

Restore Louisiana Homeowner Assistance Program
Situation & Pipeline Report #66
November 3, 2018 – November 9, 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

- 45,645 environmental reviews have been completed, representing 99% of the 45,706 homeowners in Phases I – VI.
 - 45,757 homeowners have been invited to complete applications from Phase I - VI. 36,512 (80%) homeowners have submitted their applications.
 - 34,609 scopes of work have been completed, representing 95% of the 36,512 homeowners that have submitted their application.
 - There have been a total of 15,012 Grant Awards offered to homeowners, amounting to \$516,272,997.39. Of those, 11,929 homeowners have acknowledged their grant agreements, obligating \$400,431,759.76.
 - 6,105 homeowners have completed their housing rehabilitation/reconstruction.
-
- As of November 9, 2018, there were a total of 75,317 appointments held.
 - 304,813 calls were completed by the call center. 191,718 of the completed calls were inbound calls and 113,095 of the completed calls were outbound calls.
 - The Program has completed 6 outreach events for this reporting period. The following events are scheduled for the week of November 12 – November 18, 2018:
 - 11/12 – 11/14: Contractor Selection Population Outreach, Baton Rouge
 - 11/14: Contractor Selection Population Outreach, Hammond
 - 11/14: GOHSEP Housing Panel – FEMA MHUs

Table 1: Outreach Events

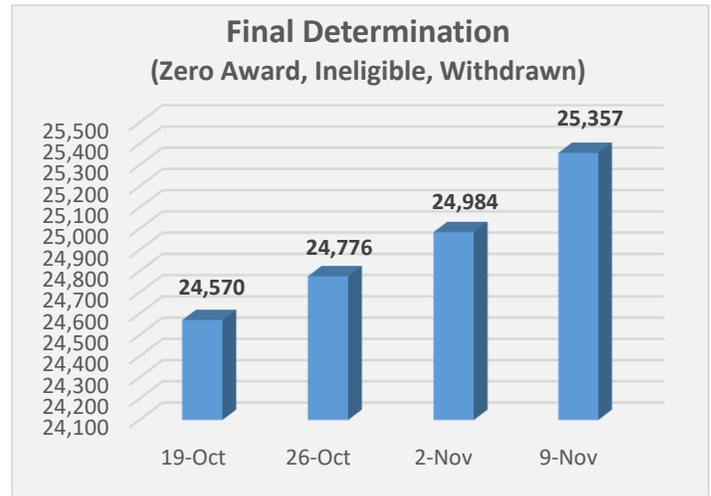
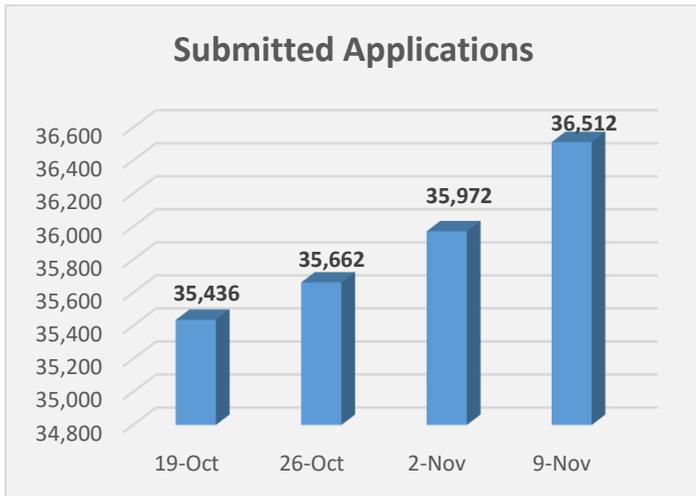
Month	# of Events Hosted/ Participated In
May 2017	17
June 2017	15
July 2017	38
August 2017	26
September 2017	8
October 2017	15
November 2017	8
December 2017	4
January 2018	11
February 2018	10
March 2018	12
April 2018	7
May 2018	6
June 2018	17
July 2018	25
August 2018	29
September 2018	27
October 2018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

Table 2: Homeowner Program Snapshot

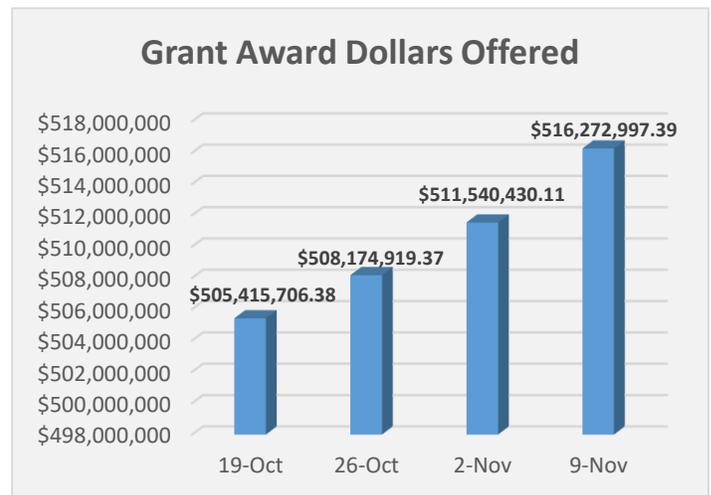
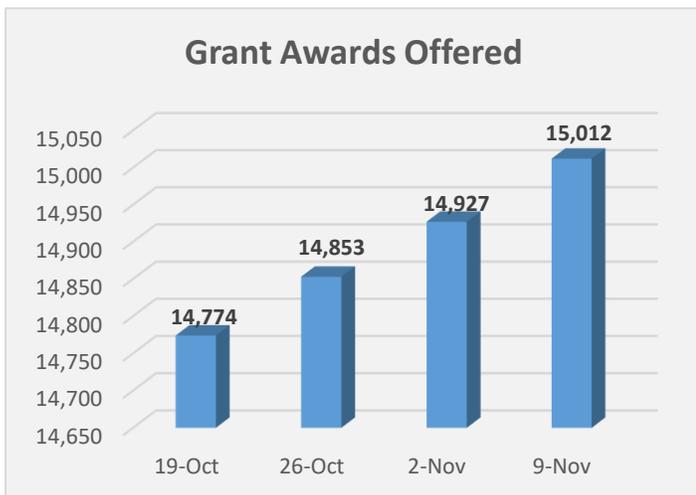
	As of 11/2/18	Weekly Activity	As of 11/9/18	Percentage	
Surveys Recorded				Percentage	
<i>Submitted Surveys</i>	56,219	1	56,220		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,679	27	45,706	81%	
<i>Duplicate Address</i>	4,324	-27	4,297	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,216	1	6,217	11%	
Environmental Reviews					
Environmental Reviews Available to Work	305	-244	61		
Environmental Reviews Completed	45,374	271	45,645		
Scope of Work: Prospective/Completed					
Scope of Work Available to Work	780	275	1,055		
Total Scope of Work Completed	34,367	242	34,609		
Applications In Process					
Total Number of Invited Applications	45,333	424	45,757		
Applications Not Submitted	3,424	-133	3,291		
Applications Available For Grant Determination	41,909	557	42,466		
Pending Grant Determination	1,998	99	2,097	5%	
Grant Determinations			95% Grant Determinations		
Zero Award	10,830	75	10,905	26%	
Ineligible Determination	8,851	269	9,120	21%	
Withdrawn By Applicant	5,303	29	5,332	13%	
Grant Award Offered To Applicant	14,927	85	15,012	35%	
Appeals In Progress	222	-24	198		
Grant Awards					Total Dollars
Grant Awards Offered	14,927	85	15,012		516,272,997.39
Grant Awards Obligated	11,844	85	11,929		400,431,759.76
<i>Solution 1 Only</i>	339	13	352		19,761,977.31
<i>Solution 2 Only</i>	1,464	105	1,569		51,838,080.89
<i>Solution 3 Only</i>	2,345	52	2,397		63,730,158.57
<i>Solution 3 and 1</i>	1,812	-2	1,810		70,271,184.46
<i>Solution 3 and 2</i>	5,884	-83	5,801		194,830,358.53
Disbursements					
Total Disbursements	10,573	106	10,679		291,988,078.53
<i>Solution 1 Only</i>	103	1	104		3,210,738.55
<i>Solution 2 Only</i>	720	27	747		18,569,324.55
<i>Solution 3 Only</i>	2,327	18	2,345		62,157,366.68
<i>Solution 3 and 1</i>	1,763	13	1,776		50,015,491.77
<i>Solution 3 and 2</i>	5,660	47	5,707		158,035,156.98
Housing Rehabilitation/Reconstruction Complete					
Total Housing Rehabilitation/Reconstruction Complete	5,972	133	6,105		
<i>Solution 1</i>	1,648	43	1,691		
<i>Solution 2</i>	2,008	72	2,080		
<i>Solution 3 Only</i>	2,316	18	2,334		

Key Program Statistics

Table 3: Key Program Statistics



Invited 45,757 Homeowners to complete Applications.



Completed Appeals

As of November 9, 2018; 4,943 resolved appeals are accounted for in the table below. 198 appeals are currently in process.

Table 4: Status of Appeals

Resolved Cases	Appeals	%	Award Change	Average Award
Additional Funds Awarded	1,134	31%	17,267,559.71	15,227.12
Reduction of Award	236	6%	(2,035,142.29)	(8,623.48)
No Change	2,313	63%		
Total	3,683	100%		

Figure 1: Award Appeals

Resolved Cases	Appeals	%
Eligibility Approved	317	25%
Eligibility Denied	943	75%
Total	1,260	100%

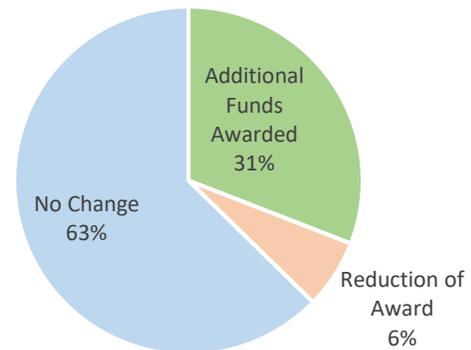
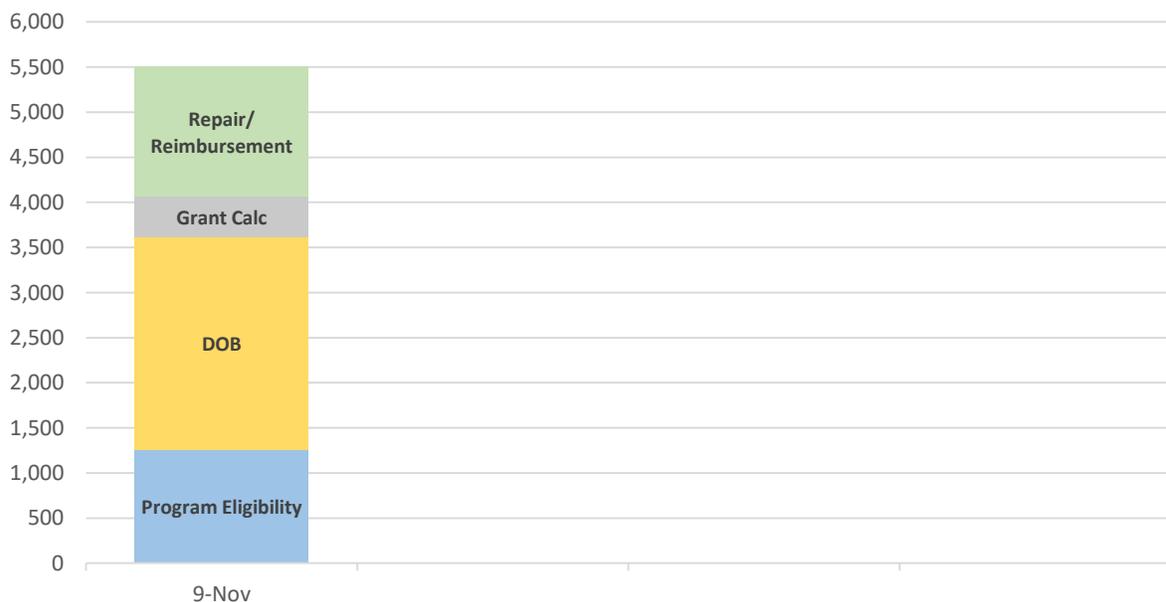


Figure 2: Reason Codes



In Figure 2, Multiple Reason Codes per appeal result in higher Reason Code count than appeals count

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

As of November 9, 2018, there are 20,493 homeowners, 56.13% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,611 homeowners, 37.28% of the homeowners who submitted applications, that reported they were 62 years of age or older.

Table 5 & 6: 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)	5,489	100.00%	5,489
Phase Two (II)	6,254	100.00%	6,254
Phase Three (III)	2,339	32.29%	7,243
Phase Four (IV)	2,770	33.90%	8,172
Phase Five (V)	552	54.12%	1,020
Phase Six (VI)	1,367	20.90%	6,541
Undetermined	2	100.00%	2
Not In Phase	1,720	96.04%	1,791
Total	20,493	56.13%	36,512

	Submitted Applications	Percentage
Most Impacted LMI	17,922	49.09%
Most Impacted Urgent Need	15,306	41.92%
LMI	2,571	7.04%
Urgent Need	713	1.95%
Total	36,512	100.00%

Table 7: 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)	3,447	62.80%	3,643	66.37%	5,489
Phase Two (II)	4,418	70.64%	3,491	55.82%	6,254
Phase Three (III)	1,393	19.23%	771	10.64%	7,243
Phase Four (IV)	1,733	21.21%	1,004	12.29%	8,172
Phase Five (V)	177	17.35%	166	16.27%	1,020
Phase Six (VI)	1,755	26.83%	822	12.57%	6,541
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	687	38.36%	1,432	79.96%	1,791
Total	13,611	37.28%	11,331	31.03%	36,512

*A Senior Adult is anyone 62 years of age or older.

LMI/Most Impacted Parish Data for Obligated/Disbursed Grants

Table 8: Obligated/Disbursed Grants LMI/Most Impacted Data

	Obligated Grants			Disbursed Grants		
	Count	Total Dollars	Percentage	Count	Total Dollars	Percentage
Total Grants	11,929	400,431,759.76		10,679	291,988,078.53	
LMI	6,059	219,336,768.96	54.7%	5,267	149,218,477.19	51.1%
Urgent Need	5,870	181,094,990.80	45.3%	5,412	142,769,601.34	48.9%
Most Impacted Parishes	11,433	381,562,619.19	95.3%	10,308	282,412,027.22	96.7%
LMI	5,743	206,333,727.04	51.5%	5,052	143,774,059.94	49.2%
Urgent Need	5,690	175,228,892.15	43.8%	5,256	138,637,967.28	47.5%
Other Parishes	496	18,869,140.57	4.7%	371	9,576,051.31	3.3%
LMI	316	13,003,041.92	3.2%	215	5,444,417.25	1.9%
Urgent Need	180	5,866,098.65	1.5%	156	4,131,634.06	1.4%

Demographics for Submitted Applications

Table 9: Submitted Applications by Race

Race (Self-Reported)	Submitted Applications	Percentage
American Indian/Alaska Native	49	0.13%
American Indian/Alaska Native and White	86	0.24%
American Indian/Alaskan Native/Black-African American	56	0.15%
Asian	498	1.36%
Asian and White	50	0.14%
Black/African American	14,109	38.64%
Black/African American and White	263	0.72%
Native Hawaiian/Other Pacific Islander	35	0.10%
Other Multi-Racial	612	1.68%
White	20,704	56.70%
A Race was not provided	50	0.14%
Total	36,512	100.00%

Housing Assistance Center Activity (HAC)

Table 10: Housing Assistance Center Activity

Activity	As of 11/2/2018	Weekly Activity	As of 11/9/2018
Appointments			
Total Number of Appointments	78,770	659	79,429
<i>Walk-ins</i>	45,617	497	46,114
<i>Scheduled</i>	33,153	162	33,315
<i>Held at office</i>	28,463	146	28,609
<i>Home visit</i>	593	1	594
<i>Cancelled</i>	2,696	13	2,709
<i>No Show</i>	1,401	2	1,403
Housing Assistance Center Details			
Baton Rouge			
Total Number of Appointments	51,639	368	52,007
<i>Walk-ins</i>	32,852	326	33,178
<i>Scheduled</i>	18,787	42	18,829
<i>Held at office</i>	16,324	38	16,362
<i>Home visit</i>	229	1	230
<i>Cancelled</i>	1,828	3	1,831
<i>No Show</i>	406	0	406
Hammond			
Total Number of Appointments	15,699	166	15,865
<i>Walk-ins</i>	9,398	134	9,532
<i>Scheduled</i>	6,301	32	6,333
<i>Held at office</i>	4,778	25	4,803
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	529	5	534
<i>No Show</i>	648	2	650
Lafayette			
Total Number of Appointments	6,590	91	6,681
<i>Walk-ins</i>	1,437	19	1,456
<i>Scheduled</i>	5,153	72	5,225
<i>Held at office</i>	4,825	68	4,893
<i>Home visit</i>	6	0	6
<i>Cancelled</i>	213	4	217
<i>No Show</i>	109	0	109
Monroe			
Total Number of Appointments	4,842	34	4,876
<i>Walk-ins</i>	1,930	18	1,948
<i>Scheduled</i>	2,912	16	2,928
<i>Held at office</i>	2,536	15	2,551
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	126	1	127
<i>No Show</i>	238	0	238

Call Center Activity

Table 11: Call Center Activity

Activity	As of 11/2/2018	Weekly Activity	As of 11/9/2018
Call Center			
Total Calls	311,606	2,883	314,489
Total Calls Abandoned	9,658	18	9,676
Abandoned %	3.10%	-0.02%	3.08%
Total Calls Processed	301,948	2,865	304,813
Inbound	190,169	1,549	191,718
Outbound	111,779	1,316	113,095
Completed Inbound Calls Details			
Total Inbound Calls Completed	190,169	1,549	191,718
Average Wait Time	1.30 min		1.29 min
Average Call Time	5.57 min		5.56 min
Program Inquiry	54,845	485	55,330
Surveys Status Update	4,346	27	4,373
Surveys Completed	10,349	0	10,349
Case Manager Request	21,026	258	21,284
Application Status Update	67,325	496	67,821
Application In Progress	1,020	29	1,049
Application Submitted (Pending Document Upload)	6,322	66	6,388
Applications Completed	275	3	278
Damage Assessment Inquiry	2,275	1	2,276
Award Acknowledgement Inquiry	2,802	7	2,809
Construction Inquiry	4,010	69	4,079
Appeals	1,781	14	1,795
Outbound Project	85	2	87
Invalid Number/ No Answer / Busy / Left Message	10,964	87	11,051
Call Transferred	2,744	5	2,749
Completed Outbound Calls Details			
Total Outbound Calls Completed	111,779	1,316	113,095
Average Call Time	1.54 min		1.54 min
Program Inquiry	6,015	43	6,058
Survey Status Update	3,469	0	3,469
Surveys Completed	1,060	0	1,060
Case Manager Request	177	3	180
Application Status Update	18,741	282	19,023
Application In Progress	16	8	24
Application Submitted (Pending Document Upload)	695	27	722
Applications Completed	52	0	52
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	305	0	305
Appeals	5	0	5
Outbound Project	6,663	119	6,782
Invalid Number/ No Answer / Busy / Left Message	40,483	454	40,937
Call Transferred	34,040	380	34,420

APPENDIX A

Table 12: 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	2	0	71	4,050	1,558
2	27	0	37	68	15	72	1,467	358
3	16	1	38	99	30	73	915	324
4	50	9	39	113	31	74	215	59
5	13	2	40	107	33	75	226	50
6	2	0	41	159	48	76	19	4
7	30	10	42	214	65	77	153	43
8	12	0	43	318	142	78	0	0
9	88	26	44	47	5	79	0	0
10	97	29	45	86	25	80	0	0
11	37	10	46	147	46	81	1,627	634
12	66	12	47	336	103	83	0	0
13	45	13	48	405	189	84	0	0
14	244	63	49	221	75	85	0	0
15	42	14	50	1	0	86	557	169
16	379	103	51	0	0	88	2,162	751
17	804	296	52	0	0	89	1	0
18	85	21	53	0	0	90	7	0
19	229	73	54	0	0	91	0	0
20	62	18	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	178	43	95	1,805	838
24	65	17	59	494	160	96	340	105
25	5	0	60	50	10	97	0	0
26	18	0	61	1,124	508	98	0	0
27	16	8	62	415	165	99	0	0
28	49	6	63	709	340	100	0	0
29	1,282	719	64	2,532	1,125	101	4,388	2,625
30	9	1	65	4,317	1,973	102	0	0
31	778	330	66	1,202	391	103	0	0
32	30	11	67	95	17	104	5	0
33	40	20	68	48	15	105	0	0
34	15	2	69	151	49	Unknown	0	0
35	4	0	70	50	18	Total	36,512	15,012

Table 13: Submitted Applications and Grants Offered by Louisiana Senate Districts

Senate District	Application Count	Offered Count
1	30	5
2	235	59
3	0	0
4	0	0
5	0	0
6	6,445	2,647
7	0	0
8	0	0
9	0	0
10	0	0
11	581	195
12	1,589	418
13	7,048	2,872
14	1,326	601
15	7,782	4,324
16	354	122
17	718	231
18	4,178	1,483
19	0	0
20	0	0
21	31	5

Senate District	Application Count	Offered Count
22	587	189
23	1,167	522
24	317	63
25	232	59
26	917	337
27	19	2
28	219	65
29	96	22
30	143	53
31	113	31
32	180	53
33	496	124
34	1,128	388
35	161	44
36	182	50
37	57	15
38	63	16
39	118	17
Unknown	0	0
Total	36,512	15,012

APPENDIX B

Table 14: FEMA Verified Loss (FVL), Submitted Surveys and Submitted Applications by Parish

Parish	FVL Count	Survey Count	Application Count
Acadia	1,531	584	292
Allen	75	23	13
Ascension	6,353	4,479	3,004
Avoyelles	274	138	49
Beauregard	113	56	22
Bienville	209	60	24
Bossier	607	298	134
Caddo	589	320	168
Calcasieu	266	209	93
Caldwell	154	63	37
Catahoula	72	21	7
Claiborne	208	57	23
De Soto	141	85	55
East Baton Rouge	24,248	21,432	15,338
East Carroll	237	55	32
East Feliciana	617	304	184
Evangeline	522	149	68
Franklin	58	29	13
Grant	280	83	45
Iberia	1,478	689	333
Iberville	357	159	90
Jackson	74	13	4
Jefferson Davis	508	137	64
Lafayette	4,753	2,872	1,617
LaSalle	73	31	16
Lincoln	152	42	22

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,509	7,948
Madison	85	57	28
Morehouse	1,005	354	206
Natchitoches	598	173	81
Ouachita	3,418	2,275	1,347
Pointe Coupee	444	169	76
Rapides	145	93	39
Red River	46	18	8
Richland	445	154	84
Sabine	100	64	19
St. Helena	976	589	364
St. James	162	107	51
St. Landry	1,615	467	223
St. Martin	1,301	569	288
St. Tammany	1,057	480	268
Tangipahoa	6,183	4,431	2,639
Union	399	111	66
Vermilion	1,786	1,012	516
Vernon	306	102	50
Washington	1,222	510	259
Webster	525	136	72
West Baton Rouge	110	40	12
West Carroll	336	84	46
West Feliciana	154	77	45
Winn	181	54	23
Total	*82,440	56,023	36,505

* 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	22	1
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	197	7

APPENDIX C

Table 15: 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	93	\$3,268,617.36	65	\$2,119,020.12	50	\$1,135,584.10
Allen	4	\$120,259.56	3	\$81,577.88	2	\$35,080.40
Ascension	1,019	\$34,486,467.46	764	\$24,678,704.66	669	\$18,278,225.55
Avoyelles	6	\$188,514.56	3	\$54,511.76	2	\$6,305.68
Beauregard	8	\$386,092.72	6	\$229,839.57	5	\$142,517.12
Bienville	7	\$283,759.61	3	\$98,576.84	3	\$73,464.14
Bossier	35	\$1,295,086.58	14	\$555,300.49	7	\$264,588.04
Caddo	28	\$988,269.17	14	\$445,589.64	11	\$218,073.45
Calcasieu	34	\$1,201,564.76	21	\$811,445.17	16	\$457,479.95
Caldwell	14	\$565,679.40	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	28	\$1,106,094.39	19	\$605,160.34	15	\$394,422.82
East Baton Rouge	7,564	\$252,264,749.60	6,472	\$217,670,075.68	5,996	\$166,467,686.20
East Carroll	10	\$386,063.98	7	\$238,115.48	6	\$127,220.19
East Feliciana	71	\$2,478,353.84	42	\$1,450,439.58	37	\$923,595.70
Evangeline	27	\$1,128,058.74	17	\$465,921.81	15	\$309,247.81
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	14	\$645,670.24	7	\$308,832.40	6	\$113,232.37
Iberia	96	\$3,430,054.46	54	\$1,953,915.02	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	676	\$19,809,263.31	589	\$16,874,923.27	542	\$13,577,920.42
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	3,224	\$112,206,340.91	2,468	\$82,158,282.54	2,213	\$61,679,578.31
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	57	\$2,711,102.30	35	\$1,480,475.27	28	\$405,985.82
Natchitoches	21	\$987,728.81	7	\$278,168.14	6	\$172,995.51
Ouachita	446	\$16,404,493.84	300	\$10,645,797.20	249	\$5,970,623.19
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	29	\$1,413,762.86	12	\$587,438.08	6	\$134,745.58
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$18,076.84
St. Helena	74	\$3,109,828.80	37	\$1,590,377.76	25	\$819,783.21
St. James	10	\$522,919.50	5	\$305,465.11	3	\$124,385.11
St. Landry	56	\$2,301,702.34	26	\$1,028,242.25	18	\$464,214.84
St. Martin	92	\$3,725,514.73	64	\$2,476,655.87	52	\$1,557,834.44
St. Tammany	83	\$3,095,396.46	58	\$1,819,903.01	53	\$1,266,789.73
Tangipahoa	782	\$29,417,118.21	545	\$19,622,378.64	389	\$10,496,042.59
Union	14	\$518,483.87	9	\$270,392.01	7	\$169,033.65
Vermilion	171	\$5,735,493.42	133	\$4,340,317.52	114	\$2,691,352.25
Vernon	12	\$482,303.98	5	\$225,949.79	5	\$208,670.88
Washington	57	\$2,835,084.85	39	\$1,633,216.55	33	\$848,224.88
Webster	21	\$963,501.28	12	\$355,142.95	12	\$313,297.70
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	8	\$320,056.79	7	\$215,543.14
Winn	7	\$472,005.87	3	\$63,019.15	3	\$27,031.64
Total	15,012	\$516,272,997.39	11,929	\$400,431,759.76	10,679	\$291,988,078.53

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 3: 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 4: 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 5: 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.