

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #65
October 27, 2018 – November 2, 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

- 45,374 environmental reviews have been completed, representing 99% of the 45,679 homeowners in Phases I – VI.
 - 45,333 homeowners have been invited to complete applications from Phase I - VI. 35,972 (79%) homeowners have submitted their applications.
 - 34,367 scopes of work have been completed, representing 96% of the 35,972 homeowners that have submitted their application.
 - There have been a total of 14,927 Grant Awards offered to homeowners, amounting to \$511,540,430.11. Of those, 11,844 homeowners have acknowledged their grant agreements, obligating \$397,259,974.84.
 - 5,972 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of November 2, 2018, there were a total of 74,673 appointments held.
 - 301,948 calls were completed by the call center. 190,169 of the completed calls were inbound calls and 111,779 of the completed calls were outbound calls.
 - The Program has completed 5 outreach events for this reporting period. The following events are scheduled for the week of November 5 – November 11, 2018:
 - 11/5: Contractor Selection Population Outreach, Baton Rouge
 - 11/7: GOHSEP Housing Panel – FEMA MHUs
 - 11/8: EBR Public Meetings – All-Hazards Community Recovery Plan, EBR Library, Greenwell Springs

Table 1: Outreach Events

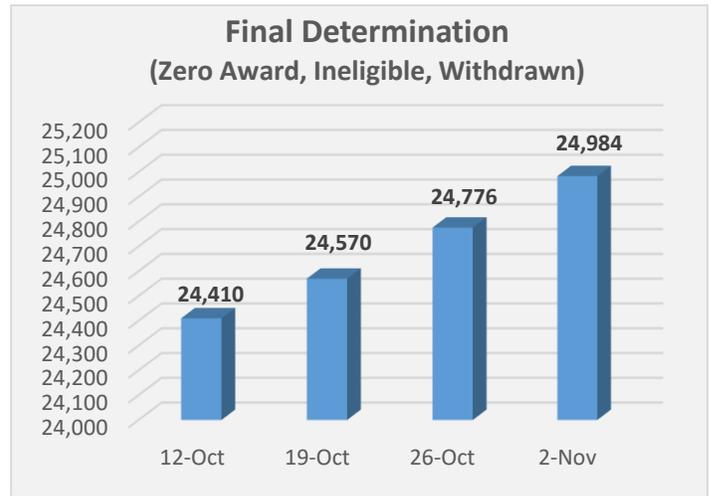
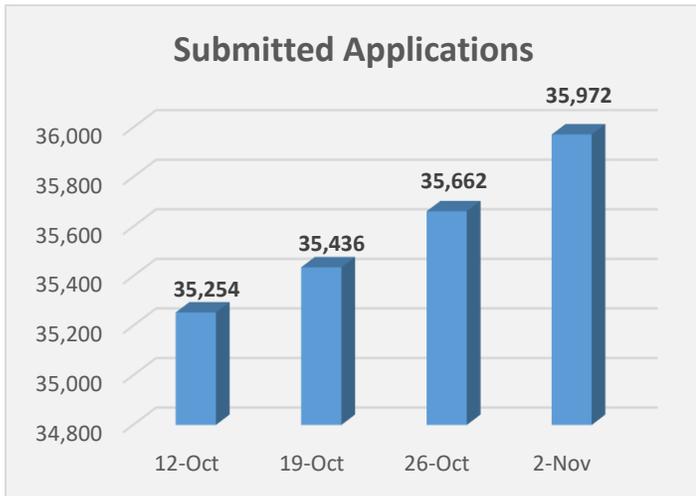
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
October 2018	30
Total	305

Table 2: Homeowner Program Snapshot

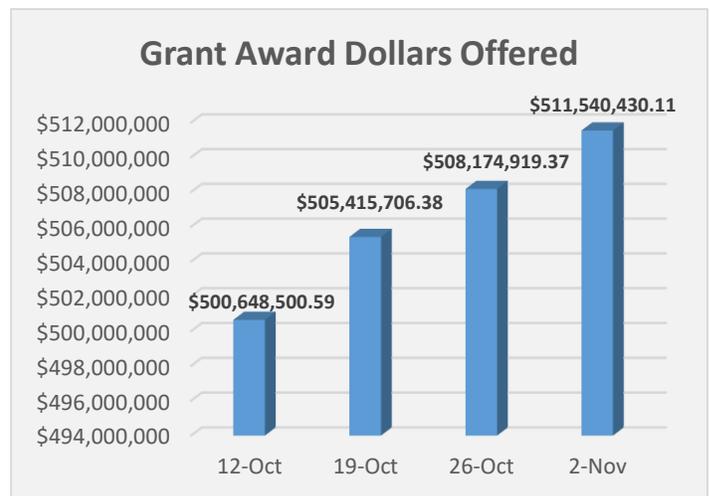
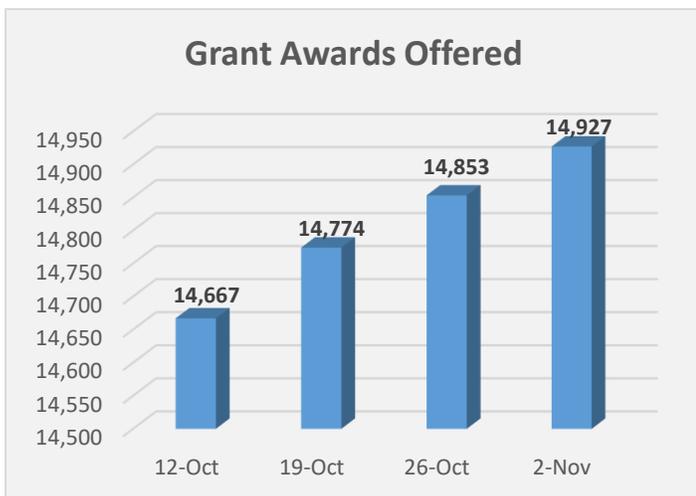
	As of 10/26/18	Weekly Activity	As of 11/2/18		
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	56,219	0	56,219		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,611	68	45,679	81%	
<i>Duplicate Address</i>	4,312	12	4,324	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,296	-80	6,216	11%	
Environmental Reviews					
Environmental Reviews Available to Work	924	-619	305		
Environmental Reviews Completed	44,687	687	45,374		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	675	105	780		
Total Scope of Work Completed	34,161	206	34,367		
Applications In Process					
Total Number of Invited Applications	44,763	570	45,333		
Applications Not Submitted	3,191	233	3,424		
Applications Available For Grant Determination	41,572	337	41,909		
Pending Grant Determination	1,943	55	1,998	5%	
Grant Determinations			95% Grant Determinations		
Zero Award	10,748	82	10,830	26%	
Ineligible Determination	8,774	77	8,851	21%	
Withdrawn By Applicant	5,254	49	5,303	13%	
Grant Award Offered To Applicant	14,853	74	14,927	35%	
Grant Awards					Total Dollars
Grant Awards Offered	14,853	74	14,927		511,540,430.11
Grant Awards Obligated	11,747	97	11,844		397,259,974.84
<i>Solution 1 Only</i>	337	2	339		19,071,311.44
<i>Solution 2 Only</i>	1,435	29	1,464		48,593,751.73
<i>Solution 3 Only</i>	2,332	13	2,345		62,066,713.89
<i>Solution 3 and 1</i>	1,800	12	1,812		70,241,083.63
<i>Solution 3 and 2</i>	5,843	41	5,884		197,287,114.15
Disbursements					
Total Disbursements	10,392	181	10,573		287,903,728.31
<i>Solution 1 Only</i>	101	2	103		3,194,399.41
<i>Solution 2 Only</i>	664	56	720		17,920,580.11
<i>Solution 3 Only</i>	2,285	42	2,327		61,784,627.17
<i>Solution 3 and 1</i>	1,746	17	1,763		48,626,653.08
<i>Solution 3 and 2</i>	5,596	64	5,660		156,377,468.54
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	5,774	198	5,972		
<i>Solution 1</i>	1,608	40	1,648		
<i>Solution 2</i>	1,892	116	2,008		
<i>Solution 3 Only</i>	2,274	42	2,316		

Key Program Statistics

Table 3: Key Program Statistics



Invited 45,333 Homeowners to complete Applications.



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

As of November 2, 2018, there are 20,079 homeowners, 55.82% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,422 homeowners, 37.31% 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)	5,349	99.94%	5,352
Phase Two (II)	6,117	99.98%	6,118
Phase Three (III)	2,327	32.23%	7,220
Phase Four (IV)	2,758	33.91%	8,134
Phase Five (V)	550	54.29%	1,013
Phase Six (VI)	1,356	21.03%	6,447
Undetermined	2	100.00%	2
Not In Phase	1,620	96.09%	1,686
Total	20,079	55.82%	35,972

	Submitted Applications	Percentage
Most Impacted LMI	17,572	48.85%
Most Impacted Urgent Need	15,193	42.23%
LMI	2,507	6.97%
Urgent Need	700	1.95%
Total	35,972	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)	3,383	63.21%	3,519	65.75%	5,352
Phase Two (II)	4,360	71.27%	3,376	55.18%	6,118
Phase Three (III)	1,395	19.32%	772	10.69%	7,220
Phase Four (IV)	1,725	21.21%	1,008	12.39%	8,134
Phase Five (V)	177	17.47%	165	16.29%	1,013
Phase Six (VI)	1,732	26.87%	816	12.66%	6,447
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	649	38.49%	1,337	79.30%	1,686
Total	13,422	37.31%	10,995	30.57%	35,972

*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	11,844	397,259,974.84		10,573	287,903,728.31	
LMI	6,008	217,183,358.44	54.7%	5,217	147,090,438.19	51.1%
Urgent Need	5,836	180,076,616.40	45.3%	5,356	140,813,290.12	48.9%
Most Impacted Parishes	11,358	378,806,479.29	95.4%	10,210	278,586,039.33	96.8%
LMI	5,700	204,548,363.64	51.5%	5,006	141,801,310.73	49.3%
Urgent Need	5,658	174,258,115.65	43.9%	5,204	136,784,728.60	47.5%
Other Parishes	486	18,453,495.55	4.6%	363	9,317,688.98	3.2%
LMI	308	12,634,994.80	3.2%	211	5,289,127.46	1.8%
Urgent Need	178	5,818,500.75	1.4%	152	4,028,561.52	1.4%

Demographics for Submitted Applications

Table 8: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	48	0.13%
American Indian/Alaska Native and White	85	0.24%
American Indian/Alaskan Native/Black-African American	55	0.15%
Asian	490	1.36%
Asian and White	48	0.13%
Black/African American	13,952	38.79%
Black/African American and White	258	0.72%
Native Hawaiian/Other Pacific Islander	35	0.10%
Other Multi-Racial	602	1.67%
White	20,350	56.57%
A Race was not provided	49	0.14%
Total	35,972	100.00%

Housing Assistance Center Activity (HAC)

Table 9: Housing Assistance Center Activity

Activity	As of 10/26/2018	Weekly Activity	As of 11/2/2018
Appointments			
Total Number of Appointments	78,167	603	78,770
<i>Walk-ins</i>	45,157	460	45,617
<i>Scheduled</i>	33,010	143	33,153
<i>Held at office</i>	28,335	128	28,463
<i>Home visit</i>	593	0	593
<i>Cancelled</i>	2,686	10	2,696
<i>No Show</i>	1,396	5	1,401
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	51,272	367	51,639
<i>Walk-ins</i>	32,522	330	32,852
<i>Scheduled</i>	18,750	37	18,787
<i>Held at office</i>	16,293	31	16,324
<i>Home visit</i>	229	0	229
<i>Cancelled</i>	1,823	5	1,828
<i>No Show</i>	405	1	406
Hammond			
Total Number of Appointments	15,574	125	15,699
<i>Walk-ins</i>	9,308	90	9,398
<i>Scheduled</i>	6,266	35	6,301
<i>Held at office</i>	4,748	30	4,778
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	526	3	529
<i>No Show</i>	646	2	648
Lafayette			
Total Number of Appointments	6,530	60	6,590
<i>Walk-ins</i>	1,425	12	1,437
<i>Scheduled</i>	5,105	48	5,153
<i>Held at office</i>	4,778	47	4,825
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	212	1	213
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,791	51	4,842
<i>Walk-ins</i>	1,902	28	1,930
<i>Scheduled</i>	2,889	23	2,912
<i>Held at office</i>	2,516	20	2,536
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	125	1	126
<i>No Show</i>	236	2	238

Call Center Activity

Table 10: Call Center Activity

Activity	As of 10/26/2018	Weekly Activity	As of 11/2/2018
Call Center			
Total Calls	308,750	2,856	311,606
Total Calls Abandoned	9,636	22	9,658
Abandoned %	3.12%	-0.02%	3.10%
Total Calls Processed	299,114	2,834	301,948
Inbound	188,607	1,562	190,169
Outbound	110,507	1,272	111,779
Completed Inbound Calls Details			
Total Inbound Calls Completed	188,607	1,562	190,169
Average Wait Time	1.30 min		1.30 min
Average Call Time	5.58 min		5.57 min
Program Inquiry	54,299	546	54,845
Surveys Status Update	4,301	45	4,346
Surveys Completed	10,349	0	10,349
Case Manager Request	20,792	234	21,026
Application Status Update	66,842	483	67,325
Application In Progress	1,006	14	1,020
Application Submitted (Pending Document Upload)	6,292	30	6,322
Applications Completed	273	2	275
Damage Assessment Inquiry	2,275	0	2,275
Award Acknowledgement Inquiry	2,795	7	2,802
Construction Inquiry	3,939	71	4,010
Appeals	1,769	12	1,781
Outbound Project	84	1	85
Invalid Number/ No Answer / Busy / Left Message	10,856	108	10,964
Call Transferred	2,735	9	2,744
Completed Outbound Calls Details			
Total Outbound Calls Completed	110,507	1,272	111,779
Average Call Time	1.54 min		1.54 min
Program Inquiry	5,979	36	6,015
Survey Status Update	3,468	1	3,469
Surveys Completed	1,060	0	1,060
Case Manager Request	176	1	177
Application Status Update	18,393	348	18,741
Application In Progress	13	3	16
Application Submitted (Pending Document Upload)	663	32	695
Applications Completed	50	2	52
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	304	1	305
Appeals	4	1	5
Outbound Project	6,604	59	6,663
Invalid Number/ No Answer / Busy / Left Message	40,064	419	40,483
Call Transferred	33,671	369	34,040

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	10	36	1	0	71	3,983	1,553
2	27	0	37	64	15	72	1,447	352
3	16	1	38	96	29	73	902	318
4	50	9	39	111	31	74	210	58
5	13	2	40	103	31	75	225	51
6	2	0	41	152	47	76	19	4
7	30	9	42	205	64	77	150	41
8	12	0	43	311	143	78	0	0
9	83	25	44	46	5	79	0	0
10	97	29	45	86	25	80	0	0
11	37	10	46	144	44	81	1,596	633
12	66	12	47	328	103	83	0	0
13	45	12	48	397	190	84	0	0
14	240	62	49	218	76	85	0	0
15	42	14	50	1	0	86	548	167
16	371	103	51	0	0	88	2,117	743
17	794	292	52	0	0	89	1	0
18	81	21	53	0	0	90	6	0
19	225	71	54	0	0	91	0	0
20	60	17	55	0	0	92	0	0
21	44	7	56	0	0	93	0	0
22	94	28	57	0	0	94	0	0
23	62	14	58	168	43	95	1,764	828
24	54	17	59	483	160	96	338	103
25	5	0	60	49	10	97	0	0
26	18	0	61	1,115	505	98	0	0
27	16	8	62	406	164	99	0	0
28	49	6	63	700	336	100	0	0
29	1,269	716	64	2,501	1,118	101	4,360	2,624
30	8	1	65	4,281	1,969	102	0	0
31	765	329	66	1,187	388	103	0	0
32	30	10	67	93	17	104	5	0
33	39	20	68	47	15	105	0	0
34	13	2	69	149	49	Unknown	0	0
35	4	0	70	50	18	Total	35,972	14,927

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

Senate District	Application Count	Offered Count
1	29	5
2	223	59
3	0	0
4	0	0
5	0	0
6	6,381	2,635
7	0	0
8	0	0
9	0	0
10	0	0
11	571	190
12	1,567	415
13	6,915	2,849
14	1,312	598
15	7,725	4,317
16	351	122
17	701	227
18	4,096	1,474
19	0	0
20	0	0
21	31	4

Senate District	Application Count	Offered Count
22	576	187
23	1,149	521
24	310	63
25	222	59
26	895	336
27	16	2
28	213	63
29	96	21
30	130	52
31	113	31
32	175	52
33	487	124
34	1,116	381
35	157	44
36	181	50
37	53	14
38	63	15
39	118	17
Unknown	0	0
Total	35,972	14,927

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	282
Allen	75	23	13
Ascension	6,353	4,479	2,937
Avoyelles	274	138	49
Beauregard	113	56	22
Bienville	209	60	24
Bossier	607	298	129
Caddo	589	320	168
Calcasieu	266	209	88
Caldwell	154	63	37
Catahoula	72	21	7
Claiborne	208	57	23
De Soto	141	86	56
East Baton Rouge	24,248	21,431	15,204
East Carroll	237	55	32
East Feliciana	617	304	180
Evangeline	522	149	65
Franklin	58	29	11
Grant	280	83	45
Iberia	1,478	689	327
Iberville	357	159	85
Jackson	74	13	4
Jefferson Davis	508	138	62
Lafayette	4,753	2,872	1,588
LaSalle	73	31	16
Lincoln	152	42	22

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,508	7,796
Madison	85	57	28
Morehouse	1,005	354	199
Natchitoches	598	173	81
Ouachita	3,418	2,275	1,329
Pointe Coupee	444	169	73
Rapides	145	93	39
Red River	46	18	8
Richland	445	154	84
Sabine	100	64	19
St. Helena	976	589	357
St. James	162	107	50
St. Landry	1,615	467	215
St. Martin	1,301	569	284
St. Tammany	1,057	480	264
Tangipahoa	6,183	4,431	2,602
Union	399	111	66
Vermilion	1,786	1,012	506
Vernon	306	102	38
Washington	1,222	510	257
Webster	525	136	72
West Baton Rouge	110	40	12
West Carroll	336	84	45
West Feliciana	154	77	43
Winn	181	54	23
Total	*82,440	56,023	35,966

* 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	91	\$3,010,187.38	63	\$1,989,671.85	49	\$1,123,877.67
Allen	4	\$120,259.56	3	\$81,577.88	1	\$22,661.10
Ascension	1,010	\$34,128,143.73	757	\$24,434,240.17	658	\$17,904,688.57
Avoyelles	6	\$188,514.56	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	7	\$264,588.04
Caddo	27	\$926,058.09	14	\$445,589.64	11	\$218,073.45
Calcasieu	34	\$1,201,564.76	21	\$811,445.17	16	\$457,479.95
Caldwell	13	\$435,761.88	5	\$155,492.83	2	\$66,176.59
Catahoula	2	\$74,104.83	0	\$0.00	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	19	\$605,160.34	15	\$394,422.82
East Baton Rouge	7,542	\$251,179,363.73	6,436	\$216,582,948.50	5,950	\$164,326,935.25
East Carroll	10	\$386,063.98	7	\$238,115.48	6	\$127,220.19
East Feliciana	71	\$2,481,445.31	42	\$1,453,531.05	37	\$923,595.70
Evangeline	26	\$1,066,370.28	16	\$455,021.19	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	\$99,898.70
Iberia	95	\$3,367,919.45	52	\$1,793,479.17	37	\$892,217.48
Iberville	23	\$1,267,092.45	12	\$546,209.24	6	\$132,314.68
Jefferson Davis	14	\$710,105.33	8	\$379,120.81	6	\$121,024.98
Lafayette	675	\$19,749,109.80	584	\$16,563,727.02	539	\$13,508,401.47
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	3,204	\$111,406,369.88	2,454	\$81,702,812.50	2,188	\$60,896,213.27
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	57	\$2,711,392.38	35	\$1,480,475.27	28	\$405,985.82
Natchitoches	22	\$1,062,406.93	7	\$278,168.14	6	\$172,995.51
Ouachita	441	\$15,980,683.95	300	\$10,626,648.53	244	\$5,700,981.11
Plaquemines	1	\$60,987.39	0	\$0.00	0	\$0.00
Pointe Coupee	18	\$692,113.88	8	\$321,344.56	7	\$124,551.05
Rapides	8	\$309,254.64	3	\$73,047.28	2	\$50,712.64
Red River	4	\$186,103.64	1	\$17,374.70	0	\$0.00
Richland	27	\$1,272,032.41	11	\$577,770.73	6	\$134,745.58
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$17,503.71
St. Helena	71	\$2,927,817.67	37	\$1,590,377.76	25	\$757,258.44
St. James	10	\$522,919.50	5	\$305,465.11	3	\$124,385.11
St. Landry	54	\$2,187,358.93	26	\$1,028,242.25	18	\$464,214.84
St. Martin	91	\$3,649,714.87	61	\$2,346,282.17	52	\$1,534,950.02
St. Tammany	81	\$3,039,085.73	57	\$1,757,329.90	53	\$1,254,944.07
Tangipahoa	770	\$28,896,947.71	538	\$19,270,764.94	384	\$10,349,124.96
Union	14	\$518,483.87	9	\$270,392.01	7	\$169,033.65
Vermilion	172	\$5,765,052.92	130	\$4,245,119.33	112	\$2,677,681.45
Vernon	12	\$482,303.98	5	\$225,949.79	5	\$205,435.49
Washington	58	\$2,769,948.36	39	\$1,633,216.55	33	\$843,191.51
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	\$318,537.87	3	\$63,019.15	3	\$27,031.64
Total	14,927	\$511,540,430.11	11,844	\$397,259,974.84	10,573	\$287,903,728.31

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.