

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #63
October 13, 2018 – October 19, 2018
Rev #52

October 20, 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.

ALL PHASES

Must have major/severe home damage.

PHASE I	PHASE II	PHASE III
<ul style="list-style-type: none"> • Low-to-moderate income* • Elderly or persons with disabilities • Outside the floodplain 	<ul style="list-style-type: none"> • Low-to-moderate income* • Elderly or persons with disabilities • Inside the floodplain 	<ul style="list-style-type: none"> • Reside within one of the 10 most impacted or distressed parishes • Outside the floodplain • No priority due to income
PHASE IV	PHASE V	PHASE VI
<ul style="list-style-type: none"> • Reside within one of the 10 most impacted or distressed parishes • Inside the floodplain • No priority due to income 	<ul style="list-style-type: none"> • All other disaster-declared parishes • Inside and outside the floodplain • No priority due to income 	<ul style="list-style-type: none"> • Reimbursement for homeowners who do not qualify under Phases I or II, who have completed the rebuilding process at the time they complete the application • No priority due to income

** Household income is at or below 80% of an area’s median income.*

In addition, in order to be eligible for the Program, homeowners must meet all of the eligibility criteria listed below:

- Owner occupant at time of disaster event
- Damaged address was the applicant’s primary residence at the time of disaster event
- Suffered damage as a result of the March or August 2016 Severe Storms and Flooding events
- Eligible structure as determined by program, including single family homes, duplexes, mobile homes and condominiums
- Located in one of 51 disaster declared parishes

For homeowners that do qualify and are eligible for assistance, they can choose one of three solutions based on their progress in the rebuilding process and their capacity to complete the work.

Solution 1 PROGRAM MANAGED	Solution 2 HOMEOWNER MANAGED	Solution 3 REIMBURSEMENT
<ul style="list-style-type: none"> • Program manages and completes construction process • Homeowners do not select contractors or deal directly with the contractor • The program’s contractors will repair or reconstruct damaged properties • Economy-grade materials/finishes only 	<ul style="list-style-type: none"> • Homeowners manage repair or reconstruction work • Homeowners select contractors and deal directly with the contractor • Program provides advisory services and monitoring • Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes 	<ul style="list-style-type: none"> • Homeowners who have completed partial or full repairs before applying to the assistance program may qualify for reimbursement of eligible expenses incurred before the application process or by September 8, 2018, whichever is sooner.

Below is an overview of the homeowner journey in the program, from initial survey to reimbursement and/or repair.



1 TAKE THE SURVEY

The survey was the first step in the process. Homeowners who submitted a survey and qualified for one of the six phases were invited to continue in the program.



2 ENVIRONMENTAL REVIEW RECORD

The federally-required environmental review is the process of reviewing a project and its potential environmental impact to determine whether it meets federal, state, and local environmental standards. This review is conducted without appointment and from the road or right-of-way.



3 COMPLETE THE FORMAL APPLICATION

Qualified homeowners will be invited to complete the formal application. The application may be completed online, over the phone, or by scheduling an appointment at one of the Housing Assistance Centers. Homeowners will be required to provide supporting documentation.



4 ELIGIBILITY REVIEW

The Program will review the homeowner's application and supporting documentation to ensure that the information provided confirms that the homeowner meets the eligibility requirements for the program.



5 DAMAGE AND LEAD ASSESSMENT

During this scheduled appointment, inspectors will utilize industry-standard software to inspect the home, document completed work, and determine a scope of work for remaining repairs. Homes constructed before 1978 will receive a lead-based paint inspection. At least one homeowner must be present for all inspections.



6 REVIEW GRANT AWARD

Once eligibility has been determined, the homeowner will receive a grant award. The homeowner may request to speak to a case manager, accept the award, or appeal the award.



7 SIGN GRANT AWARD

Once a homeowner accepts their award, a program representative will reach out to discuss next steps which will depend on which solution is selected.



8 REIMBURSEMENT/ REPAIR

Once the grant award is signed, if a homeowner is eligible for reimbursement, funding will be requested and a check will be mailed within 3-4 weeks. Funding for repairs will be disbursed in accordance with the signed grant award.

Executive Summary

- 44,126 environmental reviews have been completed, representing 97% of the 45,550 homeowners in Phases I – VI.
 - 44,088 homeowners have been invited to complete applications from Phase I - VI. 35,436 (80%) homeowners have submitted their applications.
 - 34,004 scopes of work have been completed, representing 96% of the 35,436 homeowners that have submitted their application.
 - There have been a total of 14,774 Grant Awards offered to homeowners, amounting to \$505,415,706.38. Of those, 11,659 homeowners have acknowledged their grant agreements, obligating \$390,549,918.31.
 - 5,627 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of October 19, 2018, there were a total of 73,517 appointments held.
 - 296,605 calls were completed by the call center. 186,942 of the completed calls were inbound calls and 109,663 of the completed calls were outbound calls.
 - The Program has completed 10 outreach events for this reporting period. The following events are scheduled for the week of October 22 – October 28, 2018:
 - 10/22 – 10/24: Contractor Selection Population Outreach, Baton Rouge
 - 10/24: Contractor Selection Population Outreach, Lafayette
 - 10/24: GOHSEP Housing Panel – FEMA MHUs
 - 10/25: EBR Public Meetings – All-Hazards Community Recovery Plan, Baton Rouge

Table 1: Outreach Events

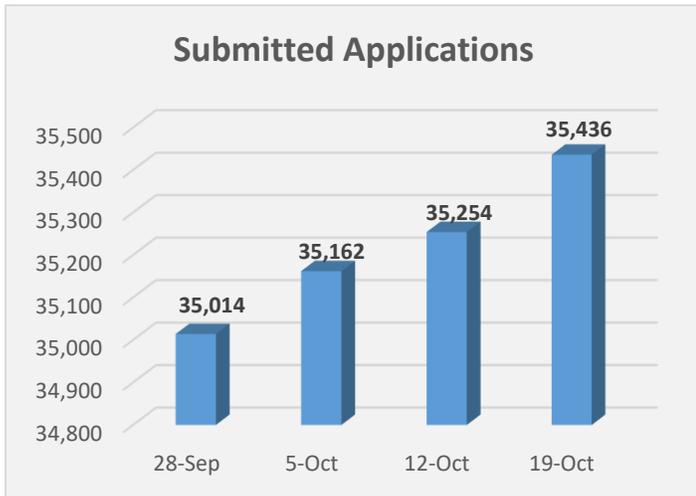
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
Total	275

Table 2: Homeowner Program Snapshot

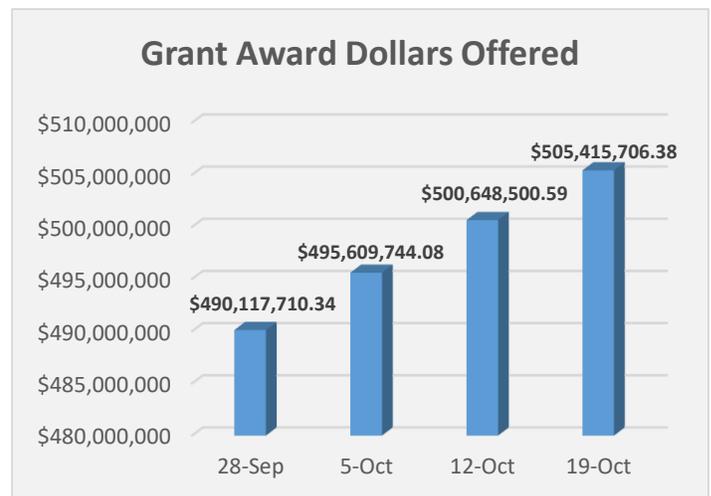
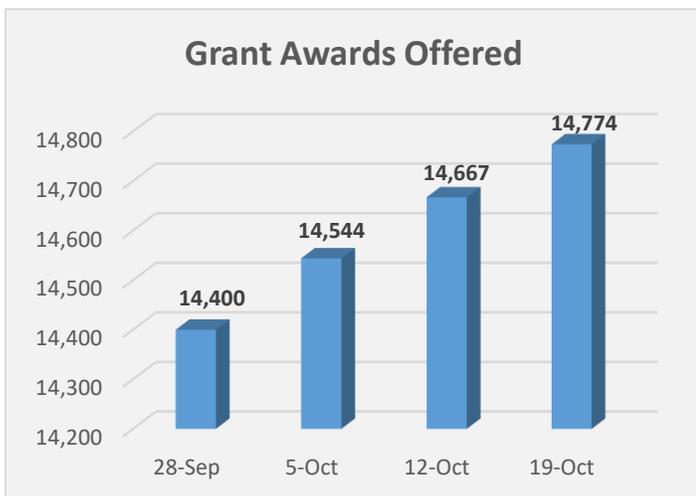
	As of 10/12/18	Weekly Activity	As of 10/19/18		
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	55,157	1,053	56,210		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	44,829	721	45,550	81%	
<i>Duplicate Address</i>	4,199	112	4,311	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,129	220	6,349	11%	
Environmental Reviews					
Environmental Reviews Available to Work	1,089	335	1,424		
Environmental Reviews Completed	43,740	386	44,126		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	690	-59	631		
Total Scope of Work Completed	33,778	226	34,004		
Applications In Process					
Total Number of Invited Applications	43,847	241	44,088		
Applications Not Submitted	2,704	73	2,777		
Applications Available For Grant Determination	41,143	168	41,311		
Pending Grant Determination	2,066	-99	1,967	5%	
Grant Determinations			95% Grant Determinations		
Zero Award	10,617	61	10,678	26%	
Ineligible Determination	8,555	126	8,681	21%	
Withdrawn By Applicant	5,238	-27	5,211	13%	
Grant Award Offered To Applicant	14,667	107	14,774	35%	
Grant Awards					Total Dollars
Grant Awards Offered	14,667	107	14,774		505,415,706.38
Grant Awards Obligated	11,526	133	11,659		390,549,918.31
<i>Solution 1 Only</i>	316	10	326		18,075,479.00
<i>Solution 2 Only</i>	1,378	38	1,416		46,726,792.26
<i>Solution 3 Only</i>	2,302	22	2,324		61,608,392.59
<i>Solution 3 and 1</i>	1,776	15	1,791		69,424,531.96
<i>Solution 3 and 2</i>	5,754	48	5,802		194,714,722.50
Disbursements					
Total Disbursements	10,166	69	10,235		276,218,103.58
<i>Solution 1 Only</i>	86	8	94		2,990,487.76
<i>Solution 2 Only</i>	628	10	638		15,557,907.25
<i>Solution 3 Only</i>	2,233	20	2,253		59,783,227.61
<i>Solution 3 and 1</i>	1,699	12	1,711		45,529,378.42
<i>Solution 3 and 2</i>	5,520	19	5,539		152,357,102.54
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	5,531	96	5,627		
<i>Solution 1</i>	1,527	27	1,554		
<i>Solution 2</i>	1,783	49	1,832		
<i>Solution 3 Only</i>	2,221	20	2,241		

Key Program Statistics

Table 3: Key Program Statistics



Invited 44,088 Homeowners to complete Applications.



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

As of October 19, 2018, there are 19,739 homeowners, 55.70% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,234 homeowners, 37.35% 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)	5,246	98.28%	5,338
Phase Two (II)	6,007	99.01%	6,067
Phase Three (III)	2,314	32.67%	7,084
Phase Four (IV)	2,742	34.13%	8,034
Phase Five (V)	539	54.44%	990
Phase Six (VI)	1,340	21.25%	6,307
Undetermined	2	100.00%	2
Not In Phase	1,549	95.97%	1,614
Total	19,739	55.70%	35,436

	Submitted Applications	Percentage
Most Impacted LMI	17,310	48.85%
Most Impacted Urgent Need	15,011	42.36%
LMI	2,429	6.85%
Urgent Need	686	1.94%
Total	35,436	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)	3,419	64.05%	3,454	64.71%	5,338
Phase Two (II)	4,344	71.60%	3,304	54.46%	6,067
Phase Three (III)	1,324	18.69%	741	10.46%	7,084
Phase Four (IV)	1,678	20.89%	993	12.36%	8,034
Phase Five (V)	174	17.58%	163	16.46%	990
Phase Six (VI)	1,679	26.62%	809	12.83%	6,307
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	615	38.10%	1,265	78.38%	1,614
Total	13,234	37.35%	10,731	30.28%	35,436

*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	11,659	390,549,918.31		10,235	276,218,103.58	
LMI	5,917	213,610,506.31	54.7%	5,042	140,436,258.44	50.8%
Urgent Need	5,742	176,939,412.00	45.3%	5,193	135,781,845.14	49.2%
Most Impacted Parishes	11,193	372,790,764.48	95.5%	9,894	267,503,817.11	96.8%
LMI	5,622	201,409,949.51	51.6%	4,846	135,527,796.94	49.0%
Urgent Need	5,571	171,380,814.97	43.9%	5,048	131,976,020.17	47.8%
Other Parishes	466	17,759,153.83	4.5%	341	8,714,286.47	3.2%
LMI	295	12,200,556.80	3.1%	196	4,908,461.50	1.8%
Urgent Need	171	5,558,597.03	1.4%	145	3,805,824.97	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	54	0.15%
Asian	488	1.38%
Asian and White	47	0.13%
Black/African American	13,767	38.85%
Black/African American and White	255	0.72%
Native Hawaiian/Other Pacific Islander	34	0.10%
Other Multi-Racial	592	1.67%
White	20,019	56.49%
A Race was not provided	49	0.14%
Total	35,436	100.00%

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 10/12/2018	Weekly Activity	As of 10/19/2018
Appointments			
Total Number of Appointments	76,841	752	77,593
<i>Walk-ins</i>	44,109	619	44,728
<i>Scheduled</i>	32,732	133	32,865
<i>Held at office</i>	28,083	114	28,197
<i>Home visit</i>	590	2	592
<i>Cancelled</i>	2,669	11	2,680
<i>No Show</i>	1,390	6	1,396
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	50,419	492	50,911
<i>Walk-ins</i>	31,740	458	32,198
<i>Scheduled</i>	18,679	34	18,713
<i>Held at office</i>	16,229	29	16,258
<i>Home visit</i>	226	2	228
<i>Cancelled</i>	1,819	3	1,822
<i>No Show</i>	405	0	405
Hammond			
Total Number of Appointments	15,315	154	15,469
<i>Walk-ins</i>	9,098	127	9,225
<i>Scheduled</i>	6,217	27	6,244
<i>Held at office</i>	4,711	17	4,728
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	519	5	524
<i>No Show</i>	641	5	646
Lafayette			
Total Number of Appointments	6,389	73	6,462
<i>Walk-ins</i>	1,395	25	1,420
<i>Scheduled</i>	4,994	48	5,042
<i>Held at office</i>	4,671	46	4,717
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	208	2	210
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,718	33	4,751
<i>Walk-ins</i>	1,876	9	1,885
<i>Scheduled</i>	2,842	24	2,866
<i>Held at office</i>	2,472	22	2,494
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	123	1	124
<i>No Show</i>	235	1	236

Call Center Activity

Table 10: Call Center Activity

Activity	As of 10/12/2018	Weekly Activity	As of 10/19/2018
Call Center			
Total Calls	299,827	6,397	306,224
Total Calls Abandoned	9,235	384	9,619
Abandoned %	3.08%	0.06%	3.14%
Total Calls Processed	290,592	6,013	296,605
Inbound	183,750	3,192	186,942
Outbound	106,842	2,821	109,663
Completed Inbound Calls Details			
Total Inbound Calls Completed	183,750	3,192	186,942
Average Wait Time	1.28 min		1.31 min
Average Call Time	5.60 min		5.59 min
Program Inquiry	52,669	1,091	53,760
Surveys Status Update	4,118	130	4,248
Surveys Completed	9,964	382	10,346
Case Manager Request	20,132	368	20,500
Application Status Update	65,446	850	66,296
Application In Progress	987	7	994
Application Submitted (Pending Document Upload)	6,252	17	6,269
Applications Completed	263	2	265
Damage Assessment Inquiry	2,272	2	2,274
Award Acknowledgement Inquiry	2,790	4	2,794
Construction Inquiry	3,781	82	3,863
Appeals	1,732	23	1,755
Outbound Project	82	2	84
Invalid Number/ No Answer / Busy / Left Message	10,559	207	10,766
Call Transferred	2,703	25	2,728
Completed Outbound Calls Details			
Total Outbound Calls Completed	106,842	2,821	109,663
Average Call Time	1.55 min		1.54 min
Program Inquiry	5,946	22	5,968
Survey Status Update	2,775	691	3,466
Surveys Completed	994	62	1,056
Case Manager Request	171	1	172
Application Status Update	18,125	125	18,250
Application In Progress	12	0	12
Application Submitted (Pending Document Upload)	648	0	648
Applications Completed	50	0	50
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	304	0	304
Appeals	4	0	4
Outbound Project	6,449	128	6,577
Invalid Number/ No Answer / Busy / Left Message	38,554	1,308	39,862
Call Transferred	32,752	484	33,236

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	3,932	1,540
2	27	0	37	62	13	72	1,419	345
3	15	1	38	95	30	73	890	318
4	50	9	39	110	31	74	208	55
5	13	2	40	103	29	75	217	49
6	2	0	41	150	47	76	19	4
7	28	8	42	198	60	77	148	40
8	12	0	43	306	141	78	0	0
9	80	26	44	45	5	79	0	0
10	97	29	45	82	25	80	0	0
11	37	9	46	139	44	81	1,567	619
12	62	12	47	325	101	83	0	0
13	44	12	48	387	184	84	0	0
14	233	59	49	214	74	85	0	0
15	42	14	50	1	0	86	539	167
16	362	102	51	0	0	88	2,089	731
17	777	289	52	0	0	89	1	0
18	80	20	53	0	0	90	6	0
19	216	70	54	0	0	91	0	0
20	57	18	55	0	0	92	0	0
21	44	7	56	0	0	93	0	0
22	93	28	57	0	0	94	0	0
23	60	15	58	164	43	95	1,725	810
24	49	18	59	476	155	96	326	102
25	5	0	60	48	9	97	0	0
26	18	0	61	1,107	501	98	0	0
27	16	7	62	398	159	99	0	0
28	46	6	63	690	334	100	0	0
29	1,257	711	64	2,460	1,116	101	4,332	2,609
30	8	1	65	4,240	1,960	102	0	0
31	754	330	66	1,169	386	103	0	0
32	30	9	67	91	17	104	5	0
33	37	17	68	45	15	105	0	0
34	11	2	69	147	49	Unknown	0	0
35	3	0	70	47	17	Total	35,436	14,774

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

Senate District	Application Count	Offered Count
1	29	5
2	217	58
3	0	0
4	0	0
5	0	0
6	6,305	2,620
7	0	0
8	0	0
9	0	0
10	0	0
11	565	188
12	1,539	407
13	6,800	2,817
14	1,299	590
15	7,663	4,297
16	344	121
17	682	221
18	4,034	1,445
19	0	0
20	0	0
21	31	4

Senate District	Application Count	Offered Count
22	555	183
23	1,129	516
24	306	64
25	210	55
26	884	331
27	15	2
28	209	60
29	96	21
30	122	50
31	111	31
32	170	53
33	473	119
34	1,087	377
35	154	44
36	179	51
37	51	14
38	60	14
39	117	16
Unknown	0	0
Total	35,436	14,774

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	583	273
Allen	75	23	13
Ascension	6,353	4,478	2,898
Avoyelles	274	138	46
Beauregard	113	56	22
Bienville	209	60	23
Bossier	607	298	126
Caddo	589	320	166
Calcasieu	266	209	83
Caldwell	154	63	35
Catahoula	72	21	7
Claiborne	208	57	23
De Soto	141	86	54
East Baton Rouge	24,248	21,428	15,050
East Carroll	237	55	31
East Feliciana	617	304	175
Evangeline	522	149	64
Franklin	58	29	10
Grant	280	83	45
Iberia	1,478	689	318
Iberville	357	159	81
Jackson	74	13	4
Jefferson Davis	508	138	60
Lafayette	4,753	2,870	1,560
LaSalle	73	31	16
Lincoln	152	42	22

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,507	7,663
Madison	85	57	28
Morehouse	1,005	354	189
Natchitoches	598	172	79
Ouachita	3,418	2,275	1,303
Pointe Coupee	444	169	72
Rapides	145	93	39
Red River	46	18	8
Richland	445	154	80
Sabine	100	64	19
St. Helena	976	587	350
St. James	162	107	49
St. Landry	1,615	467	215
St. Martin	1,301	569	270
St. Tammany	1,057	480	261
Tangipahoa	6,183	4,433	2,562
Union	399	111	62
Vermilion	1,786	1,013	501
Vernon	306	102	33
Washington	1,222	510	250
Webster	525	136	72
West Baton Rouge	110	40	11
West Carroll	336	84	45
West Feliciana	154	77	41
Winn	181	54	23
Total	*82,440	56,015	35,430

* 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	21	0
Lafourche	5	1
Orleans	55	0
Plaquemines	4	1
St. Bernard	1	0
St. Charles	3	0
St. John the Baptist	34	0
St. Mary	49	1
Tensas	2	0
Terrebonne	5	0
Total	195	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	87	\$3,043,026.86	61	\$1,924,362.89	47	\$1,014,358.73
Allen	3	\$81,577.88	2	\$69,158.58	1	\$22,661.10
Ascension	989	\$33,223,952.71	744	\$23,888,916.88	627	\$17,045,389.18
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	7	\$283,759.61	3	\$98,576.84	2	\$66,332.35
Bossier	35	\$1,292,468.81	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	13	\$435,761.88	5	\$155,492.83	2	\$66,176.59
Catahoula	3	\$151,871.07	1	\$77,766.24	0	\$0.00
Claiborne	6	\$182,180.43	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	\$392,969.34
East Baton Rouge	7,501	\$250,223,165.81	6,369	\$214,462,090.38	5,804	\$158,703,302.52
East Carroll	10	\$386,063.98	7	\$238,115.48	6	\$127,220.19
East Feliciana	70	\$2,368,467.29	40	\$1,392,050.31	36	\$890,235.09
Evangeline	26	\$1,066,370.28	14	\$369,097.86	11	\$184,791.38
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	13	\$585,431.00	7	\$308,832.40	4	\$85,077.18
Iberia	91	\$3,197,622.57	50	\$1,694,400.25	37	\$876,569.29
Iberville	22	\$1,133,496.17	11	\$503,921.67	5	\$131,380.96
Jefferson Davis	12	\$499,955.07	8	\$379,120.81	6	\$121,024.98
Lafayette	670	\$19,591,922.99	576	\$16,383,862.57	521	\$13,028,553.48
LaSalle	6	\$180,964.67	4	\$119,138.67	4	\$104,764.64
Lincoln	6	\$239,260.16	3	\$91,144.88	3	\$89,988.22
Livingston	3,159	\$109,633,732.79	2,399	\$79,552,546.56	2,109	\$58,122,208.83
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	53	\$2,494,210.82	35	\$1,481,201.63	26	\$394,284.32
Natchitoches	23	\$1,087,118.72	7	\$270,264.74	6	\$172,973.91
Ouachita	437	\$15,596,903.79	295	\$10,337,687.48	236	\$5,460,832.81
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	10	\$520,832.13	6	\$130,382.38
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$17,503.71
St. Helena	69	\$2,857,995.37	38	\$1,616,832.00	25	\$755,708.18
St. James	10	\$522,919.50	4	\$260,465.11	3	\$124,385.11
St. Landry	53	\$2,092,342.82	25	\$1,013,796.55	17	\$428,314.42
St. Martin	91	\$3,631,774.01	57	\$2,190,313.06	47	\$1,294,127.31
St. Tammany	79	\$2,885,550.05	56	\$1,715,534.71	51	\$1,167,477.17
Tangipahoa	765	\$28,661,721.11	526	\$18,763,390.13	361	\$9,597,802.84
Union	14	\$518,483.87	9	\$270,392.01	7	\$164,690.45
Vermilion	169	\$5,656,094.71	129	\$4,194,784.74	107	\$2,581,331.60
Vernon	13	\$500,194.67	5	\$225,949.79	4	\$181,903.22
Washington	55	\$2,637,123.87	38	\$1,567,588.14	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	12	\$527,623.13	8	\$435,612.39	2	\$120,969.46
West Feliciana	11	\$423,414.93	7	\$275,056.79	7	\$196,586.50
Winn	6	\$195,483.18	3	\$63,019.15	2	\$24,186.93
Total	14,774	\$505,415,706.38	11,659	\$390,549,918.31	10,235	\$276,218,103.58

APPENDIX D

In 2016, after Gov. John Bel Edwards sought federal flood recovery funding for Louisiana, Congress provided three appropriations of Community Development Block Grant-Disaster Recovery funds for nationwide recovery from several disasters. These funds were allocated by the U.S. Department of Housing and Urban Development to various states. HUD allocated \$437.8 million from the first appropriation, \$1.2 billion from the second appropriation and \$51 million from the third appropriation to Louisiana. Below is a summary of the funding requested, appropriated, and allocation across Restore Louisiana programs.

Figure 1: Requested Assistance

PROGRAM AREA	2016 SEVERE STORMS & FLOODING: FIRST & SECOND ALLOCATIONS	THIRD ALLOCATION	TOTAL PROGRAM BUDGETS	TOTAL CONGRESSIONAL REQUEST	APPROXIMATE UNMET NEED GAP
HOMEOWNER ASSISTANCE PROGRAM	\$1,293,693,120	\$37,470,799	\$1,331,163,919	\$2,667,800,000	\$1,336,636,081
RENTAL HOUSING	\$130,000,000	\$4,163,422	\$134,163,422	\$180,000,000	\$45,836,578
INTERIM MORTGAGE ASSISTANCE	\$0	\$0	\$0	\$40,000,000	\$40,000,000
BUSINESS AND AGRICULTURE	\$62,000,000	\$0	\$62,000,000	\$120,000,000	\$58,000,000
FEMA NONFEDERAL SHARE MATCH	\$105,000,000	\$0	\$105,000,000	\$130,000,000	\$25,000,000
INFRASTRUCTURE ENHANCEMENT	\$0	\$9,800,799	\$9,800,799	\$600,000,000	\$590,199,201
ADMIN AND PLANNING	\$66,278,880	\$0	\$66,278,880		
TOTALS	\$1,656,972,000	\$51,435,020	\$1,708,407,020	\$3,737,800,000	\$2,095,671,860

APPENDIX E

The table below should help give you an idea of your potential for program eligibility, as well as the application phase in which you are most likely to be included and which tier of funding would most likely apply to you. Please note that to be eligible for a certain application phase, you must meet all of the checked criteria for that phase. Your survey and application results will ultimately determine your specific eligibility.

Figure 2: Phase and Tiers

RESTORE LOUISIANA HOMEOWNER ASSISTANCE PROGRAM		PHASE I	PHASE II	PHASE III	PHASE IV	PHASE V	PHASE VI
DAMAGE LEVEL	MAJOR AND SEVERE	✓	✓	✓	✓	✓	✓
STATUS OF REPAIRS	100% OF REPAIRS COMPLETED	✓	✓				✓
	PARTIAL REPAIRS COMPLETED	✓	✓	✓	✓	✓	
	REMAINING PROSPECTIVE WORK	✓	✓	✓	✓	✓	
GEOGRAPHY	ALL 51 IMPACTED PARISHES	✓	✓			✓	✓
	10 MOST IMPACTED PARISHES			✓	✓		
100-YEAR FLOOD PLAIN	INSIDE		✓		✓	✓	✓
	OUTSIDE	✓		✓		✓	✓
INCOME	ALL INCOME LEVELS			✓	✓	✓	✓
	LMI ONLY	✓	✓				
HOMEOWNER 62+ AND/OR PERSON WITH DISABILITY IN HOME	YES	✓	✓	✓	✓	✓	✓
	NO			✓	✓	✓	✓
TIERED AWARD	REIMBURSEMENT OF COMPLETED WORK*	100%	100%	100%	100%	100%	100%
	PROSPECTIVE CONSTRUCTION	100%	100%	100%	100%	100%	N/A

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

Notes:

- The deadline to complete the homeowner survey was October 19, 2018.
- The deadline to complete the homeowner application is 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 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.