

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #60**  
**September 22, 2018 – September 28, 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 is a brief survey that all homeowners affected by the 2016 floods must complete. The purpose of this survey is to gather information about unmet needs related to the repair or reconstruction of flooded homes and responses to the survey will be used to determine which phase of the program the homeowner will be invited to apply for.

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 can be completed online at RESTORE.LA.GOV or by calling 866.735.2001. Personal assistance is also available at our Housing Assistance Centers.

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

- 43,650 environmental reviews have been completed, representing 99% of the 44,011 homeowners in Phases I – VI.
  - 43,780 homeowners have been invited to complete applications from Phase I - VI. 35,014 (80%) homeowners have submitted their applications.
  - 33,311 scopes of work have been completed, representing 95% of the 35,014 homeowners that have submitted their application.
  - There have been a total of 14,400 Grant Awards offered to homeowners, amounting to \$490,117,710.34. Of those, 11,284 homeowners have acknowledged their grant agreements, obligating \$378,434,775.33.
  - 5,287 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of September 28, 2018, there were a total of 71,463 appointments held.
  - 279,433 calls were completed by the call center. 179,779 of the completed calls were inbound calls and 99,654 of the completed calls were outbound calls.
  - The Program has completed 4 outreach events for this reporting period. The following event is scheduled for the week of October 1 – October 7, 2018:
    - 10/3: GOHSEP Housing Panel – FEMA MHUs

**Table 1: Outreach Events**

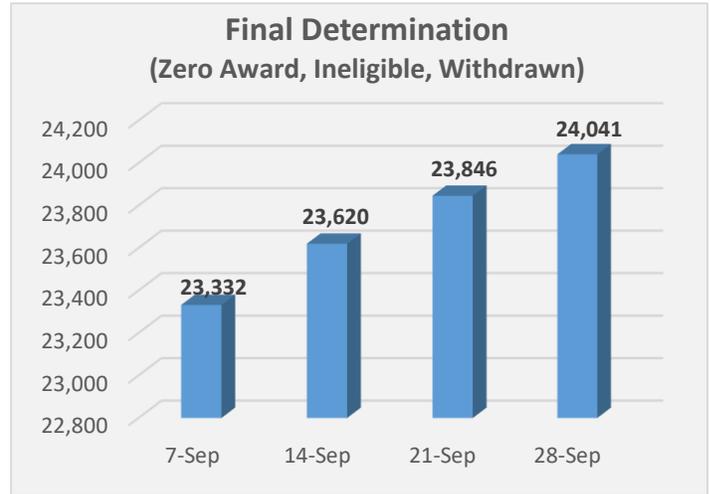
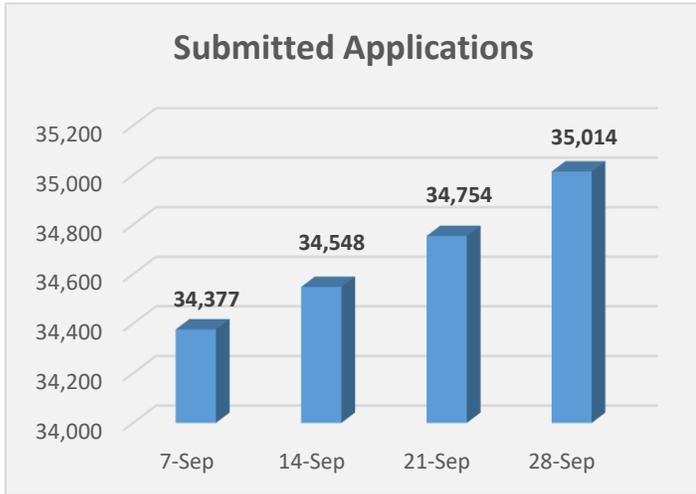
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
<b>Total</b>	<b>275</b>

**Table 2: Homeowner Program Snapshot**

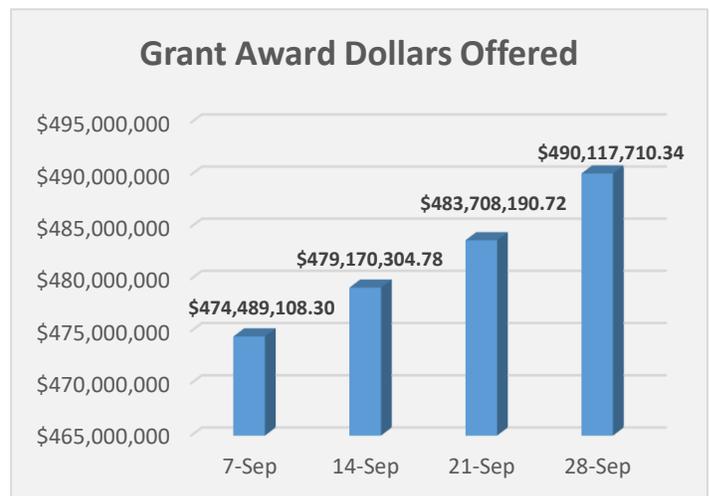
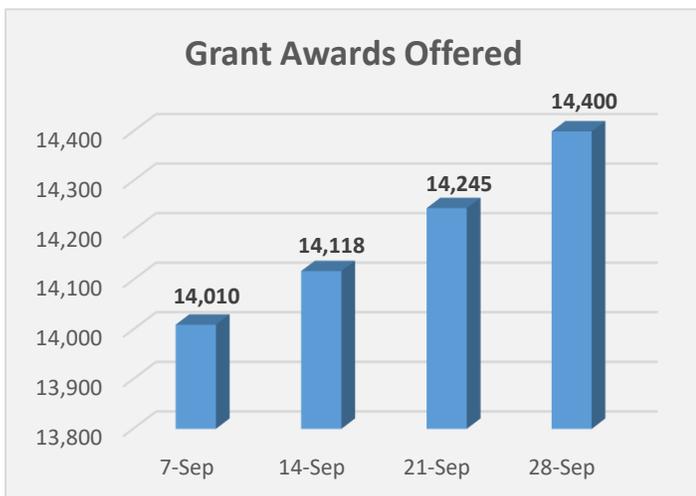
	As of 9/21/18	Weekly Activity	As of 9/28/18	Percentage		
<b>Surveys Recorded</b>					<b>Percentage</b>	
<i>Submitted Surveys</i>	53,731	494	54,225		10/19/2018 deadline	
<i>Phase I - VI Subtotal</i>	43,716	295	44,011	81%		
<i>Duplicate Address</i>	4,054	53	4,107	8%		
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	5,961	146	6,107	11%		
<b>Environmental Reviews</b>						
Environmental Reviews Available to Work	95	266	361			
Environmental Reviews Completed	43,621	29	43,650			
<b>Scope of Work: Prospective/Completed</b>						
Scope of Work Available to Work	782	87	869			
Total Scope of Work Completed	33,151	160	33,311			
<b>Applications In Process</b>						
Total Number of Invited Applications	43,754	26	<b>43,780</b>			
Applications Not Submitted	3,158	-221	2,937			
Applications Available For Grant Determination	40,596	247	40,843			
Pending Grant Determination	2,505	-103	2,402	6%		
<b>Grant Determinations</b>			<b>94% Grant Determinations</b>			
Zero Award	10,396	83	10,479	26%		
Ineligible Determination	8,272	129	8,401	20%		
Withdrawn By Applicant	5,178	-17	5,161	13%		
Grant Award Offered To Applicant	14,245	155	14,400	35%		
<b>Grant Awards</b>					<b>Total Dollars</b>	
Grant Awards Offered	14,245	155	14,400		490,117,710.34	
Grant Awards Obligated	11,159	125	11,284		378,434,775.33	
<i>Solution 1 Only</i>	295	5	300		16,642,405.01	
<i>Solution 2 Only</i>	1,299	27	1,326		43,517,226.47	
<i>Solution 3 Only</i>	2,236	18	2,254		59,935,641.36	
<i>Solution 3 and 1</i>	1,708	30	1,738		67,624,259.52	
<i>Solution 3 and 2</i>	5,621	45	5,666		190,715,242.97	
<b>Disbursements</b>						
Total Disbursements	9,849	121	9,970		264,704,569.45	
<i>Solution 1 Only</i>	77	1	78		2,258,631.56	
<i>Solution 2 Only</i>	574	27	601		14,409,453.21	
<i>Solution 3 Only</i>	2,164	27	2,191		58,094,362.73	
<i>Solution 3 and 1</i>	1,642	20	1,662		41,910,367.91	
<i>Solution 3 and 2</i>	5,392	46	5,438		148,031,754.04	
<b>Housing Rehabilitation/Reconstruction Complete</b>						
Total Housing Rehabilitation/Reconstruction Complete	5,131	156	5,287			
<i>Solution 1</i>	1,403	41	1,444			
<i>Solution 2</i>	1,575	88	1,663			
<i>Solution 3 Only</i>	2,153	27	2,180			

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 43,780 Homeowners to complete Applications.**



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

As of September 28, 2018, there are 19,619 homeowners, 56.03% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,136 homeowners, 37.52% 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)	5,174	98.18%	5,270
Phase Two (II)	5,939	99.00%	5,999
Phase Three (III)	2,340	33.18%	7,052
Phase Four (IV)	2,740	34.46%	7,952
Phase Five (V)	524	54.87%	955
Phase Six (VI)	1,370	22.12%	6,193
Undetermined	2	100.00%	2
Not In Phase	1,530	96.17%	1,591
<b>Total</b>	<b>19,619</b>	<b>56.03%</b>	<b>35,014</b>

	Submitted Applications	Percentage
Most Impacted LMI	17,226	49.20%
Most Impacted Urgent Need	14,740	42.10%
LMI	2,393	6.83%
Urgent Need	655	1.87%
<b>Total</b>	<b>35,014</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)	3,386	64.25%	3,408	64.67%	5,270
Phase Two (II)	4,295	71.60%	3,264	54.41%	5,999
Phase Three (III)	1,331	18.87%	769	10.90%	7,052
Phase Four (IV)	1,679	21.11%	1,031	12.97%	7,952
Phase Five (V)	172	18.01%	173	18.12%	955
Phase Six (VI)	1,666	26.90%	846	13.66%	6,193
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	606	38.09%	1,250	78.57%	1,591
<b>Total</b>	<b>13,136</b>	<b>37.52%</b>	<b>10,743</b>	<b>30.68%</b>	<b>35,014</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>11,284</b>	<b>378,434,775.33</b>		<b>9,970</b>	<b>264,704,569.45</b>	
LMI	5,726	206,838,931.42	54.7%	4,913	133,958,845.41	50.6%
Urgent Need	5,558	171,595,843.91	45.3%	5,057	130,745,724.04	49.4%
Most Impacted Parishes	<b>10,846</b>	<b>361,751,865.25</b>	<b>95.6%</b>	<b>9,647</b>	<b>256,690,977.85</b>	<b>97.0%</b>
LMI	5,450	195,442,640.13	51.7%	4,729	129,518,081.83	48.9%
Urgent Need	5,396	166,309,225.12	43.9%	4,918	127,172,896.02	48.1%
Other Parishes	<b>438</b>	<b>16,682,910.08</b>	<b>4.4%</b>	<b>323</b>	<b>8,013,591.60</b>	<b>3.0%</b>
LMI	276	11,396,291.29	3.0%	184	4,440,763.58	1.7%
Urgent Need	162	5,286,618.79	1.4%	139	3,572,828.02	1.3%

Demographics for Submitted Applications

**Table 8: Submitted Applications by Race**

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	47	0.13%
American Indian/Alaska Native and White	84	0.24%
American Indian/Alaskan Native/Black-African American	53	0.15%
Asian	486	1.39%
Asian and White	45	0.13%
Black/African American	13,608	38.86%
Black/African American and White	252	0.72%
Native Hawaiian/Other Pacific Islander	34	0.10%
Other Multi-Racial	574	1.64%
White	19,783	56.50%
A Race was not provided	48	0.14%
<b>Total</b>	<b>35,014</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 9: Housing Assistance Center Activity**

Activity	As of 9/21/2018	Weekly Activity	As of 9/28/2018
<b>Appointments</b>			
Total Number of Appointments	74,688	815	75,503
<i>Walk-ins</i>	42,374	648	43,022
<i>Scheduled</i>	32,314	167	32,481
<i>Held at office</i>	27,701	151	27,852
<i>Home visit</i>	589	0	589
<i>Cancelled</i>	2,649	10	2,659
<i>No Show</i>	1,375	6	1,381
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	49,035	513	49,548
<i>Walk-ins</i>	30,500	457	30,957
<i>Scheduled</i>	18,535	56	18,591
<i>Held at office</i>	16,100	49	16,149
<i>Home visit</i>	225	0	225
<i>Cancelled</i>	1,808	5	1,813
<i>No Show</i>	402	2	404
<b>Hammond</b>			
Total Number of Appointments	14,872	173	15,045
<i>Walk-ins</i>	8,723	138	8,861
<i>Scheduled</i>	6,149	35	6,184
<i>Held at office</i>	4,657	28	4,685
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	514	3	517
<i>No Show</i>	632	4	636
<b>Lafayette</b>			
Total Number of Appointments	6,184	79	6,263
<i>Walk-ins</i>	1,346	18	1,364
<i>Scheduled</i>	4,838	61	4,899
<i>Held at office</i>	4,517	60	4,577
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	206	1	207
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,597	50	4,647
<i>Walk-ins</i>	1,805	35	1,840
<i>Scheduled</i>	2,792	15	2,807
<i>Held at office</i>	2,427	14	2,441
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	121	1	122
<i>No Show</i>	232	0	232

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 9/21/2018	Weekly Activity	As of 9/28/2018
<b>Call Center</b>			
Total Calls	284,917	3,612	288,529
Total Calls Abandoned	8,893	203	9,096
Abandoned %	3.12%	0.03%	3.15%
Total Calls Processed	276,024	3,409	279,433
Inbound	177,050	2,729	179,779
Outbound	98,974	680	99,654
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	177,050	2,729	179,779
Average Wait Time	1.29 min		1.30 min
Average Call Time	5.64 min		5.63 min
Program Inquiry	50,455	908	51,363
Surveys Status Update	3,873	91	3,964
Surveys Completed	9,642	78	9,720
Case Manager Request	19,172	357	19,529
Application Status Update	63,360	949	64,309
Application In Progress	958	14	972
Application Submitted (Pending Document Upload)	6,206	32	6,238
Applications Completed	259	0	259
Damage Assessment Inquiry	2,272	0	2,272
Award Acknowledgement Inquiry	2,752	16	2,768
Construction Inquiry	3,552	73	3,625
Appeals	1,647	34	1,681
Outbound Project	82	0	82
Invalid Number/ No Answer / Busy / Left Message	10,152	156	10,308
Call Transferred	2,668	21	2,689
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	98,974	680	99,654
Average Call Time	1.57 min		1.57 min
Program Inquiry	5,749	8	5,757
Survey Status Update	1,682	0	1,682
Surveys Completed	858	0	858
Case Manager Request	159	6	165
Application Status Update	17,743	32	17,775
Application In Progress	12	0	12
Application Submitted (Pending Document Upload)	641	3	644
Applications Completed	46	0	46
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	304	0	304
Appeals	3	1	4
Outbound Project	6,090	10	6,100
Invalid Number/ No Answer / Busy / Left Message	34,318	91	34,409
Call Transferred	31,311	529	31,840

**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	48	8	36	1	0	71	3,891	1,501
2	27	0	37	59	11	72	1,399	330
3	15	1	38	94	24	73	876	306
4	50	9	39	104	30	74	204	54
5	13	2	40	99	23	75	212	46
6	2	0	41	149	40	76	19	4
7	27	6	42	193	57	77	143	42
8	11	0	43	301	136	78	0	0
9	78	25	44	45	5	79	0	0
10	95	27	45	79	23	80	0	0
11	37	8	46	136	42	81	1,541	600
12	59	11	47	322	98	83	0	0
13	42	10	48	383	179	84	0	0
14	229	59	49	206	72	85	0	0
15	42	13	50	1	0	86	530	165
16	356	91	51	0	0	88	2,064	704
17	771	275	52	0	0	89	1	0
18	79	19	53	0	0	90	6	0
19	212	63	54	0	0	91	0	0
20	55	16	55	0	0	92	0	0
21	44	6	56	0	0	93	0	0
22	91	26	57	0	0	94	0	0
23	60	13	58	163	39	95	1,704	792
24	48	15	59	469	150	96	317	96
25	5	0	60	45	9	97	0	0
26	18	0	61	1,098	490	98	0	0
27	16	7	62	389	152	99	0	0
28	43	6	63	679	329	100	0	0
29	1,254	702	64	2,429	1,098	101	4,303	2,577
30	7	1	65	4,214	1,939	102	0	0
31	746	322	66	1,155	376	103	0	0
32	29	8	67	89	15	104	5	0
33	37	16	68	45	15	105	0	0
34	11	2	69	146	47	Unknown	0	0
35	3	0	70	46	17	<b>Total</b>	<b>35,014</b>	<b>14,400</b>

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

Senate District	Application Count	Offered Count
1	29	5
2	214	54
3	0	0
4	0	0
5	0	0
6	6,248	2,575
7	0	0
8	0	0
9	0	0
10	0	0
11	553	186
12	1,514	393
13	6,725	2,751
14	1,288	575
15	7,607	4,244
16	340	117
17	669	209
18	3,975	1,399
19	0	0
20	0	0
21	29	3

Senate District	Application Count	Offered Count
22	544	173
23	1,112	504
24	299	55
25	205	48
26	868	322
27	15	2
28	202	50
29	95	20
30	118	45
31	110	28
32	165	48
33	464	110
34	1,074	354
35	153	43
36	173	46
37	50	14
38	59	12
39	117	15
Unknown	0	0
<b>Total</b>	<b>35,014</b>	<b>14,400</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	539	268
Allen	75	23	13
Ascension	6,353	4,287	2,860
Avoyelles	274	134	43
Beauregard	113	56	21
Bienville	209	57	21
Bossier	607	289	122
Caddo	589	318	165
Calcasieu	266	185	81
Caldwell	154	56	33
Catahoula	72	21	7
Claiborne	208	55	23
De Soto	141	86	54
East Baton Rouge	24,248	20,852	14,932
East Carroll	237	55	31
East Feliciana	617	283	171
Evangeline	522	136	63
Franklin	58	27	10
Grant	280	80	44
Iberia	1,478	651	312
Iberville	357	135	77
Jackson	74	13	4
Jefferson Davis	508	130	58
Lafayette	4,753	2,749	1,532
LaSalle	73	31	16
Lincoln	152	41	22

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,046	7,570
Madison	85	57	28
Morehouse	1,005	336	183
Natchitoches	598	170	78
Ouachita	3,418	2,235	1,290
Pointe Coupee	444	157	71
Rapides	145	93	39
Red River	46	18	8
Richland	445	150	80
Sabine	100	62	19
St. Helena	976	560	345
St. James	162	104	49
St. Landry	1,615	439	211
St. Martin	1,301	540	263
St. Tammany	1,057	472	256
Tangipahoa	6,183	4,273	2,521
Union	399	103	59
Vermilion	1,786	974	494
Vernon	306	92	31
Washington	1,222	490	243
Webster	525	134	71
West Baton Rouge	110	39	11
West Carroll	336	82	44
West Feliciana	154	68	38
Winn	181	54	23
<b>Total</b>	<b>*82,440</b>	<b>54,037</b>	<b>35,008</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	51	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	5	0
<b>Total</b>	<b>188</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	81	\$2,645,897.49	58	\$1,854,466.41	45	\$956,253.44
Allen	2	\$69,158.58	2	\$69,158.58	1	\$22,661.10
Ascension	952	\$31,997,683.23	701	\$22,425,960.18	611	\$16,490,709.96
Avoyelles	6	\$173,753.79	2	\$34,495.51	2	\$6,305.68
Beauregard	7	\$234,118.72	3	\$146,319.21	3	\$123,768.03
Bienville	5	\$199,951.23	3	\$98,576.84	2	\$66,332.35
Bossier	33	\$1,253,535.51	12	\$519,136.84	5	\$191,946.93
Caddo	23	\$826,995.13	13	\$419,955.98	8	\$136,522.07
Calcasieu	29	\$1,033,280.40	19	\$725,491.27	15	\$405,231.79
Caldwell	11	\$385,732.80	4	\$115,569.55	2	\$66,176.59
Catahoula	3	\$151,871.07	1	\$77,766.24	0	\$0.00
Claiborne	6	\$177,279.62	2	\$58,413.70	0	\$0.00
Concordia	2	\$73,680.27	2	\$73,680.27	2	\$71,670.49
De Soto	28	\$987,910.13	18	\$562,285.66	14	\$388,270.83
East Baton Rouge	7,393	\$245,961,478.97	6,220	\$210,111,215.97	5,693	\$152,951,502.11
East Carroll	8	\$295,236.51	7	\$238,115.48	6	\$127,220.19
East Feliciana	63	\$2,107,654.99	39	\$1,346,650.22	34	\$766,008.69
Evangeline	21	\$899,697.50	12	\$319,865.12	10	\$160,913.10
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	13	\$585,431.00	5	\$175,758.93	4	\$85,077.18
Iberia	86	\$2,921,851.54	48	\$1,635,755.90	34	\$781,499.72
Iberville	19	\$1,012,223.85	7	\$336,809.34	5	\$131,380.96
Jefferson Davis	10	\$410,333.03	8	\$379,120.81	6	\$121,024.98
Lafayette	654	\$18,950,445.04	554	\$15,761,464.04	503	\$12,650,828.78
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	3,086	\$106,910,771.05	2,314	\$76,636,693.41	2,043	\$55,264,975.50
Madison	1	\$52,470.09	1	\$52,470.09	0	\$0.00
Morehouse	52	\$2,323,761.63	34	\$1,394,846.79	24	\$346,953.86
Natchitoches	21	\$997,097.12	7	\$270,243.14	6	\$172,132.72
Ouachita	412	\$14,511,533.67	281	\$9,899,822.75	223	\$4,840,526.06
Pointe Coupee	17	\$647,113.88	7	\$281,263.56	5	\$84,642.70
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	65	\$2,820,597.15	37	\$1,573,553.09	25	\$743,552.11
St. James	8	\$438,969.80	4	\$260,465.11	3	\$124,385.11
St. Landry	42	\$1,635,925.16	23	\$934,721.81	16	\$362,103.69
St. Martin	84	\$3,422,147.05	52	\$2,007,785.48	44	\$1,211,413.41
St. Tammany	79	\$2,795,869.01	54	\$1,598,333.86	49	\$1,136,237.92
Tangipahoa	741	\$27,706,492.51	506	\$17,956,871.46	346	\$9,096,068.72
Union	13	\$438,450.65	9	\$270,392.01	7	\$164,690.45
Vermillion	164	\$5,229,005.51	121	\$3,990,369.24	103	\$2,525,821.15
Vernon	10	\$447,249.50	4	\$202,417.52	4	\$181,903.22
Washington	51	\$2,036,071.49	37	\$1,516,667.93	31	\$778,054.21
Webster	20	\$947,751.33	12	\$355,142.95	11	\$305,614.33
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	0	\$0.00
West Carroll	11	\$520,787.86	8	\$435,612.39	2	\$120,969.46
West Feliciana	11	\$423,414.93	7	\$275,056.79	7	\$173,605.47
Winn	5	\$162,889.92	2	\$30,840.64	1	\$14,616.10
<b>Total</b>	<b>14,400</b>	<b>\$490,117,710.34</b>	<b>11,284</b>	<b>\$378,434,775.33</b>	<b>9,970</b>	<b>\$264,704,569.45</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

\* 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 program survey has been reopened until October 19, 2018.
- The application deadline has been extended until November 16, 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 respond to surveys or 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.