

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #58**  
**September 8, 2018 – September 14, 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

- 43,541 environmental reviews have been completed, representing 99% of the 43,716 homeowners in Phases I – VI.
  - 43,657 homeowners have been invited to complete applications from Phase I - VI. 34,548 (79%) homeowners have submitted their applications.
  - 32,954 scopes of work have been completed, representing 95% of the 34,548 homeowners that have submitted their application.
  - There have been a total of 14,118 Grant Awards offered to homeowners, amounting to \$479,170,304.78. Of those, 11,019 homeowners have acknowledged their grant agreements, obligating \$369,348,605.50.
  - 4,962 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of September 14, 2018, there were a total of 69,951 appointments held.
  - 272,410 calls were completed by the call center. 175,384 of the completed calls were inbound calls and 97,026 of the completed calls were outbound calls.
  - The Program has completed 9 outreach events for this reporting period. The following events are scheduled for the week of September 17 – September 23, 2018:
    - 9/17 – 9/19: Contractor Selection Population Outreach – Baton Rouge, LA
    - 9/17: Sen. Barrow Community Meeting requests – Baton Rouge, LA
    - 9/19: Multi-Agency Housing Panel – Baton Rouge, LA

**Table 1: Outreach Events**

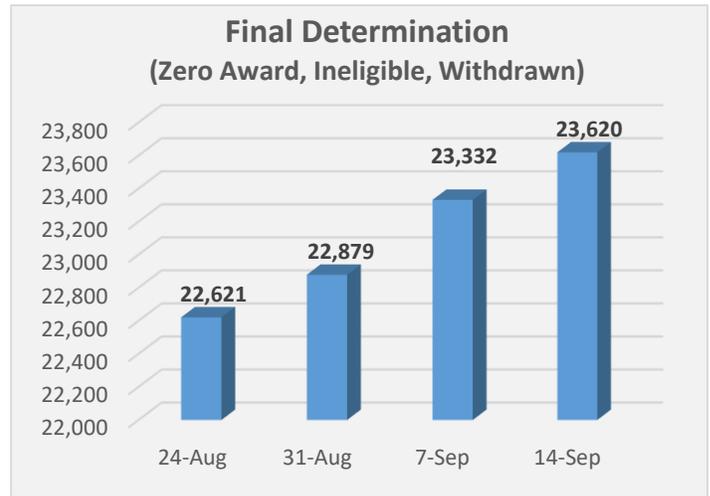
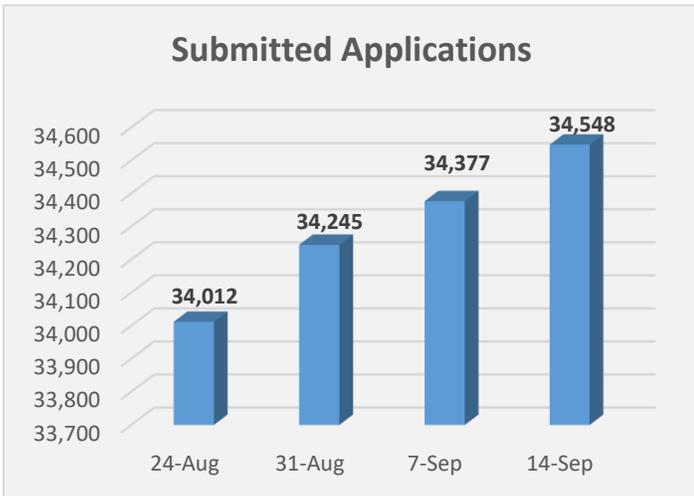
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
<b>Total</b>	<b>248</b>

**Table 2: Homeowner Program Snapshot**

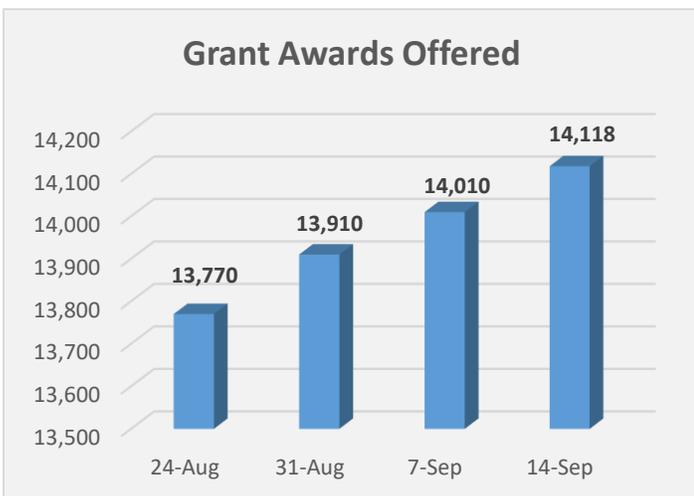
	As of 9/7/18	Weekly Activity	As of 9/14/18	Percentage		
<b>Surveys Recorded</b>					<b>Percentage</b>	
<i>Submitted Surveys</i>	53,731	0	53,731		7/20/2018 deadline	
<i>Phase I - VI Subtotal</i>	43,716	0	43,716	81%		
<i>Duplicate Address</i>	4,052	0	4,052	8%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,963	0	5,963	11%		
<b>Environmental Reviews</b>						
Environmental Reviews Available to Work	188	-13	175			
Environmental Reviews Completed	43,528	13	43,541			
<b>Scope of Work: Prospective/Completed</b>						
Scope of Work Available to Work	933	-152	781			
Total Scope of Work Completed	32,657	297	32,954			
<b>Applications In Process</b>						
Total Number of Invited Applications	43,654	3	<b>43,657</b>			
Applications Not Submitted	3,498	-214	3,284			
Applications Available For Grant Determination	40,156	217	40,373			
Pending Grant Determination	2,814	-179	2,635	7%		
<b>Grant Determinations</b>			<b>93% Grant Determinations</b>			
Zero Award	10,194	84	10,278	25%		
Ineligible Determination	8,086	116	8,202	20%		
Withdrawn By Applicant	5,052	88	5,140	13%		
Grant Award Offered To Applicant	14,010	108	14,118	35%		
<b>Grant Awards</b>					<b>Total Dollars</b>	
Grant Awards Offered	14,010	108	14,118		479,170,304.78	
Grant Awards Obligated	10,887	132	11,019		369,348,605.50	
<i>Solution 1 Only</i>	275	12	287		15,608,800.72	
<i>Solution 2 Only</i>	1,237	29	1,266		41,591,554.48	
<i>Solution 3 Only</i>	2,192	22	2,214		58,954,689.74	
<i>Solution 3 and 1</i>	1,665	24	1,689		65,589,783.96	
<i>Solution 3 and 2</i>	5,518	45	5,563		187,603,776.60	
<b>Disbursements</b>						
Total Disbursements	9,347	303	9,650		254,131,543.94	
<i>Solution 1 Only</i>	66	11	77		2,234,843.46	
<i>Solution 2 Only</i>	513	34	547		12,462,208.10	
<i>Solution 3 Only</i>	2,076	53	2,129		56,439,401.39	
<i>Solution 3 and 1</i>	1,543	56	1,599		39,482,940.38	
<i>Solution 3 and 2</i>	5,149	149	5,298		143,512,150.61	
<b>Housing Rehabilitation/Reconstruction Complete</b>						
Total Housing Rehabilitation/Reconstruction Complete	4,814	148	4,962			
<i>Solution 1</i>	1,349	28	1,377			
<i>Solution 2</i>	1,400	67	1,467			
<i>Solution 3 Only</i>	2,065	53	2,118			

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 43,657 Homeowners to complete Applications.**



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

As of September 14, 2018, there are 19,337 homeowners, 55.97% of the homeowners who submitted applications, that reported their income as low to moderate. There are 12,990 homeowners, 37.60% 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)	5,117	98.21%	5,210
Phase Two (II)	5,890	99.01%	5,949
Phase Three (III)	2,312	33.09%	6,988
Phase Four (IV)	2,676	34.18%	7,830
Phase Five (V)	517	55.53%	931
Phase Six (VI)	1,333	21.89%	6,090
Undetermined	2	100.00%	2
Not In Phase	1,490	96.25%	1,548
<b>Total</b>	<b>19,337</b>	<b>55.97%</b>	<b>34,548</b>

	Submitted Applications	Percentage
Most Impacted LMI	17,007	49.23%
Most Impacted Urgent Need	14,580	42.20%
LMI	2,330	6.74%
Urgent Need	631	1.83%
<b>Total</b>	<b>34,548</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)	3,353	64.36%	3,360	64.49%	5,210
Phase Two (II)	4,252	71.47%	3,246	54.56%	5,949
Phase Three (III)	1,325	18.96%	772	11.05%	6,988
Phase Four (IV)	1,666	21.28%	1,012	12.92%	7,830
Phase Five (V)	167	17.94%	172	18.47%	931
Phase Six (VI)	1,631	26.78%	824	13.53%	6,090
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	595	38.44%	1,225	79.13%	1,548
<b>Total</b>	<b>12,990</b>	<b>37.60%</b>	<b>10,613</b>	<b>30.72%</b>	<b>34,548</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>11,019</b>	<b>369,348,605.50</b>		<b>9,650</b>	<b>254,131,543.94</b>	
LMI	5,591	201,692,291.96	54.6%	4,752	128,216,203.57	50.5%
Urgent Need	5,428	167,656,313.54	45.4%	4,898	125,915,340.37	49.5%
Most Impacted Parishes	<b>10,608</b>	<b>353,817,869.54</b>	<b>95.8%</b>	<b>9,349</b>	<b>246,625,068.07</b>	<b>97.1%</b>
LMI	5,333	191,179,930.48	51.8%	4,583	124,173,338.66	48.9%
Urgent Need	5,275	162,637,939.06	44.0%	4,766	122,451,729.41	48.2%
Other Parishes	<b>411</b>	<b>15,530,735.96</b>	<b>4.2%</b>	<b>301</b>	<b>7,506,475.87</b>	<b>2.9%</b>
LMI	258	10,512,361.48	2.8%	169	4,042,864.91	1.6%
Urgent Need	153	5,018,374.48	1.4%	32	3,463,610.96	1.3%

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	47	0.14%
American Indian/Alaska Native and White	84	0.24%
American Indian/Alaskan Native/Black-African American	53	0.15%
Asian	481	1.39%
Asian and White	45	0.13%
Black/African American	13,458	38.96%
Black/African American and White	249	0.72%
Native Hawaiian/Other Pacific Islander	33	0.10%
Other Multi-Racial	564	1.63%
White	19,486	56.40%
A Race was not provided	48	0.14%
<b>Total</b>	<b>34,548</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 9: Housing Assistance Center Activity**

Activity	As of 9/7/2018	Weekly Activity	As of 9/14/2018
<b>Appointments</b>			
Total Number of Appointments	73,269	691	73,960
<i>Walk-ins</i>	41,284	535	41,819
<i>Scheduled</i>	31,985	156	32,141
<i>Held at office</i>	27,404	141	27,545
<i>Home visit</i>	587	0	587
<i>Cancelled</i>	2,633	9	2,642
<i>No Show</i>	1,361	6	1,367
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	48,128	446	48,574
<i>Walk-ins</i>	29,691	401	30,092
<i>Scheduled</i>	18,437	45	18,482
<i>Held at office</i>	16,010	41	16,051
<i>Home visit</i>	223	0	223
<i>Cancelled</i>	1,802	4	1,806
<i>No Show</i>	402	0	402
<b>Hammond</b>			
Total Number of Appointments	14,574	148	14,722
<i>Walk-ins</i>	8,510	112	8,622
<i>Scheduled</i>	6,064	36	6,100
<i>Held at office</i>	4,592	28	4,620
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	507	3	510
<i>No Show</i>	619	5	624
<b>Lafayette</b>			
Total Number of Appointments	6,036	72	6,108
<i>Walk-ins</i>	1,312	11	1,323
<i>Scheduled</i>	4,724	61	4,785
<i>Held at office</i>	4,404	60	4,464
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	205	1	206
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,531	25	4,556
<i>Walk-ins</i>	1,771	11	1,782
<i>Scheduled</i>	2,760	14	2,774
<i>Held at office</i>	2,398	12	2,410
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	119	1	120
<i>No Show</i>	231	1	232

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 9/7/2018	Weekly Activity	As of 9/14/2018
<b>Call Center</b>			
Total Calls	277,284	3,942	281,226
Total Calls Abandoned	8,732	84	8,816
Abandoned %	3.15%	-0.02%	3.13%
Total Calls Processed	268,552	3,858	272,410
Inbound	173,785	1,599	175,384
Outbound	94,767	2,259	97,026
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	173,785	1,599	175,384
Average Wait Time	1.30 min		1.30 min
Average Call Time	5.68 min		5.66 min
Program Inquiry	49,573	401	49,974
Surveys Status Update	3,844	16	3,860
Surveys Completed	9,642	0	9,642
Case Manager Request	18,582	299	18,881
Application Status Update	62,140	614	62,754
Application In Progress	935	13	948
Application Submitted (Pending Document Upload)	6,178	16	6,194
Applications Completed	255	4	259
Damage Assessment Inquiry	2,272	0	2,272
Award Acknowledgement Inquiry	2,724	12	2,736
Construction Inquiry	3,399	85	3,484
Appeals	1,595	23	1,618
Outbound Project	80	2	82
Invalid Number/ No Answer / Busy / Left Message	9,914	108	10,022
Call Transferred	2,652	6	2,658
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	94,767	2,259	97,026
Average Call Time	1.59 min		1.58 min
Program Inquiry	5,677	35	5,712
Survey Status Update	1,682	0	1,682
Surveys Completed	858	0	858
Case Manager Request	156	1	157
Application Status Update	16,878	493	17,371
Application In Progress	6	5	11
Application Submitted (Pending Document Upload)	624	9	633
Applications Completed	44	1	45
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	304	0	304
Appeals	3	0	3
Outbound Project	5,648	266	5,914
Invalid Number/ No Answer / Busy / Left Message	32,352	1,029	33,381
Call Transferred	30,477	420	30,897

**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	8	36	1	0	71	3,836	1,468
2	26	0	37	58	11	72	1,369	322
3	15	1	38	92	24	73	865	297
4	49	8	39	103	30	74	200	52
5	13	2	40	94	22	75	206	43
6	2	0	41	143	38	76	19	4
7	26	6	42	186	58	77	139	38
8	11	0	43	295	132	78	0	0
9	78	26	44	45	5	79	0	0
10	89	27	45	79	23	80	0	0
11	36	6	46	132	41	81	1,517	588
12	58	10	47	316	94	83	0	0
13	41	8	48	376	175	84	0	0
14	225	58	49	203	70	85	0	0
15	42	13	50	1	0	86	524	161
16	352	91	51	0	0	88	2,029	679
17	762	269	52	0	0	89	1	0
18	76	17	53	0	0	90	6	0
19	208	62	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	24	57	0	0	94	0	0
23	58	13	58	158	34	95	1,677	778
24	47	14	59	458	148	96	310	92
25	5	0	60	45	9	97	0	0
26	17	0	61	1,094	481	98	0	0
27	16	7	62	381	145	99	0	0
28	41	4	63	675	324	100	0	0
29	1,247	692	64	2,405	1,080	101	4,278	2,555
30	7	1	65	4,169	1,904	102	0	0
31	741	320	66	1,140	370	103	0	0
32	25	6	67	87	14	104	5	0
33	37	16	68	45	15	105	0	0
34	11	2	69	145	46	Unknown	0	0
35	2	0	70	46	16	<b>Total</b>	<b>34,548</b>	<b>14,118</b>

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

Senate District	Application Count	Offered Count
1	29	5
2	209	50
3	0	0
4	0	0
5	0	0
6	6,172	2,523
7	0	0
8	0	0
9	0	0
10	0	0
11	543	177
12	1,486	379
13	6,625	2,703
14	1,279	563
15	7,565	4,198
16	336	115
17	651	198
18	3,911	1,359
19	0	0
20	0	0
21	27	3

Senate District	Application Count	Offered Count
22	530	166
23	1,101	495
24	293	56
25	198	49
26	857	315
27	15	2
28	191	47
29	93	19
30	112	41
31	104	26
32	165	46
33	455	108
34	1,061	348
35	152	40
36	166	47
37	50	14
38	58	12
39	114	14
Unknown	0	0
<b>Total</b>	<b>34,548</b>	<b>14,118</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	529	258
Allen	75	23	12
Ascension	6,353	4,236	2,808
Avoyelles	274	133	41
Beauregard	113	56	17
Bienville	209	56	20
Bossier	607	283	119
Caddo	589	316	161
Calcasieu	266	179	79
Caldwell	154	54	33
Catahoula	72	20	7
Claiborne	208	55	23
De Soto	141	84	52
East Baton Rouge	24,248	20,739	14,814
East Carroll	237	53	31
East Feliciana	617	279	169
Evangeline	522	136	60
Franklin	58	26	10
Grant	280	80	43
Iberia	1,478	642	302
Iberville	357	134	76
Jackson	74	13	4
Jefferson Davis	508	129	57
Lafayette	4,753	2,727	1,515
LaSalle	73	30	16
Lincoln	152	40	22

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,923	7,458
Madison	85	57	27
Morehouse	1,005	328	179
Natchitoches	598	169	74
Ouachita	3,418	2,214	1,274
Pointe Coupee	444	154	68
Rapides	145	93	38
Red River	46	18	7
Richland	445	148	78
Sabine	100	62	19
St. Helena	976	551	333
St. James	162	102	45
St. Landry	1,615	434	204
St. Martin	1,301	534	259
St. Tammany	1,057	471	251
Tangipahoa	6,183	4,246	2,485
Union	399	102	58
Vermilion	1,786	963	489
Vernon	306	77	30
Washington	1,222	483	235
Webster	525	134	68
West Baton Rouge	110	38	11
West Carroll	336	80	44
West Feliciana	154	62	37
Winn	181	54	22
<b>Total</b>	<b>*82,440</b>	<b>53,549</b>	<b>34,542</b>

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

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	9	1
Cameron	0	0
Concordia	7	2
Jefferson	20	0
Lafourche	5	1
Orleans	46	0
Plaquemines	4	1
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>182</b>	<b>6</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	80	\$2,552,547.27	56	\$1,723,685.92	44	\$936,232.02
Allen	2	\$69,158.58	2	\$69,158.58	1	\$22,661.10
Ascension	920	\$30,693,362.42	683	\$21,959,730.17	581	\$15,581,049.81
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	5	\$199,951.23	2	\$73,021.09	2	\$66,332.35
Bossier	34	\$1,261,598.38	12	\$517,436.84	5	\$191,946.93
Caddo	22	\$774,252.18	12	\$394,886.81	8	\$117,901.81
Calcasieu	28	\$1,014,395.34	19	\$725,491.27	14	\$374,151.60
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
Concordia	2	\$73,680.27	2	\$73,680.27	2	\$71,670.49
De Soto	24	\$783,980.11	18	\$562,285.66	14	\$387,113.36
East Baton Rouge	7,291	\$241,874,573.29	6,099	\$206,066,352.44	5,555	\$148,073,075.87
East Carroll	8	\$295,236.51	6	\$205,813.94	6	\$127,220.19
East Feliciana	59	\$2,129,413.42	38	\$1,336,735.22	33	\$723,651.46
Evangeline	21	\$850,468.23	11	\$305,392.40	10	\$160,913.10
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	13	\$536,585.04	5	\$177,549.32	3	\$84,297.41
Iberia	81	\$2,700,947.28	43	\$1,469,447.87	32	\$760,772.01
Iberville	16	\$857,756.28	7	\$331,079.10	5	\$103,429.39
Jefferson Davis	10	\$410,333.03	7	\$227,436.34	5	\$104,541.97
Lafayette	644	\$18,668,975.65	536	\$15,280,327.60	485	\$12,108,953.75
LaSalle	4	\$119,138.67	3	\$98,707.26	3	\$98,707.26
Lincoln	6	\$239,260.16	3	\$91,144.88	3	\$89,988.22
Livingston	3,024	\$105,138,389.84	2,269	\$75,146,285.96	1,968	\$52,621,052.16
Madison	1	\$52,470.09	1	\$52,470.09	0	\$0.00
Morehouse	51	\$2,281,378.62	31	\$1,236,965.53	19	\$269,196.39
Natchitoches	20	\$1,003,836.16	6	\$228,224.49	6	\$172,132.72
Ouachita	405	\$14,034,087.78	272	\$9,636,622.08	207	\$4,379,473.01
Poite 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	3	\$123,175.77	0	\$0.00	0	\$0.00
Richland	23	\$1,104,179.12	9	\$485,833.61	5	\$54,058.75
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$17,503.71
St. Helena	63	\$2,739,061.29	36	\$1,532,159.49	22	\$641,914.35
St. James	8	\$438,969.80	3	\$124,385.11	3	\$124,385.11
St. Landry	41	\$1,601,553.20	21	\$849,916.11	14	\$329,255.00
St. Martin	85	\$3,473,882.27	49	\$1,887,319.84	40	\$1,084,587.15
St. Tammany	74	\$2,595,064.44	51	\$1,563,143.15	47	\$1,048,307.53
Tangipahoa	722	\$26,720,945.32	488	\$17,055,936.25	334	\$8,671,704.81
Union	12	\$346,525.25	9	\$270,392.01	7	\$164,690.45
Vermilion	159	\$5,032,904.60	118	\$3,873,756.47	98	\$2,439,606.38
Vernon	9	\$392,512.12	4	\$202,417.52	4	\$181,903.22
Washington	48	\$1,917,116.36	36	\$1,512,029.50	30	\$765,612.73
Webster	20	\$947,751.33	11	\$346,805.71	11	\$305,614.33
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	0	\$0.00
West Carroll	11	\$520,787.86	6	\$343,200.98	2	\$120,969.46
West Feliciana	11	\$410,605.39	7	\$275,056.79	7	\$172,154.31
Winn	3	\$64,424.21	1	\$14,616.10	1	\$14,616.10
<b>Total</b>	<b>14,118</b>	<b>\$479,170,304.78</b>	<b>11,019</b>	<b>\$369,348,605.50</b>	<b>9,650</b>	<b>\$254,131,543.94</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.