

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #59
September 15, 2018 – September 21, 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

- 43,621 environmental reviews have been completed, representing 99% of the 43,716 homeowners in Phases I – VI.
 - 43,754 homeowners have been invited to complete applications from Phase I - VI. 34,754 (79%) homeowners have submitted their applications.
 - 33,151 scopes of work have been completed, representing 95% of the 34,754 homeowners that have submitted their application.
 - There have been a total of 14,245 Grant Awards offered to homeowners, amounting to \$483,708,190.72. Of those, 11,159 homeowners have acknowledged their grant agreements, obligating \$374,366,582.77.
 - 5,131 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of September 21, 2018, there were a total of 70,664 appointments held.
 - 276,024 calls were completed by the call center. 177,050 of the completed calls were inbound calls and 98,974 of the completed calls were outbound calls.
 - The Program has completed 5 outreach events for this reporting period. The following events are scheduled for the week of September 24 – September 30, 2018:
 - 9/25: Task Force Meeting – Monroe, LA
 - 9/25: Contractor Selection Population Outreach – Baton Rouge, LA
 - 9/25: Contractor Selection Population Outreach – Lafayette, LA
 - 9/25 – 9/26: Contractor Selection Population Outreach – Hammond, LA
 - 9/25: Contractor Selection Population Outreach – Monroe, LA

Table 1: Outreach Events

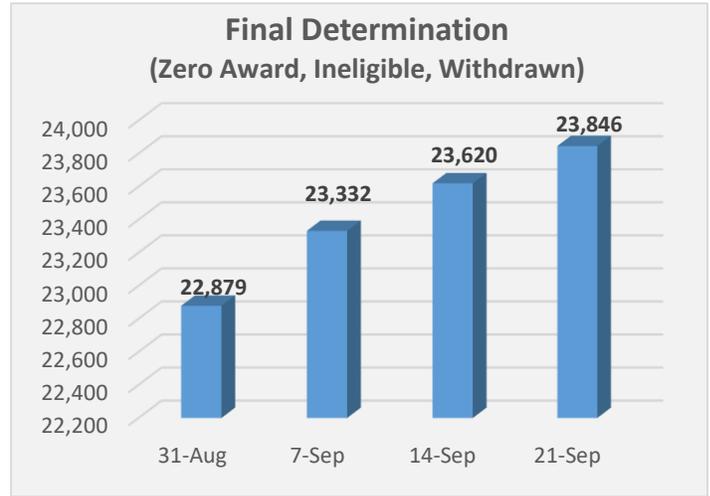
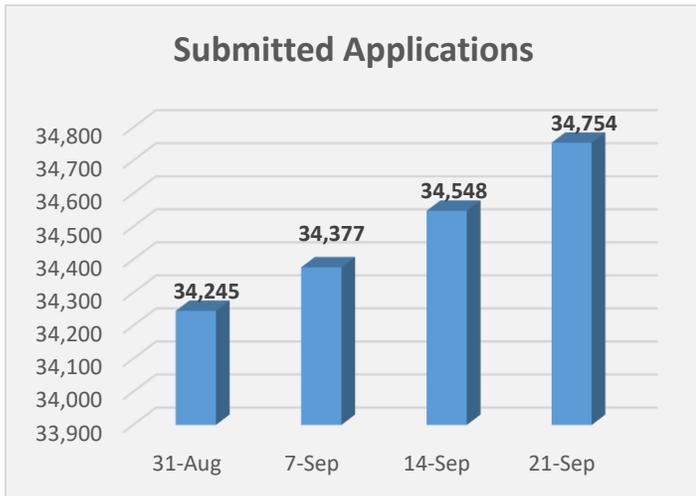
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
Total	248

Table 2: Homeowner Program Snapshot

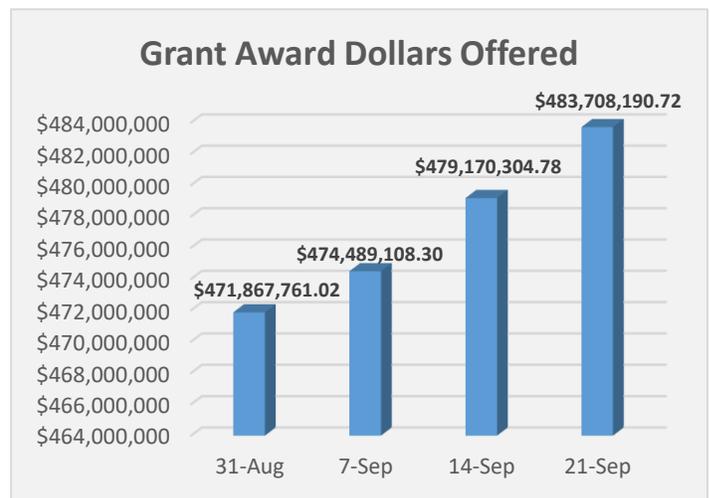
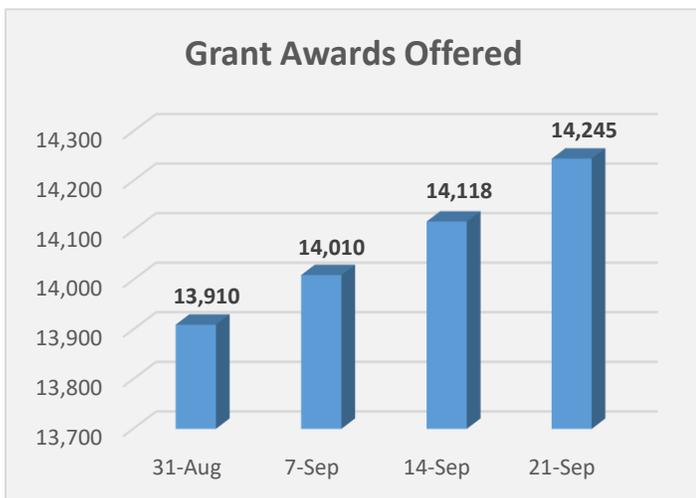
	As of 9/14/18	Weekly Activity	As of 9/21/18	Percentage		
Surveys Recorded					Percentage	
<i>Submitted Surveys</i>	53,731	0	53,731		7/20/2018 deadline	
<i>Phase I - VI Subtotal</i>	43,716	0	43,716	81%		
<i>Duplicate Address</i>	4,052	2	4,054	8%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,963	-2	5,961	11%		
Environmental Reviews						
Environmental Reviews Available to Work	175	-80	95			
Environmental Reviews Completed	43,541	80	43,621			
Scope of Work: Prospective/Completed						
Scope of Work Available to Work	781	1	782			
Total Scope of Work Completed	32,954	197	33,151			
Applications In Process						
Total Number of Invited Applications	43,657	97	43,754			
Applications Not Submitted	3,284	-126	3,158			
Applications Available For Grant Determination	40,373	223	40,596			
Pending Grant Determination	2,635	-130	2,505	6%		
Grant Determinations			94% Grant Determinations			
Zero Award	10,278	118	10,396	26%		
Ineligible Determination	8,202	70	8,272	20%		
Withdrawn By Applicant	5,140	38	5,178	13%		
Grant Award Offered To Applicant	14,118	127	14,245	35%		
Grant Awards					Total Dollars	
Grant Awards Offered	14,118	127	14,245		483,708,190.72	
Grant Awards Obligated	11,019	140	11,159		374,366,582.77	
<i>Solution 1 Only</i>	287	8	295		16,368,003.02	
<i>Solution 2 Only</i>	1,266	33	1,299		42,740,416.52	
<i>Solution 3 Only</i>	2,214	22	2,236		59,577,122.51	
<i>Solution 3 and 1</i>	1,689	19	1,708		66,295,735.88	
<i>Solution 3 and 2</i>	5,563	58	5,621		189,385,304.84	
Disbursements						
Total Disbursements	9,650	199	9,849		260,915,956.06	
<i>Solution 1 Only</i>	77	0	77		2,253,882.37	
<i>Solution 2 Only</i>	547	27	574		13,232,354.58	
<i>Solution 3 Only</i>	2,129	35	2,164		57,351,901.95	
<i>Solution 3 and 1</i>	1,599	43	1,642		41,615,153.06	
<i>Solution 3 and 2</i>	5,298	94	5,392		146,462,664.10	
Housing Rehabilitation/Reconstruction Complete						
Total Housing Rehabilitation/Reconstruction Complete	4,962	169	5,131			
<i>Solution 1</i>	1,377	26	1,403			
<i>Solution 2</i>	1,467	108	1,575			
<i>Solution 3 Only</i>	2,118	35	2,153			

Key Program Statistics

Table 3: Key Program Statistics



Invited 43,754 Homeowners to complete Applications.



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

As of September 21, 2018, there are 19,441 homeowners, 55.94% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,053 homeowners, 37.56% 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)	5,144	98.22%	5,237
Phase Two (II)	5,913	99.01%	5,972
Phase Three (III)	2,314	33.00%	7,013
Phase Four (IV)	2,697	34.21%	7,883
Phase Five (V)	524	55.45%	945
Phase Six (VI)	1,336	21.79%	6,131
Undetermined	2	100.00%	2
Not In Phase	1,511	96.18%	1,571
Total	19,441	55.94%	34,754

	Submitted Applications	Percentage
Most Impacted LMI	17,073	49.13%
Most Impacted Urgent Need	14,674	42.22%
LMI	2,368	6.81%
Urgent Need	639	1.84%
Total	34,754	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)	3,370	64.35%	3,382	64.58%	5,237
Phase Two (II)	4,272	71.53%	3,252	54.45%	5,972
Phase Three (III)	1,326	18.91%	762	10.87%	7,013
Phase Four (IV)	1,676	21.26%	1,018	12.91%	7,883
Phase Five (V)	168	17.78%	174	18.41%	945
Phase Six (VI)	1,642	26.78%	828	13.51%	6,131
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	598	38.06%	1,244	79.19%	1,571
Total	13,053	37.56%	10,662	30.68%	34,754

*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	11,159	374,366,582.77		9,849	260,915,956.06	
LMI	5,662	204,545,901.50	54.6%	4,838	131,627,130.62	50.4%
Urgent Need	5,497	169,820,681.27	45.4%	5,011	129,288,825.44	49.6%
Most Impacted Parishes	10,731	358,044,755.50	95.6%	9,533	253,091,760.48	97.0%
LMI	5,392	193,430,152.73	51.6%	4,659	127,339,614.54	48.8%
Urgent Need	5,339	164,614,602.77	44.0%	4,874	125,752,145.94	48.2%
Other Parishes	428	16,321,827.27	4.4%	316	7,824,195.58	3.0%
LMI	270	11,115,748.77	3.0%	179	4,287,516.08	1.6%
Urgent Need	158	5,206,078.50	1.4%	137	3,536,679.50	1.4%

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	484	1.39%
Asian and White	45	0.13%
Black/African American	13,537	38.95%
Black/African American and White	252	0.73%
Native Hawaiian/Other Pacific Islander	33	0.09%
Other Multi-Racial	566	1.63%
White	19,604	56.41%
A Race was not provided	49	0.14%
Total	34,754	100.00%

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 9/14/2018	Weekly Activity	As of 9/21/2018
Appointments			
Total Number of Appointments	73,960	728	74,688
<i>Walk-ins</i>	41,819	555	42,374
<i>Scheduled</i>	32,141	173	32,314
<i>Held at office</i>	27,545	156	27,701
<i>Home visit</i>	587	2	589
<i>Cancelled</i>	2,642	7	2,649
<i>No Show</i>	1,367	8	1,375
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	48,574	461	49,035
<i>Walk-ins</i>	30,092	408	30,500
<i>Scheduled</i>	18,482	53	18,535
<i>Held at office</i>	16,051	49	16,100
<i>Home visit</i>	223	2	225
<i>Cancelled</i>	1,806	2	1,808
<i>No Show</i>	402	0	402
Hammond			
Total Number of Appointments	14,722	150	14,872
<i>Walk-ins</i>	8,622	101	8,723
<i>Scheduled</i>	6,100	49	6,149
<i>Held at office</i>	4,620	37	4,657
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	510	4	514
<i>No Show</i>	624	8	632
Lafayette			
Total Number of Appointments	6,108	76	6,184
<i>Walk-ins</i>	1,323	23	1,346
<i>Scheduled</i>	4,785	53	4,838
<i>Held at office</i>	4,464	53	4,517
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	206	0	206
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,556	41	4,597
<i>Walk-ins</i>	1,782	23	1,805
<i>Scheduled</i>	2,774	18	2,792
<i>Held at office</i>	2,410	17	2,427
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	120	1	121
<i>No Show</i>	232	0	232

Call Center Activity

Table 10: Call Center Activity

Activity	As of 9/14/2018	Weekly Activity	As of 9/21/2018
Call Center			
Total Calls	281,226	3,691	284,917
Total Calls Abandoned	8,816	77	8,893
Abandoned %	3.13%	-0.01%	3.12%
Total Calls Processed	272,410	3,614	276,024
Inbound	175,384	1,666	177,050
Outbound	97,026	1,948	98,974
Completed Inbound Calls Details			
Total Inbound Calls Completed	175,384	1,666	177,050
Average Wait Time	1.30 min		1.29 min
Average Call Time	5.66 min		5.64 min
Program Inquiry	49,974	481	50,455
Surveys Status Update	3,860	13	3,873
Surveys Completed	9,642	0	9,642
Case Manager Request	18,881	291	19,172
Application Status Update	62,754	606	63,360
Application In Progress	948	10	958
Application Submitted (Pending Document Upload)	6,194	12	6,206
Applications Completed	259	0	259
Damage Assessment Inquiry	2,272	0	2,272
Award Acknowledgement Inquiry	2,736	16	2,752
Construction Inquiry	3,484	68	3,552
Appeals	1,618	29	1,647
Outbound Project	82	0	82
Invalid Number/ No Answer / Busy / Left Message	10,022	130	10,152
Call Transferred	2,658	10	2,668
Completed Outbound Calls Details			
Total Outbound Calls Completed	97,026	1,948	98,974
Average Call Time	1.58 min		1.57 min
Program Inquiry	5,712	37	5,749
Survey Status Update	1,682	0	1,682
Surveys Completed	858	0	858
Case Manager Request	157	2	159
Application Status Update	17,371	372	17,743
Application In Progress	11	1	12
Application Submitted (Pending Document Upload)	633	8	641
Applications Completed	45	1	46
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	304	0	304
Appeals	3	0	3
Outbound Project	5,914	176	6,090
Invalid Number/ No Answer / Busy / Left Message	33,381	937	34,318
Call Transferred	30,897	414	31,311

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	3,853	1,487
2	27	0	37	59	11	72	1,383	324
3	15	1	38	94	24	73	870	300
4	49	9	39	104	30	74	203	51
5	13	2	40	96	22	75	209	44
6	2	0	41	146	38	76	19	4
7	26	6	42	191	57	77	141	41
8	11	0	43	299	135	78	0	0
9	78	26	44	45	5	79	0	0
10	92	27	45	79	23	80	0	0
11	37	6	46	135	41	81	1,526	593
12	59	11	47	318	94	83	0	0
13	41	9	48	380	176	84	0	0
14	227	59	49	204	73	85	0	0
15	42	13	50	1	0	86	526	165
16	354	92	51	0	0	88	2,042	690
17	766	275	52	0	0	89	1	0
18	77	17	53	0	0	90	6	0
19	211	63	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	88	26	57	0	0	94	0	0
23	59	13	58	160	39	95	1,691	778
24	47	15	59	464	148	96	314	93
25	5	0	60	45	9	97	0	0
26	18	0	61	1,097	486	98	0	0
27	16	7	62	385	146	99	0	0
28	42	5	63	675	325	100	0	0
29	1,250	698	64	2,414	1,085	101	4,290	2,567
30	7	1	65	4,188	1,920	102	0	0
31	743	320	66	1,147	374	103	0	0
32	26	7	67	89	14	104	5	0
33	37	16	68	45	15	105	0	0
34	11	2	69	145	47	Unknown	0	0
35	2	0	70	46	16	Total	34,754	14,245

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

Senate District	Application Count	Offered Count
1	29	5
2	212	54
3	0	0
4	0	0
5	0	0
6	6,205	2,544
7	0	0
8	0	0
9	0	0
10	0	0
11	548	184
12	1,503	382
13	6,660	2,722
14	1,284	570
15	7,585	4,220
16	336	117
17	658	198
18	3,936	1,376
19	0	0
20	0	0
21	29	3

Senate District	Application Count	Offered Count
22	536	167
23	1,108	500
24	296	56
25	203	48
26	862	317
27	15	2
28	197	48
29	94	20
30	114	43
31	106	27
32	165	48
33	460	109
34	1,068	355
35	152	42
36	170	47
37	50	14
38	58	12
39	115	15
Unknown	0	0
Total	34,754	14,245

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	264
Allen	75	23	12
Ascension	6,353	4,236	2,828
Avoyelles	274	133	42
Beauregard	113	56	18
Bienville	209	56	21
Bossier	607	283	120
Caddo	589	316	162
Calcasieu	266	179	81
Caldwell	154	54	33
Catahoula	72	20	7
Claiborne	208	55	23
De Soto	141	86	54
East Baton Rouge	24,248	20,737	14,866
East Carroll	237	53	31
East Feliciana	617	279	171
Evangeline	522	136	63
Franklin	58	26	10
Grant	280	80	44
Iberia	1,478	642	308
Iberville	357	134	77
Jackson	74	13	4
Jefferson Davis	508	129	58
Lafayette	4,753	2,727	1,526
LaSalle	73	30	16
Lincoln	152	40	22

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	10,923	7,497
Madison	85	57	27
Morehouse	1,005	328	182
Natchitoches	598	169	75
Ouachita	3,418	2,214	1,280
Pointe Coupee	444	154	69
Rapides	145	93	39
Red River	46	18	7
Richland	445	148	80
Sabine	100	62	19
St. Helena	976	551	338
St. James	162	102	47
St. Landry	1,615	434	207
St. Martin	1,301	534	260
St. Tammany	1,057	471	253
Tangipahoa	6,183	4,246	2,504
Union	399	102	59
Vermilion	1,786	963	490
Vernon	306	77	30
Washington	1,222	483	239
Webster	525	134	70
West Baton Rouge	110	38	11
West Carroll	336	80	44
West Feliciana	154	62	38
Winn	181	54	22
Total	*82,440	53,549	34,748

* 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
Total	182	6

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	79	\$2,548,095.42	58	\$1,854,466.41	44	\$948,407.49
Allen	2	\$69,158.58	2	\$69,158.58	1	\$22,661.10
Ascension	933	\$31,176,004.78	692	\$22,221,156.46	597	\$16,021,124.13
Avoyelles	5	\$119,096.44	2	\$34,495.51	2	\$6,305.68
Beauregard	6	\$206,706.58	3	\$146,319.21	3	\$118,270.09
Bienville	5	\$199,951.23	2	\$73,021.09	2	\$66,332.35
Bossier	34	\$1,293,589.32	12	\$517,436.84	5	\$191,946.93
Caddo	23	\$826,995.13	12	\$394,886.81	8	\$134,030.66
Calcasieu	28	\$1,015,451.44	19	\$725,491.27	15	\$405,231.79
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	25	\$826,854.79	18	\$562,285.66	14	\$387,700.73
East Baton Rouge	7,339	\$243,513,200.72	6,159	\$208,221,325.46	5,641	\$151,427,676.31
East Carroll	8	\$295,236.51	7	\$238,115.48	6	\$127,220.19
East Feliciana	59	\$1,936,543.74	39	\$1,344,250.22	33	\$750,344.61
Evangeline	21	\$850,468.23	12	\$320,717.00	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	4	\$85,077.18
Iberia	81	\$2,700,947.28	45	\$1,548,610.30	33	\$764,555.00
Iberville	19	\$1,006,493.61	7	\$331,079.10	5	\$131,380.96
Jefferson Davis	10	\$410,333.03	8	\$379,120.81	6	\$121,024.98
Lafayette	650	\$18,890,245.34	547	\$15,583,944.13	496	\$12,419,839.86
LaSalle	5	\$170,911.60	4	\$119,138.67	3	\$98,707.26
Lincoln	6	\$239,260.16	3	\$91,144.88	3	\$89,988.22
Livingston	3,050	\$105,868,112.57	2,293	\$75,922,462.02	2,017	\$54,323,356.56
Madison	1	\$52,470.09	1	\$52,470.09	0	\$0.00
Morehouse	52	\$2,323,761.63	33	\$1,335,869.10	23	\$328,723.60
Natchitoches	21	\$1,022,211.72	7	\$270,243.14	6	\$172,132.72
Ouachita	412	\$14,477,571.56	278	\$9,831,077.49	220	\$4,693,856.70
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	3	\$123,175.77	0	\$0.00	0	\$0.00
Richland	24	\$1,162,365.89	9	\$485,833.61	5	\$54,058.75
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$17,503.71
St. Helena	64	\$2,782,799.61	36	\$1,532,159.49	24	\$705,317.45
St. James	8	\$438,969.80	4	\$260,465.11	3	\$124,385.11
St. Landry	41	\$1,601,553.20	23	\$934,721.81	16	\$361,241.85
St. Martin	85	\$3,473,882.27	51	\$1,948,959.24	42	\$1,122,216.25
St. Tammany	76	\$2,603,124.92	53	\$1,570,446.42	48	\$1,099,926.62
Tangipahoa	729	\$27,076,701.46	496	\$17,447,632.82	340	\$8,899,296.45
Union	13	\$438,450.65	9	\$270,392.01	7	\$164,690.45
Vermillion	161	\$5,104,479.53	118	\$3,875,576.36	100	\$2,486,960.53
Vernon	10	\$447,249.50	4	\$202,417.52	4	\$181,903.22
Washington	49	\$1,951,704.66	37	\$1,516,667.93	30	\$771,315.83
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	7	\$388,200.98	2	\$120,969.46
West Feliciana	12	\$455,605.39	7	\$275,056.79	7	\$173,605.47
Winn	4	\$96,602.72	2	\$30,840.64	1	\$14,616.10
Total	14,245	\$483,708,190.72	11,159	\$374,366,582.77	9,849	\$260,915,956.06

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

* Applicants who have completed partial or full repairs on their home before applying to the Program may be eligible for reimbursement of eligible expenses incurred prior to the application process, which includes inspection, to the Program or prior to December 31, 2018, whichever occurs first.

Notes:

- The deadline to complete the homeowner survey was July 20, 2018
- The deadline to complete the homeowner application is October 1, 2018
- 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 which has been applied retroactively.

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.