

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #61
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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.

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 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

- 43,695 environmental reviews have been completed, representing 98% of the 44,478 homeowners in Phases I – VI.
 - 43,784 homeowners have been invited to complete applications from Phase I - VI. 35,162 (80%) homeowners have submitted their applications.
 - 33,590 scopes of work have been completed, representing 96% of the 35,162 homeowners that have submitted their application.
 - There have been a total of 14,544 Grant Awards offered to homeowners, amounting to \$495,609,744.08. Of those, 11,411 homeowners have acknowledged their grant agreements, obligating \$382,501,731.44.
 - 5,404 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of October 5, 2018, there were a total of 72,145 appointments held.
 - 284,253 calls were completed by the call center. 181,782 of the completed calls were inbound calls and 102,471 of the completed calls were outbound calls.
 - The Program has completed 1 outreach event for this reporting period. The following events are scheduled for the week of October 8 – October 14, 2018:
 - 10/10: GOHSEP Housing Panel – FEMA MHUs
 - 10/12: Rep. Pugh Meeting

Table 1: Outreach Events

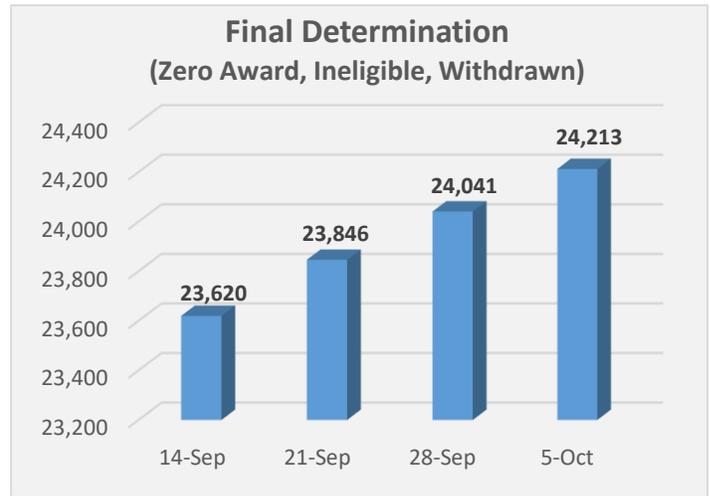
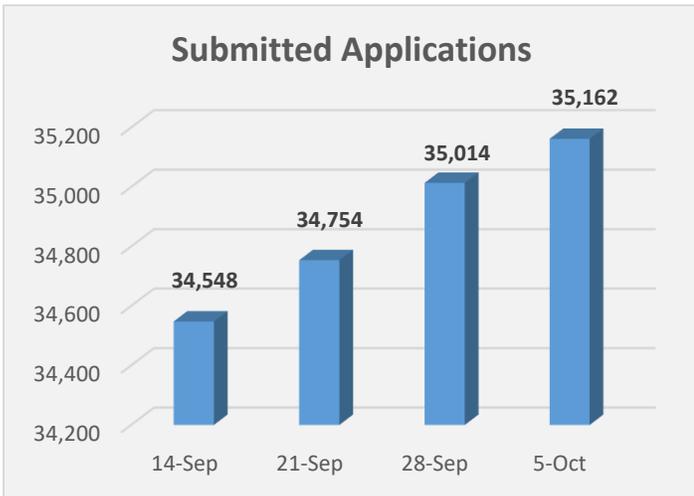
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
Total	275

Table 2: Homeowner Program Snapshot

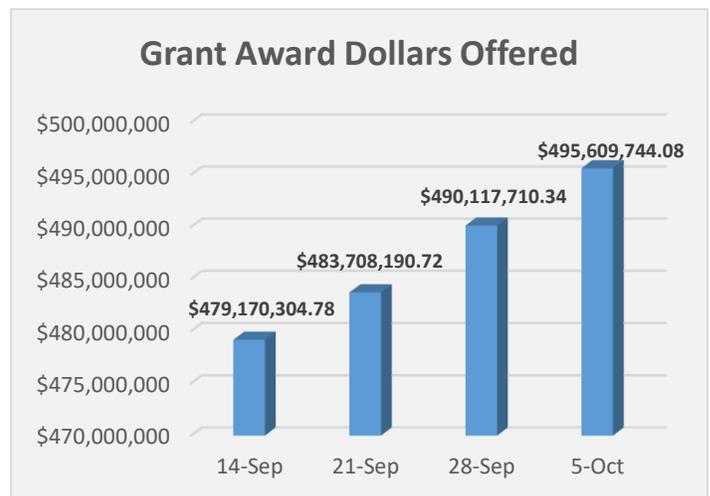
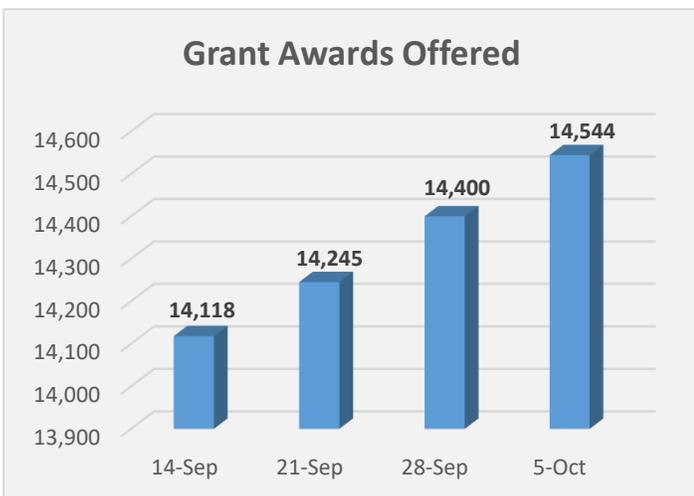
	As of 9/28/18	Weekly Activity	As of 10/5/18	Percentage	
Surveys Recorded					Percentage
<i>Submitted Surveys</i>	54,225	467	54,692		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	44,011	467	44,478	81%	
<i>Duplicate Address</i>	4,107	48	4,155	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,107	-48	6,059	11%	
Environmental Reviews					
Environmental Reviews Available to Work	361	422	783		
Environmental Reviews Completed	43,650	45	43,695		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	869	-71	798		
Total Scope of Work Completed	33,311	279	33,590		
Applications In Process					
Total Number of Invited Applications	43,780	4	43,784		
Applications Not Submitted	2,937	-178	2,759		
Applications Available For Grant Determination	40,843	182	41,025		
Pending Grant Determination	2,402	-134	2,268	6%	
Grant Determinations			94% Grant Determinations		
Zero Award	10,479	79	10,558	26%	
Ineligible Determination	8,401	48	8,449	20%	
Withdrawn By Applicant	5,161	45	5,206	13%	
Grant Award Offered To Applicant	14,400	144	14,544	35%	
Grant Awards					Total Dollars
Grant Awards Offered	14,400	144	14,544		495,609,744.08
Grant Awards Obligated	11,284	127	11,411		382,501,731.44
<i>Solution 1 Only</i>	300	7	307		16,928,063.02
<i>Solution 2 Only</i>	1,326	28	1,354		44,399,095.04
<i>Solution 3 Only</i>	2,254	25	2,279		60,771,416.22
<i>Solution 3 and 1</i>	1,738	22	1,760		68,594,319.66
<i>Solution 3 and 2</i>	5,666	45	5,711		191,808,837.50
Disbursements					
Total Disbursements	9,970	123	10,093		268,792,519.66
<i>Solution 1 Only</i>	78	8	86		2,600,721.05
<i>Solution 2 Only</i>	601	13	614		14,836,556.67
<i>Solution 3 Only</i>	2,191	26	2,217		58,565,943.98
<i>Solution 3 and 1</i>	1,662	20	1,682		42,720,201.78
<i>Solution 3 and 2</i>	5,438	56	5,494		150,069,096.18
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	5,287	117	5,404		
<i>Solution 1</i>	1,444	36	1,480		
<i>Solution 2</i>	1,663	56	1,719		
<i>Solution 3 Only</i>	2,180	25	2,205		

Key Program Statistics

Table 3: Key Program Statistics



Invited 43,784 Homeowners to complete Applications.



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

As of October 5, 2018, there are 19,633 homeowners, 55.84% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,155 homeowners, 37.41% 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)	5,196	98.22%	5,290
Phase Two (II)	5,966	99.00%	6,026
Phase Three (III)	2,325	32.91%	7,065
Phase Four (IV)	2,740	34.29%	7,990
Phase Five (V)	523	54.25%	964
Phase Six (VI)	1,352	21.69%	6,233
Undetermined	2	100.00%	2
Not In Phase	1,529	96.04%	1,592
Total	19,633	55.84%	35,162

	Submitted Applications	Percentage
Most Impacted LMI	17,229	49.00%
Most Impacted Urgent Need	14,857	42.25%
LMI	2,404	6.84%
Urgent Need	672	1.91%
Total	35,162	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)	3,394	64.16%	3,415	64.56%	5,290
Phase Two (II)	4,312	71.56%	3,278	54.40%	6,026
Phase Three (III)	1,323	18.73%	750	10.62%	7,065
Phase Four (IV)	1,679	21.01%	1,009	12.63%	7,990
Phase Five (V)	174	18.05%	166	17.22%	964
Phase Six (VI)	1,666	26.73%	823	13.20%	6,233
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	606	38.07%	1,251	78.58%	1,592
Total	13,155	37.41%	10,694	30.41%	35,162

*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	11,411	382,501,731.44		10,093	268,792,519.66	
LMI	5,793	209,270,903.36	54.7%	4,972	136,392,927.07	50.7%
Urgent Need	5,618	173,230,828.08	45.3%	5,121	132,399,592.59	49.3%
Most Impacted Parishes	10,960	365,243,583.29	95.5%	9,762	260,563,047.21	96.9%
LMI	5,506	197,372,395.12	51.6%	4,781	131,782,358.52	49.0%
Urgent Need	5,454	167,871,188.17	43.9%	4,981	128,780,688.69	47.9%
Other Parishes	451	17,258,148.15	4.5%	331	8,229,472.45	3.1%
LMI	287	11,898,508.24	3.1%	91	4,610,568.55	1.7%
Urgent Need	164	5,359,639.91	1.4%	140	3,618,903.90	1.4%

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	487	1.38%
Asian and White	45	0.13%
Black/African American	13,666	38.87%
Black/African American and White	254	0.72%
Native Hawaiian/Other Pacific Islander	34	0.10%
Other Multi-Racial	584	1.66%
White	19,859	56.48%
A Race was not provided	49	0.14%
Total	35,162	100.00%

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 9/28/2018	Weekly Activity	As of 10/5/2018
Appointments			
Total Number of Appointments	75,503	691	76,194
<i>Walk-ins</i>	43,022	537	43,559
<i>Scheduled</i>	32,481	154	32,635
<i>Held at office</i>	27,852	145	27,997
<i>Home visit</i>	589	0	589
<i>Cancelled</i>	2,659	5	2,664
<i>No Show</i>	1,381	4	1,385
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	49,548	417	49,965
<i>Walk-ins</i>	30,957	367	31,324
<i>Scheduled</i>	18,591	50	18,641
<i>Held at office</i>	16,149	45	16,194
<i>Home visit</i>	225	0	225
<i>Cancelled</i>	1,813	4	1,817
<i>No Show</i>	404	1	405
Hammond			
Total Number of Appointments	15,045	160	15,205
<i>Walk-ins</i>	8,861	135	8,996
<i>Scheduled</i>	6,184	25	6,209
<i>Held at office</i>	4,685	24	4,709
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	517	0	517
<i>No Show</i>	636	1	637
Lafayette			
Total Number of Appointments	6,263	81	6,344
<i>Walk-ins</i>	1,364	21	1,385
<i>Scheduled</i>	4,899	60	4,959
<i>Held at office</i>	4,577	59	4,636
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	207	1	208
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,647	33	4,680
<i>Walk-ins</i>	1,840	14	1,854
<i>Scheduled</i>	2,807	19	2,826
<i>Held at office</i>	2,441	17	2,458
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	122	0	122
<i>No Show</i>	232	2	234

Call Center Activity

Table 10: Call Center Activity

Activity	As of 9/28/2018	Weekly Activity	As of 10/5/2018
Call Center			
Total Calls	288,529	4,907	293,436
Total Calls Abandoned	9,096	87	9,183
Abandoned %	3.15%	-0.02%	3.13%
Total Calls Processed	279,433	4,820	284,253
Inbound	179,779	2,003	181,782
Outbound	99,654	2,817	102,471
Completed Inbound Calls Details			
Total Inbound Calls Completed	179,779	2,003	181,782
Average Wait Time	1.30 min		1.29 min
Average Call Time	5.63 min		5.62 min
Program Inquiry	51,363	629	51,992
Surveys Status Update	3,964	73	4,037
Surveys Completed	9,720	113	9,833
Case Manager Request	19,529	322	19,851
Application Status Update	64,309	597	64,906
Application In Progress	972	9	981
Application Submitted (Pending Document Upload)	6,238	10	6,248
Applications Completed	259	1	260
Damage Assessment Inquiry	2,272	0	2,272
Award Acknowledgement Inquiry	2,768	10	2,778
Construction Inquiry	3,625	85	3,710
Appeals	1,681	31	1,712
Outbound Project	82	0	82
Invalid Number/ No Answer / Busy / Left Message	10,308	117	10,425
Call Transferred	2,689	6	2,695
Completed Outbound Calls Details			
Total Outbound Calls Completed	99,654	2,817	102,471
Average Call Time	1.57 min		1.56 min
Program Inquiry	5,757	107	5,864
Survey Status Update	1,682	269	1,951
Surveys Completed	858	48	906
Case Manager Request	165	3	168
Application Status Update	17,775	230	18,005
Application In Progress	12	0	12
Application Submitted (Pending Document Upload)	644	4	648
Applications Completed	46	1	47
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	304	0	304
Appeals	4	0	4
Outbound Project	6,100	120	6,220
Invalid Number/ No Answer / Busy / Left Message	34,409	1,534	35,943
Call Transferred	31,840	501	32,341

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	3,910	1,515
2	27	0	37	60	12	72	1,407	334
3	15	1	38	94	25	73	880	309
4	50	9	39	106	30	74	206	54
5	13	2	40	100	26	75	215	46
6	2	0	41	150	41	76	19	4
7	28	7	42	195	58	77	145	42
8	12	0	43	302	138	78	0	0
9	78	26	44	45	5	79	0	0
10	96	28	45	80	23	80	0	0
11	37	8	46	137	42	81	1,545	606
12	60	11	47	322	98	83	0	0
13	44	11	48	386	182	84	0	0
14	232	59	49	208	73	85	0	0
15	42	14	50	1	0	86	532	168
16	358	92	51	0	0	88	2,068	719
17	774	280	52	0	0	89	1	0
18	79	21	53	0	0	90	6	0
19	214	67	54	0	0	91	0	0
20	55	17	55	0	0	92	0	0
21	44	6	56	0	0	93	0	0
22	92	26	57	0	0	94	0	0
23	60	14	58	163	41	95	1,709	797
24	49	16	59	470	150	96	320	97
25	5	0	60	47	9	97	0	0
26	18	0	61	1,102	497	98	0	0
27	16	7	62	391	155	99	0	0
28	46	6	63	682	332	100	0	0
29	1,256	707	64	2,443	1,103	101	4,315	2,597
30	8	1	65	4,221	1,947	102	0	0
31	748	326	66	1,158	379	103	0	0
32	30	8	67	90	15	104	5	0
33	37	16	68	45	15	105	0	0
34	11	2	69	147	47	Unknown	0	0
35	3	0	70	46	17	Total	35,162	14,544

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

Senate District	Application Count	Offered Count
1	29	5
2	216	55
3	0	0
4	0	0
5	0	0
6	6,262	2,590
7	0	0
8	0	0
9	0	0
10	0	0
11	556	187
12	1,527	395
13	6,756	2,774
14	1,294	580
15	7,629	4,276
16	341	118
17	672	217
18	3,985	1,419
19	0	0
20	0	0
21	29	3

Senate District	Application Count	Offered Count
22	548	177
23	1,118	509
24	301	56
25	207	51
26	873	324
27	15	2
28	206	53
29	95	20
30	121	46
31	111	29
32	165	50
33	469	112
34	1,079	361
35	154	44
36	177	49
37	50	14
38	60	13
39	117	15
Unknown	0	0
Total	35,162	14,544

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	549	270
Allen	75	23	13
Ascension	6,353	4,332	2,865
Avoyelles	274	135	46
Beauregard	113	56	22
Bienville	209	59	23
Bossier	607	295	124
Caddo	589	319	166
Calcasieu	266	190	81
Caldwell	154	57	33
Catahoula	72	21	7
Claiborne	208	55	23
De Soto	141	86	54
East Baton Rouge	24,248	20,971	14,973
East Carroll	237	55	31
East Feliciana	617	289	173
Evangeline	522	138	63
Franklin	58	27	10
Grant	280	82	44
Iberia	1,478	658	314
Iberville	357	136	79
Jackson	74	13	4
Jefferson Davis	508	130	59
Lafayette	4,753	2,784	1,542
LaSalle	73	31	16
Lincoln	152	43	23

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,165	7,603
Madison	85	57	28
Morehouse	1,005	338	185
Natchitoches	598	172	79
Ouachita	3,418	2,250	1,297
Pointe Coupee	444	159	71
Rapides	145	93	39
Red River	46	18	8
Richland	445	152	80
Sabine	100	63	19
St. Helena	976	566	345
St. James	162	105	49
St. Landry	1,615	446	212
St. Martin	1,301	546	266
St. Tammany	1,057	474	258
Tangipahoa	6,183	4,309	2,535
Union	399	104	60
Vermilion	1,786	980	495
Vernon	306	97	33
Washington	1,222	495	248
Webster	525	135	71
West Baton Rouge	110	39	11
West Carroll	336	82	45
West Feliciana	154	69	38
Winn	181	54	23
Total	*82,440	54,502	35,156

* 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	52	0
Plaquemines	4	1
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	33	0
St. Mary	49	1
Tensas	2	0
Terrebonne	5	0
Total	190	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	83	\$2,661,324.96	28	\$1,059,676.02	47	\$979,988.92
Allen	2	\$69,158.58	1	\$38,213.24	1	\$22,661.10
Ascension	970	\$32,592,457.25	366	\$11,180,716.50	620	\$16,770,672.75
Avoyelles	6	\$173,753.79	1	\$6,070.29	2	\$6,305.68
Beauregard	7	\$234,118.72	1	\$52,828.13	3	\$123,768.03
Bienville	6	\$264,703.43	1	\$42,369.86	2	\$66,332.35
Bossier	34	\$1,272,232.42	9	\$409,879.09	5	\$191,946.93
Caddo	24	\$871,461.73	10	\$370,271.47	8	\$136,522.07
Calcasieu	29	\$1,033,280.40	11	\$422,592.93	15	\$405,231.79
Caldwell	12	\$390,761.88	3	\$88,564.00	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	1	\$33,570.28	2	\$71,670.49
De Soto	28	\$987,910.13	11	\$349,047.04	14	\$390,774.19
East Baton Rouge	7,442	\$247,621,404.80	8,829	\$295,548,794.65	5,739	\$154,900,298.26
East Carroll	9	\$341,490.11	5	\$137,509.00	6	\$127,220.19
East Feliciana	66	\$2,262,190.62	17	\$643,374.10	35	\$787,518.59
Evangeline	22	\$925,311.93	6	\$191,405.64	11	\$184,791.38
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	13	\$585,431.00	4	\$212,658.34	4	\$85,077.18
Iberia	89	\$3,104,703.78	24	\$918,617.80	35	\$808,558.79
Iberville	21	\$1,108,916.83	4	\$206,185.11	5	\$131,380.96
Jefferson Davis	11	\$458,316.80	6	\$340,529.71	6	\$121,024.98
Lafayette	660	\$19,056,975.94	244	\$6,528,653.28	512	\$12,822,460.50
LaSalle	5	\$170,911.60	3	\$98,707.26	3	\$98,707.26
Lincoln	6	\$239,260.16	2	\$48,857.69	3	\$89,988.22
Livingston	3,110	\$108,132,614.89	1,079	\$35,255,709.96	2,077	\$56,334,748.48
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	53	\$2,425,058.99	23	\$924,972.03	25	\$353,576.65
Natchitoches	22	\$1,042,097.12	5	\$228,761.86	6	\$172,132.72
Ouachita	420	\$14,836,310.77	166	\$5,928,155.47	228	\$4,921,026.03
Pointe Coupee	18	\$677,073.21	3	\$143,946.08	6	\$103,717.61
Rapides	7	\$283,191.17	1	\$22,334.64	2	\$49,740.35
Red River	3	\$123,174.19	0	\$0.00	0	\$0.00
Richland	25	\$1,197,349.19	5	\$345,012.05	5	\$74,362.95
Sabine	4	\$165,376.42	1	\$63,829.56	1	\$17,503.71
St. Helena	68	\$2,914,787.29	26	\$1,203,925.58	25	\$744,906.41
St. James	9	\$480,779.20	4	\$260,465.11	3	\$124,385.11
St. Landry	45	\$1,800,246.80	12	\$547,557.88	16	\$362,103.69
St. Martin	85	\$3,422,476.90	28	\$1,142,411.05	46	\$1,245,152.40
St. Tammany	80	\$2,896,581.43	27	\$834,687.49	50	\$1,144,961.96
Tangipahoa	746	\$27,876,041.41	337	\$12,611,045.29	353	\$9,377,527.21
Union	13	\$454,453.15	5	\$165,861.09	7	\$164,690.45
Vermillion	165	\$5,245,198.17	59	\$2,048,521.92	105	\$2,532,883.17
Vernon	11	\$470,781.77	1	\$62,030.25	4	\$181,903.22
Washington	52	\$2,059,409.20	21	\$922,010.51	31	\$778,479.93
Webster	21	\$963,501.28	6	\$181,660.12	11	\$305,614.33
West Baton Rouge	2	\$104,835.05	2	\$104,835.05	1	\$59,835.05
West Carroll	11	\$520,787.86	6	\$301,032.53	2	\$120,969.46
West Feliciana	11	\$423,414.93	1	\$20,672.50	7	\$173,605.47
Winn	5	\$162,889.92	1	\$14,616.10	1	\$14,616.10
Total	14,544	\$495,609,744.08	11,411	\$382,501,731.44	10,093	\$268,792,519.66

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 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.