

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #64
October 20, 2018 – October 26, 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

- 44,687 environmental reviews have been completed, representing 98% of the 45,611 homeowners in Phases I – VI.
 - 44,763 homeowners have been invited to complete applications from Phase I - VI. 35,662 (80%) homeowners have submitted their applications.
 - 34,161 scopes of work have been completed, representing 96% of the 35,662 homeowners that have submitted their application.
 - There have been a total of 14,853 Grant Awards offered to homeowners, amounting to \$508,174,919.37. Of those, 11,747 homeowners have acknowledged their grant agreements, obligating \$393,687,573.48.
 - 5,774 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of October 26, 2018, there were a total of 74,085 appointments held.
 - 299,114 calls were completed by the call center. 188,607 of the completed calls were inbound calls and 110,507 of the completed calls were outbound calls.
 - The Program has completed 7 outreach events for this reporting period. The following events are scheduled for the week of October 29 – November 4, 2018:
 - 10/29 – 10/30: Contractor Selection Population Outreach, Hammond
 - 10/30: Contractor Selection Population Outreach, Monroe
 - 10/30: EBR Public Meetings – All-Hazards Community Recovery Plan, Zachary
 - 10/31: GOHSEP Housing Panel – FEMA MHUs

Table 1: Outreach Events

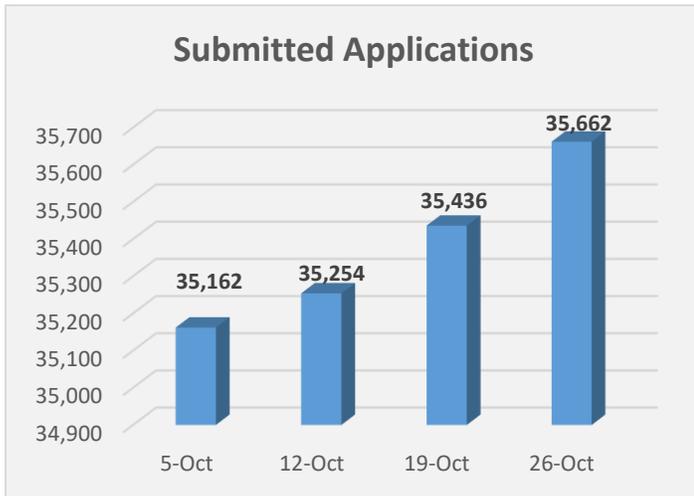
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
Total	275

Table 2: Homeowner Program Snapshot

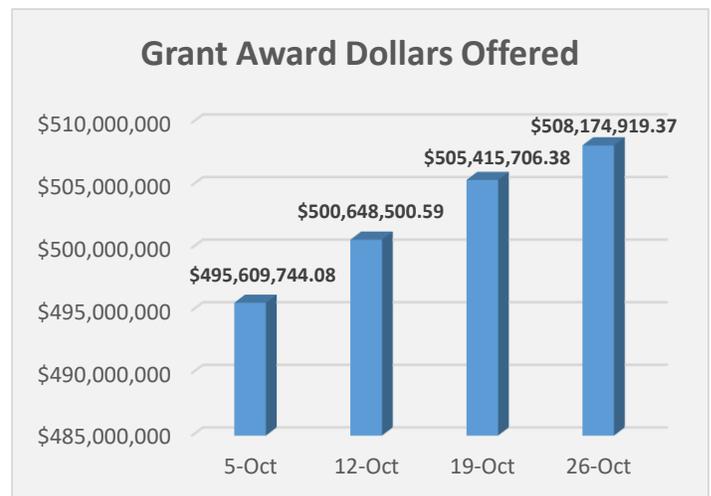
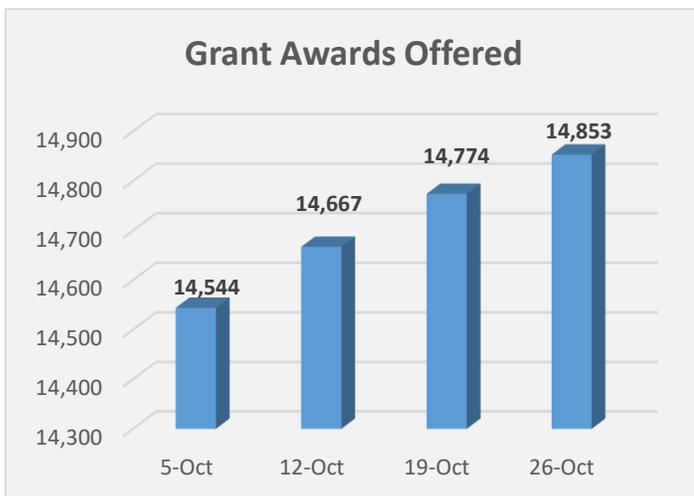
	As of 10/19/18	Weekly Activity	As of 10/26/18		
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	56,210	9	56,219		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,550	61	45,611	81%	
<i>Duplicate Address</i>	4,311	1	4,312	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,349	-53	6,296	11%	
Environmental Reviews					
Environmental Reviews Available to Work	1,424	-500	924		
Environmental Reviews Completed	44,126	561	44,687		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	631	44	675		
Total Scope of Work Completed	34,004	157	34,161		
Applications In Process					
Total Number of Invited Applications	44,088	675	44,763		
Applications Not Submitted	2,777	414	3,191		
Applications Available For Grant Determination	41,311	261	41,572		
Pending Grant Determination	1,967	-24	1,943	5%	
Grant Determinations			95% Grant Determinations		
Zero Award	10,678	70	10,748	26%	
Ineligible Determination	8,681	93	8,774	21%	
Withdrawn By Applicant	5,211	43	5,254	12%	
Grant Award Offered To Applicant	14,774	79	14,853	36%	
Grant Awards					Total Dollars
Grant Awards Offered	14,774	79	14,853		508,174,919.37
Grant Awards Obligated	11,659	88	11,747		393,687,573.48
<i>Solution 1 Only</i>	326	11	337		18,746,200.93
<i>Solution 2 Only</i>	1,416	19	1,435		47,469,958.60
<i>Solution 3 Only</i>	2,324	8	2,332		61,770,969.49
<i>Solution 3 and 1</i>	1,791	9	1,800		69,705,202.33
<i>Solution 3 and 2</i>	5,802	41	5,843		195,995,242.13
Disbursements					
Total Disbursements	10,235	157	10,392		281,604,423.17
<i>Solution 1 Only</i>	94	7	101		3,190,098.56
<i>Solution 2 Only</i>	638	26	664		15,986,687.44
<i>Solution 3 Only</i>	2,253	32	2,285		60,823,138.63
<i>Solution 3 and 1</i>	1,711	35	1,746		47,591,684.18
<i>Solution 3 and 2</i>	5,539	57	5,596		154,012,814.36
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	5,627	147	5,774		
<i>Solution 1</i>	1,554	54	1,608		
<i>Solution 2</i>	1,832	60	1,892		
<i>Solution 3 Only</i>	2,241	33	2,274		

Key Program Statistics

Table 3: Key Program Statistics



Invited 44,763 Homeowners to complete Applications.



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

As of October 26, 2018, there are 19,871 homeowners, 55.72% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,302 homeowners, 37.30% 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)	5,299	99.94%	5,302
Phase Two (II)	6,048	99.98%	6,049
Phase Three (III)	2,321	32.29%	7,189
Phase Four (IV)	2,747	33.94%	8,093
Phase Five (V)	544	54.24%	1,003
Phase Six (VI)	1,344	21.02%	6,394
Undetermined	2	100.00%	2
Not In Phase	1,566	96.07%	1,630
Total	19,871	55.72%	35,662

	Submitted Applications	Percentage
Most Impacted LMI	17,417	48.84%
Most Impacted Urgent Need	15,098	42.34%
LMI	2,454	6.88%
Urgent Need	693	1.94%
Total	35,662	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)	3,351	63.20%	3,470	65.45%	5,302
Phase Two (II)	4,323	71.47%	3,316	54.82%	6,049
Phase Three (III)	1,393	19.38%	770	10.71%	7,189
Phase Four (IV)	1,721	21.27%	1,008	12.46%	8,093
Phase Five (V)	176	17.55%	164	16.35%	1,003
Phase Six (VI)	1,717	26.85%	820	12.82%	6,394
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	620	38.04%	1,273	78.10%	1,630
Total	13,302	37.30%	10,823	30.35%	35,662

*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	11,747	393,687,573.48		10,392	281,604,423.17	
LMI	5,962	215,261,961.92	54.7%	5,123	143,551,833.66	51.0%
Urgent Need	5,785	178,425,611.56	45.3%	5,269	138,052,589.51	49.0%
Most Impacted Parishes	11,267	375,420,961.43	95.4%	10,037	272,598,708.42	96.8%
LMI	5,658	202,745,395.41	51.5%	4,917	138,486,625.88	49.2%
Urgent Need	5,609	172,675,566.02	43.9%	5,120	134,112,082.54	47.6%
Other Parishes	480	18,266,612.05	4.6%	355	9,005,714.75	3.2%
LMI	304	12,516,566.51	3.2%	206	5,065,207.78	1.8%
Urgent Need	176	5,750,045.54	1.4%	149	3,940,506.97	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	1.37%
Asian and White	48	0.13%
Black/African American	13,837	38.80%
Black/African American and White	257	0.72%
Native Hawaiian/Other Pacific Islander	34	0.09%
Other Multi-Racial	594	1.67%
White	20,170	56.56%
A Race was not provided	49	0.14%
Total	35,662	100.00%

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 10/19/2018	Weekly Activity	As of 10/26/2018
Appointments			
Total Number of Appointments	77,593	574	78,167
<i>Walk-ins</i>	44,728	429	45,157
<i>Scheduled</i>	32,865	145	33,010
<i>Held at office</i>	28,197	138	28,335
<i>Home visit</i>	592	1	593
<i>Cancelled</i>	2,680	6	2,686
<i>No Show</i>	1,396	0	1,396
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	50,911	361	51,272
<i>Walk-ins</i>	32,198	324	32,522
<i>Scheduled</i>	18,713	37	18,750
<i>Held at office</i>	16,258	35	16,293
<i>Home visit</i>	228	1	229
<i>Cancelled</i>	1,822	1	1,823
<i>No Show</i>	405	0	405
Hammond			
Total Number of Appointments	15,469	105	15,574
<i>Walk-ins</i>	9,225	83	9,308
<i>Scheduled</i>	6,244	22	6,266
<i>Held at office</i>	4,728	20	4,748
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	524	2	526
<i>No Show</i>	646	0	646
Lafayette			
Total Number of Appointments	6,462	68	6,530
<i>Walk-ins</i>	1,420	5	1,425
<i>Scheduled</i>	5,042	63	5,105
<i>Held at office</i>	4,717	61	4,778
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	210	2	212
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,751	40	4,791
<i>Walk-ins</i>	1,885	17	1,902
<i>Scheduled</i>	2,866	23	2,889
<i>Held at office</i>	2,494	22	2,516
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	124	1	125
<i>No Show</i>	236	0	236

Call Center Activity

Table 10: Call Center Activity

Activity	As of 10/19/2018	Weekly Activity	As of 10/26/2018
Call Center			
Total Calls	306,224	2,526	308,750
Total Calls Abandoned	9,619	17	9,636
Abandoned %	3.14%	-0.02%	3.12%
Total Calls Processed	296,605	2,509	299,114
Inbound	186,942	1,665	188,607
Outbound	109,663	844	110,507
Completed Inbound Calls Details			
Total Inbound Calls Completed	186,942	1,665	188,607
Average Wait Time	1.31 min		1.30 min
Average Call Time	5.59 min		5.58 min
Program Inquiry	53,760	539	54,299
Surveys Status Update	4,248	53	4,301
Surveys Completed	10,346	3	10,349
Case Manager Request	20,500	292	20,792
Application Status Update	66,296	546	66,842
Application In Progress	994	12	1,006
Application Submitted (Pending Document Upload)	6,269	23	6,292
Applications Completed	265	8	273
Damage Assessment Inquiry	2,274	1	2,275
Award Acknowledgement Inquiry	2,794	1	2,795
Construction Inquiry	3,863	76	3,939
Appeals	1,755	14	1,769
Outbound Project	84	0	84
Invalid Number/ No Answer / Busy / Left Message	10,766	90	10,856
Call Transferred	2,728	7	2,735
Completed Outbound Calls Details			
Total Outbound Calls Completed	109,663	844	110,507
Average Call Time	1.54 min		1.54 min
Program Inquiry	5,968	11	5,979
Survey Status Update	3,466	2	3,468
Surveys Completed	1,056	4	1,060
Case Manager Request	172	4	176
Application Status Update	18,250	143	18,393
Application In Progress	12	1	13
Application Submitted (Pending Document Upload)	648	15	663
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	6,577	27	6,604
Invalid Number/ No Answer / Busy / Left Message	39,862	202	40,064
Call Transferred	33,236	435	33,671

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	3,958	1,548
2	27	0	37	62	15	72	1,431	347
3	15	1	38	95	30	73	900	316
4	50	9	39	111	30	74	209	55
5	13	2	40	103	31	75	219	50
6	2	0	41	150	46	76	19	4
7	28	9	42	203	61	77	150	41
8	12	0	43	310	141	78	0	0
9	80	25	44	45	5	79	0	0
10	97	29	45	86	25	80	0	0
11	37	10	46	140	44	81	1,581	629
12	63	12	47	325	102	83	0	0
13	45	12	48	388	185	84	0	0
14	236	61	49	216	76	85	0	0
15	42	14	50	1	0	86	546	168
16	366	102	51	0	0	88	2,097	738
17	783	291	52	0	0	89	1	0
18	80	20	53	0	0	90	6	0
19	221	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	165	43	95	1,748	816
24	51	18	59	479	158	96	330	102
25	5	0	60	48	10	97	0	0
26	18	0	61	1,113	503	98	0	0
27	16	7	62	402	163	99	0	0
28	47	6	63	692	333	100	0	0
29	1,261	715	64	2,470	1,117	101	4,343	2,618
30	8	1	65	4,259	1,968	102	0	0
31	759	329	66	1,178	386	103	0	0
32	30	10	67	91	17	104	5	0
33	37	19	68	45	15	105	0	0
34	12	2	69	147	49	Unknown	0	0
35	3	0	70	48	17	Total	35,662	14,853

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

Senate District	Application Count	Offered Count
1	29	5
2	220	59
3	0	0
4	0	0
5	0	0
6	6,346	2,629
7	0	0
8	0	0
9	0	0
10	0	0
11	571	189
12	1,551	409
13	6,854	2,834
14	1,304	595
15	7,684	4,308
16	345	121
17	689	223
18	4,058	1,462
19	0	0
20	0	0
21	31	4

Senate District	Application Count	Offered Count
22	563	184
23	1,139	516
24	307	64
25	216	57
26	887	332
27	15	2
28	210	63
29	96	21
30	124	52
31	111	31
32	171	53
33	479	123
34	1,099	378
35	155	44
36	180	50
37	51	14
38	60	15
39	117	16
Unknown	0	0
Total	35,662	14,853

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	584	278
Allen	75	23	13
Ascension	6,353	4,479	2,911
Avoyelles	274	138	47
Beauregard	113	56	22
Bienville	209	60	24
Bossier	607	298	126
Caddo	589	320	166
Calcasieu	266	209	84
Caldwell	154	63	35
Catahoula	72	21	7
Claiborne	208	57	23
De Soto	141	86	54
East Baton Rouge	24,248	21,430	15,107
East Carroll	237	55	32
East Feliciana	617	304	179
Evangeline	522	149	64
Franklin	58	29	10
Grant	280	83	45
Iberia	1,478	689	323
Iberville	357	159	81
Jackson	74	13	4
Jefferson Davis	508	138	60
Lafayette	4,753	2,872	1,574
LaSalle	73	31	16
Lincoln	152	42	22

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,509	7,730
Madison	85	57	28
Morehouse	1,005	354	195
Natchitoches	598	173	79
Ouachita	3,418	2,275	1,313
Pointe Coupee	444	169	72
Rapides	145	93	39
Red River	46	18	8
Richland	445	154	81
Sabine	100	64	19
St. Helena	976	588	353
St. James	162	107	50
St. Landry	1,615	467	215
St. Martin	1,301	569	273
St. Tammany	1,057	480	263
Tangipahoa	6,183	4,432	2,586
Union	399	111	63
Vermilion	1,786	1,012	501
Vernon	306	102	35
Washington	1,222	510	252
Webster	525	136	72
West Baton Rouge	110	40	12
West Carroll	336	84	45
West Feliciana	154	77	42
Winn	181	54	23
Total	*82,440	56,023	35,656

* 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	56	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	196	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	\$2,830,762.59	61	\$1,924,362.89	48	\$1,109,788.98
Allen	4	\$120,259.56	3	\$81,577.88	1	\$22,661.10
Ascension	1,001	\$33,760,595.24	748	\$23,869,549.90	636	\$17,389,551.90
Avoyelles	6	\$173,726.91	2	\$34,495.51	2	\$6,305.68
Beauregard	7	\$234,118.72	5	\$187,496.85	3	\$123,768.03
Bienville	7	\$283,759.61	3	\$98,576.84	3	\$73,464.14
Bossier	34	\$1,250,086.58	14	\$555,300.49	5	\$191,946.93
Caddo	26	\$903,194.44	14	\$445,589.64	10	\$203,632.30
Calcasieu	33	\$1,166,119.33	20	\$764,269.97	16	\$457,479.95
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	7	\$220,272.88	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	\$394,321.87
East Baton Rouge	7,526	\$250,829,345.48	6,401	\$215,542,242.90	5,884	\$161,789,149.83
East Carroll	10	\$386,063.98	7	\$238,115.48	6	\$127,220.19
East Feliciana	71	\$2,411,624.37	41	\$1,431,168.38	37	\$897,750.09
Evangeline	26	\$1,066,370.28	15	\$398,730.87	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	5	\$87,002.74
Iberia	92	\$3,224,271.12	52	\$1,793,479.17	37	\$892,217.48
Iberville	23	\$1,267,092.45	11	\$503,921.67	6	\$132,314.68
Jefferson Davis	14	\$710,105.33	8	\$379,120.81	6	\$121,024.98
Lafayette	669	\$19,527,555.71	578	\$16,376,247.97	529	\$13,184,287.75
LaSalle	6	\$180,964.67	5	\$170,911.60	4	\$104,764.64
Lincoln	6	\$239,260.16	3	\$91,144.88	3	\$89,988.22
Livingston	3,182	\$110,444,436.48	2,424	\$80,526,699.69	2,137	\$58,995,840.13
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	55	\$2,557,587.19	35	\$1,480,475.27	28	\$405,985.82
Natchitoches	23	\$1,087,118.72	8	\$324,448.86	6	\$172,995.51
Ouachita	439	\$15,725,264.16	300	\$10,627,411.31	240	\$5,650,164.84
Plaquemines	1	\$60,987.39	0	\$0.00	0	\$0.00
Pointe Coupee	17	\$647,113.88	8	\$321,344.56	7	\$124,551.05
Rapides	7	\$283,191.17	3	\$73,047.28	2	\$49,740.35
Red River	4	\$186,103.64	1	\$17,374.70	0	\$0.00
Richland	27	\$1,241,342.08	11	\$577,770.73	6	\$130,382.38
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$17,503.71
St. Helena	69	\$2,874,933.81	37	\$1,590,377.76	25	\$755,708.18
St. James	10	\$522,919.50	4	\$260,465.11	3	\$124,385.11
St. Landry	55	\$2,192,341.30	24	\$971,971.84	17	\$432,113.27
St. Martin	91	\$3,651,045.26	61	\$2,347,612.56	50	\$1,414,380.66
St. Tammany	80	\$2,947,030.21	56	\$1,715,534.71	51	\$1,169,815.43
Tangipahoa	766	\$28,689,646.85	531	\$19,011,906.60	369	\$9,838,866.88
Union	14	\$518,483.87	9	\$270,392.01	7	\$166,073.15
Vermilion	171	\$5,719,851.95	129	\$4,194,417.32	111	\$2,633,460.85
Vernon	13	\$500,194.67	5	\$225,949.79	4	\$181,903.22
Washington	56	\$2,676,275.84	39	\$1,632,588.14	32	\$837,781.83
Webster	21	\$963,501.28	12	\$355,142.95	12	\$313,111.57
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	\$215,543.14
Winn	6	\$195,483.18	3	\$63,019.15	3	\$27,031.64
Total	14,853	\$508,174,919.37	11,747	\$393,687,573.48	10,392	\$281,604,423.17

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.