

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #68**  
**November 17, 2018 – November 23, 2018**  
**Rev #52**

November 24, 2018

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## Program Overview

The Restore Louisiana Homeowner Assistance Program is dedicated to helping homeowners affected by the March and/or August 2016 floods repair and restore their damaged homes, or get reimbursed for work already completed. The funding for The Restore Louisiana Homeowner Assistance Program is allocated out of the Department of Housing and Urban Development’s (HUD) Community Development Block Grant Disaster Recovery (CDBG-DR) Program. There is currently \$1.3 billion available for this program.

The Restore Louisiana Homeowner Assistance Program has been designed to serve homeowners in six phases. The State of Louisiana’s Office of Community Development – Disaster Recovery Unit (OCD-DRU) structured the program in this manner in order to ensure that the limited federal funding is provided to homeowners in the greatest need. It also ensures that the rebuilding process is not slowed by federal environmental requirements.

The first step in the process is a brief survey that all homeowners affected by the 2016 floods must complete. The purpose of this survey is to gather information about unmet needs related to the repair or reconstruction of flooded homes and responses to the survey will be used to determine which phase of the program the homeowner will be invited to apply for.

Below is a brief explanation of the six phases that are currently funded.

<b>ALL PHASES</b>
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**Must have major/severe home damage.**

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

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

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

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

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

<b>Solution 1</b> <b>PROGRAM MANAGED</b>	<b>Solution 2</b> <b>HOMEOWNER MANAGED</b>	<b>Solution 3</b> <b>REIMBURSEMENT</b>
<ul style="list-style-type: none"> <li>• Program manages and completes construction process</li> <li>• Homeowners do not select contractors or deal directly with the contractor</li> <li>• The program’s contractors will repair or reconstruct damaged properties</li> <li>• Economy-grade materials/finishes only</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners manage repair or reconstruction work</li> <li>• Homeowners select contractors and deal directly with the contractor</li> <li>• Program provides advisory services and monitoring</li> <li>• Program provides assistance for economy-grade finishes only, but homeowners are allowed to pay the difference for higher grade materials/finishes</li> </ul>	<ul style="list-style-type: none"> <li>• Homeowners who have completed partial or full repairs before applying to the assistance program may qualify for reimbursement of eligible expenses incurred before the application process or by December 31, 2018, whichever is sooner.</li> </ul>

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



### TAKE THE SURVEY

The deadline to complete an initial program survey, which was the required first step in requesting assistance from the program, was October 19, 2018. Homeowners who submitted a survey and qualified for one of the six phases were invited to continue in the program.



### 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. Reviews were conducted without appointment and from the road or right-of-way.



### COMPLETE THE FORMAL APPLICATION

Qualified homeowners were invited to complete the formal application. The deadline to complete an application for assistance through the Restore Louisiana Homeowner Assistance program was November 16, 2018.



### 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.



### 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.



### 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.



### 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.



### 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

- 45,692 environmental reviews have been completed, representing 99% of the 45,711 homeowners in Phases I – VI.
  - 45,815 homeowners have been invited to complete applications from Phase I - VI. 37,137 (81%) homeowners have submitted their applications.
  - 35,225 scopes of work have been completed, representing 95% of the 37,137 homeowners that have submitted their application.
  - There have been a total of 15,158 Grant Awards offered to homeowners, amounting to \$522,452,985.69. Of those, 12,111 homeowners have acknowledged their grant agreements, obligating \$406,857,910.55.
  - 6,406 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of November 23, 2018, there were a total of 76,235 appointments held.
  - 309,022 calls were completed by the call center. 194,428 of the completed calls were inbound calls and 114,594 of the completed calls were outbound calls.
  - The Program has completed 0 outreach events for this reporting period. There are no events scheduled for the week of November 26 – December 2, 2018.

**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
<b>Total</b>	<b>305</b>

**Table 2: Homeowner Program Snapshot**

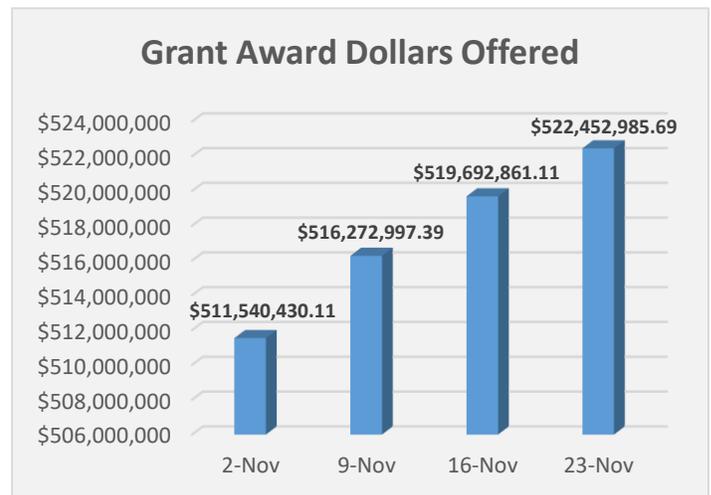
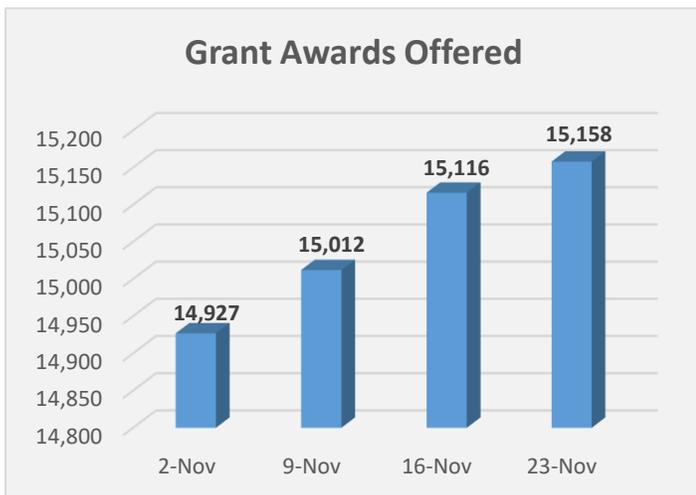
	As of 11/16/18	Weekly Activity	As of 11/23/18	Percentage	
<b>Surveys Recorded</b>				<b>Percentage</b>	
<i>Submitted Surveys</i>	56,221	0	56,221		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,711	0	45,711	81%	
<i>Duplicate Address</i>	4,299	0	4,299	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,211	0	6,211	11%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	28	-9	19		
Environmental Reviews Completed	45,683	9	45,692		
<b>Scope of Work: Prospective/Completed</b>					
Scope of Work Available to Work	1,335	-316	1,019		
Total Scope of Work Completed	34,937	288	35,225		
<b>Applications In Process</b>					
Total Number of Invited Applications	45,802	13	<b>45,815</b>		
Applications Not Submitted	2,694	18	2,712		11/16/2018 deadline
Applications Available For Grant Determination	43,108	-5	43,103		
Pending Grant Determination	2,488	-245	2,243	5%	
<b>Grant Determinations</b>			<b>95% Grant Determinations</b>		
Zero Award	10,963	47	11,010	26%	
Ineligible Determination	9,182	147	9,329	22%	
Withdrawn By Applicant	5,359	4	5,363	12%	
Grant Award Offered To Applicant	15,116	42	15,158	35%	
Appeals In Progress	188	-8	180		
<b>Grant Awards</b>					<b>Total Dollars</b>
Grant Awards Offered	15,116	42	15,158		522,452,985.69
Grant Awards Obligated	12,060	51	12,111		406,857,910.55
<i>Solution 1 Only</i>	360	5	365		20,813,653.01
<i>Solution 2 Only</i>	1,600	16	1,616		53,813,656.51
<i>Solution 3 Only</i>	2,424	14	2,438		64,833,800.69
<i>Solution 3 and 1</i>	1,825	-2	1,823		70,711,247.57
<i>Solution 3 and 2</i>	5,851	18	5,869		196,685,552.77
<b>Disbursements</b>					
Total Disbursements	10,736	143	10,879		300,119,160.04
<i>Solution 1 Only</i>	121	17	138		4,327,628.97
<i>Solution 2 Only</i>	753	32	785		19,698,408.04
<i>Solution 3 Only</i>	2,355	31	2,386		63,160,437.31
<i>Solution 3 and 1</i>	1,785	17	1,802		51,902,468.40
<i>Solution 3 and 2</i>	5,722	46	5,768		161,030,217.32
<b>Housing Rehabilitation/Reconstruction Complete</b>					
Total Housing Rehabilitation/Reconstruction Complete	6,197	209	6,406		
<i>Solution 1</i>	1,722	38	1,760		
<i>Solution 2</i>	2,131	140	2,271		
<i>Solution 3 Only</i>	2,344	31	2,375		

Key Program Statistics

**Table 3: Key Program Statistics**



**Invited 45,815 Homeowners to complete Applications.**



## Completed Appeals

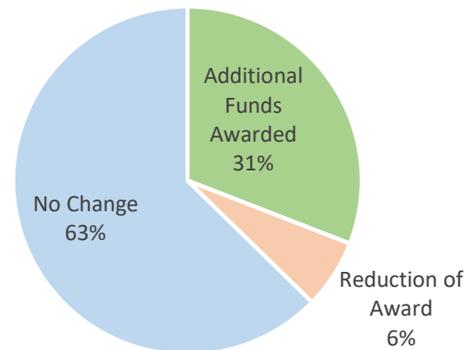
As of November 23, 2018; 5,048 resolved appeals are accounted for in the table below. 180 appeals are currently in process.

**Table 4: Status of Appeals**

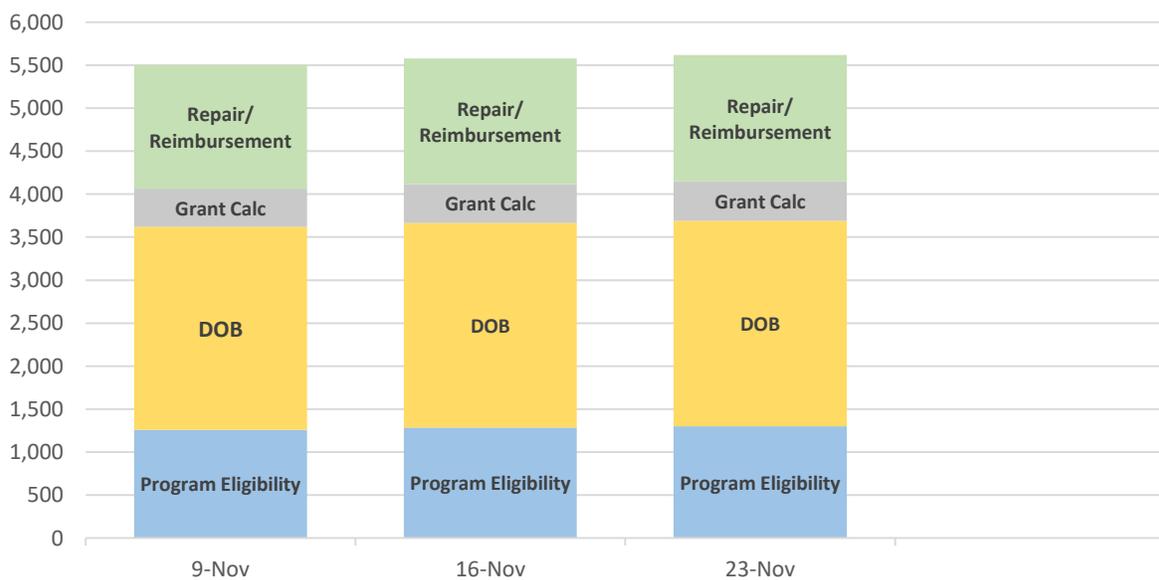
Resolved Cases	Appeals	%	Award Change	Average Award
Additional Funds Awarded	1,154	31%	17,275,825.42	14,970.39
Reduction of Award	241	6%	(2,446,218.62)	(10,150.28)
No Change	2,352	63%		
<b>Total</b>	<b>3,747</b>	<b>100%</b>		

**Figure 1: Award Appeals**

Resolved Cases	Appeals	%
Eligibility Approved	318	24%
Eligibility Denied	983	76%
<b>Total</b>	<b>1,301</b>	<b>100%</b>



**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 23, 2018, there are 20,872 homeowners, 56.20% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,799 homeowners, 37.16% 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)	5,808	100.00%	5,808
Phase Two (II)	6,592	100.00%	6,592
Phase Three (III)	2,236	31.09%	7,191
Phase Four (IV)	2,663	32.75%	8,131
Phase Five (V)	493	50.88%	969
Phase Six (VI)	1,269	19.34%	6,561
Undetermined	2	100.00%	2
Not In Phase	1,809	96.07%	1,883
<b>Total</b>	<b>20,872</b>	<b>56.20%</b>	<b>37,137</b>

	Submitted Applications	Percentage
Most Impacted LMI	18,209	49.03%
Most Impacted Urgent Need	15,532	41.82%
LMI	2,663	7.17%
Urgent Need	733	1.98%
<b>Total</b>	<b>37,137</b>	<b>100.00%</b>

**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)	3,560	61.29%	3,922	67.53%	5,808
Phase Two (II)	4,528	68.69%	3,805	57.72%	6,592
Phase Three (III)	1,378	19.16%	670	9.32%	7,191
Phase Four (IV)	1,716	21.10%	875	10.76%	8,131
Phase Five (V)	157	16.20%	100	10.32%	969
Phase Six (VI)	1,740	26.52%	711	10.84%	6,561
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	719	38.18%	1,528	81.15%	1,883
<b>Total</b>	<b>13,799</b>	<b>37.16%</b>	<b>11,613</b>	<b>31.27%</b>	<b>37,137</b>

\*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	<b>12,111</b>	<b>406,857,910.55</b>		<b>10,879</b>	<b>300,119,160.04</b>	
LMI	6,156	223,635,997.06	55.0%	5,376	153,960,834.84	51.3%
Urgent Need	5,955	183,221,913.49	45.0%	5,503	146,158,325.20	48.7%
Most Impacted Parishes	<b>11,590</b>	<b>386,894,087.66</b>	<b>95.1%</b>	<b>10,494</b>	<b>290,047,839.01</b>	<b>96.7%</b>
LMI	5,824	209,848,223.42	51.6%	5,151	148,182,825.41	49.4%
Urgent Need	5,766	177,045,864.24	43.5%	5,343	141,865,013.60	47.3%
Other Parishes	<b>521</b>	<b>19,963,822.89</b>	<b>4.9%</b>	<b>385</b>	<b>10,071,321.03</b>	<b>3.3%</b>
LMI	332	13,787,773.64	3.4%	225	5,778,009.43	1.9%
Urgent Need	189	6,176,049.25	1.5%	160	4,293,311.60	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	87	0.23%
American Indian/Alaskan Native/Black-African American	57	0.15%
Asian	503	1.35%
Asian and White	50	0.14%
Black/African American	14,319	38.56%
Black/African American and White	267	0.72%
Native Hawaiian/Other Pacific Islander	35	0.09%
Other Multi-Racial	626	1.69%
White	21,090	56.79%
A Race was not provided	54	0.15%
<b>Total</b>	<b>37,137</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 10: Housing Assistance Center Activity**

Activity	As of 11/16/2018	Weekly Activity	As of 11/23/2018
<b>Appointments</b>			
Total Number of Appointments	80,071	287	80,358
<i>Walk-ins</i>	46,630	230	46,860
<i>Scheduled</i>	33,441	57	33,498
<i>Held at office</i>	28,718	54	28,772
<i>Home visit</i>	603	0	603
<i>Cancelled</i>	2,714	3	2,717
<i>No Show</i>	1,406	0	1,406
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	52,394	169	52,563
<i>Walk-ins</i>	33,524	155	33,679
<i>Scheduled</i>	18,870	14	18,884
<i>Held at office</i>	16,394	14	16,408
<i>Home visit</i>	238	0	238
<i>Cancelled</i>	1,832	0	1,832
<i>No Show</i>	406	0	406
<b>Hammond</b>			
Total Number of Appointments	16,041	89	16,130
<i>Walk-ins</i>	9,672	69	9,741
<i>Scheduled</i>	6,369	20	6,389
<i>Held at office</i>	4,833	18	4,851
<i>Home visit</i>	346	0	346
<i>Cancelled</i>	537	2	539
<i>No Show</i>	653	0	653
<b>Lafayette</b>			
Total Number of Appointments	6,749	19	6,768
<i>Walk-ins</i>	1,478	1	1,479
<i>Scheduled</i>	5,271	18	5,289
<i>Held at office</i>	4,937	17	4,954
<i>Home visit</i>	7	0	7
<i>Cancelled</i>	218	1	219
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,887	10	4,897
<i>Walk-ins</i>	1,956	5	1,961
<i>Scheduled</i>	2,931	5	2,936
<i>Held at office</i>	2,554	5	2,559
<i>Home visit</i>	12	0	12
<i>Cancelled</i>	127	0	127
<i>No Show</i>	238	0	238

Call Center Activity

**Table 11: Call Center Activity**

Activity	As of 11/16/2018	Weekly Activity	As of 11/23/2018
<b>Call Center</b>			
Total Calls	317,785	955	318,740
Total Calls Abandoned	9,715	3	9,718
Abandoned %	3.06%	-0.01%	3.05%
Total Calls Processed	308,070	952	309,022
Inbound	193,707	721	194,428
Outbound	114,363	231	114,594
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	193,707	721	194,428
Average Wait Time	1.28 min		1.28 min
Average Call Time	5.55 min		5.54 min
Program Inquiry	56,031	221	56,252
Surveys Status Update	4,398	13	4,411
Surveys Completed	10,349	0	10,349
Case Manager Request	21,576	161	21,737
Application Status Update	68,377	207	68,584
Application In Progress	1,079	0	1,079
Application Submitted (Pending Document Upload)	6,537	1	6,538
Applications Completed	285	0	285
Damage Assessment Inquiry	2,276	0	2,276
Award Acknowledgement Inquiry	2,819	5	2,824
Construction Inquiry	4,176	47	4,223
Appeals	1,811	10	1,821
Outbound Project	87	0	87
Invalid Number/ No Answer / Busy / Left Message	11,149	53	11,202
Call Transferred	2,757	3	2,760
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	114,363	231	114,594
Average Call Time	1.54 min		1.54 min
Program Inquiry	6,087	7	6,094
Survey Status Update	3,471	0	3,471
Surveys Completed	1,060	0	1,060
Case Manager Request	182	0	182
Application Status Update	19,247	10	19,257
Application In Progress	31	0	31
Application Submitted (Pending Document Upload)	747	1	748
Applications Completed	54	0	54
Damage Assessment Inquiry	14	0	14
Award Acknowledgement Inquiry	44	0	44
Construction Inquiry	305	0	305
Appeals	6	0	6
Outbound Project	6,855	3	6,858
Invalid Number/ No Answer / Busy / Left Message	41,402	21	41,423
Call Transferred	34,858	189	35,047

**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	49	11	36	2	0	71	4,111	1,577
2	27	0	37	69	15	72	1,495	362
3	16	1	38	110	30	73	924	328
4	51	9	39	116	33	74	223	59
5	13	2	40	116	34	75	234	47
6	2	0	41	164	47	76	20	4
7	30	10	42	225	68	77	154	44
8	13	0	43	323	145	78	0	0
9	91	27	44	51	5	79	0	0
10	99	30	45	90	25	80	0	0
11	38	9	46	150	46	81	1,651	641
12	69	13	47	343	104	83	0	0
13	46	14	48	410	191	84	0	0
14	251	63	49	226	77	85	0	0
15	42	14	50	1	0	86	574	173
16	382	99	51	0	0	88	2,197	757
17	812	301	52	0	0	89	1	0
18	88	21	53	0	0	90	7	0
19	236	74	54	0	0	91	0	0
20	63	17	55	0	0	92	0	0
21	45	8	56	0	0	93	0	0
22	96	29	57	0	0	94	0	0
23	63	14	58	187	43	95	1,835	854
24	69	18	59	503	162	96	351	106
25	5	0	60	53	10	97	0	0
26	18	0	61	1,141	509	98	0	0
27	16	9	62	431	164	99	0	0
28	49	6	63	717	344	100	0	0
29	1,294	721	64	2,574	1,147	101	4,420	2,638
30	9	1	65	4,380	1,987	102	0	0
31	793	334	66	1,218	395	103	0	0
32	31	11	67	101	17	104	5	0
33	43	20	68	52	15	105	0	0
34	21	2	69	152	49	Unknown	0	0
35	5	0	70	55	18	<b>Total</b>	<b>37,137</b>	<b>15,158</b>

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

Senate District	Application Count	Offered Count
1	31	5
2	247	59
3	0	0
4	0	0
5	0	0
6	6,553	2,670
7	0	0
8	0	0
9	0	0
10	0	0
11	587	198
12	1,626	419
13	7,160	2,920
14	1,348	602
15	7,847	4,349
16	364	123
17	743	236
18	4,246	1,495
19	0	0
20	0	0
21	32	5

Senate District	Application Count	Offered Count
22	602	190
23	1,188	529
24	331	68
25	240	60
26	943	341
27	26	2
28	233	65
29	96	23
30	151	54
31	115	33
32	184	53
33	508	125
34	1,142	389
35	165	44
36	187	52
37	59	15
38	63	16
39	120	18
Unknown	0	0
<b>Total</b>	<b>37,137</b>	<b>15,158</b>

**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	585	308
Allen	75	23	14
Ascension	6,353	4,479	3,060
Avoyelles	274	138	49
Beauregard	113	56	22
Bienville	209	60	25
Bossier	607	298	139
Caddo	589	320	170
Calcasieu	266	209	104
Caldwell	154	62	37
Catahoula	72	21	7
Claiborne	208	57	24
De Soto	141	85	55
East Baton Rouge	24,248	21,432	15,536
East Carroll	237	55	32
East Feliciana	617	304	192
Evangeline	522	149	78
Franklin	58	29	13
Grant	280	83	45
Iberia	1,478	689	343
Iberville	357	159	95
Jackson	74	13	4
Jefferson Davis	508	137	65
Lafayette	4,753	2,869	1,648
LaSalle	73	31	17
Lincoln	152	42	23

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,512	8,075
Madison	85	57	29
Morehouse	1,005	354	210
Natchitoches	598	173	83
Ouachita	3,418	2,275	1,364
Pointe Coupee	444	169	78
Rapides	145	93	39
Red River	46	18	8
Richland	445	154	87
Sabine	100	64	19
St. Helena	976	590	375
St. James	162	107	52
St. Landry	1,615	468	235
St. Martin	1,301	569	296
St. Tammany	1,057	480	270
Tangipahoa	6,183	4,430	2,689
Union	399	111	68
Vermilion	1,786	1,012	524
Vernon	306	102	54
Washington	1,222	510	267
Webster	525	136	73
West Baton Rouge	110	40	12
West Carroll	336	84	47
West Feliciana	154	77	48
Winn	181	54	23
<b>Total</b>	<b>*82,440</b>	<b>56,024</b>	<b>37,130</b>

\* 82,440 with FVL: 57,244 FEMA Major/Severe; 25,196 FEMA Minor

Ineligible Parishes		
Parish	Survey Count	Application Count
Assumption	9	1
Cameron	0	0
Concordia	7	2
Jefferson	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
<b>Total</b>	<b>197</b>	<b>7</b>

**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	95	\$3,349,223.49	66	\$2,126,681.09	55	\$1,277,927.85
Allen	4	\$120,259.56	3	\$81,577.88	2	\$35,080.40
Ascension	1,027	\$34,901,661.42	782	\$25,461,743.56	685	\$18,857,132.70
Avoyelles	6	\$188,514.56	3	\$54,511.76	2	\$6,305.68
Beauregard	8	\$388,184.25	6	\$229,839.57	5	\$142,517.12
Bienville	7	\$283,759.61	5	\$200,921.23	3	\$73,464.14
Bossier	36	\$1,343,776.42	14	\$555,300.49	9	\$340,166.36
Caddo	29	\$1,082,443.83	16	\$527,545.28	11	\$219,452.50
Calcasieu	34	\$1,201,564.76	21	\$811,445.17	17	\$492,846.93
Caldwell	13	\$524,185.01	5	\$155,492.83	2	\$66,176.59
Catahoula	2	\$74,104.83	0	\$0.00	0	\$0.00
Claiborne	6	\$215,412.16	2	\$63,314.51	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	16	\$439,926.99
East Baton Rouge	7,618	\$253,331,219.84	6,524	\$219,421,167.19	6,076	\$170,446,995.44
East Carroll	11	\$440,443.14	7	\$238,115.48	6	\$133,011.38
East Feliciana	70	\$2,450,322.83	43	\$1,495,439.58	37	\$941,705.11
Evangeline	27	\$1,103,060.97	18	\$469,202.96	16	\$376,855.32
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	\$3,449,996.49	55	\$2,010,551.31	39	\$946,518.02
Iberville	23	\$1,267,092.45	12	\$546,209.24	6	\$155,347.28
Jefferson Davis	14	\$710,105.33	8	\$379,120.81	6	\$121,024.98
Lafayette	684	\$20,135,560.77	596	\$17,046,445.29	558	\$14,019,310.32
LaSalle	6	\$180,964.67	6	\$180,964.67	4	\$104,764.64
Lincoln	6	\$239,260.16	3	\$91,144.88	3	\$89,988.22
Livingston	3,274	\$114,509,327.55	2,511	\$83,337,197.43	2,262	\$63,482,991.40
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	58	\$2,803,425.05	39	\$1,618,155.21	28	\$417,200.14
Natchitoches	22	\$1,044,262.09	10	\$348,930.12	6	\$172,995.51
Ouachita	447	\$16,584,706.54	317	\$11,273,874.38	257	\$6,189,631.22
Plaquemines	1	\$60,987.39	1	\$60,987.39	0	\$0.00
Pointe Coupee	18	\$692,113.88	8	\$321,344.56	7	\$130,810.25
Rapides	9	\$398,132.14	2	\$50,712.64	2	\$50,712.64
Red River	4	\$186,103.64	2	\$67,067.02	1	\$15,281.74
Richland	29	\$1,436,169.73	15	\$828,100.05	7	\$144,412.93
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$18,076.84
St. Helena	76	\$3,188,669.30	40	\$1,741,560.22	26	\$832,842.05
St. James	10	\$522,919.50	5	\$305,465.11	3	\$124,385.11
St. Landry	57	\$2,351,943.25	27	\$1,083,391.91	19	\$475,485.25
St. Martin	95	\$4,080,470.63	65	\$2,486,082.39	53	\$1,601,093.91
St. Tammany	84	\$3,174,378.52	60	\$1,900,609.05	54	\$1,324,039.56
Tangipahoa	790	\$29,964,396.98	561	\$20,329,093.47	398	\$10,861,591.74
Union	15	\$573,959.59	9	\$270,392.01	7	\$169,033.65
Vermilion	175	\$5,850,131.76	134	\$4,364,059.65	115	\$2,725,859.36
Vernon	13	\$518,283.50	5	\$225,949.79	5	\$208,670.88
Washington	54	\$2,828,511.52	39	\$1,633,216.55	34	\$862,359.42
Webster	22	\$990,192.34	13	\$365,210.71	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	4	\$177,424.69
West Feliciana	11	\$423,414.93	8	\$320,056.79	7	\$215,543.14
Winn	8	\$563,683.86	3	\$63,019.15	3	\$29,165.03
<b>Total</b>	<b>15,158</b>	<b>\$522,452,985.69</b>	<b>12,111</b>	<b>\$406,857,910.55</b>	<b>10,879</b>	<b>\$300,119,160.04</b>

**APPENDIX D**

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

**Figure 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		
<b>TOTALS</b>	<b>\$1,656,972,000</b>	<b>\$51,435,020</b>	<b>\$1,708,407,020</b>	<b>\$3,737,800,000</b>	<b>\$2,095,671,860</b>

## APPENDIX E

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

**Figure 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 was 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 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.