

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #62**  
**October 6, 2018 – October 12, 2018**  
**Rev #52**

October 13, 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

- 43,740 environmental reviews have been completed, representing 98% of the 44,829 homeowners in Phases I – VI.
  - 43,847 homeowners have been invited to complete applications from Phase I - VI. 35,254 (80%) homeowners have submitted their applications.
  - 33,778 scopes of work have been completed, representing 96% of the 35,254 homeowners that have submitted their application.
  - There have been a total of 14,667 Grant Awards offered to homeowners, amounting to \$500,648,500.59. Of those, 11,526 homeowners have acknowledged their grant agreements, obligating \$386,101,568.87.
  - 5,531 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of October 12, 2018, there were a total of 72,782 appointments held.
  - 290,592 calls were completed by the call center. 183,750 of the completed calls were inbound calls and 106,842 of the completed calls were outbound calls.
  - The Program has completed 6 outreach events for this reporting period. The following events are scheduled for the week of October 15 – October 21, 2018:
    - 10/15 – 10/18: Multi-Agency Joint Site Visit, Livingston Parish
    - 10/15 – 10/16: Contractor Selection Population Outreach, Baton Rouge
    - 10/17: GOHSEP Housing Panel – FEMA MHUs

**Table 1: Outreach Events**

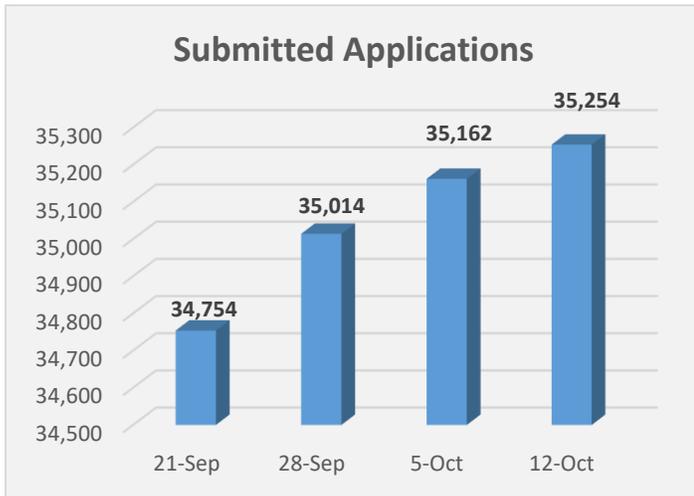
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
<b>Total</b>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

**Table 2: Homeowner Program Snapshot**

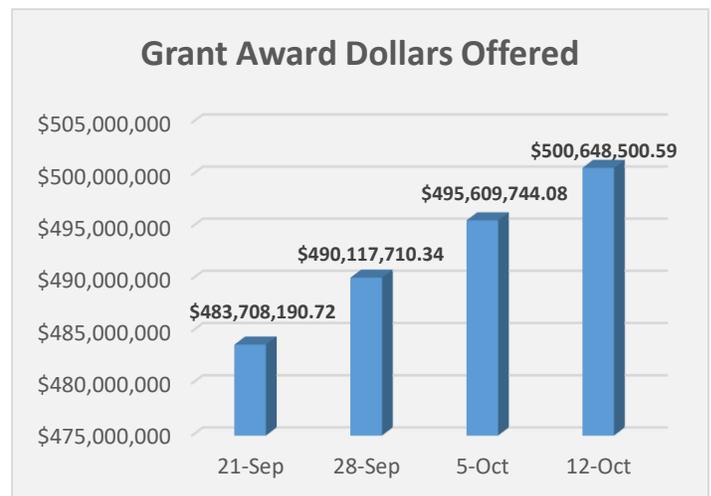
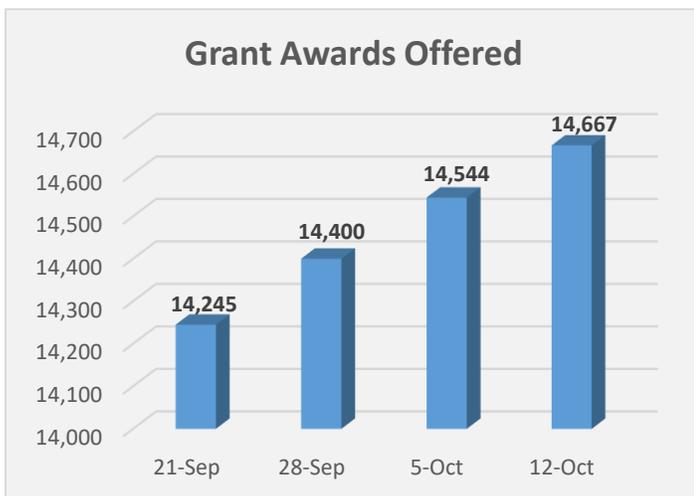
	As of 10/5/18	Weekly Activity	As of 10/12/18	Percentage	
<b>Surveys Recorded</b>				<b>Percentage</b>	
<i>Submitted Surveys</i>	54,692	465	55,157		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	44,478	351	44,829	81%	
<i>Duplicate Address</i>	4,155	44	4,199	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,059	70	6,129	11%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	783	306	1,089		
Environmental Reviews Completed	43,695	45	43,740		
<b>Scope of Work: Prospective/Completed</b>					
Scope of Work Available to Work	798	-108	690		
Total Scope of Work Completed	33,590	188	33,778		
<b>Applications In Process</b>					
Total Number of Invited Applications	43,784	63	<b>43,847</b>		
Applications Not Submitted	2,759	-55	2,704		
Applications Available For Grant Determination	41,025	118	41,143		
Pending Grant Determination	2,268	-202	2,066	5%	
<b>Grant Determinations</b>			<b>95% Grant Determinations</b>		
Zero Award	10,558	59	10,617	26%	
Ineligible Determination	8,449	106	8,555	21%	
Withdrawn By Applicant	5,206	32	5,238	13%	
Grant Award Offered To Applicant	14,544	123	14,667	35%	
<b>Grant Awards</b>					<b>Total Dollars</b>
Grant Awards Offered	14,544	123	14,667		500,648,500.59
Grant Awards Obligated	11,411	115	11,526		386,101,568.87
<i>Solution 1 Only</i>	307	9	316		17,425,803.04
<i>Solution 2 Only</i>	1,354	24	1,378		45,222,360.72
<i>Solution 3 Only</i>	2,279	23	2,302		61,213,828.03
<i>Solution 3 and 1</i>	1,760	16	1,776		69,066,630.69
<i>Solution 3 and 2</i>	5,711	43	5,754		193,172,946.39
<b>Disbursements</b>					
Total Disbursements	10,093	73	10,166		272,715,075.34
<i>Solution 1 Only</i>	86	0	86		2,600,721.05
<i>Solution 2 Only</i>	614	14	628		15,212,783.66
<i>Solution 3 Only</i>	2,217	16	2,233		59,262,423.23
<i>Solution 3 and 1</i>	1,682	17	1,699		44,122,427.60
<i>Solution 3 and 2</i>	5,494	26	5,520		151,516,719.80
<b>Housing Rehabilitation/Reconstruction Complete</b>					
Total Housing Rehabilitation/Reconstruction Complete	5,404	127	5,531		
<i>Solution 1</i>	1,480	47	1,527		
<i>Solution 2</i>	1,719	64	1,783		
<i>Solution 3 Only</i>	2,205	16	2,221		

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 43,847 Homeowners to complete Applications.**



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

As of October 12, 2018, there are 19,642 homeowners, 55.72% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,176 homeowners, 37.37% 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)	5,213	98.25%	5,306
Phase Two (II)	5,967	99.00%	6,027
Phase Three (III)	2,314	32.74%	7,067
Phase Four (IV)	2,745	34.23%	8,020
Phase Five (V)	527	54.27%	971
Phase Six (VI)	1,343	21.43%	6,268
Undetermined	2	100.00%	2
Not In Phase	1,531	96.11%	1,593
<b>Total</b>	<b>19,642</b>	<b>55.72%</b>	<b>35,254</b>

	Submitted Applications	Percentage
Most Impacted LMI	17,231	48.88%
Most Impacted Urgent Need	14,933	42.35%
LMI	2,411	6.84%
Urgent Need	679	1.93%
<b>Total</b>	<b>35,254</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)	3,404	64.15%	3,423	64.51%	5,306
Phase Two (II)	4,316	71.61%	3,270	54.26%	6,027
Phase Three (III)	1,323	18.72%	743	10.51%	7,067
Phase Four (IV)	1,679	20.94%	1,004	12.52%	8,020
Phase Five (V)	172	17.71%	160	16.48%	971
Phase Six (VI)	1,674	26.71%	811	12.94%	6,268
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	607	38.10%	1,247	78.28%	1,593
<b>Total</b>	<b>13,176</b>	<b>37.37%</b>	<b>10,660</b>	<b>30.24%</b>	<b>35,254</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>11,526</b>	<b>386,101,568.87</b>		<b>10,166</b>	<b>272,715,075.34</b>	
LMI	5,847	211,094,489.57	54.7%	5,013	138,675,282.16	50.8%
Urgent Need	5,679	175,007,079.30	45.3%	5,153	134,039,793.18	49.2%
Most Impacted Parishes	<b>11,074</b>	<b>368,863,225.43</b>	<b>95.5%</b>	<b>9,828</b>	<b>264,185,601.03</b>	<b>96.9%</b>
LMI	5,562	199,278,143.97	51.6%	4,818	133,882,811.07	49.1%
Urgent Need	5,512	169,585,081.46	43.9%	5,010	130,302,789.96	47.8%
Other Parishes	<b>452</b>	<b>17,238,343.44</b>	<b>4.5%</b>	<b>338</b>	<b>8,529,474.31</b>	<b>3.1%</b>
LMI	285	11,816,345.60	3.1%	195	4,792,471.09	1.7%
Urgent Need	167	5,421,997.84	1.4%	143	3,737,003.22	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	46	0.13%
Black/African American	13,698	38.86%
Black/African American and White	254	0.72%
Native Hawaiian/Other Pacific Islander	34	0.10%
Other Multi-Racial	590	1.67%
White	19,912	56.48%
A Race was not provided	49	0.14%
<b>Total</b>	<b>35,254</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 9: Housing Assistance Center Activity**

Activity	As of 10/5/2018	Weekly Activity	As of 10/12/2018
<b>Appointments</b>			
Total Number of Appointments	76,194	647	76,841
<i>Walk-ins</i>	43,559	550	44,109
<i>Scheduled</i>	32,635	97	32,732
<i>Held at office</i>	27,997	86	28,083
<i>Home visit</i>	589	1	590
<i>Cancelled</i>	2,664	5	2,669
<i>No Show</i>	1,385	5	1,390
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	49,965	454	50,419
<i>Walk-ins</i>	31,324	416	31,740
<i>Scheduled</i>	18,641	38	18,679
<i>Held at office</i>	16,194	35	16,229
<i>Home visit</i>	225	1	226
<i>Cancelled</i>	1,817	2	1,819
<i>No Show</i>	405	0	405
<b>Hammond</b>			
Total Number of Appointments	15,205	110	15,315
<i>Walk-ins</i>	8,996	102	9,098
<i>Scheduled</i>	6,209	8	6,217
<i>Held at office</i>	4,709	2	4,711
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	517	2	519
<i>No Show</i>	637	4	641
<b>Lafayette</b>			
Total Number of Appointments	6,344	45	6,389
<i>Walk-ins</i>	1,385	10	1,395
<i>Scheduled</i>	4,959	35	4,994
<i>Held at office</i>	4,636	35	4,671
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	208	0	208
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,680	38	4,718
<i>Walk-ins</i>	1,854	22	1,876
<i>Scheduled</i>	2,826	16	2,842
<i>Held at office</i>	2,458	14	2,472
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	122	1	123
<i>No Show</i>	234	1	235

Call Center Activity

**Table 10: Call Center Activity**

Activity	As of 10/5/2018	Weekly Activity	As of 10/12/2018
<b>Call Center</b>			
Total Calls	293,436	6,391	299,827
Total Calls Abandoned	9,183	52	9,235
Abandoned %	3.13%	-0.05%	3.08%
Total Calls Processed	284,253	6,339	290,592
Inbound	181,782	1,968	183,750
Outbound	102,471	4,371	106,842
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	181,782	1,968	183,750
Average Wait Time	1.29 min		1.28 min
Average Call Time	5.62 min		5.60 min
Program Inquiry	51,992	677	52,669
Surveys Status Update	4,037	81	4,118
Surveys Completed	9,833	131	9,964
Case Manager Request	19,851	281	20,132
Application Status Update	64,906	540	65,446
Application In Progress	981	6	987
Application Submitted (Pending Document Upload)	6,248	4	6,252
Applications Completed	260	3	263
Damage Assessment Inquiry	2,272	0	2,272
Award Acknowledgement Inquiry	2,778	12	2,790
Construction Inquiry	3,710	71	3,781
Appeals	1,712	20	1,732
Outbound Project	82	0	82
Invalid Number/ No Answer / Busy / Left Message	10,425	134	10,559
Call Transferred	2,695	8	2,703
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	102,471	4,371	106,842
Average Call Time	1.56 min		1.55 min
Program Inquiry	5,864	82	5,946
Survey Status Update	1,951	824	2,775
Surveys Completed	906	88	994
Case Manager Request	168	3	171
Application Status Update	18,005	120	18,125
Application In Progress	12	0	12
Application Submitted (Pending Document Upload)	648	0	648
Applications Completed	47	3	50
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	304	0	304
Appeals	4	0	4
Outbound Project	6,220	229	6,449
Invalid Number/ No Answer / Busy / Left Message	35,943	2,611	38,554
Call Transferred	32,341	411	32,752

**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	9	36	1	0	71	3,918	1,525
2	27	0	37	61	13	72	1,407	341
3	15	1	38	95	29	73	881	313
4	50	9	39	107	30	74	208	55
5	13	2	40	102	29	75	215	48
6	2	0	41	150	43	76	19	4
7	28	8	42	195	59	77	145	41
8	12	0	43	303	141	78	0	0
9	78	26	44	45	5	79	0	0
10	97	27	45	80	24	80	0	0
11	37	7	46	139	44	81	1,550	611
12	61	12	47	322	100	83	0	0
13	44	11	48	387	183	84	0	0
14	232	60	49	208	74	85	0	0
15	42	14	50	1	0	86	535	167
16	359	97	51	0	0	88	2,079	722
17	774	287	52	0	0	89	1	0
18	79	20	53	0	0	90	6	0
19	215	69	54	0	0	91	0	0
20	55	17	55	0	0	92	0	0
21	44	7	56	0	0	93	0	0
22	92	27	57	0	0	94	0	0
23	60	15	58	164	42	95	1,715	809
24	49	17	59	473	152	96	322	99
25	5	0	60	48	9	97	0	0
26	18	0	61	1,104	499	98	0	0
27	16	7	62	394	158	99	0	0
28	46	6	63	686	333	100	0	0
29	1,256	708	64	2,448	1,107	101	4,322	2,602
30	8	1	65	4,230	1,957	102	0	0
31	748	330	66	1,164	382	103	0	0
32	30	9	67	90	15	104	5	0
33	37	17	68	45	15	105	0	0
34	11	2	69	147	48	Unknown	0	0
35	3	0	70	46	17	<b>Total</b>	<b>35,254</b>	<b>14,667</b>

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

Senate District	Application Count	Offered Count
1	29	5
2	217	56
3	0	0
4	0	0
5	0	0
6	6,276	2,607
7	0	0
8	0	0
9	0	0
10	0	0
11	557	187
12	1,531	402
13	6,772	2,796
14	1,296	582
15	7,644	4,288
16	343	118
17	674	219
18	4,004	1,430
19	0	0
20	0	0
21	30	4

Senate District	Application Count	Offered Count
22	550	180
23	1,120	515
24	304	59
25	208	54
26	873	329
27	15	2
28	208	59
29	95	20
30	121	49
31	111	31
32	166	52
33	470	116
34	1,081	371
35	154	44
36	178	48
37	50	14
38	60	14
39	117	16
Unknown	0	0
<b>Total</b>	<b>35,254</b>	<b>14,667</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	558	270
Allen	75	23	13
Ascension	6,353	4,365	2,883
Avoyelles	274	136	46
Beauregard	113	56	22
Bienville	209	60	23
Bossier	607	295	124
Caddo	589	320	166
Calcasieu	266	190	81
Caldwell	154	59	33
Catahoula	72	21	7
Claiborne	208	55	23
De Soto	141	86	54
East Baton Rouge	24,248	21,109	15,005
East Carroll	237	55	31
East Feliciana	617	292	173
Evangeline	522	143	64
Franklin	58	28	10
Grant	280	82	44
Iberia	1,478	672	315
Iberville	357	142	81
Jackson	74	13	4
Jefferson Davis	508	132	60
Lafayette	4,753	2,817	1,546
LaSalle	73	31	16
Lincoln	152	43	23

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,263	7,621
Madison	85	57	28
Morehouse	1,005	343	187
Natchitoches	598	172	79
Ouachita	3,418	2,262	1,297
Pointe Coupee	444	163	71
Rapides	145	93	39
Red River	46	18	8
Richland	445	153	80
Sabine	100	63	19
St. Helena	976	571	345
St. James	162	105	49
St. Landry	1,615	454	214
St. Martin	1,301	558	268
St. Tammany	1,057	475	258
Tangipahoa	6,183	4,354	2,541
Union	399	105	61
Vermilion	1,786	995	495
Vernon	306	99	33
Washington	1,222	499	248
Webster	525	135	72
West Baton Rouge	110	39	11
West Carroll	336	83	45
West Feliciana	154	71	39
Winn	181	54	23
<b>Total</b>	<b>*82,440</b>	<b>54,967</b>	<b>35,248</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	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
<b>Total</b>	<b>190</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	85	\$2,778,757.78	59	\$1,885,802.96	47	\$1,012,563.49
Allen	3	\$81,577.88	2	\$69,158.58	1	\$22,661.10
Ascension	976	\$32,760,151.50	728	\$23,173,492.16	622	\$16,940,833.78
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	6	\$264,703.43	3	\$98,576.84	2	\$66,332.35
Bossier	33	\$1,239,635.63	13	\$537,833.75	5	\$191,946.93
Caddo	25	\$892,999.23	14	\$445,589.64	9	\$177,998.64
Calcasieu	31	\$1,062,173.10	20	\$764,269.97	15	\$413,482.15
Caldwell	12	\$390,761.88	5	\$155,492.83	2	\$66,176.59
Catahoula	3	\$151,871.07	1	\$77,766.24	0	\$0.00
Claiborne	5	\$145,183.29	2	\$31,178.09	0	\$0.00
Concordia	2	\$73,680.27	2	\$73,680.27	2	\$71,670.49
De Soto	29	\$1,134,117.83	18	\$562,285.66	14	\$390,774.19
East Baton Rouge	7,469	\$248,467,460.25	6,323	\$213,077,811.21	5,776	\$156,902,033.89
East Carroll	10	\$386,063.98	7	\$238,115.48	6	\$127,220.19
East Feliciana	69	\$2,327,174.22	39	\$1,346,650.22	35	\$809,285.62
Evangeline	26	\$1,066,370.28	12	\$319,865.12	11	\$184,791.38
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	13	\$585,431.00	6	\$268,289.22	4	\$85,077.18
Iberia	91	\$3,193,707.33	48	\$1,635,755.90	36	\$857,659.46
Iberville	21	\$1,108,916.83	9	\$414,812.58	5	\$131,380.96
Jefferson Davis	12	\$499,955.07	8	\$379,120.81	6	\$121,024.98
Lafayette	668	\$19,413,176.69	564	\$16,101,943.74	514	\$12,886,039.62
LaSalle	5	\$170,911.60	4	\$119,138.67	4	\$104,764.64
Lincoln	6	\$239,260.16	3	\$91,144.88	3	\$89,988.22
Livingston	3,137	\$108,911,788.41	2,376	\$78,799,210.65	2,093	\$57,256,834.88
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	53	\$2,424,776.89	35	\$1,472,942.79	26	\$394,284.32
Natchitoches	23	\$1,087,118.72	7	\$270,264.74	6	\$172,973.91
Ouachita	432	\$15,334,959.86	286	\$9,948,973.24	234	\$5,236,422.77
Plaquemines	1	\$60,987.39	0	\$0.00	0	\$0.00
Pointe Coupee	17	\$647,113.88	8	\$321,344.56	6	\$103,717.61
Rapides	7	\$283,191.17	3	\$73,047.28	2	\$49,740.35
Red River	4	\$186,103.64	0	\$0.00	0	\$0.00
Richland	27	\$1,241,342.08	9	\$485,833.61	6	\$130,382.38
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$17,503.71
St. Helena	69	\$2,978,531.54	38	\$1,616,832.00	25	\$744,906.41
St. James	9	\$480,779.20	4	\$260,465.11	3	\$124,385.11
St. Landry	49	\$1,989,369.88	24	\$952,211.70	17	\$428,314.42
St. Martin	87	\$3,507,411.80	54	\$2,080,806.60	46	\$1,245,152.40
St. Tammany	80	\$2,910,489.18	53	\$1,578,731.51	51	\$1,167,108.59
Tangipahoa	755	\$28,307,533.37	522	\$18,616,057.66	354	\$9,440,743.49
Union	14	\$518,483.87	9	\$270,392.01	7	\$164,690.45
Vermilion	168	\$5,547,002.93	125	\$4,108,928.28	106	\$2,560,460.57
Vernon	12	\$500,094.81	4	\$202,417.52	4	\$181,903.22
Washington	54	\$2,446,297.75	38	\$1,572,274.02	31	\$782,559.95
Webster	21	\$963,501.28	12	\$355,142.95	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	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	3	\$63,019.15	2	\$24,186.93
<b>Total</b>	<b>14,667</b>	<b>\$500,648,500.59</b>	<b>11,526</b>	<b>\$386,101,568.87</b>	<b>10,166</b>	<b>\$272,715,075.34</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.