

***Restore Louisiana Homeowner Assistance Program***  
**Situation & Pipeline Report #69**  
**November 24, 2018 – November 30, 2018**  
**Rev #52**

December 1, 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 45,724 homeowners in Phases I – VI.
  - 45,815 homeowners have been invited to complete applications from Phase I - VI. 37,145 (81%) homeowners have submitted their applications.
  - 35,529 scopes of work have been completed, representing 96% of the 37,145 homeowners that have submitted their application.
  - There have been a total of 15,301 Grant Awards offered to homeowners, amounting to \$530,418,944.51. Of those, 12,231 homeowners have acknowledged their grant agreements, obligating \$411,457,752.13.
  - 6,482 homeowners have completed their housing rehabilitation/reconstruction.
- 
- As of November 30, 2018, there were a total of 76,674 appointments held.
  - 310,656 calls were completed by the call center. 195,627 of the completed calls were inbound calls and 115,029 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 December 3 – December 9, 2018.
    - 12/3 – 12/5: Contractor Selection Population Outreach, Baton Rouge
    - 12/4: Contractor Selection Population Outreach, Hammond
    - 12/5: 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
November 2018	16
<b>Total</b>	<b>321</b>

**Table 2: Homeowner Program Snapshot**

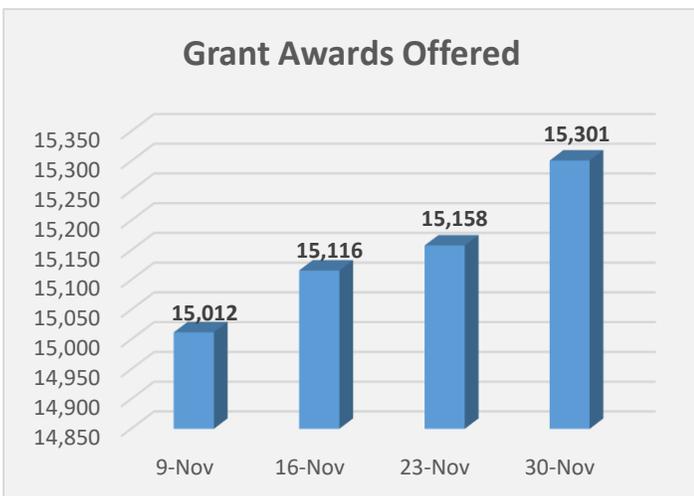
	As of 11/23/18	Weekly Activity	As of 11/30/18	Percentage	
<b>Surveys Recorded</b>				<b>Percentage</b>	
<i>Submitted Surveys</i>	56,221	0	56,221		10/19/2018 deadline
<i>Phase I - VI Subtotal</i>	45,711	13	45,724	81%	
<i>Duplicate Address</i>	4,299	0	4,299	8%	
<i>Not Currently In A Phase (mainly FEMA Minor)</i>	6,211	-13	6,198	11%	
<b>Environmental Reviews</b>					
Environmental Reviews Available to Work	19	13	32		
Environmental Reviews Completed	45,692	0	45,692		
<b>Scope of Work: Prospective/Completed</b>					
Scope of Work Available to Work	1,019	-341	678		
Total Scope of Work Completed	35,225	304	35,529		
<b>Applications In Process</b>					
Total Number of Invited Applications	45,815	0	<b>45,815</b>		
Applications Not Submitted	2,712	-35	2,677		11/16/2018 deadline
Applications Available For Grant Determination	43,103	35	43,138		
Pending Grant Determination	2,243	-441	1,802	4%	
<b>Grant Determinations</b>			<b>96% Grant Determinations</b>		
Zero Award	11,010	81	11,091	26%	
Ineligible Determination	9,329	242	9,571	22%	
Withdrawn By Applicant	5,363	10	5,373	12%	
Grant Award Offered To Applicant	15,158	143	15,301	36%	
Appeals In Progress	180	-37	143		
<b>Grant Awards</b>					<b>Total Dollars</b>
Grant Awards Offered	15,158	143	15,301		530,418,944.51
Grant Awards Obligated	12,111	120	12,231		411,457,752.13
<i>Solution 1 Only</i>	365	12	377		22,004,566.28
<i>Solution 2 Only</i>	1,616	29	1,645		54,829,203.92
<i>Solution 3 Only</i>	2,438	32	2,470		65,581,571.32
<i>Solution 3 and 1</i>	1,823	10	1,833		71,180,154.36
<i>Solution 3 and 2</i>	5,869	37	5,906		197,862,256.25
<b>Disbursements</b>					
Total Disbursements	10,879	77	10,956		303,426,942.73
<i>Solution 1 Only</i>	138	7	145		4,640,009.58
<i>Solution 2 Only</i>	785	16	801		20,553,836.92
<i>Solution 3 Only</i>	2,386	21	2,407		63,611,491.96
<i>Solution 3 and 1</i>	1,802	7	1,809		52,701,106.15
<i>Solution 3 and 2</i>	5,768	26	5,794		161,920,498.12
<b>Housing Rehabilitation/Reconstruction Complete</b>					
Total Housing Rehabilitation/Reconstruction Complete	6,406	76	6,482		
<i>Solution 1</i>	1,760	18	1,778		
<i>Solution 2</i>	2,271	37	2,308		
<i>Solution 3 Only</i>	2,375	21	2,396		

Key Program Statistics

**Table 3: Key Program Statistics**



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



Completed Appeals

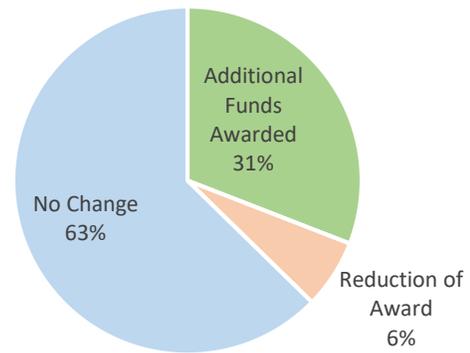
As of November 30, 2018; 5,130 resolved appeals are accounted for in the table below. 143 appeals are currently in process.

**Table 4: Status of Appeals**

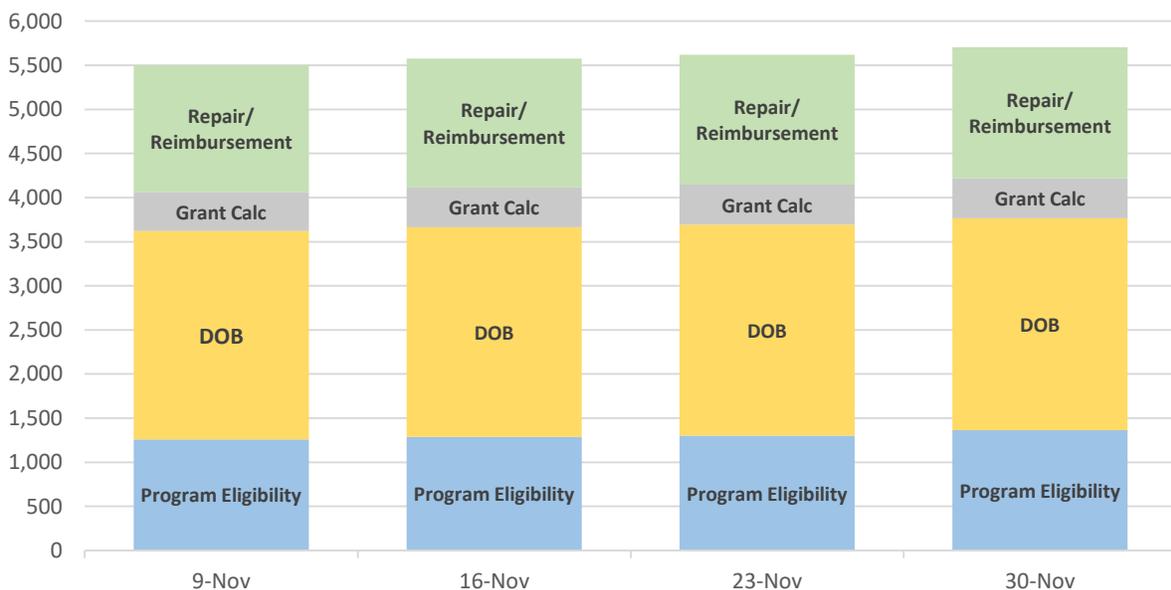
Resolved Cases	Appeals	%	Award Change	Average Award
Additional Funds Awarded	1,158	31%	17,509,593.74	15,120.55
Reduction of Award	239	6%	(2,439,983.67)	(10,209.14)
No Change	2,371	63%		
<b>Total</b>	<b>3,768</b>	<b>100%</b>		

**Figure 1: Award Appeals**

Resolved Cases	Appeals	%
Eligibility Approved	328	24%
Eligibility Denied	1,034	76%
<b>Total</b>	<b>1,362</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 30, 2018, there are 20,806 homeowners, 56.01% of the homeowners who submitted applications, that reported their income as low to moderate. There are 13,789 homeowners, 37.12% 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)	5,763	100.00%	5,763
Phase Two (II)	6,606	100.00%	6,606
Phase Three (III)	2,247	31.09%	7,227
Phase Four (IV)	2,680	32.80%	8,171
Phase Five (V)	505	50.55%	999
Phase Six (VI)	1,275	19.39%	6,576
Undetermined	2	100.00%	2
Not In Phase	1,728	95.95%	1,801
<b>Total</b>	<b>20,806</b>	<b>56.01%</b>	<b>37,145</b>

	Submitted Applications	Percentage
Most Impacted LMI	18,156	48.88%
Most Impacted Urgent Need	15,592	41.98%
LMI	2,650	7.13%
Urgent Need	747	2.01%
<b>Total</b>	<b>37,145</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)	3,554	61.67%	3,871	67.17%	5,763
Phase Two (II)	4,544	68.79%	3,805	57.60%	6,606
Phase Three (III)	1,384	19.15%	672	9.30%	7,227
Phase Four (IV)	1,718	21.03%	874	10.70%	8,171
Phase Five (V)	163	16.32%	105	10.51%	999
Phase Six (VI)	1,740	26.46%	710	10.80%	6,576
Undetermined	1	50.00%	2	100.00%	2
Not In Phase	685	38.03%	1,440	79.96%	1,801
<b>Total</b>	<b>13,789</b>	<b>37.12%</b>	<b>11,479</b>	<b>30.90%</b>	<b>37,145</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>12,231</b>	<b>411,457,752.13</b>		<b>10,956</b>	<b>303,426,942.73</b>	
LMI	6,224	226,571,488.31	55.1%	5,414	155,796,279.25	51.3%
Urgent Need	6,007	184,886,263.82	44.9%	5,542	147,630,663.48	48.7%
Most Impacted Parishes	<b>11,699</b>	<b>390,964,419.19</b>	<b>95.0%</b>	<b>10,565</b>	<b>293,078,666.93</b>	<b>96.6%</b>
LMI	5,884	212,386,928.50	51.6%	5,185	149,849,828.61	49.4%
Urgent Need	5,815	178,577,490.69	43.4%	5,380	143,228,838.32	47.2%
Other Parishes	<b>532</b>	<b>20,493,332.94</b>	<b>5.0%</b>	<b>391</b>	<b>10,348,275.80</b>	<b>3.4%</b>
LMI	340	14,184,559.81	3.5%	229	5,946,450.64	1.9%
Urgent Need	192	6,308,773.13	1.5%	162	4,401,825.16	1.5%

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	14,324	38.56%
Black/African American and White	267	0.72%
Native Hawaiian/Other Pacific Islander	35	0.10%
Other Multi-Racial	626	1.69%
White	21,092	56.78%
A Race was not provided	55	0.15%
<b>Total</b>	<b>37,145</b>	<b>100.00%</b>

Housing Assistance Center Activity (HAC)

**Table 10: Housing Assistance Center Activity**

Activity	As of 11/23/2018	Weekly Activity	As of 11/30/2018
<b>Appointments</b>			
Total Number of Appointments	80,358	442	80,800
<i>Walk-ins</i>	46,860	378	47,238
<i>Scheduled</i>	33,498	64	33,562
<i>Held at office</i>	28,772	58	28,830
<i>Home visit</i>	603	3	606
<i>Cancelled</i>	2,717	3	2,720
<i>No Show</i>	1,406	0	1,406
<b>Housing Assistance Center Details</b>			
<b>Baton Rouge</b>			
Total Number of Appointments	52,563	297	52,860
<i>Walk-ins</i>	33,679	267	33,946
<i>Scheduled</i>	18,884	30	18,914
<i>Held at office</i>	16,408	27	16,435
<i>Home visit</i>	238	1	239
<i>Cancelled</i>	1,832	2	1,834
<i>No Show</i>	406	0	406
<b>Hammond</b>			
Total Number of Appointments	16,130	138	16,268
<i>Walk-ins</i>	9,741	110	9,851
<i>Scheduled</i>	6,389	28	6,417
<i>Held at office</i>	4,851	25	4,876
<i>Home visit</i>	346	2	348
<i>Cancelled</i>	539	1	540
<i>No Show</i>	653	0	653
<b>Lafayette</b>			
Total Number of Appointments	6,768	4	6,772
<i>Walk-ins</i>	1,479	1	1,480
<i>Scheduled</i>	5,289	3	5,292
<i>Held at office</i>	4,954	3	4,957
<i>Home visit</i>	7	0	7
<i>Cancelled</i>	219	0	219
<i>No Show</i>	109	0	109
<b>Monroe</b>			
Total Number of Appointments	4,897	3	4,900
<i>Walk-ins</i>	1,961	0	1,961
<i>Scheduled</i>	2,936	3	2,939
<i>Held at office</i>	2,559	3	2,562
<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 11/23/2018	Weekly Activity	As of 11/30/2018
<b>Call Center</b>			
Total Calls	318,740	1,646	320,386
Total Calls Abandoned	9,718	12	9,730
Abandoned %	3.05%	-0.01%	3.04%
Total Calls Processed	309,022	1,634	310,656
Inbound	194,428	1,199	195,627
Outbound	114,594	435	115,029
<b>Completed Inbound Calls Details</b>			
Total Inbound Calls Completed	194,428	1,199	195,627
Average Wait Time	1.28 min		1.27 min
Average Call Time	5.54 min		5.53 min
Program Inquiry	56,252	341	56,593
Surveys Status Update	4,411	47	4,458
Surveys Completed	10,349	0	10,349
Case Manager Request	21,737	293	22,030
Application Status Update	68,584	313	68,897
Application In Progress	1,079	0	1,079
Application Submitted (Pending Document Upload)	6,538	1	6,539
Applications Completed	285	0	285
Damage Assessment Inquiry	2,276	0	2,276
Award Acknowledgement Inquiry	2,824	0	2,824
Construction Inquiry	4,223	92	4,315
Appeals	1,821	16	1,837
Outbound Project	87	0	87
Invalid Number/ No Answer / Busy / Left Message	11,202	80	11,282
Call Transferred	2,760	16	2,776
<b>Completed Outbound Calls Details</b>			
Total Outbound Calls Completed	114,594	435	115,029
Average Call Time	1.54 min		1.54 min
Program Inquiry	6,094	13	6,107
Survey Status Update	3,471	3	3,474
Surveys Completed	1,060	0	1,060
Case Manager Request	182	1	183
Application Status Update	19,257	9	19,266
Application In Progress	31	0	31
Application Submitted (Pending Document Upload)	748	1	749
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	6,858	3	6,861
Invalid Number/ No Answer / Busy / Left Message	41,423	20	41,443
Call Transferred	35,047	385	35,432

**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	4,112	1,595
2	27	0	37	69	14	72	1,496	358
3	16	1	38	110	31	73	924	335
4	51	9	39	116	33	74	223	59
5	13	2	40	116	36	75	234	48
6	2	0	41	164	48	76	20	4
7	30	10	42	225	71	77	154	44
8	13	0	43	323	145	78	0	0
9	91	28	44	51	5	79	0	0
10	99	32	45	90	26	80	0	0
11	38	9	46	150	46	81	1,651	654
12	69	15	47	343	106	83	0	0
13	46	13	48	410	195	84	0	0
14	251	64	49	226	76	85	0	0
15	42	15	50	1	0	86	574	176
16	382	102	51	0	0	88	2,197	764
17	812	303	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	18	55	0	0	92	0	0
21	46	8	56	0	0	93	0	0
22	96	30	57	0	0	94	0	0
23	63	15	58	187	44	95	1,835	874
24	69	22	59	504	165	96	351	107
25	5	0	60	53	11	97	0	0
26	18	0	61	1,141	506	98	0	0
27	16	8	62	431	165	99	0	0
28	49	6	63	717	351	100	0	0
29	1,294	727	64	2,575	1,153	101	4,420	2,650
30	9	1	65	4,380	1,999	102	0	0
31	795	334	66	1,219	398	103	0	0
32	31	11	67	101	17	104	5	0
33	43	21	68	52	15	105	0	0
34	21	2	69	152	47	Unknown	0	0
35	5	0	70	55	18	<b>Total</b>	<b>37,145</b>	<b>15,301</b>

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

Senate District	Application Count	Offered Count
1	31	5
2	247	61
3	0	0
4	0	0
5	0	0
6	6,555	2,692
7	0	0
8	0	0
9	0	0
10	0	0
11	587	201
12	1,626	416
13	7,161	2,967
14	1,348	600
15	7,848	4,372
16	364	124
17	743	235
18	4,247	1,515
19	0	0
20	0	0
21	32	5

Senate District	Application Count	Offered Count
22	602	194
23	1,189	531
24	331	69
25	240	61
26	944	344
27	26	2
28	233	67
29	96	22
30	151	59
31	115	33
32	184	55
33	508	128
34	1,143	392
35	165	47
36	187	54
37	59	16
38	63	16
39	120	18
Unknown	0	0
<b>Total</b>	<b>37,145</b>	<b>15,301</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	3,061
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	15,538
East Carroll	237	55	33
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	2,870	1,651
LaSalle	73	31	17
Lincoln	152	42	23

Parish	FVL Count	Survey Count	Application Count
Livingston	15,892	11,511	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	2,690
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>37,138</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	98	\$3,518,901.14	68	\$2,276,020.37	56	\$1,294,749.80
Allen	4	\$120,259.56	3	\$81,577.88	2	\$35,080.40
Ascension	1,038	\$35,172,919.52	791	\$25,792,749.91	692	\$19,078,525.24
Avoyelles	6	\$188,514.56	4	\$109,169.11	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	39	\$1,469,428.24	14	\$555,300.49	9	\$343,083.96
Caddo	29	\$1,082,443.83	16	\$527,545.28	11	\$219,452.50
Calcasieu	35	\$1,232,920.25	23	\$889,300.14	17	\$502,420.17
Caldwell	13	\$524,185.01	5	\$155,492.83	2	\$66,176.59
Catahoula	3	\$250,057.42	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	7,656	\$255,569,517.29	6,575	\$221,200,847.84	6,102	\$171,766,671.37
East Carroll	11	\$440,443.14	7	\$238,115.48	6	\$133,011.38
East Feliciana	70	\$2,441,427.89	44	\$1,545,572.39	38	\$991,790.09
Evangeline	28	\$1,106,160.05	18	\$469,202.96	16	\$376,855.32
Franklin	1	\$45,000.00	1	\$45,000.00	1	\$45,000.00
Grant	15	\$707,046.82	7	\$308,832.40	6	\$113,232.37
Iberia	97	\$3,504,007.78	58	\$2,131,543.52	41	\$1,037,104.98
Iberville	25	\$1,232,169.81	14	\$638,254.82	7	\$213,524.49
Jefferson Davis	13	\$681,863.91	8	\$379,120.81	6	\$121,024.98
Lafayette	686	\$20,169,205.77	601	\$17,252,044.38	562	\$14,079,156.43
LaSalle	6	\$180,964.67	6	\$180,964.67	4	\$104,764.64
Lincoln	5	\$218,592.63	3	\$91,144.88	3	\$89,988.22
Livingston	3,331	\$117,730,331.48	2,543	\$84,458,673.10	2,283	\$64,533,281.17
Madison	1	\$57,405.95	1	\$57,405.95	0	\$0.00
Morehouse	58	\$2,805,320.88	40	\$1,711,834.41	28	\$417,200.14
Natchitoches	23	\$1,128,413.28	10	\$348,930.12	7	\$181,661.64
Ouachita	453	\$17,166,375.10	318	\$11,338,180.99	262	\$6,237,954.61
Plaquemines	1	\$60,987.39	1	\$60,987.39	0	\$0.00
Pointe Coupee	18	\$692,105.71	8	\$321,344.56	7	\$130,810.25
Rapides	8	\$336,126.78	2	\$50,712.64	2	\$50,712.64
Red River	4	\$186,103.64	2	\$67,067.02	1	\$15,281.74
Richland	29	\$1,445,507.32	15	\$828,100.05	7	\$144,412.93
Sabine	4	\$165,376.42	2	\$86,173.77	1	\$18,076.84
St. Helena	75	\$3,147,569.26	41	\$1,786,560.22	26	\$832,842.05
St. James	10	\$522,919.50	5	\$305,465.11	3	\$124,385.11
St. Landry	60	\$2,558,024.22	27	\$1,083,391.91	19	\$475,485.25
St. Martin	98	\$4,250,977.30	65	\$2,481,230.32	54	\$1,658,042.56
St. Tammany	84	\$3,169,393.32	60	\$1,900,609.05	54	\$1,336,378.60
Tangipahoa	796	\$30,457,056.33	571	\$20,751,676.26	403	\$11,050,578.04
Union	17	\$629,235.35	9	\$270,392.01	7	\$169,033.65
Vermilion	176	\$5,908,275.74	133	\$4,360,400.74	117	\$2,827,709.83
Vernon	17	\$613,857.94	5	\$225,949.79	5	\$208,670.88
Washington	55	\$2,920,959.52	39	\$1,633,216.55	34	\$873,661.84
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	7	\$497,396.66	3	\$63,019.15	3	\$29,165.03
<b>Total</b>	<b>15,301</b>	<b>\$530,418,944.51</b>	<b>12,231</b>	<b>\$411,457,752.13</b>	<b>10,956</b>	<b>\$303,426,942.73</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

**BATON ROUGE, HAMMOND:** OPEN MONDAY – FRIDAY | 8:00 A.M. – 5:00 P.M.  
**LAFAYETTE, MONROE:** OPEN TUESDAYS | 9:00 A.M. – 5:00 P.M.

<h2>BATON ROUGE</h2> <p>Oak Tree Building, 10000 Celtic Dr</p> <p><b>866-735-2001</b></p>	<h2>HAMMOND</h2> <p>130 Robin Hood Dr</p> <p><b>985-520-6716</b></p>
<h2>LAFAYETTE</h2> <p>Lafayette Public Library – East Regional Branch 215 La Neuville Rd in Youngsville, Meeting Room 4</p> <p><b>337-252-4082</b></p>	<h2>MONROE</h2> <p>Old State Farm Building 24 Accent Dr, Suite 116</p> <p><b>318-267-3728</b></p>

## 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.