<b>19,263</b>	<b>56.03%</b>	<b>34,377</b>

	Submitted Applications	Percentage
Most Impacted LMI	16,960	49.33%
Most Impacted Urgent Need	14,531	42.27%
LMI	2,303	6.70%
Urgent Need	583	1.70%
<b>Total</b>	<b>34,377</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)	3,339	64.48%	3,333	64.37%	5,178
Phase Two (II)	4,230	71.43%	3,243	54.76%	5,922
Phase Three (III)	1,322	18.98%	774	11.11%	6,965
Phase Four (IV)	1,650	21.25%	1,008	12.98%	7,766
Phase Five (V)	169	18.31%	175	18.96%	923
Phase Six (VI)	1,619	26.73%	824	13.61%	6,056
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	598	38.21%	1,247	79.68%	1,565
<b>Total</b>	<b>12,928</b>	<b>37.61%</b>	<b>10,606</b>	<b>30.85%</b>	<b>34,377</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>10,887</b>	<b>364,919,658.04</b>		<b>9,347</b>	<b>244,952,228.71</b>	
LMI	5,522	198,920,634.47	54.5%	4,601	123,101,299.49	50.2%
Urgent Need	5,365	165,999,023.57	45.5%	4,746	121,850,929.22	49.8%
Most Impacted Parishes	<b>10,509</b>	<b>350,642,060.69</b>	<b>96.1%</b>	<b>9,083</b>	<b>238,619,697.07</b>	<b>97.4%</b>
LMI	5,272	188,941,972.77	51.8%	4,440	119,349,374.33	48.7%
Urgent Need	5,237	161,700,087.92	44.3%	4,643	119,270,322.74	48.7%
Other Parishes	<b>378</b>	<b>14,277,597.35</b>	<b>3.9%</b>	<b>264</b>	<b>6,332,531.64</b>	<b>2.6%</b>
LMI	250	9,978,661.70	2.7%	161	3,751,925.16	1.5%
Urgent Need	128	4,298,935.65	1.2%	103	2,580,606.48	1.1%

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	45	0.13%
American Indian/Alaska Native and White	83	0.24%
American Indian/Alaskan Native/Black-African American	53	0.15%
Asian	479	1.39%
Asian and White	45	0.13%
Black/African American	13,392	38.96%
Black/African American and White	249	0.72%
Native Hawaiian/Other Pacific Islander	33	0.10%
Other Multi-Racial	563	1.64%
White	19,387	56.40%
A Race was not provided	48	0.14%
<b>Total</b>	<b>34,377</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 9: Housing Assistance Center Activity**

Activity	As of 8/31/2018	Weekly Activity	As of 9/7/2018
<b>Appointments</b>			
Total Number of Appointments	72,758	511	73,269
<i>Walk-ins</i>	40,892	392	41,284
<i>Scheduled</i>	31,866	119	31,985
<i>Held at office</i>	27,295	109	27,404
<i>Home visit</i>	587	0	587
<i>Cancelled</i>	2,628	5	2,633
<i>No Show</i>	1,356	5	1,361
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	47,827	301	48,128
<i>Walk-ins</i>	29,422	269	29,691
<i>Scheduled</i>	18,405	32	18,437
<i>Held at office</i>	15,980	30	16,010
<i>Home visit</i>	223	0	223
<i>Cancelled</i>	1,801	1	1,802
<i>No Show</i>	401	1	402
<b>Hammond</b>			
Total Number of Appointments	14,465	109	14,574
<i>Walk-ins</i>	8,429	81	8,510
<i>Scheduled</i>	6,036	28	6,064
<i>Held at office</i>	4,571	21	4,592
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	504	3	507
<i>No Show</i>	615	4	619
<b>Lafayette</b>			
Total Number of Appointments	5,972	64	6,036
<i>Walk-ins</i>	1,296	16	1,312
<i>Scheduled</i>	4,676	48	4,724
<i>Held at office</i>	4,357	47	4,404
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	204	1	205
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,494	37	4,531
<i>Walk-ins</i>	1,745	26	1,771
<i>Scheduled</i>	2,749	11	2,760
<i>Held at office</i>	2,387	11	2,398
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	119	0	119
<i>No Show</i>	231	0	231

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 8/31/2018	Weekly Activity	As of 9/7/2018
<b>Call Center</b>			
Total Calls	274,369	2,915	277,284
Total Calls Abandoned	8,695	37	8,732
Abandoned %	3.17%	-0.02%	3.15%
Total Calls Processed	265,674	2,878	268,552
Inbound	172,364	1,421	173,785
Outbound	93,310	1,457	94,767
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	172,364	1,421	173,785
Average Wait Time	1.31 min		1.30 min
Average Call Time	5.69 min		5.68 min
Program Inquiry	49,210	363	49,573
Surveys Status Update	3,783	61	3,844
Surveys Completed	9,642	0	9,642
Case Manager Request	18,327	255	18,582
Application Status Update	61,605	535	62,140
Application In Progress	918	17	935
Application Submitted (Pending Document Upload)	6,171	7	6,178
Applications Completed	255	0	255
Damage Assessment Inquiry	2,272	0	2,272
Award Acknowledgement Inquiry	2,711	13	2,724
Construction Inquiry	3,328	71	3,399
Appeals	1,569	26	1,595
Outbound Project	80	0	80
Invalid Number/ No Answer / Busy / Left Message	9,844	70	9,914
Call Transferred	2,649	3	2,652
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	93,310	1,457	94,767
Average Call Time	1.60 min		1.59 min
Program Inquiry	5,658	19	5,677
Survey Status Update	1,682	0	1,682
Surveys Completed	858	0	858
Case Manager Request	155	1	156
Application Status Update	16,660	218	16,878
Application In Progress	4	2	6
Application Submitted (Pending Document Upload)	620	4	624
Applications Completed	44	0	44
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	303	1	304
Appeals	2	1	3
Outbound Project	5,553	95	5,648
Invalid Number/ No Answer / Busy / Left Message	31,628	724	32,352
Call Transferred	30,085	392	30,477

**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	47	9	36	1	0	71	3,821	1,456
2	26	0	37	58	10	72	1,359	321
3	15	1	38	86	21	73	857	301
4	49	8	39	102	30	74	196	51
5	13	2	40	94	22	75	201	42
6	2	0	41	141	38	76	19	4
7	26	5	42	186	59	77	138	35
8	11	0	43	295	132	78	0	0
9	76	25	44	45	5	79	0	0
10	88	26	45	79	23	80	0	0
11	36	6	46	131	39	81	1,502	578
12	58	10	47	312	94	83	0	0
13	41	9	48	374	175	84	0	0
14	225	58	49	202	70	85	0	0
15	41	13	50	1	0	86	521	156
16	350	89	51	0	0	88	2,018	679
17	758	264	52	0	0	89	1	0
18	76	17	53	0	0	90	6	0
19	206	58	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	22	57	0	0	94	0	0
23	58	13	58	156	34	95	1,673	769
24	47	14	59	456	146	96	309	91
25	5	0	60	45	8	97	0	0
26	16	0	61	1,091	476	98	0	0
27	16	7	62	379	141	99	0	0
28	39	4	63	674	320	100	0	0
29	1,243	689	64	2,398	1,076	101	4,265	2,549
30	7	1	65	4,153	1,891	102	0	0
31	737	316	66	1,135	368	103	0	0
32	25	6	67	87	13	104	5	0
33	36	16	68	44	15	105	0	0
34	11	2	69	144	46	Unknown	0	0
35	2	0	70	46	15	<b>Total</b>	<b>34,377</b>	<b>14,010</b>

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

Senate District	Application Count	Offered Count
1	29	5
2	206	49
3	0	0
4	0	0
5	0	0
6	6,141	2,510
7	0	0
8	0	0
9	0	0
10	0	0
11	538	177
12	1,470	374
13	6,603	2,677
14	1,275	556
15	7,544	4,182
16	333	114
17	649	194
18	3,885	1,348
19	0	0
20	0	0
21	27	3

Senate District	Application Count	Offered Count
22	527	162
23	1,098	494
24	289	55
25	198	49
26	849	315
27	15	2
28	185	44
29	92	18
30	111	40
31	104	25
32	164	44
33	452	108
34	1,057	339
35	151	40
36	164	46
37	49	14
38	58	12
39	114	14
Unknown	0	0
<b>Total</b>	<b>34,377</b>	<b>14,010</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	241
Allen	75	23	12
Ascension	6,353	4,259	2,815
Avoyelles	274	133	39
Beauregard	113	56	17
Bienville	209	56	20
Bossier	607	282	116
Caddo	589	316	161
Calcasieu	266	180	79
Caldwell	154	54	33
Catahoula	72	20	7
Claiborne	208	55	23
De Soto	141	52	20
East Baton Rouge	24,248	20,704	14,728
East Carroll	237	48	26
East Feliciana	617	280	170
Evangeline	522	136	57
Franklin	58	26	10
Grant	280	79	42
Iberia	1,478	646	305
Iberville	357	133	75
Jackson	74	13	4
Jefferson Davis	508	129	57
Lafayette	4,753	2,736	1,519
LaSalle	73	28	14
Lincoln	152	30	12

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,976	7,479
Madison	85	57	27
Morehouse	1,005	329	179
Natchitoches	598	169	74
Ouachita	3,418	2,217	1,271
Pointe Coupee	444	154	68
Rapides	145	93	37
Red River	46	17	6
Richland	445	150	79
Sabine	100	61	18
St. Helena	976	552	331
St. James	162	103	43
St. Landry	1,615	434	200
St. Martin	1,301	534	257
St. Tammany	1,057	471	247
Tangipahoa	6,183	4,257	2,476
Union	399	100	56
Vermilion	1,786	964	484
Vernon	306	78	31
Washington	1,222	484	231
Webster	525	134	67
West Baton Rouge	110	36	9
West Carroll	336	80	44
West Feliciana	154	63	38
Winn	181	54	22
<b>Total</b>	<b>*82,440</b>	<b>53,555</b>	<b>34,376</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	73	\$2,294,735.72	47	\$1,445,912.12	38	\$785,207.49
Allen	2	\$69,158.58	2	\$69,158.58	1	\$22,661.10
Ascension	924	\$30,905,209.74	685	\$22,044,431.29	558	\$14,825,829.22
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	32	\$1,193,179.43	12	\$518,884.65	5	\$191,946.93
Caddo	23	\$789,278.75	14	\$446,250.44	8	\$117,901.81
Calcasieu	28	\$1,017,422.66	17	\$572,683.82	13	\$351,524.56
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	4	\$142,147.55	2	\$58,413.70	0	\$0.00
De Soto	3	\$75,500.67	2	\$47,672.21	0	\$0.00
East Baton Rouge	7,242	\$239,867,405.50	6,036	\$204,125,793.56	5,409	\$143,147,937.94
East Carroll	5	\$222,499.98	3	\$133,077.41	3	\$54,483.66
East Feliciana	57	\$1,918,314.02	37	\$1,305,591.86	33	\$720,767.64
Evangeline	18	\$767,379.28	11	\$305,392.40	10	\$153,725.70
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	11	\$460,861.46	4	\$142,368.92	2	\$57,989.33
Iberia	83	\$2,805,913.84	44	\$1,558,150.35	31	\$736,620.89
Iberville	15	\$814,196.28	7	\$331,079.10	5	\$103,429.39
Jefferson Davis	9	\$407,362.23	7	\$227,436.34	4	\$95,968.17
Lafayette	649	\$18,817,393.54	536	\$15,330,624.97	477	\$11,878,404.97
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	3,017	\$104,516,355.55	2,253	\$74,612,269.72	1,917	\$51,404,617.14
Madison	1	\$52,470.09	1	\$52,470.09	0	\$0.00
Morehouse	50	\$2,163,751.25	30	\$1,197,444.36	20	\$275,403.25
Natchitoches	19	\$957,555.44	6	\$228,224.49	6	\$172,132.72
Ouachita	399	\$13,841,833.56	267	\$9,398,437.61	191	\$4,077,106.21
Pointe Coupee	15	\$596,365.11	7	\$280,085.42	4	\$82,938.85
Rapides	7	\$283,215.74	3	\$73,047.28	2	\$49,740.35
Red River	2	\$73,481.87	0	\$0.00	0	\$0.00
Richland	22	\$1,078,594.19	9	\$486,720.11	4	\$53,006.86
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$17,503.71
St. Helena	64	\$2,736,877.51	35	\$1,482,604.63	21	\$507,586.70
St. James	8	\$438,969.80	3	\$124,385.11	3	\$124,385.11
St. Landry	41	\$1,601,553.20	20	\$668,476.11	14	\$324,968.52
St. Martin	81	\$3,296,846.66	49	\$1,887,319.84	39	\$976,050.61
St. Tammany	71	\$2,418,901.19	50	\$1,513,572.92	46	\$993,497.72
Tangipahoa	724	\$26,753,476.75	483	\$16,909,952.99	320	\$8,294,505.86
Union	10	\$299,314.49	7	\$223,181.25	4	\$96,889.68
Vermilion	160	\$5,028,664.57	117	\$3,793,858.86	97	\$2,451,389.55
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	\$761,200.97
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	2	\$120,969.46
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
<b>Total</b>	<b>14,010</b>	<b>\$474,489,108.30</b>	<b>10,887</b>	<b>\$364,919,658.04</b>	<b>9,347</b>	<b>\$244,952,228.71</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.